

STUDENT HANDBOOK

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1. **AN INVITATION TO MARITIME STUDENTS**

Dear Students,

A very warm welcome to Wavelink Maritime Institute.

As a Student, you would be wondering how Wavelink Maritime Institute would be able to provide the necessary education and training in your personal objective of achieving a wonderful and rewarding career in the seafaring community. Please allow me to briefly introduce to you Wavelink Maritime Institute (WMI).

WMI is a partner of SMOU and NTUC. We are a premier and professional organization dedicated to providing quality maritime education, training and consultancy services for both the local and international maritime community.

Wavelink Maritime Institute was incorporated with the main thrust of providing relevant, cost effective, with a focus of excellence in service to the maritime and shipping industry. The company is well geared to meet the ever changing needs of the maritime industry with its pool of professional and well qualified staff.

I invite you to explore WMI's Website (<http://www.wavelink.com.sg/wmi>) as well as go through this Handbook. You would find important and relevant information on our Commitment, Refund Policies, Course Fees details etc.

Capt. Lee Sang Chiat
General Manager, Singapore Operations
Wavelink Maritime Institute

2. VISION, MISSION & VALUES

VISION STATEMENT

To be the preferred world-class education and training institution for the maritime industries.

MISSION STATEMENT

To enable members of the maritime industry to realize their potential through the delivery of high quality and cost effective courses and programme.

QUALITY POLICY

WMI's Quality Policy is as follows:

QUALITY POLICY

At WMI, quality is everyone's responsibility. We take pride in our work and emphasise on problem prevention rather than correction. We are committed to comply with the requirements of our customers, and to continually improve our service quality based on feedback and established benchmarks.

Our Quality Management System (QMS) is fully compliant with ISO 9001. All WMI staff must comply with the QMS and strive to continuously improve our quality process in the most competitive and effective manner.

VALUES

Professionalism

We uphold the highest standards of excellence

Innovation

We constantly pursue new ideas and creative solutions

Loyalty

We are committed to grow with the organization

Integrity

We earn & uphold the trust and confidence of others in us

Team Spirit

We work as a team to achieve common goals

Caring and Sharing

We adopt a philosophy of caring and sharing with one another

3. **CONFIDENTIALITY AND SECURITY POLICY**

- a) This Confidentiality and Security Policy applies to all data kept by the WMI, including but not limited to:
 - i) Course assessment materials and results
 - ii) Personal data of student
- b) All course assessment materials and results shall be handled as per WMI's Assessment Process and Assessment Results Process
- c) All student information collected shall be handled, maintained and secured as per the PDPA requirement and NTUC's PDPA policy. The confidential policy (i.e. NTUC PDPA Clause) should be printed on all relevant forms whenever students provide personal data or information to WMI. Reference may be drawn to NTUC's PDPA policy, which is available online
- d) WMI staff's responsibilities and code of conduct in handling information shall be specified in the Staff Confidentiality Agreement with WMI.
- e) Back-up data is carried out during regular back-up process of the company's server.
- f) Access to the system is limited to staff with user ID and password.
- g) In the event that WMI intends to use data provided for other purposes beyond the original intent of data collection, WMI must seek written permission from the students and/or staff before using the data, unless requested by government agencies.

4. COURSE FEES

Certificate in Nautical Studies (Pre Sea Deck Cadet Training Program)

Fees* Breakdown	Total Payable (with GST, if any) (S\$)
<u>Course Fee:</u>	
Tuition Fee	10,311.00
Tuition Administration	900.00
Total Course Fee Before GST	11,211.00
<u>Mandatory Material Fee (Non Refundable):</u>	
Pre-Course Administration	850.00
Uniform – Standard Set	150.00
Training Materials & CBT	500.00
Total Mandatory Material Fee Before GST	1,500.00
<i>(Applicable only for Singaporeans and PR)</i>	
<u>Course Fee Grants</u>	
WDA / e2i 80% of Course Fee, not inclusive of GST	8,968.80
SMOU 10% of Course Fee, not inclusive of GST	1,121.10
<u>Course Fee From Student</u>	
Student 10% of Course Fee, not inclusive of GST	1,121.10
Student GST based on full Course Fees (7%)	784.77
<u>Mandatory Material Fee Grants</u>	
WDA / e2i 80% of Mandatory Material Fee, not inclusive of GST	1,200.00
SMOU 10% of Mandatory Material Fee, not inclusive of GST	150.00
<u>Mandatory Material Fee Student</u>	
Student 10% of Mandatory Material Fee, not inclusive of GST	150.00
Student GST based on Mandatory Material Fee (7%)	105.00
Course Fee Payable by Student After Applicable Course Fee Grants*:	1,905.87
Mandatory Material Fee Payable by Student After Applicable Mandatory Material Fee Grants*:	255.00
Fee Protection Scheme Premium Payable by Student (inclusive of GST):	14.99
Total Amount Payable by Student After Applicable Course and Mandatory Material Fees Grants*:	2,175.86
No of Instalments For Student:	1

Certificate in Marine Engineering (Pre-Sea Marine Engineering Programme)

Fees* Breakdown	Total Payable (with GST, if any) (S\$)
<u>Course Fee:</u>	
Tuition Fee	11,543.00
Tuition Administration	1,350.00
Total Course Fee Before GST	12,893.00
<u>Mandatory Material Fee (Non Refundable):</u>	
Pre-Course Administration	850.00
Uniform – Standard Set	150.00
Training Materials & CBT	500.00
Total Mandatory Material Fee Before GST	1,500.00
<i>(Applicable only for Singaporeans and PR)</i>	
<u>Course Fee Grants</u>	
WDA / e2i 80% of Course Fee, not inclusive of GST	10,314.00
SMOU 10% of Course Fee, not inclusive of GST	1,289.30
<u>Course Fee From Student</u>	
Student 10% of Course Fee, not inclusive of GST	1,289.30
Student GST based on full Course Fees (7%)	902.51
<u>Mandatory Material Fee Grants</u>	
WDA / e2i 80% of Mandatory Material Fee, not inclusive of GST	1,200.00
SMOU 10% of Mandatory Material Fee, not inclusive of GST	150.00
<u>Mandatory Material Fee Student</u>	
Student 10% of Mandatory Material Fee, not inclusive of GST	150.00
Student GST based on Mandatory Material Fee (7%)	105.00
Course Fee Payable by Student After Applicable Course Fee Grants*:	2191.81
Mandatory Material Fee Payable by Student After Applicable Mandatory Material Fee Grants*:	255.00
Fee Protection Scheme Premium Payable by Student (inclusive of GST):	17.25
Total Amount Payable by Student After Applicable Course and Mandatory Material Fees Grants*:	2,464.06
No of Instalments For Student:	1

* Fees are correct at time of printing.

* Fee sponsorships are NOT applicable to International Students.

5. MISCELLANEOUS FEE

Purpose of Fee	Amount (with GST, if any) (S\$)
Re-Examination Fee	20.00
Replacement of Certificate or Transcript	20.00
Appeal Fee for Examination Result	50
Banker's Guarantee for 6 or 9 Months	est. 200 to 300
Logistics for New International Student's Airport Pick-up and Other Arrangement	est. 300
<u>Additional Cadet Uniform (per piece)</u>	<u>Estimated Price</u>
White Shirt	18.00 - 24.00
Black Pants	16.00 - 19.00
Belt	3.00 - 4.00
Boiler Suit	21.00 - 26.00
Safety Shoes	58.00 - 70.00
Name Tag	3.00 - 4.00
Deck Cadet Epaulette	5.00 - 7.00

Miscellaneous Fee refers to any non-compulsory fees which the students pay only when applicable. Such fees are normally collected by the PEI when the need arises

**6. FEE PROTECTION SCHEME (FPS)
(Policy Number: FPS027Y16 - Validity Period: 31 Aug 2016 to 16 Dec 2019)**

Wavelink Maritime Institute (WMI) has put in place the Fee Protection Scheme that ensures the unconsumed course fees paid by students are insured.

The Fee Protection Scheme protects against the loss of paid course fees deemed un-utilised arising from the following events:

- a) Insolvency of the school
- b) Regulatory Closure of the school
- c) Direction issued by the Committee for Private Education (CPE).

As per EduTrust Fee Protection Scheme Instruction Manual, the following fees are exempted from FPS, if collected:

- a) Course application fee
- b) Prevailing Good and Services Tax (GST)
- c) Miscellaneous fees
- d) FPS insurance premium
- e) Examination fees collected than 2 months before examination date.

WMI has appointed Liberty Insurance Pte Ltd, a CPE-appointed service provider, for the Insurance Protection Scheme.

WMI has entered into a master insurance agreement between CPE and Liberty Insurance Pte Ltd (the “Master Insurance Agreement”) for the purpose of insuring, among other things, the students. This Master Insurance Agreement sets out, among other things, the events under which students are indemnified for their course fee paid to WMI. The Insurance Protection Scheme applies to all courses with course duration of more than one month or 50 hours.

For more information on Protection of Course Fees, please refer to CPE’s website: <https://www.cpe.gov.sg/for-peis/protection-of-course-fees>

7. MEDICAL INSURANCE COVERAGE

To ensure that students are protected against the risk of hefty medical expenses, it is mandatory for all full-time students (local and international) to purchase medical insurance coverage during their course duration. The insurance should cover hospitalization and related medical treatment expenses. Students may refer to our Programme Executive or Recruitment Agent for more information on premium payable for medical insurance coverage.

The mandatory medical insurance purchase described above does not apply to students studying on a part-time basis or those taking courses that are no more than one month or 50 hours in duration.

The insurance premium for all students has been absorbed by WMI and the insurance certificate can be viewed on WMI's website.

8. TRANSFER, WITHDRAWAL AND DEFERMENT POLICY

General Provisions:

- a) Students are allowed, although it is not to be encouraged, to request for a transfer and/or withdrawal from the course they have enrolled into. Such application must be submitted in writing and the application will then be considered on a case by case basis. For the student below age of 18, a Letter of Consent by student's parent / guardian shall also be submitted.
- b) Definition of transfer, withdrawal and deferment are as below:
 - i) **Transfer:** Student changes the course or period of study (from full-time to part-time or vice versa), but remains as a student of WMI.
 - ii) **Withdrawal:** Student discontinues all courses with WMI
 - iii) **Deferment:** Student delays or postpones the same course (or module). Where the student request to join a new course/module, it will be deemed as new application.
- c) This policy shall only apply to transfer/withdrawal/deferment requests submitted after signing the Student Contract and/or upon WMI course confirmation.
- d) Refunds arising from such cases of transfer/withdrawal/deferment shall be as per **WMI Refund Policy** and handle as per **<WMI Refund Procedure, OM>**.
- e) The maximum processing time shall not be more than 4 weeks from the point of student's request to informing student of the outcome in writing.
- f) Where there is any change to the status of the student's Pass, the Immigration & Checkpoints Authority of Singapore shall be informed in a timely manner.
- g) Upon approval of transfer or deferment, the existing contract shall cease effect immediately and a new contract shall be executed as per **<Student Contract Execution Process, OM>**

- h) If the student is under 18 years of age, parent's/legal guardian's written consent must be obtained prior to processing any transfer, withdrawal and deferment request.
- i) Any appeal/dispute shall be handled in accordance to WMI Dispute Resolution Policy

Conditions for Transfer:

- a) Unless otherwise approved by WMI Top Management, the withdrawal of the existing course shall not be due to:
 - i) The student is expelled on disciplinary basis
 - ii) Loss of Student's Pass Status during the course of study
 - iii) Student is declared bankrupted during the course of studySee Para 1f) of **WMI Refund Policy**
- b) The applicant of transfer shall meet the entry criteria of the course to be transferred to and successfully complete all applicable selection and admission process. (see <**WMI Student Selection and Admission Process, OM**>)
- c) In principle, the transfer student shall join the new course with the immediate next cohort. However, with approval by WMI Management and Academic Board, the transfer student may join the current cohort. In any case, the commencement date shall not be later than the scheduled commencement date of immediate next cohort.
- d) For successful application of transfer, the notification to the student shall include the following:
 - i) Estimated Date of Commencement of the new course
 - ii) Recognition academic credits/exemption of modules in the new course, if applicable.
 - iii) Execution of the new student contract.

Conditions for Deferment

- a) Unless otherwise approved by WMI Top Management, the withdrawal of the existing cohort shall not be due to:
 - i) The student is expelled on disciplinary basis (cross ref 5.4.1 Student Conduct and Attendance)
 - ii) Loss of Student's Pass Status during the course of study
 - iii) Student is declared bankrupted during the course of studySee Para 1f) of **WMI Refund Policy**.
- b) If there is any revision of entry criteria, the applicant of deferment shall meet the entry criteria as revised to and successfully complete all applicable selection and admission process. (see <**WMI Student Selection and Admission Process, OM**>)

- c) In any case, the maximum deferment period allowed is until the commencement of the next subsequent cohort. Otherwise, the deferment request will be deemed as a new application.
- d) For successful application of deferment, the notification to the student shall include the following:
 - i) Estimated Dated of Commencement of the new course
 - ii) Recognition academic credits/exemption of modules in the new course, if applicable.
 - iii) Execution of the new student contract.

9. TRANSFER, WITHDRAWAL AND DEFERMENT PROCEDURE

- a) Transfer, Withdrawal and Deferment may arise from the following conditions:
 - i) Course deemed cancelled by WMI, under the circumstances as defined in Para 1b) of Refund Policy.
 - ii) Application initiated by student
- b) In the case where the Transfer, Withdrawal and Deferment arises from condition in Para 4.4.1.1 a) i), the case shall be handled as per the procedure below:
 - i) WMI shall inform the students of the cancellation within three (3) working days. Subsequently within seven (7) working days, WMI shall provide the student with information and details of the alternative confirmed course arrangement to allow the Student to make timely and appropriate decision on the alternative arrangement.
 - ii) From the date of notification, the student is entitled to immediate withdrawal from the course, deferment or transfer to another course (subject to approval, taking into consideration of eligibility and availability of the other course)
 - iii) The student shall indicate in writing their intent of withdrawal, transfer or deferment within 14 days from WMI's notice of cancellation. Failing to do so, the student shall be automatically deemed as withdrawing from course and all withdrawal and refund policy shall apply accordingly. For student below age of 18, a Letter of Consent by student's parent/guardian shall also be submitted. The student may submit any other supporting document where applicable.
 - iv) For students indicating intent of transfer or deferment, WMI shall acknowledge the transfer or deferment request in writing. Student's admission to the new course will be as per the WMI Selection and Admission Procedure. Priority will be given to the application arising from a cancelled course.

- v) In the case where the transfer application is unsuccessful, the case will be treated as withdraw case and all withdrawals procedure shall apply accordingly.
 - vi) For successful admission to the new course (i.e. transfer) with necessary approval from WMI AB and/or Management, a new contract shall be signed.
 - vii) For successful deferment, an addendum to the existing contract shall be issued and acknowledged by the student.
 - viii) In any case, the maximum processing time shall not exceed 4 weeks from the point of student's request to informing student of the outcome in writing.
 - ix) WMI administration staff shall inform ICA of any change in students' status that may affect the student's pass as per requirement of CPE and other relevant government agencies as required.
 - x) WMI administration staff shall coordinate with FPS service providers for any refund, as per WMI Refund Policy and CPE requirement.
- c) In the case where the Transfer, Withdrawal and Deferment arises from condition in Para 4.4.1.1 a) ii), the case shall be handled as per the procedure below:
- i) The student submits application of Transfer, Withdrawal and Deferment in writing to the respective course manager. The application should clearly state the reason of Transfer, Withdrawal and Deferment and intended date of transfer/withdrawal, e.g. medically unfit or change in Student's Pass status etc. For student below age of 18, a Letter of Consent by student's parent/guardian shall also be submitted. The student may submit any other supporting document where applicable.
 - ii) The Course manager shall assess the application and give recommendation to the management team, including grant or reject the application as well as any condition and/or consideration. The final decision shall be approved and endorsed by the Top Management. During the process, the student may be interviewed for further details or counselled. Where other lawful party(s) is involved, the interview and/or counselling may be done in the presence of the party(s).
 - iii) In the case of transfer application, student's admission to the new course will be as per the WMI Selection and Admission Procedure.
 - iv) In any case, a Letter of Notification of Transfer, Withdrawal and Deferment indicating the final decision of approval or rejection of the application shall be issued to the student within 3 working days of the

final interview/counselling. The student shall acknowledge receipt of the letter. In case of dispute, WMI Dispute Resolution Policy shall apply accordingly.

- v) For successful admission to the new course (i.e. transfer) with necessary approval, a new contract shall be signed.
 - vi) For successful deferment, an addendum to the existing contract shall be issued and acknowledged by the student.
 - vii) In any case, the maximum processing time shall not exceed 4 weeks from the point of student's request to informing student of the outcome in writing.
 - viii) WMI administration staff shall inform ICA of any change in students' status that may affect the student's pass as per requirement of CPE and other relevant government agencies as required.
 - ix) WMI administration staff shall coordinate with FPS service providers for any refund, as per WMI Refund Policy and CPE requirement.
- d) Under any condition of non-compliance of Student Code of Conduct or relevant Singapore Law, disciplinary actions will be taken against the student. Such action may include verbal warning, written warning, suspension or expulsion as recommended by Disciplinary Committee/ AB/ EB. (cross ref Para 5.4.1 for Student Disciplinary Policy and Procures). Top management shall make the final decision and student will be informed in writing within 14 days. In the case of suspension or expulsion, student will not be entitled to any refund.
- e) The up-to-date Transfer, Withdrawal and Deferment Policy shall be made available to all students and prospective students via student handbook and Website.
- f) Any dispute shall be handled as per WMI Dispute Resolution Policy.

10. REFUND POLICY

General Provisions:

- a) The student/participant is deemed to have a contractual relationship with WMI upon signing the Student Contract.
- b) The course is deemed as "Non-delivery", if
 - i) WMI fails, for any reason, to commence the Course on the Commencement Date;
 - ii) WMI terminates the Course, for any reason, prior to the Course Commencement Date;

- iii) WMI fails, for any reason, to complete the Course by the Completion Date;
 - iv) WMI terminates the Course for any reason prior to the completion of the Course.
 - v) WMI has not ensured that the student meets the course entry or matriculation requirement as set by the organization stated in the Student Contract within any stipulated timeline set by CPE
 - vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA)
- c) **"Non-Refundable Fee"** shall be clearly indicated on the student contract. The **"Non-Refundable Fee"** includes:
- i) Pre-course administration & application fee
 - ii) Uniform fee
 - iii) Training Materials (including Computer Based Training Materials where applicable)
 - iv) Any other fee or miscellaneous fee that have been consumed or reasonably deemed as consumed at the point of the withdrawal/request for withdrawal.
- d) **"Maximum Refundable Fee"** is defined as total fee less any consumed portion and non-refundable fees as per **Para 1c) of WMI Refund Policy**.
- e) In any case, the amount of refund shall not exceed the amount that has been paid by the student for the particular course. WMI shall not be responsible for any other costs/loss directly or indirectly incurred by students (e.g. bank charge, exchange rate loss etc), other than what is paid directly to WMI by the student.
- f) This refund policy does not apply to the following conditions:
- i) The student is expelled on disciplinary basis
 - ii) Loss of Student's Pass Status during the course of study
 - iii) Student is declared bankrupted during the course of study
- g) Arising from Para 1f), student may appeal as per **WMI Dispute Resolution Policy**

Refund for Withdrawal Due to Non-Delivery of Course:

- a) Under the circumstance as set out in Para 1b) of **WMI Refund Policy**, WMI shall notify the student in writing within three (3) working days upon knowledge of WMI.
- b) Student shall be informed alternative study arrangements (if any) and is entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid, should the student decide to withdraw.
- c) Upon confirmation of student's intention of withdrawal, the refund shall be executed within seven (7) working days from the withdrawal/request of refund.

Refund for Withdrawal Due to Other Reasons:

- a) In any circumstance of withdrawal other than those set out in Para 1b of **WMI Refund Policy**, the refund amount shall be calculated based on the refund schedule below:

Refund Condition	Refund Quantum
The Student's written notice of withdrawal is received more than fourteen (14) days prior to the Course Commencement Date.	80% of the Maximum Course Fees refundable
The Student's written notice of withdrawal is received prior, but not more than fourteen (14) days prior to the Course Commencement Date.	50% of the Maximum Course Fees refundable
The Student's written notice of withdrawal is received after, but not more than fourteen (14) days after the Course Commencement Date.	30% of the Maximum Course Fees refundable
The Student's written notice of withdrawal is received more than fourteen (14) days after the Course Commencement Date.	No refund

- b) The refund shall be executed within seven (7) working days of receiving the student's written notice of such withdrawal.
- c) In the event of course transfer/deferment, upon approval of such transfer/deferment, the student shall be deemed as "withdraw" from the current course and any refund applicable shall be calculated and handled based on the original student contract. The student shall enter into new contract for the course/cohort that the student is transferred/deferred to.

11. REFUND PROCEDURE

- a) Without compromising the suitability and eligibility of the student/candidate, where necessary or requested by student, the refund policy should be briefed to the students in the student's native language, as appropriate, with the assistance of a translator to be mutually agreed by both parties.
- b) All refunds shall be done in accordance to WMI Refund policy, upon approval of transfer/withdrawal.
- c) For refunds arising from Transfer, Withdrawal and Deferment due to cancellation of course by WMI, the following will apply:
- i) The student shall produce the proof (e.g. original receipt, bank statement etc) of any payment to WMI in relation to the cancelled course. WMI staff may take up to 3 workings days for verification.

- ii) Upon verification, within 3 working days WMI course administrator and/or finance department shall determine the refundable amount in accordance to WMI refund policy and obtain approval by Top Management.
 - iii) Subsequently, WMI administrative staff shall convey the refundable amount to the student and make the refund in cash or bank transfer, as mutually agreed, within 3 working days.
 - iv) Student must acknowledge the receipt of the refund.
 - v) With no delayed confirmation from student and/or any dispute, WMI shall refund all agreed refundable amounts within 7 working days of notice of cancellation.
 - vi) Any dispute shall be handled as per WMI Dispute Resolution Policy and Procedure.
- d) For refunds arising from Transfer, Withdrawal and Deferment due to student's request
- i) The student shall submit refund request in writing and produce the proof (e.g. original receipt, bank statement etc) of any payment to WMI in relation to the course, subject to approval by WMI of the student's Transfer, Withdrawal and Deferment application being granted. WMI course administrator may take up to 3 workings for verification.
 - ii) Upon verification, within 3 working days WMI course administrator and/or finance department shall determine the refundable amount in accordance to WMI refund policy and obtain approval by Top Management.
 - iii) Subsequently, WMI administrative staff convey the refundable amount to the student and shall make the refund in cash or bank transfer, as mutually agreed, within 3 working days.
 - iv) Student must acknowledge the receipt of the refund.
 - v) With no delayed confirmation and/or any dispute, WMI shall refund all agreed refundable amounts within 7 working days of the refund request.
 - vi) Any dispute shall be handled as per WMI Dispute Resolution Policy and Procedure.
- e) The up-to-date Refund policy shall be made available to all students and prospective students via student handbook and Website.

12. STUDENT'S COMPLAINT / GRIEVANCE HANDLING PROCEDURE

- a) Student's complaints/grievances must be made in writing, through letters, feedback forms, emails or online feedback forms. Where complaints/grievances are raised through other means e.g. phone calls, meetings etc, such complaints/grievances must be recorded by WMI staff and acknowledged by students. This is to avoid misunderstanding of the complaint/grievance matter.

- b) Students' complaints/grievances can be raised to any WMI full-time staff and to be brought up to the respective liaison officer and/or Programme Manager. Similarly, Student having any dispute or grievance can bring to the attention of WMI MR, who will then investigate.
- c) It is important that the student includes the following items in the complaint:
 - i) Complaint/Grievance Letter
 - ii) Student's Name
 - iii) Student's Pass no.,
 - iv) Student's Complaint/Grievance – Description, and
 - v) Redress Sought by the Student.
- d) The Student may be interviewed for further clarification.
- e) The respective liaison officer and/or Programme Manager shall acknowledge to the Student's Complaint/Grievance in writing in timely manner (in any event, no later than 3 Working Days from the date when Student had personally handed over the Complaint Grievance) and shall indicate a possible Time Frame for the resolution.
- f) Every effort shall be made to expedite the investigation. After the Complaint/Grievance has been investigated, the outcome of the Investigation and redress, if applicable, shall be communicated in writing to the students as soon as possible (in any event, no later than 14 working Days from the date the Student had personally handed over the Complaint/Grievance).
- g) All official compliant/grievance cases shall be reviewed, analysed and resolved with best endeavour as per WMI Dispute Resolution Policy. Where necessary, improvement actions may be proposed and approved before implementation.
- h) Positive feedback and learnings from complaints shall be used to identify factors that drive positive experience and coach the staff.

The student complaint form is attached below:

13. STUDENTS' COMPLAINT / GRIEVANCE FORM

To: WMI Student Counselling Officer

Name of Student: _____

NRIC/Student Pass Number: _____

Student's Complaint/ Grievance – Description

Redress Sought by the Student

Remarks

(Student's Signature)

(Date)

14. EXAMINATION APPEAL PROCESS

- a) The Appeal procedures must be fair, without compromising the integrity of examination process and grading standard.
- b) The appeal procedures shall be clearly communicated to all students
- c) After receiving the result slip, students who have doubts in the results may submit a written request for a marking review within 14 days. Upon receiving the request, WMI shall appoint a different marker to review the marking. Any variation shall be reported to the course manager and approved by EB. In any case, the result of marking review shall be released no more than 4 weeks after receiving the request for review. A marking review fee is chargeable to student account to cover the additional cost of marking review.
- d) Each student is entitled for one attempt of re-exam, as per the Assessment Process. However, student may submit written appeal for additional attempt, clearly stating the basis of appeal. The appeal shall be handled on case-by-case basis. Taking recommendation from course manager into consideration, WMI EB shall determine the outcome of the appeal. In any case, the outcome of appeal shall be released no more than 4 weeks after receiving the request. Re-examination fee is chargeable to student account to cover the additional cost of setting paper and marking. In any case, no student shall be granted approval of such appeal for more than 3 times throughout the course.
- e) Any extraordinary case and/or significant trends shall be brought up to the top management (MD)'s attention.

15. DISPUTE RESOLUTION

- a) Student having any dispute or grievance should bring to the attention of WMI MR, who will investigate.
- b) WMI endeavours to resolve the issue (dispute, grievance, appeals etc) within 14 working days
- c) Unresolved or difficult issues shall be brought to the attention of Top Management (MD).
- d) Where there are other parties involved, proper and relevant information shall be provided to them in a timely manner. Where other parties' decision is required, consultation and documentation should be properly done.

- e) In all cases, the dispute or grievance issue will be handled in accordance to CPE's and relevant government agencies' requirement and regulations. The two mediation centres are Singapore Mediation Centre and Singapore Institute of Arbitrators.
- f) This policy (and Feedback & Compliant Management Procedure) also applies to appeal cases for retention, suspension, expulsion, award etc.

16. RULES AND REGULATIONS

WMI is committed to the education and the highest ethical and professional standards of conduct being part of our mission in providing a quality-learning environment.

To achieve this goal, WMI depends on student's ethical behaviour and integrity, respect for each individual's rights and accountability for his or her actions.

The following terms, rules and clauses are laid down to ensure that the students taking up any studies with WMI shall adhere to the rules:

17. CODE OF CONDUCT

- a) I understand the Conditions or Obligations that applies to a Student Pass Holder and I shall not breach any of the Student Pass requirements.
- b) I shall not disclose course syllabus, course notes or any material and information related to the education and/ or training without seeking the permission of WMI.
- c) I shall not violate any code of conduct/ student discipline rules or policies of WMI.
- d) I shall not wilfully disrupt any teaching, study, assessment or other activities of the administration of WMI.
- e) I shall not wilfully damage or wrongfully deal or steal any property under the control of the WMI or associated training premises of WMI; any property on the premises; or property on a location where a student is present under the auspices of WMI.
- f) I shall not seek unauthorised entry into; unauthorised use of; misuse of or unauthorised behaviour within the dormitory or training premises such as smoking or consuming any alcoholic drinks without the authorisation of WMI and workshop.

- g) I shall not disobey, without reasonable cause, any instruction of an employee of WMI including failing to leave any premise/ building or part of a premise/ building when directed to do so.
- h) I shall not withhold relevant information or furnish false or misleading information for purposes connected with academic progression or enrolment or proposed enrolment as a student, whether such withholding or furnishing of information takes place before or after the person becomes a student of WMI.
- i) I shall not act dishonestly or unfairly with respect to any examination or assessments conducted by WMI within or outside the premises of WMI or workshop.
- j) I shall not do an act or omission that may endanger the safety or health of any person.
- k) I shall not physically or verbally assault or attempt to assault any person.
- l) I shall not be involved in any criminal activities. I shall not administer, consume or be in anyway engaged in the trafficking of any controlled drugs as defined in the Misuse of Drugs Act.
- m) ***Please refer to Appendix A for the full Student's Code of Conduct.***

18. PROCEEDINGS OF MISCONDUCT

Any misconduct of students shall be referred to a WMI Disciplinary Committee and the Committee reserves the right to suspend or expel any students who breach the Code of Conduct. Students are also liable to face legal actions/ proceedings by any Singapore Government Departments/ Agencies if they breach any of the Student Pass requirements.

19. APPLICATION & COURSE FEES PAYMENT MODES

We wish to inform students that there are various modes of Payment to WMI: Either through a Bank Draft, Telegraphic Transfer (Wire Transfer), Cheque or Cash.

Typically, for smaller amounts (such as the Application Fee), sending funds by Bank Draft would incur lower Bank Charges. The Student may wish to wish to enquire with his Bank before deciding on the Mode of Payment.

Payment by Bank Draft

If the Student wishes to send the relevant Fee(s) to WMI through Bank Draft, the relevant details are as follows:

Bank Draft must be made payable to “**Wavelink Maritime Institute Pte Ltd**”. Payment Currency: Singapore Dollars. On the reverse side of the Bank Draft, the Student is requested to include Full Name, Passport Number, and the Course applying for. Indicate as appropriate: “Certificate in Nautical Studies (Pre Sea Deck Cadet Training Program)”.

Mailing Address for Bank Draft:

Wavelink Maritime Institute Pte Ltd
 75 Jellicoe Road
 Wavelink Building, #04-02
 Singapore 208738

Payment by Telegraphic Transfer (Wire Transfer)

If the Student wishes to send the relevant Fee(s) to WMI through Telegraphic Transfer (Wire Transfer), the relevant details are as follows: Note: Payment Currency: Singapore Dollars.

Bank Name:	OCBC Bank
Bank Address:	460 North Bridge Road, #01-00 Singapore 188734
Bank Code:	7339
Branch Code:	581
Account Name:	Wavelink Maritime Institute Pte Ltd
Account number:	581-309275-001
Swift Code:	OCBCSGSG
Indicate behind:	<ol style="list-style-type: none"> 1. Student’s Full Name 2. Student’s NRIC Number 3. Contact Number 4. Certificate in Nautical Studies (Pre Sea Deck Cadet Training Program) or Certificate in Marine Engineering (Pre-Sea Marine Engineering Programme)

For further assistance on payment related matters, please do not hesitate to contact our Accounts Supervisor Ms Khin Myat Myat at Tel (65) 6390 1695 or email khinmm@wavelink.com.sg

20. **STUDENTS' FEEDBACK PROCEDURE**

At WMI, we continuously seek opportunities to improve our processes and procedures so that we can continue to serve our customers better and stay relevant. When Feedback is received, WMI Management shall review them in earnest and existing processes and procedures will be streamlined as appropriate.

Feedback from Students is most welcome. WMI would like to request that the following items be included in Student's Suggestion which may be on hardcopy (given to our Student Counselling Officer), or sent via email to: kevin@wavelink.com.sg. Please include:

- Student's Name
- Area of Concern – Description
- Student's Recommendation on Improving Existing Processes/ Procedures

Your feedback will be acknowledged by WMI within 3 working days. WMI will officially respond to your feedback within 14 working days.

21. **COST OF LIVING IN SINGAPORE (IF APPLICABLE)**

The Estimated Cost of Living in Singapore for an International Student has been tabulated below:

Item	Estimated Expenses Per Month
Accommodation (Depending on Type of Accommodation)	S\$300 to S\$700 per month. Ref to Student Hostel Rates
Meals	S\$300 to S\$360 per month. (\$10 - \$12 per day)
Public Transport	S\$100 to S\$120 per month. Based on Adult Fare
Personal Expenses (Depending on Life Style and Spending Habits)	S\$150 to S\$180 per month. (\$5 - \$6 per day)

Student Hostel Rates *(rates quoted are for guidance only. Students are required to confirm the rates with the respective hostels)*

Balestier Students' Hostel

S\$1000 per month per person (full board)

- Nearest MRT: Toa Payoh (NS19) / Novena (NS20)

D'Sophia Lodge

Rates	3-month stay	6-month stay	12-month stay
Single	S\$650	S\$625	S\$600
Twin	S\$450	S\$425	S\$400
Triple	S\$400	S\$375	S\$350
Quads	S\$350	S\$325	S\$300

- Nearest MRT: Dhoby Ghaut (NS24/NE6)

Milchel Pte Ltd

S\$1000 - S\$1200 per month

- Nearest MRT: Toa Payoh (NS19) / Novena (NS20)

Pearl Hill Hostel

Rates	3-month stay	6-month stay	12-month stay
Studio for 2	S\$650	S\$640	S\$630
Apartment for 2		S\$580	S\$570 S\$560
Double	S\$400	S\$390	S\$380
Triple	S\$330	S\$320	S\$310

- Nearest MRT: Chinatown (NE4)

Vita Hostel

Rates	3-month stay	6-month stay	12-month stay
Quartet	S\$275	S\$265	S\$250
Triple	S\$330	S\$320	S\$310
Double	S\$350	S\$340	S\$330
Single	S\$640	S\$620	S\$600

- Nearest MRT: Novena (NS20)

East Lodge Students Hostel

Standard Room	Daily	Monthly
Single	S\$ 45	S\$ 550
Standard Single		S\$ 50 S\$ 650
Standard Twin		S\$ 60 S\$ 750
Double Deluxe		S\$ 90 S\$ 1000

Budget Room	Daily	Monthly	3 Months' Stay
Twin Sharing	S\$ 20	S\$ 300	S\$ 168
Quad Sharing	S\$ 15	S\$ 200	S\$ 288

- Nearest MRT: Kembangan (EW6)

Trinity Student Services

From S\$1000 - S\$1200 per month (payable 6 months in advance)

Each apartment contains 3 bedrooms (3 or 2-bedded depending on size), living room, dining room and kitchen

- Nearest MRT: Kembangan (EW6)

22. CONDITIONS/OBLIGATION AS A STUDENT PASS HOLDER*

***Note: Source: Adapted from Singapore's Immigration & Checkpoints Authority, Security Bond Form**

Whereas the Student's Pass has been granted to the student, the following conditions or obligations shall apply:-

- a) that he/she shall comply with the provisions of the Immigration Act and any regulations made there under or any statutory modification or re-enactment thereof for the time being in force in Singapore;
- b) that he/she shall not enter or to be retained as a student in any other school or course(s) other than that indicated in the Student's Pass;
- c) that he/she shall not engage in any form of employment, or in any business, profession or occupation, whether paid or unpaid, without a valid work pass issued under the Employment of Foreign Manpower Act (Cap.91A), or in any activity which, in the opinion of the Controller of Immigration, is detrimental to the security and well-being of Singapore;
- d) that he/she shall not be adopted by any Singapore Citizen(s) or Permanent Resident(s) in Singapore;
- e) that he/she shall not indulge in any activity which is inconsistent with the purpose for which the Student's Pass has been issued;
- f) that he/she shall not smoke, administer to himself/herself or otherwise consume or be in anyway engaged in the trafficking of any controlled drug as defined in the Misuse of Drugs Act, or any written law for the time being in force relating to the control of dangerous or otherwise harmful drugs;
- g) that he/she shall not be involved in any criminal offence in Singapore;
- h) that he/she shall not remain in Singapore after the expiry of the Student's Pass;
- i) that he/she shall not marry a Singapore Citizen / Singapore Permanent Resident while in Singapore;
- j) that upon his/her studies or course(s) as indicated in the Student's Pass being terminated for whatever reason, he/she shall surrender the Student's Pass for cancellation within seven days of the date of cessation or termination of his/her studies or course(s);
- k) that he/she shall surrender the Student's Pass for cancellation within seven days if he/she failed to attend classes for a continuous period of seven days or more without any valid reason or that the percentage of attendance

for the course in any of the month is 90% or below without any valid reason.

- l) that he/she shall leave the Republic of Singapore upon the completion of his/her studies or course(s) as indicated in the Student's Pass and inform the Immigration & Checkpoints Authority of his/her means and date of departure;

23. HOW TO CONTACT US

Please feel free to get in touch with us if you have any queries or would like more details on the Courses that we are offering.

Contact Mode	Details
Mail:	Wavelink Maritime Institute Pte Ltd 80 Jurong East Street 21, #06-04 Devan Nair Institute Singapore 609607
Telephone:	(65) 6796 9651
Fax:	(65) 6569 3268
Email:	kevin@wavelink.com.sg
Website:	www.wavelink.com.sg/wmi

24. STUDENT COUNSELLING OFFICERS

Student Counselling Officers	Name: Capt SK Menon Email: skmenon@wavelink.com.sg Tel: +65 6796 9654 Fax: +65 6569 3268
	Name: Capt Joe Chen Email: joe@wavelink.com.sg Tel: +65 6796 9655 Fax: +65 6569 3268
	Name: Capt Lee Sang Chiat Email: leesc@wavelink.com.sg Tel: +65 6796 9656 Fax: +65 6569 3268
	Name: Mr. Wilfred Thiang Email: wilfred@wavelink.com.sg Tel: +65 6796 9653 Fax: +65 6569 3268

STUDENT CODE OF CONDUCT

CODE OF CONDUCT FOR CADETS

a) Introduction and purpose

This code of conduct is established to foster, protect and preserve the core mission of the Institute to promote educational efficiency and excellence. Discipline not only ensures orderliness of classroom behaviour and proper learning attitude but also of safety in training.

Disciplinary measures may be instituted against Cadets whose misconduct in the classroom, on campus and outside of training centre that may negatively impact the reputation and integrity of WMI or Cadets in terms of their training effectiveness.

Disciplinary measures may be formal or informal and are designed with the aim of educating wrong doing and preventing recurrence of unacceptable behaviour.

b) Definition

The term “cadets” is used interchangeably with trainees, students and individuals who have paid an acceptable fee, registered for classes and those who have entered into any other contractual relationship with WMI for the purpose of attending training, lectures, lessons, classes and other educational/ learning programme of the institute.

c) Code of Conduct for Cadets

Cadets are expected to comply with the Code of Conduct and any Standing Orders/ Instructions of the Institute during training and in public while in uniform. Cadets are to conduct themselves in an orderly, polite and proper manner appropriate to that of their profession.

i. Personal Conduct

Cadets are expected to avoid all conduct which is disrespectful, inconsiderate or disturbing to training, trainers or other Cadets. All Cadets are expected to maintain a high standard of personal conduct and ethical behavior.

ii. Moral Integrity and Respect

- Cadets are expected to be honest, behave with **dignity** and treat others with utmost **respect** and **courtesy**.
- Treat everyone with respect regardless of differing culture, ability, race, gender, age, religion, or social class.
- Act in a manner which does not adversely affect the reputation of the Institute or undermine its interest in any way.
- Show modesty and uphold the good name of Wavelink and WMI at all times.
- Attend training in the appropriate cadet uniforms that are presentable e.g. neat and clean with shirt tucked in at all times.
- Male cadets are not permitted to dye hair, and female cadets must avoid excessive make-up and accessories.
- Male cadets are not permitted to use any facial accessories e.g. earrings, lip rings, nose rings etc.

iii. Punctuality and Personal Responsibility

- Cadets are expected to be **early** for all classes throughout training.
- Cadets that fail to report 15 minutes before commencement of class will be marked absent for that session.
- Enter or leave a class in progress in an orderly and quiet manner, causing as little disruption as possible.
- Laptops may be used in class solely for the purpose of curriculum activities, subject to instructor approval.
- Cadets should not read newspapers, magazines or other media material not directly related to the subject being taught in class, while a class is in progress.
- Mobile phones shall not be used in class, either for conversations or text-messaging. All mobile phones should be either switched off or set to silent mode during class. Unless the calls are of a grievous or urgent nature, phone calls can only be answered during break times.

iv. Harassment and Violence

Cadets shall not:

- disobey, without reasonable cause, any instruction of an employee of WMI including failing to leave any premise/ building or part of a premise/ building when directed to do so.
- carry out an act or omission that may endanger the safety or health of any person.
- physically or verbally assault or attempt to assault any person.
- Commit and act of violence in any form, but not limited to physical fights, harassment and vandalism.

v. Vandalism and Property Responsibility

- Shall treat all properties belonging to the institute and Wavelink Building with care.
- Shall not damage, vandalize or deliberately misuse any equipment or property belonging to the institute or other associated training venues of WMI.
- Shall not wrongfully steal any property or items/ objects under the control of WMI or associated training premises of WMI.

vi. Undesirable Personal Habits and Criminal Acts (e.g. smoking, alcohol, drugs, gambling)

- Cadets are expected to attend classes and training sessions free from the influence of tobacco products, alcohol or drugs.
- **Smoking** is strictly prohibited in class, the building and where food is present. Smoking is only permitted in designated areas.
- Cadets shall refrain from smoking when in uniform while walking through public places.
- Consumption of **alcohol** during class times is strictly prohibited.
- Consumption of alcohol during official Wavelink/ SMOU functions is permitted though not excessively, provided Cadets are aware of their limitations and their capacity to hold the drinks.
- Cadets must be aware of their alcohol limitations and their capacity to hold the drinks and not be intoxicated to the extent of making a nuisance of themselves or cause disgrace or discomfort to the Event Organiser and/ or the Institute.
- Consumption or trafficking in any way of any controlled **drugs** as defined in the Misuse of Drugs Act is a criminal offence under the laws of Singapore; and the Institute will act accordingly to report such criminal acts to the authorities.
- Any act of **gambling** for money or stakes is strictly prohibited
- Shall not be involved in any **criminal activities** that contravene the laws or by-laws of the Republic of Singapore.

vii. Sexual Misconduct

- Sexual misconduct such as, but not limited to, rape, molest, sodomy and sexual abuse, will not be tolerated and will be dealt with legal action accordingly.

viii. Dangerous Weapon

- Possessions of a deadly weapon or use of any object with intent to cause harm is strictly prohibited. This includes, but is not limited to, any type of firearms, explosives, explosive devices, knives, sling shots, fireworks, chemical/ pepper spray etc. Violators will be subject to criminal prosecution and/ or disciplinary action at the discretion of the Institute.

ix. Academic Conduct

Academic honesty is of utmost importance and any act of malpractice or dishonesty is absolutely forbidden; it includes, but is not restricted to the following:

- Plagiarizing other people's work as one's own.
- Misrepresenting facts when seeking permission to deviate from deadlines or attendance requirements including falsification of attendance records.
- Disclosure of any course syllabus, course notes, electronic presentation material or any other related information without the written permission of WMI.
- Knowingly providing or receiving information during examinations including possession and/ or use of unauthorized materials, including electronic recording devices, during those examinations.
- A minimum of 75% attendance of the module is required before a Cadet is permitted to attempt an examination of the subject.

- Shall not wilfully disrupt any teaching, study, assessment or other activities of the administration of WMI.

d) Misconduct

Misconduct means any conduct which is a breach of the Code of Conduct and Standing Orders/ Instructions for Cadets and requires disciplinary action. There are basically two levels of misconduct:

- i. Minor Misconduct which interferes with training efficiency and standards and/or the expected behaviours of the Cadets. It might include:
 - Persistent latecomers
 - Unauthorized absence
 - Failure to meet training standards
- ii. Major Misconduct which constitutes a serious breach of contractual terms and/ or misbehaviour that could affect the reputation and integrity of Wavelink Maritime Institute/ WMI Cadets. It might include:
 - Theft, fraud or deliberate falsification of records
 - Cheating in test/ examination
 - Physical violence, causing serious harm to others
 - Serious bullying or harassment
 - Sexual harassment
 - Serious insubordination
 - Serious incapability brought about by consumption of alcohol, prescription drugs or illegal drugs

e) Disciplinary Procedures for Cadets

Based on the seriousness of the offence, the appropriate disciplinary measures should be considered:

i. Minor Misconduct

- In cases of Minor Misconduct, the Cadet will be cautioned by the Trainer/ Course Commander and a note will be entered into the Cadet's file. This note is removable after six months provided that there are no further instances of misconduct.
- If the Cadet is not satisfied with the outcome of the informal stage of the disciplinary procedures, he may request an investigation to be carried out under the same procedures as for major misconduct.

ii. Major Misconduct

In the case of a major misconduct or repetition of minor acts of misconduct, the matter will be referred to the appropriate Senior WMI Staff or nominee by WMI.

The Senior WMI staff (nominee) shall:

- Inform the Cadet of the nature of the alleged misconduct and, having given reasonable notice, permit the Cadet an opportunity to be heard
- Determine with existing evidence, whether it is a serious breach of the rules and regulations that constitutes a major misconduct

- If satisfied that there has been a serious breach of the rules and regulations, take one or more of the following courses of action:
 - Issue a Letter of Warning to the Cadet indicating the consequences of future misconduct. This offence will be entered into the Cadet's file and removable any period up to three months after the completion of the training programme, at the discretion of the General Manager, provided there are no further instances of misconduct
 - Require the Cadet to compensate for or make good any damage caused to property.
 - Require the Cadet to make appropriate apology for any offence or harm caused, or any damage done.
 - Meted out disciplinary punishment as appropriate which may include; extra duty, cleaning duty, weekend confinement.
 - If the seriousness of the case warrants a heavier disciplinary action for example; suspension or expulsion from the training programme, refers it to the WMI Disciplinary Committee/ Academic Board.

WMI Disciplinary Committee shall:

- Conduct a hearing to preside over the seriousness, evidence and consequences of the case, which may include the conduct of a formal investigation.
- The decision of the WMI Disciplinary Committee is final and will be entered into the Cadet's records/ file.

f) Appeal

The Cadet may appeal against a disciplinary decision. The Cadet may submit his appeal in writing within 10 working days of the date of the disciplinary imposition.

Appeals should be dealt with as promptly as possible. The cadet making the appeal should be informed of the arrangements for appeal hearings and thereafter, the outcome of the hearings and this should be confirmed in writing.

In instances where the Cadet is still not satisfied with the disciplinary decision, the Cadet (and/ or WMI) has the option open to refer the appeal as follows:

- Minor Misconduct - General Manager/ WMI Disciplinary Committee
- Major Misconduct – Committee for Private Education Mediation – Arbitration Scheme

ACKNOWLEDGEMENT OF DOCUMENTS

Please acknowledge and return this copy to WMI.

Student to Sign

I, (name) _____, (NRIC / Passport No.) _____, have read and understood the **Student Handbook** and the **Student Code of Conduct**, and will maintain good discipline and conduct as a student of WMI throughout the course of study.

(Student's Signature)

(Date)

Parent/ Guardian to Sign

(Parent's/ Guardian's Signature is also required if Student is below the age of 18).

I, (name) _____, (NRIC/Passport No.) _____, have also read, understood, and accepted the **Code of Conduct**, as well as the **Student Code of Conduct**, and will ensure that my _____ (state relationship), _____ (name of Student) maintains good discipline and conduct as a student of WMI throughout the course of study.

(Parent's / Guardian's Signature)

(Date)