



STUDENT HANDBOOK

Student Name: _____

Course Name: 6 MONTH PRE-SEA DECK CADET
PROGRAMME

Acknowledged Received

Please acknowledge and return this copy to WMI.

Student to Sign

I, (name) _____,

(Passport number) _____ have read understood and accepted the above Code of Conduct and will maintain good discipline and conduct as a student of WMI throughout the course of study.

Student's Signature

Parent / Guardian to Sign

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

I, (name) _____,

(Passport number) _____ have also read, understood and accepted the above Code of Conduct and will ensure that my _____ (state relationship) _____ (name of relation) maintain good discipline and conduct as a student of WMI throughout the prescribed course of study.

(Parent's/ Guardian's Signature)

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An Invitation to Maritime Students

Dear Student,

A very warm welcome to Wavelink Maritime Institute Pte Ltd (WMI).

As a Student, you would be wondering how WMI 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 Pte Ltd.

Wavelink Maritime Institute Pte Ltd is a subsidiary of Wavelink Education Group, 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 Institute maritime community.

The Company was incorporated with the main thrust of providing reliable, cost effective, efficient and effective services 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, Service Guarantees, Refund Policies, Course Fees details etc.

**BERNARD SONG
GENERAL MANAGER
WAVELINK MARITIME INSTITUTE**

VISION STATEMENT

The vision of WMI is to be the preferred world-class education and training institution for the maritime industries.

MISSION STATEMENT

Our mission is 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 is ISO 9001:2008 certified and our 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 WMI 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.

Our Commitment to You

- A strong customer and student centric approach;
- Good and clear communicative link with the customers and students;
- A full appreciation and understanding of the customers and students needs and wants; and
- An enriching and fulfilling partnership with both customers and students based on long term mutual relationship.

Service Guarantees

As our valued customers and students, we are committed to provide the following:

- Full refund in the event that WMI is unable to continue business due to insolvency;
- Full refund in the event that WMI is unable to continue business due to regulatory closure; and
- Easy Access to our Training Consultants and staff.

Confidentiality of Student Data

WMI is committed to maintain the confidentiality of the Student's personal information and undertakes not to divulge any of the Student's personal information to any third party without the prior written consent of the Student.

6 Month Pre-sea Deck Cadet Training Programme – Detailed Breakdown of Course Fees

Item	Amount (S\$)
Tuition Fees	S\$12,000
7% GST	S\$ 840
Registration fee inclusive GST	S\$ 200
TOTAL (Course Fees)	S\$12,840

Cost of Living

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

Item	Estimated Expenses Per Month
Accommodation (Depends on Type of Accommodation)	S\$300 to S\$700 per month. Ref to Student Hostel Rates
Meals	S\$300 to \$330 per month. (\$10 - \$11 per day)
Public Transport	S\$100 to S\$180 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)

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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)

Refund Policy

Wavelink Maritime Institute Pte Ltd (WMI) is committed towards maintaining a high-level of good business practice and transparency in dealing with our customers (Students). To this end, we have adopted the following Refund Policy.

Important Point To Take Note

Course Fees referred to in this “**REFUND POLICY**” refers specifically **ONLY** to the “**Course Fees**” as stipulated in Schedule 2.1 of the “**Standard Student Contract**” signed between WMI (the Private Education Organisation (PEO)) and the Student.

In particular, Course Fees as stipulated in Schedule 2.1 of the “**Standard Student Contract**” signed between WMI and the Student does **NOT** include expenses related to Cost of Living in Singapore (such as Accommodation, Food, Transport, Medical, etc) as well as Air Fare.

Request for Refund of Course Fees

To expedite your request for refund of Course Fees, students are requested to write in to WMI with the following information:

- a) Student’s Name;
- b) Student’s Pass Number;
- c) Course enrolled into or applied for at WMI;
- d) Copy of official receipt issued by WMI for the Fees in question; and
- e) Reason(s) for requesting the refund.

We will respond and revert to your request as soon as practicable after receiving the student’s notice for withdrawal.

Conditions for Withdrawal from Course

Withdrawal From Course For Cause

We have put in place Service Guarantees to protect students. This shall come into effect after “Standard Student Contract” is signed between WMI and the Student. Students are entitled to immediately withdraw from the course in the event of any of the under-mentioned situations (such situations are termed as “**Withdrawal From Course for Cause**”):

- a) WMI fails, for any reason, to commence the Course on the Commencement Date;
- b) WMI fails, for any reason, to complete the Course by the Completion Date;
- c) WMI terminates the Course for any reason prior to the completion of the Course;

- d) WMI is unable to complete the Conduct of the Course owing to relevant authority's order to cease and/or terminate the operations of Wavelink Maritime Institute Pte Ltd;
- e) WMI is declared to be insolvent.

Withdrawal for Cause and Refunds

WMI shall, as soon as practicable after receiving the student's notice of withdrawal in writing under the Conditions for Withdrawal from Course For Cause (and in any event no more than fourteen (14) working days after receiving such notice) refund to the Student, 100% of the Course Fees (as stipulated in Schedule 2.1 of the "**Standard Student Contract**") less any applicable bank administrative charges properly payable/paid under the Student Protection Scheme.

Withdrawal Without Cause and Refunds

Where the Student withdraws from the Course for any reason other than those set out in the conditions for "Withdrawal from Course for Cause", WMI shall after receiving the Student's written notice of withdrawal (and in any event no more than fourteen (14) working days after receiving such notice) refund to the Student the sum of :

- a) 50% of the Course Fees (as stipulated in Schedule 2.1 of the "**Standard Student Contract**") where the Student's written notice of withdrawal is received more than thirty (30) days prior to the Course Commencement Date.
- b) 30% of the Course Fees (as stipulated in Schedule 2.1 of the "**Standard Student Contract**") where the Student's written notice of withdrawal is received prior, but not more than thirty (30) days prior to the Course Commencement Date.
- c) 15% of the Course Fees (as stipulated in Schedule 2.1 of the "**Standard Student Contract**") where the Student's written notice of withdrawal is received after, but not more than fourteen (14) days after the Course Commencement Date.
- d) No refund of the Course Fees (as stipulated in Schedule 2.1 of the "**Standard Student Contract**") where the Student's written notice of withdrawal is received more than fourteen (14) days after the Course Commencement Date.

The amount refunded will be less any applicable bank administrative charges properly payable/paid under the Student Protection Scheme.

Deemed Withdrawal

A Student who transfers from the Course to another course within WMI shall, be deemed to have withdrawn from the Course and the provisions of Withdrawal Without Cause shall apply unless otherwise agreed between WMI and the Student.

Deferment of Study

- a) In the event the Student after accepting an offer of a place in the course, gives at least two weeks written request before the Course's Commencement Date to defer to the next available course intake, all Course Fees paid will be transferred to the next available course intake. The 'next available course intake' may commence in the following term or in the following year. An offer of a place in a course may be deferred for up to twelve months only.
- b) In the event, the student has requested for a deferment and subsequently give notice to withdraw from the course, 30% of the Course Fees (as stipulated in Schedule 2.1 of the "**Standard Student Contract**") paid by the student is refundable within fourteen (14) working days after the receipt of the written request for refund of the Course Fees from the student.

No Refund of Course Fees Under the Following Circumstances

- a) A Student requests to withdraw from a course for whatever reasons, fourteen (14) days after the course's Commencement Date shall not be eligible for any refund.
- b) A student's enrolment in the course was cancelled and/or the student is expelled from the course or WMI, for breach of WMI and/or government agencies/authorities rules and regulations and/or laws of Singapore, shall not be eligible for any refund.

Appeal for Refund of Course Fees

All appeals for refund of Course Fees made to WMI are subject to consideration by WMI and any decision made by WMI is considered final.

Payment of Approved Refund of Course Fees

- a) Approved refund is paid in Singapore dollars.
- b) Approved refund is paid within fourteen (14) working days after receiving written notice for refund of the course from the student.

Final Settlement

The student, upon receipt of any refund from WMI, agrees that the refund amount is final, the student's request for refund of the Course Fees is fully settled and the student shall cease to pursue any further claims from WMI for any other refund of the said Course Fees.

Student's Complaint/Grievance Handling Procedure

At Wavelink Maritime Institute Pte Ltd (WMI), we have a formal procedure to record and investigate a Student's complaint or grievance. All efforts shall be made to examine all the facts comprehensively. Students' complaint or grievance shall be treated with strictest confidentiality.

Student's complaint or grievance must be made in writing and signed and handed over personally to WMI Student Counselling Officer.

It is important that the Student includes the following items in the Complaint/ Grievance Letter.

- Student's Name
- Student's Pass No.
- Student's Complaint/ Grievance – Description
- Redress Sought by the Student

The Student may be interviewed to seek clarification.

WMI Student Counselling Officer shall acknowledge the Student's Complaint/ Grievance in writing soonest (in any event, no later than 2 Working Days from the date the Student had personally handed over the Complaint/Grievance) and shall indicate a possible Time Frame for the resolution.

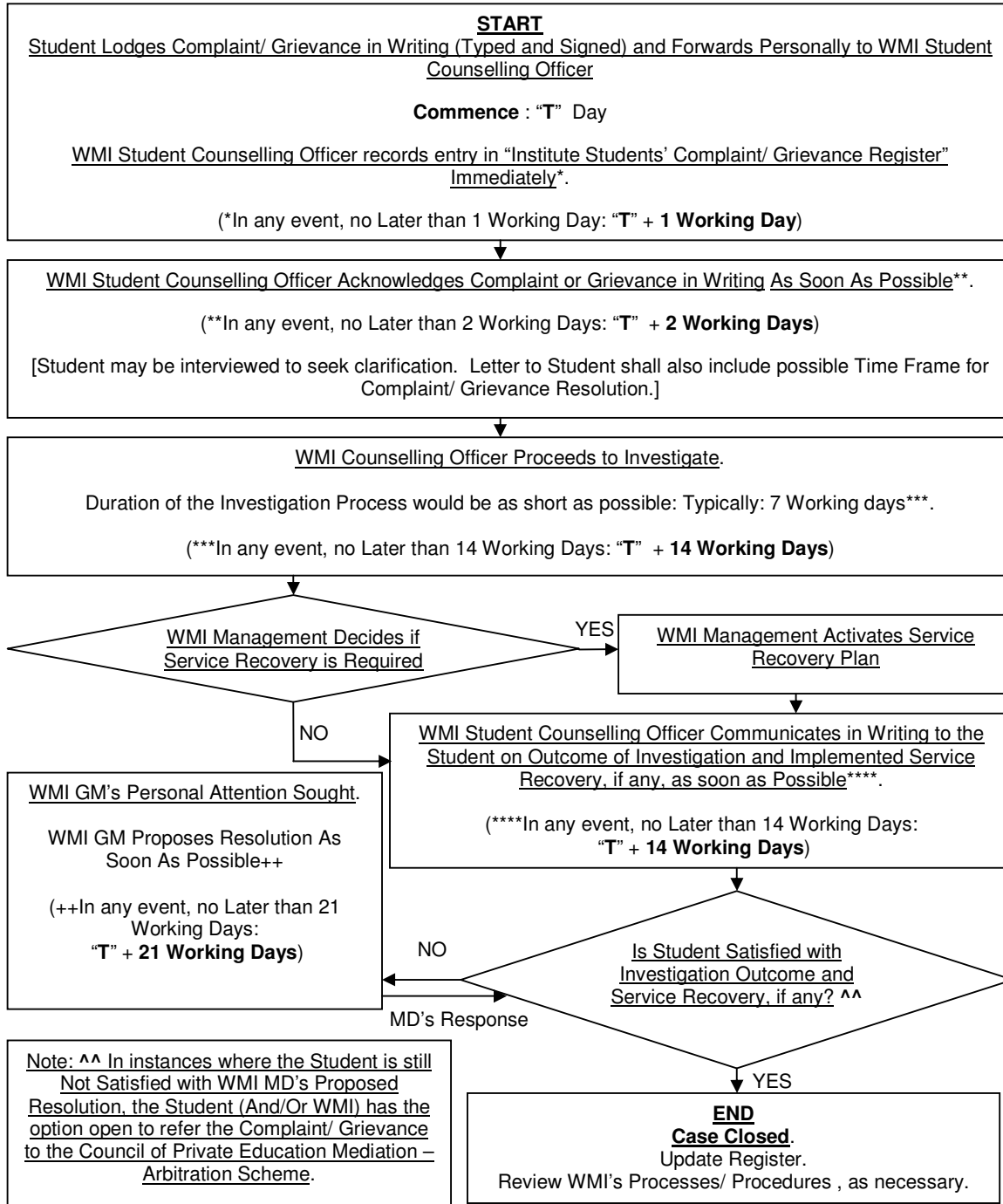
Every effort shall be made to expedite the investigation. After the Complaint/ Grievance has been investigated, the outcome of the Investigation and redress, if applicable, shall be communicated in writing to the student as soon as possible (in any event, no later than 14 Working Days from the date the Student had personally handed over the Complaint/ Grievance).

If the Student is not satisfied with the proposed resolution, it shall be brought to the attention of WMI General Manager, for his personal attention and response. WMI General Manager shall recommend the proposed resolution as soon as possible (in any event, no later than 21 Working Days from the date the Student had personally handed over the Complaint/ Grievance).

In instances where the Student is still Not Satisfied with WMI General Manager's Proposed Resolution, the Student (And/Or WMI) has the option open to refer the Complaint/ Grievance to the Council of Private Education Mediation – Arbitration Scheme.

The WMI Students' Complaint/ Grievance Handling Procedure is shown in the Flowchart that follows:

WMI STUDENT'S COMPLAINT/ GRIEVANCE HANDLING PROCEDURE – FLOWCHART



The student complaint form is attached below:

STUDENTS' COMPLAINT/GRIEVANCE FORM

To: WMI Student Counselling Officer

From: <Student's Name>

Student's Pass Number: _____

Student's Complaint/ Grievance – Description

Redress Sought by the Student

Remarks

Conditions or Obligations that Apply as a Student Pass Holder*

***Note: Source: Adapted from Singapore's Immigration & Checkpoints Authority Security Bond Form (IMM(E)107A)**

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

1. The student shall comply with the provisions of the Immigration Act and any regulations made thereunder or any statutory modification or re-enactment thereof for the time being in force in Singapore.
2. The student shall not enter or to be retained as a student in any other school(s) or course(s) other than that indicated on the Student's Pass.
3. The student shall not engage in any form of employment, or in any business, profession or occupation, whether paid or unpaid, without the consent of the Controller of Immigration or in any activity which, in the opinion of the Controller of Immigration, is detrimental to the security and well-being of Singapore.
4. The student shall not be adopted by any Singapore Citizen(s) or Permanent Resident(s) in Singapore.
5. The student shall not indulge in any activity which is inconsistent with the purpose for which the Student's Pass has been issued.
6. The student 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.
7. The student shall not be involved in any criminal offence in Singapore.
8. The student shall not remain in Singapore after the expiry of the Student's Pass.
9. The student shall not marry a Singapore Citizen/Singapore Permanent Resident while in Singapore.
10. The student 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).
11. The student 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 the percentage of attendance for the course in any month is 90% or below without any valid reason.

12. The student 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 & Checkpoint Authority of his/her means and date of departure.

Rules and Regulation

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:

Code of Conduct

1. I understand the Conditions or Obligations that applies to a Student Pass Holder and I shall not breach any of the Student Pass requirements.
2. 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.
3. I shall not violate any code of conduct/ student discipline rules or policies of WMI.
4. I shall not wilfully disrupt any teaching, study, assessment or other activities of the administration of WMI.
5. 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.
6. 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.
7. 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.
8. 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.

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9. 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.
10. I shall not do an act or omission that may endanger the safety or health of any person.
11. I shall not physically or verbally assault or attempt to assault any person.
12. 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.

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.

This copy is for the student's retention.

Student to Sign

I, (name) _____,

(Passport number) _____ have read understood and accepted the above Code of Conduct and will maintain good discipline and conduct as a student of WMI throughout the course of study.

(Student's Signature)

Parent / Guardian to Sign

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

I, (name) _____,

(Passport number) _____ have also read, understood and accepted the above Code of Conduct and will ensure that my _____ (state relationship) _____ (name of relation) maintain good discipline and conduct as a student of WMI throughout the prescribed course of study.

(Parent's/ Guardian's Signature)

Student's 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. We value feedback from our Customers.

When Feedback is received from our Customers, 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 (and forwarded to our Student Counselling Officer) or sent via email to: cheepeng@wavelink.com.sg.

- Student's Name
- Student's Pass No.
- Area of Concern – Description
- Student's Recommendation on Improving Existing Processes/ Procedures

Your feedback will be acknowledged by WMI within 2 working days. WMI will officially respond to your feedback within 7 working days.

Application & Course Fees Payment Modes

We wish to inform students that there are two modes of Payment to WMI: Either through a Bank Draft Or Telegraphic Transfer (Wire Transfer).

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 his Full Name, Passport Number, and the Course he is applying for (indicate as appropriate: "6 Month Pre-sea Deck Cadet Training Programme Application"). Bank Draft must be sent to WMI via Air Mail together with the Application.

Mailing Address for Bank Draft:

Wavelink Maritime Institute Pte Ltd
(Ref: Deck Cadet Programme)
75 Jellicoe Road
Wavelink Building #04-01
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
Reference:	Student's Full Name Student's Passport Number Course - Indicate as appropriate: "Deck Cadet Programme Application"

For further assistance on payment related matters, please do not hesitate to contact our Finance Executive Ms Khin Myat Myat at Tel (65) 63901695 or email khinmm@wavelink.com.sg

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 (Ref: 6 Month Pre-sea Deck Cadet Programme) 75 Jellicoe Road, Wavelink Building, Level 4 Singapore 208738
Telephone:	(65) 63901651
Fax:	(65) 62951121
Email:	cheepeng@wavelink.com.sg

Website:	www.wavelink.com.sg/wmi
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STUDENT COUNSELLING OFFICER

Student Counselling Officer	Name: Michael Chan. Email: michael@wavelink.com.sg Mobile Number 97373626 Tel: 63901620 Fax: 62951121
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