

LEARNER HANDBOOK

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1. MESSAGE FROM PRINCIPAL/CHAIRMAN



Dear Students,

In today's rapidly changing economy, knowledge and skills can quickly become outdated. Ongoing professional development and continuous learning are the keys to not only surviving, but to thriving in the global market place.

It is against this backdrop that SkillsFuture Singapore (SSG) introduced the Training and Adult Education Sector Transformation Plan (TAESTP) in November 2016, which was further developed to become the Education Industry Transformation Map (ITM) launched in February 2019.

Unlike the other ITMs, which focus on job creation within their industry, the Training and Adult Education (TAE) industry is a critical enabling infrastructure, supporting industry transformation through skill development and enabling Singaporeans to stay relevant and competitive in the economy. A high quality and responsive TAE industry would help address the critical and emerging skills needs of businesses and individuals across all industries, through upskilling and reskilling.

It recommends that TAE providers should reposition themselves by providing training that is tightly integrated with business solutions to support business performance and meet the skills needs of the industries they serve.

In 2016, Lithan Academy was amongst the first movers in the industry to launch our business transformation in alignment with the Training and Adult Education Sector Transformation Plan (TAESTP). And whether you're an adult learner or a business enterprise, you're beneficiaries of this transformation.

We are a digital learning and talents platform with a mission to develop future ready talents and enterprises for the new digital economy. Our flagship product, Competency Learning as a Service (CLaaS), supports work-integrated learning, digital talents development and technology implementation.

For higher education, we provide affordable applied learning programs to deliver work ready digital talents for the industry. For adult learning, we deliver digital skills acceleration and job induction training for in-demand high growth jobs in the digital economy. For enterprises, we deliver total solutions, including digital skills, talents and technology for supporting their business transformation.

Sincerely,

Leslie Loh

Principal/Chairman, Lithan Academy

2. ABOUT LITHAN

2.1. CORPORATE PROFILE

Lithan Academy is a 4-year EduTrust certified and SSG-recognized CET Centre based in Singapore. We leverage on innovative technology and pedagogy to offer relevant, flexible, and affordable learning programmes. Our education model combines competency-based curriculum, cooperative learning, and just in time delivery to produce skilled professionals for enterprises.

2.2 OUR STRATEGIC INTENTION

Our Vision

To be the leading Digital Learning and Talents Platform

Our Mission

Deliver Future Ready Talents & Enterprises

Our Values

We Learn, Innovate and Grow

2.3 LOCATION, OPENING HOURS AND FACILITIES

2.3.1 Lifelong Learning Institute (LLI) Premise:

Address: Lifelong Learning Institute, 11 Eunos Road 8, #07-02 Singapore 408601

2.3.2 One North Premise

Address: 79 Ayer Rajah Crescent, #02-06 Singapore 13955

RECEPTION AREA



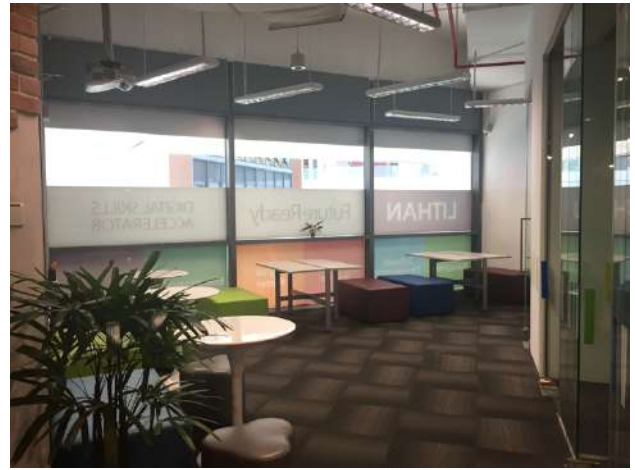
CLASSROOM EQUIPPED WITH COMPUTERS



CLASSROOM



PANTRY AND LOUNGE AREA



2.3.2. Opening Hours

Mondays – Fridays	: 9am – 10pm
Saturdays	: 9am – 5pm
Sundays and Public holidays	: Closed

Student Services hours

Mondays – Fridays	: 9am – 6.30pm
Saturdays	: Closed
Sundays and Public holidays	: Closed

2.3.3. FACILITIES

The LLI premise contains facilities such as 12 classrooms, computer laboratories and a lounge area.

There is 1 classroom in the One-north premise.

Common facilities provided at Lithan Academy:

- Fully air-conditioned
- Online Learning Management System
- Conference or classroom-type seating
- Individual access to computer system available
- High speed Fiber internet connection
- LCD projectors with pull-down projector screens
- Multimedia equipment
- Pantry and lounge area for tea-breaks and networking sessions
- Free WIFI
- AV Recording studio with Blackmagic Switch.
- Webinar tool (Webex, zoom , teamviewer , MS teams etc)

2.4 OCCUPATIONAL HEALTH AND SAFETY

Lithan Academy ensures that occupational health and safety is incorporated into all workplace and training activities so that the prevention of occupational illness and injury, and the promotion of psychological and physiological well-being becomes an integral part of our organizational culture.

2.5 EVACUATION PROCEDURES

Throughout the year, the Lifelong Learning Institute Building Management will arrange to conduct evacuation drills. Please cooperate with your faculty staff when evacuating the building as directed.

Should you need any further information about the evacuation process and your responsibilities, a notice detailing procedures is in every classroom. Please make sure that you familiarize yourself with the direction each time you enter a new classroom.

2.6 PRIVACY POLICY STATEMENT

This Policy statement sets out Lithan Academy policies relating to your personal information. Lithan Academy endeavours to ensure the privacy of personal information by introducing appropriate practices and procedures. All learner information will be used for internal business and administrative purposes which include improving the website, the product and service offerings, and customer services.

Lithan Academy takes all reasonable precautions to keep personal information secured and to protect personal information from loss, misuse or alteration. Lithan Academy will not reveal any learner information to any external organization unless required by law, or with consent from the learner. Lithan Academy will not sell trade or rent your personal information to others.

2.7 RESPONSIBILITY TO THE COMMUNITY AND ENVIRONMENT

At Lithan Academy, we aim to be a responsible and exemplary corporate citizen in all communities where we have a presence. Our efforts are focused on caring and contributing to the community and environment. As a learner of Lithan Academy, you would have the opportunity to be involved in the various community and environment projects that the school embarks on.

3. PARTNERSHIPS AND GOVERNANCE

3.1 COMMITTEE OF PRIVATE EDUCATION

Lithan Academy is a registered Private Education Institution with CPE-SSG. Lithan Academy has received tenure for registration (4 years) as offered by CPE SSG under Enhanced Registration Framework.

For more information about CPE <https://www.ssg.gov.sg/cpe/pei.html>

3.2 SKILLSFUTURE SINGAPORE

The SkillsFuture Singapore (SSG) drives and coordinates the implementation of the national SkillsFuture movement, promotes a culture and holistic system of lifelong learning through the pursuit of skills mastery, and strengthens the ecosystem of quality education and training in Singapore.

SSG will strengthen the adult training infrastructure by taking on all the existing functions of the Committee for Private Education(CPE) and the Institute for Adult Learning (IAL) to enhance the capabilities and professionalism of adult educators. SSG will play a key role in the quality assurance for private education institutions and adult training centres. Together with educational institutes and training partners, SSG will ensure that learners and working adults have access to high quality, industry-relevant training throughout life. SSG will also bring together synergies in continuing education and training (CET) and pre-employment training (PET), so skills requirements will continue to meet the demands of different sectors of the economy. For more information about SSG, visit <http://www.ssg-wsg.gov.sg>

3.3 PEARSON EDUCATION

Pearson is the world's leading learning company. It has a simple mission: to help people make more of their lives through learning. Pearson UK's largest awarding body and are regulated by Ofqual (England), SQA Accreditation (Scotland), CCEA Accreditation (Northern Ireland) and Qualifications Wales (Wales). Pearson offer academic and vocational qualifications that are globally recognised and benchmarked, with educational excellence rooted in names like Edexcel, BTEC, EDI and LCCI.

Pearson's vocational qualifications include Edexcel NVQ and BTEC from entry level to Higher National Diplomas. BTECs are recognised in more than 70 countries worldwide, and in 2013/2014, 2.58 million learners registered for BTECs and other vocational qualifications, including 640,000 school registrations for BTEC Firsts and Nationals.

For more information go through <https://qualifications.pearson.com/en/about-us/about-pearson.html>

3.4 INDUSTRY CERTIFICATION PARTNERS

Lithan Certified Education Partners are as follows:

- SAP
- MICROSOFT
- ITIL
- CISCO
- PMI
- COMPTIA

4. STUDENT PROTECTION AND SUPPORT SERVICES

4.1 FEE PROTECTION SCHEME(applies to non-funded courses only)

Under Private Education Act, all Private Education Institutions are required to protect any course fees paid in advance. Lithan Academy has appointed Lonpac Insurance as the insurance provider. The premium is calculated based on the course fees payable. Lonpac Insurance applies a low premium rate of 2.75% of the sum insured (plus GST). The insurance premium paid is non-transferable and the period of insurance will cover the entire duration of the course enrolled by the insured learner.

Benefits

The benefits under this insurance are payable upon the occurrence of any of the following events:

- Insolvency or Regulatory Closure of PEI
- PEI's failure to pay awarded sum by Singapore Courts to the Learner

Learner will be issued a Certificate of Insurance (COI) to confirm his/her coverage.

Note: * This scheme does not apply to SSG course.

4.2 STUDENT CONTRACT

The CPE-Approved Student Contract is a legally binding contract between the school and learner that includes the following mandatory requirements:

- Clear definition of course details - course title, course duration and whether it is full time or part time
- Commencement date and end date of the course
- Full names of the developer or proprietor of the course, and the person, organisation or institution conferring the award;
- Dates of all examinations, and major assessments and assignments
- Full disclosure of all fees payable by the learner
- Fee collection schedule, including any late fee payment policy; and
- Clear definition of refund policies

Note: * The Student Contract does not apply to SSG modular Courses and any other short courses .

4.3 COURSE FEE COLLECTION AND REFUND POLICY

4.3.1 COURSE FEE COLLECTION

Course fee should be paid prior to the start of course. For learners under instalment plan, please ensure the payment is made before the due date as stated in the Student Contract. Lithan reserves the rights to bar or withdraw learner from the course if he/she does not clear the outstanding payment. Lithan Academy reserves the right to revise all fees, charges and prices from time to time and learners will be notified of such changes accordingly.

Learners must directly pay to Lithan Academy via different modes as mentioned below:

- Credit Cards (Master or Visa)
- Bank Transfers
- Paypal
- NETS
- Telegraphic Transfer
- Paynow
- Cash
- Cheque

Lithan Academy provides learner with receipt of the amount paid and **Certificate of Insurance (COI) from Lonpac Insurance Bhd (if applicable)**. Learners MUST keep the Certificate of Insurance as evidence for fees being protected.

Banking details for directly payment to;

Name of account : LITHAN ACADEMY PTE LTD
Account no : 001-906-235-7
Bank Name : DBS
Bank Address : 12 Marina Boulevard, DBS Asia Central, Marina Bay Financial Centre Tower 3, Singapore 018982
Bank Code : 7171
Branch Code : 001
Surf code : DBSSGSG

4.3.2 REFUND POLICY

The refund for paid tuition Fees is applicable based on Lithan Academy (LA) Student Contract.

% of [the amount of fees paid under Schedule B and C in student contract]	If Student's written notice of withdrawal is received:
100%	more than [14] days before the Course Commencement Date
50%	before, but not more than [14] days before the Course Commencement Date
0%	On or after the Course Commencement Date

Note: Learners under SGUnited courses are entitled for refund based on the unconsumed module training hours.

Refund for Withdrawal due to Non-Delivery of Course

LITHAN ACADEMY will notify the learners within three (3) working days upon knowledge of any of the following:

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

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

Refund for Withdrawal Due to Other Reasons:

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

The following circumstances shall be applied.

- The learner shall be charged for all modules completed
- Discounts/Rebates entitlement shall be forfeited
- Processing Fee shall not be refunded
- Refund will be paid in Singapore Dollars by cheque addressed to learner

Refund During Cooling-Off Period:

LITHAN ACADEMY will provide the learner with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties. If the learner submits a written notice of withdrawal to the LITHAN ACADEMY within the cooling-off period, regardless of whether the learner has started the course or not, LITHAN ACADEMY will refund 100% of course fees paid back to learner.

Should the learner be paying using Post-Secondary Education Account or SkillsFuture Credit, refund will be paid back to MOE or SSG. For Company-Sponsored learner, refund will be paid back to the company account.

Learner is required to fill up the request of refund form and submit to the Learning Associate. The Learning Associate will process the refund and notify the learner once the cheque is ready for collection.

4.4 COURSE TRANSFER, WITHDRAWAL AND DEFERMENT**4.4.1 COURSE TRANSFER, WITHDRAWAL**

Learning Associate should assist learner in the Transfer or Withdrawal request. The transfer/withdrawal is subjected to school's approval. The time frame for assessing and replying to any request for transfer/withdrawal will not be more than 4 weeks. For learners below the age of 18, LITHAN ACADEMY must seek approval from the parents/guardians before approving the withdrawal application.

Request for Course Withdrawal should be submitted to school in writing via a completed *Course Transfer & Withdrawal Form*. Verbal request shall not be entertained.

"Transfer" means a learner changes from one course to another course but remains as a learner of school. For an approved transfer request, the original Student Contract must be terminated and a new contract must be signed.

- If a learner transfers from an existing course to a new course within school, the tuition fees are transferable to the new module/unit (refer to Refund Table below).
- A transfer to another school is regarded as withdrawal from Litan Academy.
- If the fee for the transferred course is higher or lower, the learner shall be refunded the surplus within seven (7) working days of application date or the learner will need to top-up the additional amount respectively.

"Withdrawal" means the Student Contract is terminated and the learner is no longer a learner of school

- Status of Student's Pass for international learner (where applicable) will be terminated after withdrawing from the school.
- Issuing past attendance records to learner who are enrolling in another course in another school.

Withdrawal for Cause

Learner shall be notified to withdraw from the course within 3 working days should the following circumstances occur subject to Force Majeure.

- i. School fails, for any reason, to commence the course on the commencement date.
- ii. School fails, for any reason, to complete the course by the completion date
- iii. School terminates the course, for any reason, prior to course commencement date.
- iv. School terminates the course, for any reason, prior to course completion date.
- v. The Student's Pass application is rejected by immigration and checkpoint authority (ICA)
- vi. Breach of its obligation under the Student Contract.

Withdrawal without Cause

"Withdrawal without cause" refers to a learner withdrawal due to reasons other than those set out in "Withdrawal for Cause".

Transfer Procedures:

- Step 1: Learner completes the Course Transfer/Withdrawal form
- Step 2: Litan Academy will conduct exit interview and process the application
- Step 3: Calculate outstanding fees payable or refund (if applicable)
- Step 4: Process with payment receipt or refund of the above amount
- Step 5: Cancel FPS for the learner from the course (if applicable)
- Step 6: Follow procedure as new application/ enrolment to the new course

Withdrawal Procedures:

- Step 1: Learner completes the Course Transfer/Withdrawal form
- Step 2: Litan Academy will conduct exit interview and process the application
- Step 3: Calculate outstanding fees payable or refund (if applicable)
- Step 4: Inform the learner on the outcome
- Step 5: Process with payment receipt or refund (Please refer to the refund policy)
- Step 6: Student Pass holders, learner to fill up Student's Pass Cancellation Form and hand in the Student Pass card to Litan (applies to international learners only)
- Step 7: School cancels the Student Pass via SOLARPLUS system (ICA) (applies to international learners only)
- Step 8: School cancels FPS Insurance via Lonpac System(if applicable)

4.4.2 COURSE DEFERMENT

Deferment is allowed for a maximum period of 3 months subject to approval. A Student's Pass needs to be cancelled in such cases. Learners are required to contact the school 2 months before the term commencement to reapply the STP. Learner is required to submit the Course Deferment Form with the deferment fee and attached with supporting documents. Please refer to Student Contract for the deferment fee.

4.5 STUDENT SUPPORT SERVICES

4.5.1. MEDICAL INSURANCE *(Applies to International Learner only)*

Learners holding Student Pass visa and local full-time learners must fulfil the medical insurance as mentioned below. Litan Academy has appointed **Liberty Insurance** as the medical insurance partner. Learners need to pay premium of SGD 96 plus GST for course conducted up to 1 year duration or SGD 192 plus GST for 2 years.

However, the above Medical insurance coverage is not compulsory for Singapore Citizens and Permanent Resident and non-STP international learners. Learners may choose to opt out of the medical insurance scheme and declare in the PEI-Student Contract by showing proof that they have their own medical insurance.

Minimum features/coverage for medical insurance includes:

- Annual limit not less than S\$20,000 per learner
- At least B2 ward (in government and restructured hospital)

- 24 hours coverage in Singapore and overseas (if learner is related to school related activities)

4.5.2. TALENT MANAGEMENT SUPPORT

As a learner at Lithan, you will be kept abreast of job market trends to enable you to make a successful transition into the IT industry. The Talent Management Team includes experienced industry professionals who will guide and groom the learners in their job search. An extensive range of activities is available for our graduates to increase their placement success.

Our Activities:

One-on-One Career Consultation

Profile Builder Workshop – Resume Enhancement & Interview Skills

Open Session – Resume Analysis and constructive feedback to improve

Video Profiling – 1-minute personalized video on YouTube

Recruitment Drives – Monthly

Industry Talks – Various topics

Refer to Lithan Academy website <https://www.lithan.com/singapore/corporate-info-compliance> to view the full terms and conditions.

4.5.3 PASTORAL COUNSELLING

Learners, who experience emotional and personal difficulties during studies, should contact the Learning Associate, who will assist to arrange for counselling and support assistance.

4.5.4 STUDENT PASS APPLICATION(applies to international learner only)

Learners are required to obtain the necessary forms of the relevant authorities from the School and to submit the duly completed and signed forms to the school at least 4 weeks before the expiry date of the Student's Pass

It is the learner's responsibility to ensure that his/her Student's Pass is renewed on time. Lithan Academy is not liable to compensate or be held responsible if the pass expires due to late renewal or if the renewal is rejected by Singapore Immigration and Checkpoints Authority (ICA) and/or other relevant authorities.

4.5.5 OFF-SITE EDUCATIONAL AND/OR RECREATIONAL ACTIVITIES

Lithan may at times organize off-site educational and/or recreational activities for learners. The activities will be organised with the required duty of care, and hazards (if any) associated with the activity will be satisfactorily identified and controlled and appropriate communication and emergency arrangements will be put in place. Advance notice pertaining to the activities will be given.

4.5.6 LEARNING SUPPORT TOOLS

Learners are provided access to Learning Management System(LMS) for unit guide, e-content, self-assessment, course schedule and online communications platform. Learners will be able to perform self-paced learning & communicate with their Learner Facilitators and Mentors for collaborative learning on LMS. Learners can also attend webinar's sessions of their class from everywhere.

Learners are also given free access to premium LinkedIn Learning video contents which are mapped to the e learning contents of the courses. These e learning sessions are self-learning sessions .

4.5.7 USAGE OF IT EQUIPMENT FOR CLASS

Learners are expected to arrive for their classes ready to engage in the learning activities and to ensure that they can experience success in their studies. Lithan Academy exercise a “Bring your own device” scheme thus learner is required to bring your own laptop for learning.

Within computer-based classes, learners are reminded that they are to use the equipment in a respectful manner and access only appropriate and relevant Internet sites. If a learner is found to be using the computer facilities in an inappropriate manner, they will be asked to leave the class and should complete the assignment on their own.

Responsibilities of the School:

The staff of Lithan Academy are committed to supporting the learners and their appropriate use of technology. As such the school will:

- Promote appropriate use of computers and information technology
- Promote proper care and storage of computers
- Enhance curriculum with the use of computers and information technology
- Enforce all rules regarding the use of computers on institute

NOTE: Lithan Academy is NOT responsible for the loss or theft of any learner’s personal computer used on school.

5. FEEDBACK MANAGEMENT

5.1 INTERNAL AND EXTERNAL FEEDBACK

Lithan Academy is committed to providing learners with an education of the highest possible quality. However, at times, learners may experience issues or have concerns which require clarification and redress.

Feedback may be undertaken via:

i. Email to Learning Management Director srikanth@lithan.com ii. Email to feedback@lithan.com as the official feedback channel

Response time of complaint and feedback:

Acknowledgement Reply: Within 24 hrs of the complaint date

Official Reply: Within 7 working days of the complaint date

Resolution Period: Within 21 working days

If all channel of complaints resolution fail, a third party mediation and arbitration will be recommended:

Stage 1: Investigation Panel (Minimum 2 members)

The members comprise of the Chief Operating Officer and Business Unit Head Concerned. Written response of outcome will be sent to the complainant within 30 working days.

Stage 2: Singapore Mediation Centre (SMC)

If the settlement between the learner and the education centre is reached at the mediation stage, a settlement agreement will be drawn up and endorsed by the respective parties, and the dispute is resolved.

Stage 3: Singapore Institute of Arbitrators (SIArb)

If the parties fail to reach a settlement through mediation, the learner may escalate to arbitration for a resolution of their dispute.

5.2 STUDENT SURVEY

Lithan Academy views feedback as an integral process to continual improvement of our teaching and learning delivery.

1. End of Module Survey

This survey captures satisfaction of learners on areas of Product, Delivery and Learner Support. This survey is conducted every term. Learners enrolled for the term are encouraged to participate in this survey. Lithan Academy performs online survey via a Google form.

2. Post-Sessional Survey

This survey captures satisfaction of learners on each session. This survey is conducted twice during module duration (one after completion of 2nd flipped class and the second one after completion of 1st Mentoring Session) This is to capture real time feedback from the learners. Lithan Academy performs online survey via a Google form.

3. Learner Testimonials

You may be selected to provide testimonials of your experience at Lithan Academy and/or your experience after graduating. While you may decline to provide testimonials, it would be to your great advantage to do so as testimonials will reach potential employers.

The evaluation will be administered in an open and transparent manner to give all learners an opportunity to provide constructive feedback on teaching, learning and assessment strategies and other academic / non-academic matters. All feedback will be treated with the strictest confidentiality.

6. COURSE ASSESSMENT

6.1 APPEAL PROCESS

For External Degree Program, learner must email to the Unit Coordinator of the award institute for appeal request.

For Lithan courses and/or SSG Courses,

- Upon notification of the mark awarded for an assessment item, a learner who believes that his/her result is incorrect or unfair may submit an appeal against their mark. He/she may write to the Learning Associate seeking an appeal of marks. The learner should notify this within 7 working days from issuance of assessment result of any assessment item.
- The Learning Management Director/Learning Facilitator will respond to learner via email within 5 working days, by doing either one of two things. First they may agree with the concerns, and make a change to results so that the mistake or marking problem is changed upwards or downwards. Second, they may explain why the marks addition is not in error, or why the marks awarded are fair; in that case they would recommend no change be made to the marks.
- If the learner is unsatisfied with the outcome from the Informal Appeal of Result, he/she may apply for a formal appeal by completing an "Application for Appeal Form". Application must be submitted within 7 working days of receiving feedback from the Informal Appeal of Result process.
- The Formal Appeal will be reviewed by Academic and Delivery Head or designate.
- If the learner is unsatisfied with the outcome of Formal Appeal, he/she can lodge a written appeal to Academic and Examination Board. This statement should be lodged within 7 working days of receiving the written notification of the outcome from Formal Appeal.

Note: This is only applicable to Summative Assessment Results.

6.2 HANDLING FAILURES

- For Internally developed program or SSG courses; Academic and Delivery Head approves any re-sit cases if learner fails one component of the summative assessment. Learner needs to pay any applicable fees to perform re-sit. For External Degree Program (EDP), please refer to the University policy.
- For cases where learner failed the re-assessment, he/she is required to re-module. Re-module fees are applicable in such cases. Please note that funding is not applicable for re-module fee.
- Learner is allowed to re-module maximum twice for the same module. If the learner fails more than two times, Litan Academy reserves the right to put the learner under Conditional Academic Status.

6.3 HANDLING CHEATING AND PLAGIARISM CASES

Faculty Staffs are responsible for reporting cases of cheating and plagiarism, if detected during course of teaching where they may use plagiarism detection software program to detect plagiarism works in assignments/projects.

For External Degree Program (EDP), learners need to adhere to the rules and regulation practiced by awarding institute. For Internally developed program or SSG Courses, Faculty Staff in consultation with Academic and Delivery Head may use following penalizing criteria for cheating and plagiarism:

Offence	Details	Penalty
Level I (Basic level)	Inadequate or misleading citing, referencing or paraphrasing, arising mainly from a learner's limited knowledge about plagiarism, or how to conform to academic conventions, or from carelessness or neglect rather than intention to deceive. Level I plagiarism is not considered academic misconduct, and although it is a breach of academic integrity, will not be treated as punishable.	A learner will be offered remedial advice and allowed to correct and re-submit their work.
Level II (Intermediate)	More serious than Level I plagiarism and includes misleading or fraudulent acts or work arising from a learner's ignorance of academic integrity or academic conventions (where adequate knowledge would have been expected), and where intention to deceive an assessor or cheat by way of plagiarism is apparent, but where the overall effect or consequence of the plagiarism does not significantly compromise the assessment process.	For Non SSG courses, learner will be provided with minimum passing mark. For SSG courses, learners will be asked to re-sit. <u>Note:</u> Learner is only allowed to re-sit one assessment item for a module.
Level III (Advanced)	More serious than Level II plagiarism, and includes misleading or fraudulent acts arising from clear intention to deceive an assessor or premeditated cheating by way of plagiarism. The effect of the plagiarism is to seriously compromise the assessment process. Level III plagiarism is considered academic misconduct	For Non SSG courses, learner will be marked failed. He/she need to re-enroll the module. For SSG courses, learners will be asked to re-sit. <u>Note:</u> Learner is only allowed to re-sit one assessment item for a module.

7 RULES AND REGULATIONS

7.1 CODE OF CONDUCT

BEHAVIOUR

Interacting with customers and colleagues in a professional manner is essential to career advancement and development. Learners are expected to display good manners and respect for each other at all times.

Lithan Academy regulates learner behaviour in an informal manner whenever possible in recognition of an adult learning environment. For example, verbal counselling and warning letters will be the first actions taken. The formal disciplinary process will be applied if the matter is considered to be of a serious nature or where an informal process has not achieved the desired outcome. Actions may include re-enrolment, suspension, and termination/expulsion.

This policy applies, but is not limited to, the following acts: (applicable to Live sessions at institute campus)

- 1) No smoking in and around the Lithan Academy premises. Under the Smoking Act, it is an offence for a person below the age of 18 years to be in possession of any tobacco product.
- 2) No disrespectful behaviour and insubordination to Faculty staffs and Administrative staffs of Lithan Academy.
- 3) Mobile or Electronic devices are not allowed and must be switched off during lessons and assessments.
- 4) No food and drinks allowed in the classroom. Learners should use the designated area at the pantry and at the lounge room for dining.
- 5) Do not consume alcohol and drugs
- 6) No violent behaviour or acts of disturbance
- 7) No oral, written and/or deliberate physical intimidation, including stalking
- 8) No Theft of School property or personal property
- 9) No vandalism or inappropriate use of School's or another's personal property
- 10) No Forging School documents or academic records or submission of other fraudulent documentation to the School
- 11) No violation to Computer Misuse and Cybersecurity Act
- 12) No violation to Intellectual Property Rights
- 13) For Student Pass holders, You shall abide by the conditions specified in regulations 14(1A) of the Immigration Regulations, where applicable. You must not engage in any form of paid employment or in any business, profession or occupation in Singapore during the validity of your Student's Pass unless you have a valid work pass issued under the Employment of Foreign Manpower Act (Cap. 91A).

This policy applies, but is not limited to, the following acts: (applicable to Live sessions at institute campus)

- 1) No smoking during online synchronous sessions. Under the Smoking Act, it is an offence for a person below the age of 18 years to be in possession of any tobacco product.
- 2) No disrespectful behaviour and insubordination to Faculty staffs of Lithan Academy during the online synchronous sessions
- 3) Mobile or Electronic devices must be switched off during online synchronous sessions
- 4) Do not consume alcohol and drugs during online synchronous sessions
- 5) No Forging School documents or academic records or submission of other fraudulent documentation to the School

ATTIRE

Personal presentation is an essential attribute of professionalism. Following are the standard that provides clear guidelines about the requirement.

F2F Sessions

- Faculty Staff and Learners are advised to take good care of dressing standards.

- Slippers are not allowed and shoes must be worn at all times.
- Beach and gym wear are considered to be unacceptable.
- Jeans, trousers, track pants and knee-length skirts are considered acceptable.
- It is inappropriate to wear hats or sunglasses in class.

Online Synchronous Sessions

- During the online synchronous session, faculty and learners must wear formal or semi casual dresses to maintain the professionalism in the video broadcasting
- It is inappropriate to wear hats or sunglasses in class

7.2 ATTENDANCE REQUIREMENT

Timetables may vary over the term and semester. Lithan Academy takes due consideration of festive periods and strives to have fixed dates for units, however due to business constraints it may not be possible to strictly adhere to such arrangements. It is your responsibility to ensure that you are aware of when and where your classes are occurring.

Learning Associate will distribute the timetable before the start of the term. As and when there are revisions made to the timetable schedules, Learning Associate will provide the most updated timetable to the class. You need to keep yourself informed of when the classes are scheduled as failure to attend and participate could jeopardise your completion of the course and eligibility to graduate. It is assumed that you will not arrange outside activities during timetabled class times.

7.2.1 Face to Face Sessions

Learners will be registered to the Bio-metric thumbprint attendance system. For flipped class and project mentoring sessions the (Face to face sessions), attendance is captured via biometric thumb print and stored in Student Management System (SMS).

7.2.2 Online Synchronous Sessions

Learners will be given webinar tool (such as webex, zoom , teamviewer , MS teams etc) access as per the schedule for the Assignments, project implementation sessions. These sessions are in general delivered through online synchronous mode.

Due to covid 19 situation, on top of the Assignments, project implementation sessions, the flipped class and project mentoring sessions are also delivered through online synchronous mode. The attendance is mandatory in all these sessions. The attendance is captured from the login and log out time of the learner into the webinar tool. This information is stored in SMS for each of the learner.

The below table lists the Attendance Tracking Mechanism for various scenarios:

Activity	Mode	Learner	Attendance Tracking Mechanism
		Learning Location	
Live Session Flipped Class & Project Mentoring	Live-F2F	On-campus	Biometric attendance
Live Session Flipped Class & Project	Online synchronous	Online	Login & log out time captured in the tool

Mentoring (this is due to Covid19 restrictions)			
Mentoring Support for assignments & project implementation	Online synchronous	Online	Login & log out time captured in the tool
E-learning Sessions	LMS	Off-campus	MCQ Submissions

Minimum Attendance required

	Courses under External Degree program	Courses under SSG course	
		Place and Train	Train Only
Local learner	75%	95%	75%
International Learner	90%	NA	

For Student's Pass holders, failure to maintain the minimum attendance will result to cancellation of Student Pass visa by the Singapore Immigration & Checkpoints Authority (ICA). Attendance requirements are specific to regulations mentioned by Committee for Private Education and Skillsfuture Singapore.

Lateness is considered to be unprofessional and unacceptable. Stringent discipline is in place to ensure our learners develop the same professionalism as practiced in the industry. If a learner who arrives 30 minutes late for the class, he/she will be considered as absent.

Lithan Academy will provide periodic review of your attendance and inform learners falling short of the attendance requirement. Learner must review their work schedules and situations to ensure attendance requirements are met. Learner must ensure that he/she login via the Bio-metric system/LMS/webinar when attending the session.

If the learner is unable to attend the class session due to valid reason, he/she should submit the Application For Leave of Absence Form together with the supporting document to Learning Associate. Learner should check with the faculty staff/ Learning Associate if any assessments will be due during this period. He/ she needs to seek alternative arrangement of assessment dates and secure an approval from Learning Associate. Learners are responsible for catching up on missed work and any other information before the next class.

7.3 STUDENT CONDUCT AND LEARNING TRACKING

Learners who are not performing adequately in their academic requirements, will be identified through the Early Intervention Scheme. Lithan will provide Academic Counselling and learner must attend the session.

Lithan reserves the right to withdraw learner from the course if the learner is absent from class for more than 3 days and not responding to emails/phone call from the Learning Associate for more than 1 month.

Learners who are having difficulties will be reviewed on a case by case basis, Lithan can grant he/she special consideration.

Below are some exceptional cases where special consideration can be considered;

- Special consideration is provided when a learner cannot complete a summative assessment due to exceptional and unforeseeable circumstances. These can include illness or any other medical circumstance, bereavement and accidents etc.

- If a learner needs to attend a National Services summon by the Ministry of Defence
- If the application is based on medical grounds, please ensure your medical practitioner provides a medical certificate. Providing a medical certificate will not guarantee the granting of special consideration. The panel reviewing the application reserve the right to consider other relevant aspects. Non-medical evidence to support an application for special consideration can include: statutory declarations, death notices, or a note from a qualified counsellor.

For External Degree Program, please refer to the University Handbook/Website.

8. STUDENT RELATED INFORMATION

As a learner of Lithan Academy, whether on-institute or off-institute, it is your responsibility to understand the Institute policies and be familiar with the associated rights and responsibilities.

You will be required to endorse/sign that you have read and understood all of the information. If you require clarifications or have any queries, please communicate with Learning Associate.

8.1 ORIENTATION

Lithan Academy provides orientation programme for all newly-enrolled learners on the first day of the term. During the student orientation, learners are briefed on the following:

- General Information (1st Part)
- Course Learning Journey (2nd Part)

Due to covid 19 restriction the Orientation will be conducted through online under Synchronous mode

8.2 ENROLMENT

It is mandatory for learners to be enrolled in each relevant unit prior to the commencement of the term. Enrolment without proper documentation and payment will not be processed.

For Lithan Academy program, once you have enrolled to the program, you will be able to access units that they are enrolled in. It will include all details pertaining to Course materials, Assessment and Study unit.

For external degree program, please refer to the University Handbook/Website for enrolment procedure.

8.3 UPDATE CONTACT DETAILS

It is the responsibility of the learners to ensure that their contact details lodged with Lithan are correct and current.

8.4 COMMUNICATION WITH YOUR LECTURERS AND STAFF

At the beginning of each term, you will be registered in the Learning Management System. You can interact with your trainers and classmates with regard to the module/program. This is to enhance cooperative learning.

8.5 GRADUATION

For Learner taking the external degree program, upon completion of all the units successfully, he/she will receive the notification of completion from the University. For graduation queries, please refer to University Handbook/Website.

For learner taking SSG course, he/she must log into MySkillsFuture portal <https://www.myskillsfuture.sg> to retrieve the e-Certification. Copy of the certification will be available 3 days after the result of last assessment is uploaded.

For learner taking Lithan course, he/she will receive the notification of collection of Certificate/transcript from the Learning Associate.

8.6 LEARNER REQUEST FORMS

Learners must submit their request using specific forms. A set of forms can be obtained from Learning Associate.

9. COURSE RELATED INFORMATION

The course related information can be found in the Lithan Academy website www.lithan.com

9.1 LANGUAGE OF INSTRUCTION

All classes will be conducted in English.

9.2 CERTIFICATIONS

Certifications can be found in the Lithan Academy website www.lithan.com.

Grading system:

Wherever it is applicable

Codes	Details	Marks
HD	High Distinction	80-100%
D	Distinction	70-79%
C	Credit	60-69%
P	Pass	50-59%
N	Fail	0-49%

Additional Grades:

Learners may also find some grades on their result slip.

Codes	Details
RO	Result Outstanding
WN	Withdrew Failed
L	Not yet assessed - Special Cause (An L grade must be converted to a final result within one semester and prior to the commencement of the following academic year, otherwise the assessment automatically lapses to a Fail.)
UM	Fail - unsatisfactory completion of mandatory component of assessment
CE	Joint Course/Complimentary Enrolment (result issued by other institution)

10. CONTACT DETAILS

Office Contact Details	Telephone: (65) 6324 9730 Fax: (65) 6324 1637 Enquiry Email: info@lithan.com Website: www.lithan.com
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Other Useful contacts:

Immigration & Checkpoints Authority (ICA)

10 Kallang Road, ICA Building, Singapore 208718 (Next to Lavender MRT station)

Telephone: (65) 6391 6100;

Fax: (65) 6298 0843; (65) 6298 0837

Website: www.ica.gov.sg

Email: ica_feedback@ica.gov.sg

Committee for Private Education (CPE)

Telephone: (65) 65121140

Email: CPE_CONTACT@cpe.gov.sg

Website: www.ssg.gov.sg/cpe/pei.html

Singapore Police Force

Please check link http://www.spf.gov.sg/contactus/contactus_index.htm

Hotline number: 999 (toll free)

Singapore Civil Defence Force

Please check link: http://www.scdf.gov.sg/content/scdf_internet/en/header-link/contact-info.html

Ambulance and Fire Hotline number: 995 (toll free)

11. INFORMATION AND COMMON LAWS OF SINGAPORE

Singapore has efficient and effective system to provide guidance to people who live in Singapore on matters related to their daily lives. List of legislations and contents are published in the website: <http://statutes.agc.gov.sg>. Learners are encouraged to visit the site and be aware of the legislation that is relevant to their activities.

In particular, we recommend that learners have a working knowledge of the requirements of the following Acts:

- **Immigration Act**
- **Environment Public Health Act**
- **Road traffic Act**
- **Sale of drugs Act**
- **Smoking (Prohibited in Certain Places) Act**
- **The Private education Act 2009**
- **Undesirable Publications Act**
- **Vandalism Act**
- **Imports and Exports Act (Chewing Gums)**