

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In today's rapidly changing economy, knowledge and skills can quickly become outdated.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, Litan 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, Litan 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 and Enterprises

Our Value and Culture

We Learn, Innovate, and Grow.

We Learn

We keep learning to stay relevant.

We Innovate

We innovate at work. We are thinkers and makers. We keep questioning the status quo and thinking about how we can do things differently and more efficiently in order to be significantly better than others.

We Grow

Learn + Innovate = Grow. We grow when we do things right. We do things right when we learn and innovate. We foster an environment that allows the employees to apply their skills and advance their careers in line with the company.

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

t: +65 6324 9730

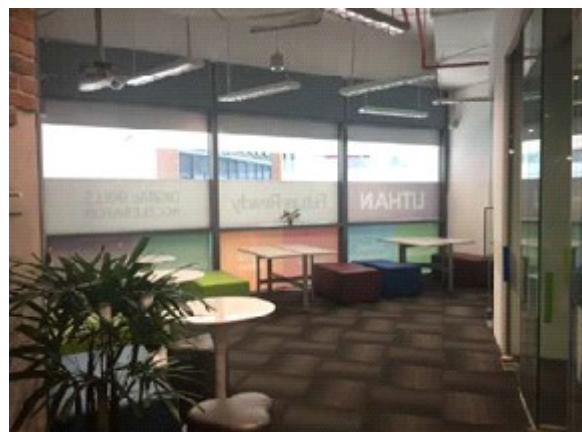
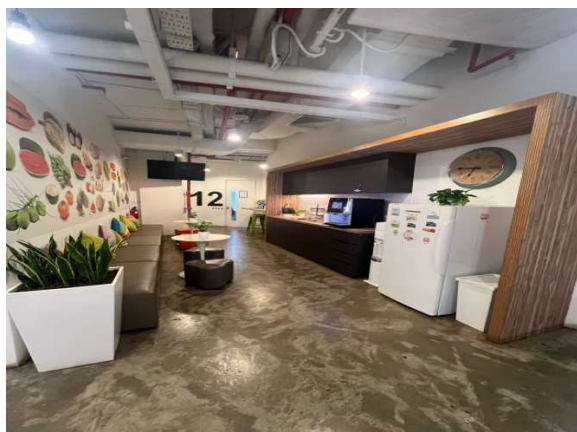
RECEPTION AREA



CLASSROOMS



PANTRY AND LOUNGE AREA



2.3.2 Opening Hours

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

2.3.3 Student Services hours

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

2.3.4 Facilities

Premises of Lithan Academy comprise 11 classrooms along with a lounge area.

Common facilities provided at Lithan Academy:

- Fully air-conditioned classrooms
- Online Learning Management System
- Training Delivery via live webinar using MS Teams virtual delivery tools.
- Instant Communication channel between participants support, and learning delivery team.
- Learning Progress Monitoring and Early Intervention notification to Learners via AI-based Virtual Mentor.
- Clustered seating arrangement in the training room to facilitate case study/group discussion-based learning
- 1GB Synchronous Fibre internet connection
- SMART Projector for presentation.
- Cafeteria and lounge area for tea-breaks and networking sessions
- On-Demand seamless WIFI access in school facility

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 SKILLSFUTURE SINGAPORE

Lithan Academy has been granted a four-year tenure for registration under the Enhanced Registration Framework offered by SSG.

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 strengthens 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 plays a key role in the quality assurance for private education institutions and adult training centres. Together with educational institutes and training partners, SSG ensures that learners and working adults have access to high quality, industry-relevant training throughout life. SSG also brings 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 <https://www.skillsfuture.gov.sg/>

3.2 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 is 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 LCCL.

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, visit <https://qualifications.pearson.com/en/about-us/about-pearson.html>

3.3 INDUSTRY CERTIFICATION PARTNERS

Lithan Certified Education Partners are as follows:

- SAP
- Microsoft
- CISCO
- COMPTIA

4. STUDENT PROTECTION AND SUPPORT SERVICES

4.1 FEE PROTECTION SCHEME*

Lithan ensures that all learners registered under Qualification Courses, irrespective if local or international, has their fees protected under Fee Protection Scheme (FPS). Lithan Academy has appointed Lonpac Insurance as the insurance provider. The premium is calculated based on the course fees payable. 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

**This scheme applies to qualification courses registered with SSG and without FPS waiver.*

4.2 STUDENT CONTRACT

The SSG-standard 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 right to bar or withdraw learner from the course if he/she does not clear the outstanding payment. Lithan Academy also reserves the right to revise all fees, charges and prices from time to time and learners will be notified of such changes accordingly.

4.3.2 FEE PAYMENT METHODS

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

- | | | |
|----------|-----------------|--|
| • Cash | • PayNow/PayLah | • Bank/Telegraphic Transfers |
| • Nets | • Cheque | • Credit Cards/Debit Cards (Master or Visa) |
| • Paypal | • Flywire | • Pot-Secondary Education Account (PSEA)/Skill Future Credit (SFC) |

Lithan Academy provides learners with receipt of the amount paid.

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
SWIFT Code	DBSSSGSG

4.3.3 REFUND POLICY

Learners are briefed on the Refund Policy during the pre-course counselling and orientation session. Learner can find this information in Lithan website, Student Contract and Learner Handbook. Request for refund should be submitted to school by filling the LM-FR020 Refund Form. Verbal request shall not be entertained. The policies for the different scenarios are given below.

4.3.3.1. Notification of Refund Events

- 1.1 Lithan Academy (hereinafter referred to as "Lithan") will notify the student in writing within three (3) working days after becoming aware of any of the following circumstances (each a "Refund Event"):
- (a) Lithan is unable to commence the provision of the course on the scheduled Course Commencement Date.
 - (b) Lithan is unable to complete the provision of the course by the scheduled Course Completion Date.
 - (c) The course will be terminated before the scheduled Course Completion Date.
 - (d) The student does not meet the course entry or matriculation requirements as stated in Schedule A of the Student Contract.
 - (e) The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the student's application for a Student Pass.

4.3.3.2. Refund Procedure for Refund Events

- 2.1 In the event of any Refund Events specified in Clause 1.1(a) to (c), Lithan shall:
- (a) Make reasonable efforts to propose alternative study arrangements to the Contracting Party in the Student Contract within ten (10) working days of notifying the Contracting Party of the Refund Event.
 - (b) If the Contracting Party accepts the proposed alternative study arrangements, a new written contract will be drafted to reflect these changes, and the original contract will automatically terminate once the new contract comes into effect.
 - (c) If Lithan fails to propose alternative study arrangements within the stipulated time, or if the Contracting Party does not accept the alternative study arrangements, the Contracting Party may terminate the original contract by providing written notice to Lithan.
- 2.2 If any of the Refund Events specified in Clause 1.1(d) or (e) occurs, Lithan will terminate the contract immediately by providing written notice to the Contracting Party.

4.3.3.3. Refund Amounts and Timeframes

- 1.1 If the contract is terminated under Clause 2.1(b) in connection with Clause 1.1(a):
- (a) Lithan will refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the contract's termination.

- 1.2 If the contract is terminated under Clause 2.1(b) in connection with Clause 1.1(b) or 1.1(c):
 (b) Lithan will refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the course, whichever is higher, within seven (7) working days of the contract's termination.
- 1.3 If the contract is terminated under Clause 2.2 or Clause 2.1(c) in connection with Clause 1.1(a):
 (c) Lithan will refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the contract's termination.
- 1.4 If the contract is terminated under Clause 2.1(c) in connection with Clause 1.1(b) or 1.1(c):
 (d) Lithan will refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the course, whichever is higher, within seven (7) working days of the contract's termination.

4.3.3.4. Refund During Cooling-Off Period:

Lithan Academy provides a cooling-off period of ten (10) calendar days from the date the contract has been signed by both parties. If the Contracting Party decides to terminate the contract within this period, regardless of whether the learner has started the course or not, Lithan will refund all Course Fees and Miscellaneous Fees paid within seven (7) working days of receiving the written notice of termination. However, if the learner has used vendor contents or vendor software for which Lithan has already paid the vendor, the amount for these items will not be refunded to the learner.

4.3.3.5. Withdrawal Outside the Cooling-Off Period

If the Contracting Party decides to terminate the contract outside of the Cooling-Off Period but before the Course Completion Date, Lithan will refund any eligible amount as determined in accordance with Refund Table of the Student Contract within seven (7) working days of receiving the written notice of termination. LA/SE should check their refund eligibility and proceed with the refund procedure.

The refund form of the learner should be processed by LA (SOC) / SE (Non-SOC) which the Learner must acknowledge and agree with. In case the Learner is a company-sponsored candidate, employer may fill in, agree on behalf of the Learner and attach the supporting document (if required). This form will then be submitted to Programme Manager for approval. Once it is approved, the form will be passed to Finance Executive to prepare the refund payment

The following circumstances shall be applied:

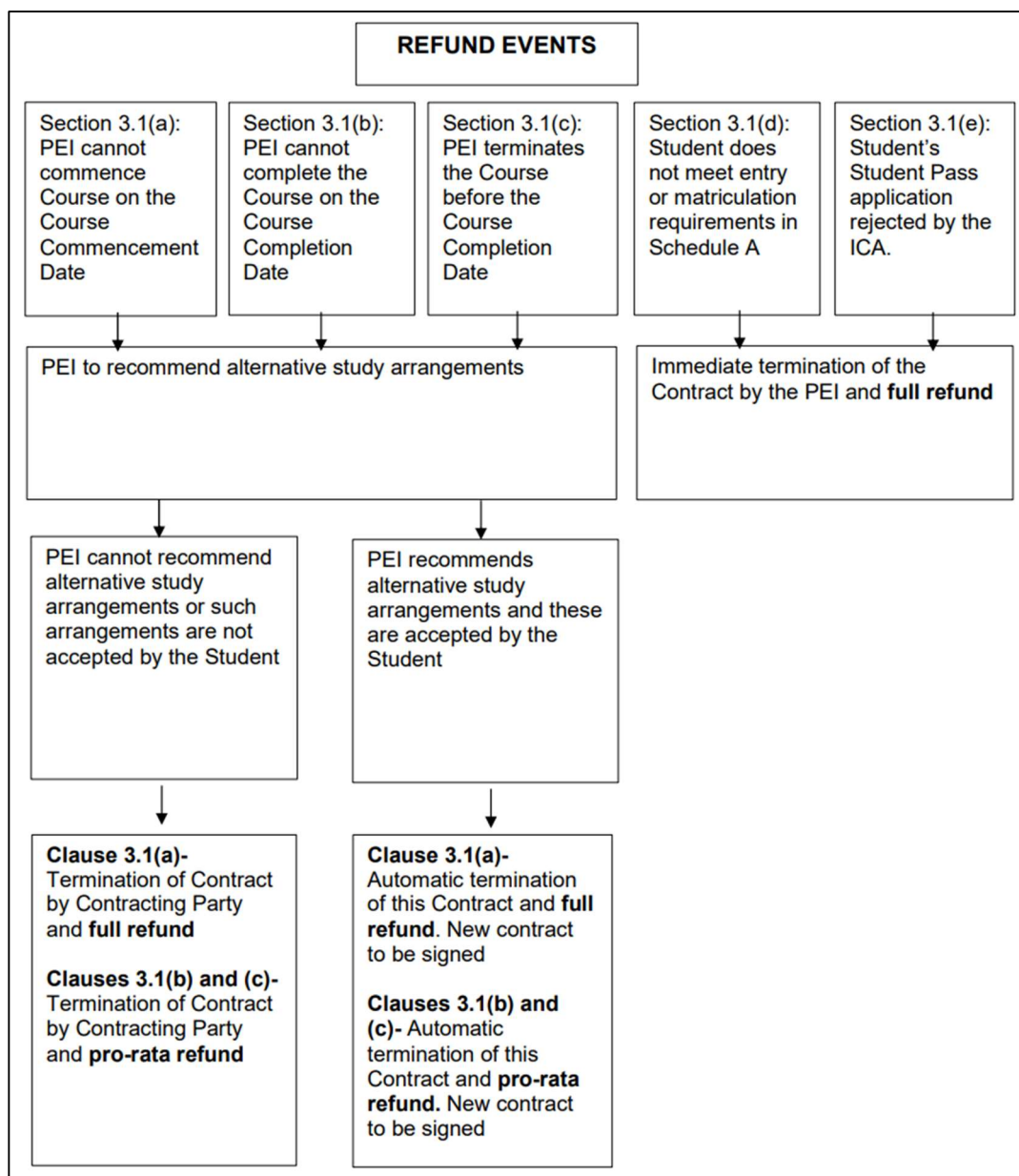
- The learner shall be charged for all modules completed.
- Discounts and rebates entitlement shall be forfeited.
- Application fee shall not be refunded.
- Refund will be paid in Singapore Dollars to Singapore based learner, his sponsor, PSEA or SFC whichever is applicable and in the respective applicable currencies for those not residing in Singapore.

All Courses

- If the learner paid the fees, the same will be refunded after deducting the amounts mentioned above.
- If the payment is received from PSEA or SkillsFuture Credit (SFC), the same will be refunded back to the respective agency after deducting the amount as mentioned above.

EDP Courses

- If the refund is due to withdrawal, refer to Withdrawal process



4.4 COURSE TRANSFER, WITHDRAWAL AND DEFERMENT

4.4.1 COURSE TRANSFER AND 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 or are company sponsored, LITHAN ACADEMY must seek approval from the parents/guardians/sponsor before approving the application.

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

Course Transfer

"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.

A transfer to another school is regarded as withdrawal from Lithan Academy.

Transfer Procedures

- Step 1 : Learner notifies Lithan Academy of intention for Course Transfer.
- Step 2 : Lithan Academy will conduct an exit interview and process the application.
- Step 3 : Calculate outstanding fees payable or refund (if applicable).
- Step 4 : Request for Learner to confirm transfer application in writing.
- Step 5 : Process with payment receipt or refund of the above amount.
- Step 6 : Cancel Student Contract of the learner for the terminated course.
- Step 7 : Follow procedure as new application/enrolment to the new course.

Course Withdrawal

“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.
- Past attendance records will be issued to learners who are enrolling for another course in another school.

Withdrawal for Cause

Learner shall be notified 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’s withdrawal due to reasons other than those set out in “Withdrawal for Cause”.

Withdrawal Procedures

- Step 1 : Learner notifies Lithan Academy of intention for Course Withdrawal.
- Step 2 : Lithan Academy will conduct an exit interview and process the application.
- Step 3 : Calculate outstanding fees payable or refund (if applicable).
- Step 4 : Request for Learner to confirm withdrawal application in writing.
- Step 5 : Inform the learner of the outcome.
- Step 6 : Process with payment receipt or refund. Please refer to the refund policy.
- Step 7 : Cancel Student Contract of the learner for the terminated course.
- Step 8 : Cancel the Student Pass via ICA SOLARPLUS system (applies to international learners only)

4.4.2 COURSE DEFERMENT

Lithan allows maximum of 3 months of deferment and maximum of 2 deferments within the course duration. If the course fees have been realized for the period, it will be postponed to a future date. Learners must clear all outstanding course fees before applying for deferment.

For learners below the age of 18 or are company sponsored, LITHAN ACADEMY must seek approval

from the parents/guardians/sponsor before approving the deferment application.

Deferments are subjected to Lithan Academy's approval. If the course deferment request is accepted, Lithan will notify you and there will be a chargeable deferment fee. Please refer to Student Contract for the deferment fee.

Learners will be notified of the outcome of any deferment requests not more than 4 weeks of submission of all relevant documents.

For international learners, Student's Pass (STP) needs to be cancelled in such cases. Learners are required to contact the school 2 months before the term commencement to reapply the STP.

SkillsFuture Singapore Courses

In general, no deferment is allowed for SkillsFuture Singapore funded courses. However, Lithan will review each request on a case-by-case basis.

External Degree Programmes & Courses with Academic Partner's (AP) certifications

Deferments are subjected to Lithan Academy's and AP's approvals. If the course deferment request is accepted, Lithan will notify the Learner and there will be a chargeable deferment fee. Please refer to Student Contract for the deferment fee.

Deferment Procedures

- Step 1 : Learner notifies Lithan Academy of intention for Course Deferment.
- Step 2 : Lithan Academy will conduct an interview and process the application if deferment is possible.
- Step 3 : Request for Learner to confirm transfer application in writing.
- Step 4 : Execute Student Contract addendum.
- Step 5 : Notify ICA for student pass holders (if applicable)

4.5 STUDENT SUPPORT SERVICES

4.5.1 MEDICAL INSURANCE

Lithan Academy has appointed Liberty Insurance as the medical insurance partner. Learners need to pay an annual premium for the following benefits. Please refer to Student Contract for the premium amount.

Coverage for medical insurance includes:

- Annual limit not less than S\$20,000 per learner
- At least B2 ward (in Singapore government and restructured hospital)
- 24 hours coverage in Singapore and overseas (if learner is related to school related activities)

The above Medical insurance coverage is not compulsory and available only to Learners who are Singapore residents.

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 and Interview Skills

- Open Session : Resume Analysis and constructive feedback to improve
- Video Profiling : 1-minute personalized video on YouTube
- Recruitment Drives
- Industry Talks on various topics

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 learner guide, e-content, self-assessment, course schedule and online communications platform. Learners will be able to perform self-pace learning and 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 BLENDED LEARNING CODE OF CONDUCT

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 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 in the institute

NOTE: Lithan Academy is NOT responsible for the loss or theft of any learner's personal computer used at 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:

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

Response time of complaint and feedback:

Acknowledgement Reply : Critical (to respond to the request on the same day)
: High (up to 3 working days to respond to the request)

Resolution Period : Within 21 working days

Feedback Escalation if complaint or feedback cannot be resolved.

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.

Learning Journey Feedback (EOC Survey). This survey captures satisfaction of learners on areas of Content, Faculty, Learning and Support. This survey is conducted every module completion. Learners enrolled for the module are encouraged to participate in this survey. Lithan Academy performs online survey via the LMS. Learners are also required to participate in a web-based online Training Quality Survey (TRAQOM) at the end of the course by SkillsFuture Singapore.

5.2.1 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

6.1.1 For External Degree Program

Learner must email to the Learning Associate who is the Unit Coordinator of the award institute for appeal request.

6.1.2 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 Programme Manager 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; Programme Manager 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, Lithan Academy reserves the right to put the learner under Conditional Academic Status.

6.3 HANDLING CHEATING AND PLAGIARISM CASES

Faculty Staff 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 Programme Manager 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.	Learners will be asked to retake the assessment.
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	Learners will be asked to retake the assessment and only one attempt is allowed.

7. RULES AND REGULATIONS

7.1 CODE OF CONDUCT

7.1.1 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:

- 1) No smoking in and around the Lithan Academy premises or 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 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 of 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).

7.1.2 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
- Learners are requested to turn on their cameras when prompted by faculty staff.

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.

The LA/DLA perform a weekly review of Learner attendance while Lithan's OmniMentor automatically messages Learners falling short of the attendance requirement. The DLA will initiate formal communication with learners who consistently exhibit poor attendance. Should there be no noticeable improvement in the learner's attendance, the Learning Facilitator will arrange a counseling session to address the issue. Persistent absenteeism may lead to the learner's expulsion from the program.

7.2.1 Face to Face Sessions

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

7.2.2 Online Synchronous Sessions

For online synchronous sessions (e.g., Flipped class, assignments, project mentoring session, etc.), Learners will be given webinar tool (such as MS teams) access as per the schedule.

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.

For SSG courses, e-attendance will be taken via SingPass. Learners must have their Singpass account ready and a mobile device loaded with the SingPass mobile app well ahead of the class sessions.

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

Activity	Mode	Attendance Tracking Mechanism
Live Session	Live-F2F	Biometric attendance or manual record
	Live-Virtual	LMS Activity Tracker/ Video Conferencing App (e.g., MS Teams)
Online Support	LMS Forums	LMS Activity Tracker
	LMS Chats	LMS Activity Tracker
	Live-F2F	Biometric attendance or manual record
Mentoring	Live-Virtual	Video Conferencing App (e.g., MS Teams)
	LMS Online	LMS Activity Tracker
E-learning Sessions	LMS Online	LMS Submissions

7.2.3 Minimum Attendance required

Student Type	Minimum Attendance Requirement
Local learner (Non-Student Pass holder)	75% per module
International Learner (Student Pass holder)	90% per month

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 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/Singpass 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 the Programme Manager. 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 employs a combination of human and system interventions to effectively monitor the student progress.

- Lithan uses Virtual Mentor System to reach out to learners through a personalized and scalable approach. It is specifically designed to send automated early intervention messages to each learner regarding their progress in their current module.
- Learners can seek assistance from the respective mentors throughout their learning journey. Mentors play a crucial role in guiding the learners. They send notification to learners who require additional support.
- Learners can reach out to Learning Associates or Learning Facilitators for both academic and non-academic concerns. 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 or Learning Facilitator for more than 3 weeks.

Learners who are having difficulties will be reviewed on a case by case basis and can grant 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 reserves 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 student enrolled in Lithan Academy, both within the institute and in remote learning settings, it is your obligation to acquaint yourself with the institution's policies and to comprehend your corresponding rights and obligations. It is mandatory for you to confirm, through your endorsement or signature, that you have carefully read and comprehended all the provided information. Should you need further clarification or have any questions, we encourage you to promptly reach out to your assigned Learning Associate for assistance.

8.1 ORIENTATION

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

1st Part : General Information

2nd Part : Course Learning Journey

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 you 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.

All systems and software access provided will be terminated upon course termination or completion, whichever is earlier.

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 regards to the module/program. This is to enhance cooperative learning.

8.5 GRADUATION

For Learners enrolled in an 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 the University Handbook/Website.

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

For learners taking Lithan awarded course, an e-certificate will be sent to their registered email addresses upon successful completion of the course.

8.6 LEARNER REQUEST FORMS

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

9. COURSE RELATED INFORMATION

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

9.3 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%

9.3.1 Additional Grades:

Learners may also find below codes in their result slip.

Codes	Details
RO	Result Outstanding
WN	Withdrew Failed
SE	Unit Exemption/Credit Transfer
WD	Withdrew - Without Academic Penalty
NYA	Not yet assessed - Special Cause
L	(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

10.1 OFFICE CONTACT DETAILS

Telephone : (65) 6324 9730
 Fax : (65) 6324 1637
 Email : info@lithan.com
 Website : www.lithan.com

10.2 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

SkillsFuture Singapore (SSG)

Telephone : (65) 6785 5785
 Service Portal : <https://service-portal.skillsfuture.gov.sg/>
 Website : <https://www.skillsfuture.gov.sg/pei>

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)