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APPENDIX 10 : IT ACCEPTABLE USE POLICY
1. MESSAGE BY EXECUTIVE DIRECTOR

A warm welcome to Kaplan Learning Institute (KLI).

The choice to embark on the journey seeking a professional qualification is not an easy one to make; professional qualifications are challenging and can take extended periods of commitment to attain. The learning journey will be one requiring tremendous effort in both personal motivation and of time.

The KLI family comprises of highly skilled technical experts and dedicated support staff, and together we will endeavour to guide, and help you at each phase of your journey.

This handbook has been specially prepared by our Programme Management Team as a source of reference on KLI key policies and procedures as well as the organisational support that is available. We recommend that you read this handbook before embarking on your programme with us.

Throughout your stay with us, we welcome your feedback to help us improve. You will also observe that in our quest to be the leading education provider, we are constantly upgrading and improving our services and facilities to ensure our students have the most conducive learning environment.

During your studies with KLI, you will have access to a range of academic and personal support services. At any time you are invited to approach the programme management staff to gain updated information on these services and how these may boost your results and broaden your professional skill base.

We welcome you as a member of the KLI academic community, we respect your efforts and dedication to attain a professional qualification and wish you great results as you build your success story with us.

Wayne Marriott
Executive Director,
Kaplan Learning Institute
2. INTRODUCTION TO KAPLAN

Kaplan in Singapore is part of Kaplan Inc., one of the world’s most diverse education providers and is the largest subsidiary of Graham Holdings, formerly The Washington Post Company. Its three entities in Singapore, namely Kaplan Higher Education Academy, Kaplan Higher Education Institute and Kaplan Learning Institute (comprising Kaplan Financial and Kaplan Professional) serve more than 30,000 learners from across 30 countries worldwide and it is the only education provider in Singapore to be awarded the 4-year EduTrust certification for all three of them.

Kaplan in Singapore was conferred a record of 9 awards at the JobsCentral Learning Training and Education Development (T.E.D.) Awards 2016, making Kaplan the “Best Private Education Institution”, “Best Corporate Training Provider” and “Gold Standard Service Provider” across various categories/discipline by entity. Kaplan was also the recipient of Top 3 Best Private Institute in the AsiaOne People’s Choice Award from 2013 to 2016. Kaplan Professional, part of Kaplan Learning Institute, was also voted the Best Corporate Learning & Development Provider by HRM Asia Readers’ Choice for 2016.

3. ABOUT KAPLAN FINANCIAL

Kaplan Financial, a department of Kaplan Learning Institute (KLI), prepares over 30,000 students a year for professional accountancy exams through a total of 28 training centres around the UK and Asia; and all centres have been awarded gold and platinum accreditation under the Approved Learning Partner - Student Tuition in recognition of the quality of tuition provision for ACCA students.

Kaplan Financial is widely recognised as providing quality professional financial/accounting courses based on the full understanding of students’ needs. Our dedicated and highly skilled lecturers have a track record of ensuring outstanding pass rates. We constantly update our course materials to reflect the latest changes in the syllabus, legislation and other professional announcements. Students come to Kaplan because they know they will get the highest level of commitment and personalised service both in and out of the classrooms.
4. VISION

To be the private education institution of choice.

5. MISSION

Kaplan Singapore helps individuals achieve their educational and career goals. Kaplan builds futures, one success story at a time.

6. CORE VALUES AND CULTURE

Our core values define our company culture and provide the framework for what Kaplan Singapore delivers to our customers and employees each day.

Integrity

Kaplan Singapore places being ethical above all else because doing things right is the only path to long-term growth. Our ethics and integrity must be irreproachable.

Knowledge

Kaplan Singapore always strives to learn more and to use that knowledge for the benefit of our students, colleagues, employees and community.

Support

Kaplan Singapore provides a supportive environment for our students, employees and community. Everything we do is designed to support our students’ success.

Opportunity

Kaplan Singapore will continually look for new and better ways to create opportunities – for our students, employees and communities. This is fundamental to our mission: We build futures one success story at a time.

Results

Kaplan Singapore succeeds when our students succeed. We gauge our success by how well our students meet their measurable goals.
The Association of Chartered Certified Accountants (ACCA), Certified Accounting Technician (CAT) and Foundations in Accountancy (FIA) suite of qualifications develop accounting knowledge and skills as well as professional values.

7. INITIAL REGISTRATION / ANNUAL SUBSCRIPTION FEES

All students must register themselves as ACCA student members online via www.accaglobal.com/applynow to be eligible to sit for the ACCA/FIA examinations. No paper form registration will be accepted.

<table>
<thead>
<tr>
<th></th>
<th>ACCA</th>
<th>FIA</th>
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</thead>
<tbody>
<tr>
<td>Registration fee</td>
<td>£79</td>
<td>£79</td>
</tr>
<tr>
<td>Annual Subscription fee (Due every 1st January)</td>
<td>£97</td>
<td>£97</td>
</tr>
<tr>
<td>Re-Registration and Penalty Fees</td>
<td>£79 + any outstanding fees owed</td>
<td>£79 + any outstanding fees owed</td>
</tr>
</tbody>
</table>

ACCA reserves the right to amend the above fees without prior notice.

Students have to pay annual subscription fees to ACCA, which are due in January of each year.

8. MEMBERSHIP SUBMISSION PROCEDURES

All applications for ACCA memberships must be made online. It will take about 10 minutes to complete the online application. Students will have to upload all supporting documents online and also pay online with debit/credit card.

Students must submit online with the following documents:

- £79 registration fee by credit card/debit card
- Scanned copies of all educational and professional certificates with detailed result transcripts (and official English translations where appropriate)
- Scanned copy of identity card or passport
- Passport-size photograph

The closing dates for membership registration are based on the early, standard and late exam entry dates as follows:

**December Exams**

13 August    Early Exam Entry
14 August – 29 October Standard Exam Entry
30 October – 5 November Late Exam Entry

Students are encouraged to register 3 weeks prior the deadline set by ACCA. ACCA will not be liable for any late entries received after the stipulated deadline set.
ACCA will take about 15 working days to process applications. You will receive a unique ACCA Number to have access to MyACCA where you will register for your exams online.

There will be no refund should you withdraw your student registration application after submission.

*Please note that ACCA/FIA Membership Registration is solely the responsibility of the student.*

9. EXAMINATION / COURSE STRUCTURE

- **ACCA**
  
  Students are expected to study each module - Applied Knowledge, Applied Skills, Strategic Professional - Essentials and Options - in order. Papers may be attempted from different modules at the same sitting as long as the modules are attempted in order. Students may vary the order they attempt exams within each module but they may not vary the order of the modules. It is recommended that papers within a module are taken in order.

  **FUNDAMENTAL** (9 papers in total)

  **Applied Knowledge Module**
  - Paper AB - Accountant in Business
  - Paper MA - Management Accounting
  - Paper FA - Financial Accounting

  **Applied Skills Module**
  - Paper LW - Corporate and Business Law
  - Paper PM - Performance Management
  - Paper TX - Taxation
  - Paper FR - Financial Reporting

  - Paper AA - Audit and Assurance
  - Paper FM - Financial Management

  **STRATEGIC PROFESSIONAL** (4 papers in total)

  **Essentials Module**
  - Paper SBL - Strategic Business Leader
  - Paper SBR - Strategic Business Reporting

  **Options Module (2 out of 4)**
  - Paper AFM - Advanced Financial Management
  - Paper APM - Advanced Performance Management
  - Paper ATX - Advanced Taxation
  - Paper AAA - Advanced Audit & Assurance

  ▲ Singapore Variant
  Under the ACCA syllabus, a student can attempt a minimum of 1 paper or up to a maximum of 4 papers at each examination sitting.
• FIA

FIA is a new entry-level which consists of a suite of awards, including Certificates, Diploma and a revised CAT Qualification.

INTRODUCTORY CERTIFICATE

FA1 - Recording Financial Transactions
MA1 - Management Information

INTERMEDIATE CERTIFICATE

FA2 - Maintaining Financial Records
MA2 - Managing Costs & Finance

DIPLOMA IN ACCOUNTING & BUSINESS

FAB - Accountant in Business
FMA - Management Accounting
FFA - Financial Accounting

FOUNDATIONS IN PROFESSIONALISM

The Professionalism and Ethics Online Module is called Foundations in Professionalism. This is an online, interactive module and it is compulsory for students to complete the Foundations in Professionalism in order to achieve any of the awards in FIA.

You can complete Foundations in Professionalism before or after completing the exam component of the qualification you are aiming to achieve and you only need to successfully complete the module once, even if you decide to complete one or more of the FIA qualifications.

10. VARIANT PAPERS IN LAW & TAXATION

Singapore citizens and Singapore permanent residents are advised to opt for the Singapore variant papers in Tax and Law as they will be more relevant to them upon graduation. Non Singaporeans residing in Singapore can opt for the UK variant if they intend to work outside Singapore after graduation.

However, please note that the institutions in Singapore do not offer courses for the UK variant papers.

11. EXEMPTION

Applicants registering as students for the first time and wish to apply for exemptions must include certificates and detailed transcripts of all relevant papers taken at other examinations.

For a comprehensive list of exemptions granted for ACCA and FIA qualification, please visit the ACCA website at http://www.accaglobal.com/en/qualifications/apply-now/exemptions.html
Please note that the exemption guidelines on the ACCA website serve as a reference only. The final decision still rests on the discretion of ACCA. You will need to pay an exemption fee for each paper awarded. Exemptions fees are charged at the early exam entry fee.

Please note that there will be no exemption given for ACCA Strategic Professional Level.

12. WRITTEN-BASED EXAMINATION

Written-based examinations are normally held during the first and second week of June and December every year. All registered students must register their exam online. No exam entry forms will be issued. The closing dates for early, standard and late exam entry are as follows:

**December Exams**

<table>
<thead>
<tr>
<th>Date Range</th>
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</thead>
<tbody>
<tr>
<td>13 August</td>
<td>Early Exam Entry</td>
</tr>
<tr>
<td>14 August – 29 October</td>
<td>Standard Exam Entry</td>
</tr>
<tr>
<td>30 October – 5 November</td>
<td>Late Exam Entry</td>
</tr>
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</table>

Students are encouraged to register 3 weeks prior the deadline set by ACCA. ACCA will not be liable for any late entries received after the stipulated deadline set.

*Please note that the submission of examination entry online to ACCA is solely the responsibility of the student*

All examination fees are payable online by debit or credit card as follows:

<table>
<thead>
<tr>
<th>ACCA</th>
<th>December 2018 ( Per Exam)</th>
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<tbody>
<tr>
<td>Applied Knowledge</td>
<td></td>
</tr>
<tr>
<td>AB, MA and FA</td>
<td>N.A.</td>
</tr>
<tr>
<td>Applied Skills</td>
<td></td>
</tr>
<tr>
<td>LW, PM, TX, FR, AA and FM</td>
<td>£100</td>
</tr>
<tr>
<td>£105</td>
<td></td>
</tr>
<tr>
<td>£269</td>
<td></td>
</tr>
<tr>
<td>Strategic Professional –</td>
<td></td>
</tr>
<tr>
<td>Essential (SBL)</td>
<td>£180</td>
</tr>
<tr>
<td>13 August</td>
<td></td>
</tr>
<tr>
<td>14 August – 29 October</td>
<td>£190</td>
</tr>
<tr>
<td>30 October – 05 November</td>
<td>£298</td>
</tr>
<tr>
<td>Strategic Professional –</td>
<td></td>
</tr>
<tr>
<td>Essential (SBR)</td>
<td>£125</td>
</tr>
<tr>
<td>Any 2 from AFM, APM,</td>
<td>£132</td>
</tr>
<tr>
<td>ATX and AAA</td>
<td>£298</td>
</tr>
<tr>
<td>Strategic Professional</td>
<td></td>
</tr>
<tr>
<td>– Options</td>
<td>£125</td>
</tr>
<tr>
<td>Any 2 from AFM, APM,</td>
<td>£132</td>
</tr>
<tr>
<td>ATX and AAA</td>
<td>£298</td>
</tr>
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</table>
13. EXAM ATTENDANCE DOCKET

An attempt ACCA examinations and will be available to download from myACCA around two weeks after standard entry closes.

You must print and bring your exam attendance docket to the examination centre for each exam being attempted as it will ensure your entry to the exam. The docket will be collected by the supervisor during the exam to record your attendance. If you have any other exams during the session, the docket will be returned to you. If it is your last exam of the session, the docket will be retained for ACCA records.

14. EXAM RESULTS

No paper exam results will be issued. The exam results will be made available online via your exam status report. You will have to log into your myACCA account to view your results.

You may also opt in to receive your results by email & SMS. Simply log on to myACCA and update your preference and contact details within ‘ACCOUNT ADMINISTRATION’.

Important: It is compulsory for all international students to attempt the exams. Students will need to submit their exam attendance docket and examination history details to Kaplan before enrolment into the next level of ACCA/FIA programme.

15. EXAMINATION TIME TABLE – DECEMBER 2018

<table>
<thead>
<tr>
<th>Monday, 3 December 2018</th>
<th>Thursday, 6 December 2018</th>
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<tr>
<td>AA  Audit and Assurance</td>
<td>FR  Financial Reporting</td>
</tr>
<tr>
<td>AAA Advanced Audit and Assurance</td>
<td>SBR Strategic Business Reporting</td>
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<tr>
<td>FTX Foundations in Taxation</td>
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*Paper based exam will subject to changes*
Please note that all other FIA modules and ACCA AB, MA, FA, LW (variants English and Global), PM, TX, FR, AA and FM are available as on-demand CBE only.

16. COMPUTER-BASED EXAMINATIONS (CBE)

KLI offers Computer-based examinations (CBE) to our bona-fide KLI students for the following FIA and ACCA Modules/Papers:

FIA Introductory Certificate in Financial and Management Accounting (FA1 and MA1)
FIA Intermediate Certificate in Financial and Management Accounting (FA2 and MA2)
FIA Diploma in Accounting and Business (FAB, FMA and FFA)
ACCA Applied Knowledge Module (AB, MA and FA)
ACCA Applied Skills Module (LW)

Each examination is 2 hours in duration and comprises of 50 multiple-choice questions, multiple response matching questions and number entry questions, all worth two marks.

Computer-Based Exam Fees payable to KLI is as follows:

<table>
<thead>
<tr>
<th>CBE Exam Fees</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>FIA Introductory Certificate (FA1, MA1)</td>
<td>S$180 per paper</td>
</tr>
<tr>
<td>FIA Intermediate Certificate (FA2, MA2)</td>
<td>S$180 per paper</td>
</tr>
<tr>
<td>FIA Diploma in Accounting and Business (FAB, FMA, FFA)</td>
<td>S$200 per paper</td>
</tr>
<tr>
<td>ACCA Applied Knowledge Module (AB, MA, FA)</td>
<td>S$200 per paper</td>
</tr>
<tr>
<td>ACCA Applied Skills Module (LW)</td>
<td>S$250 per paper</td>
</tr>
</tbody>
</table>

The above mentioned fees are inclusive of GST

Important: It is compulsory for all international FIA students to attempt the computer-based exams. Students will need to submit their result slips to Kaplan before enrolment into the next level of FIA programme.
17. COURSE MATERIALS

- **ACCA**

Upon enrolment, all ACCA students who enrolled with KLI on the full term courses in January and July Intakes will be issued with Kaplan Publishing Complete Text and Exam Kit. There is no Study Text for LW - SGP and TX - SGP papers.

Students who register for ACCA Revision Courses in May and November Intakes will only be issue with a copy of Pocket Note (except for Paper LW, TX and ATX).

No rebate will be given if student opts not to receive the Complete Text, Exam Kit and/or Pocket Notes.

- **FIA**

Upon enrolment, all FIA students who enrolled with KLI on the full term courses in January and July intakes will be issued with Kaplan Publishing Complete Text, Exam Kit and Pocket Notes. Pocket Notes are not applicable for FAB, FMA and FFA.

Students who register for FAB, FMA and FFA Revision Courses in May and November Intakes will only be issued with a copy of Pocket Note.

No rebate will be given if student opts not to receive the Complete Text, Exam Kit and/or Pocket Notes.

*Collection of course materials will not be allowed after classes have commenced for one month.*

18. PURCHASE OF COURSE MATERIALS

Students can purchase the following Kaplan Publishing course materials at these prices:

<table>
<thead>
<tr>
<th>Course Material</th>
<th>Retail Price ACCA</th>
<th>Retail Price FIA</th>
<th>Current Student Price ACCA</th>
<th>Current Student Price FIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Complete/Study Text</td>
<td>S$80</td>
<td>S$50</td>
<td>S$70</td>
<td>S$40</td>
</tr>
<tr>
<td>Exam Kit</td>
<td>S$45</td>
<td>S$35</td>
<td>S$35</td>
<td>S$25</td>
</tr>
<tr>
<td>*Pocket Notes</td>
<td>S$27</td>
<td>S$23</td>
<td>S$22</td>
<td>S$18</td>
</tr>
</tbody>
</table>

*There is no Complete Text for LW and TX as they are local variant papers. Complete Text for ATX is retailed at S$75 nett for both public and students.*

*There are no pocket notes for local variant papers – ACCA LW, TX and ATX. (LW and TX Course Materials are not available for sale). Please refer to our staff for further details on the books available for sale.*

You may purchase any of the above course materials at Kaplan City campus @ PoMo, 1 Selegie Road Level 6 Reception and collect them on the same day of purchase (subject to availability). No refund will be issued after payment is made.
19. SUPPLEMENTARY NOTES

Supplementary notes will be distributed to students on the first day of face-to-face training. Students absent from first day of class can collect the notes from Material Room at Kaplan City campus @ PoMo, 1 Selegie Road, Level 6.

Collection of supplementary notes will not be allowed after classes have commenced for one month.

Students requesting for replacement of supplementary notes (full set) will be charged an administrative fee of S$50 nett per module. Once payment has been made, notes will be available in one week’s time.

20. HOMEWORK ASSIGNMENTS

All Homework Assignments for FIA Diploma Level and ACCA Papers will be available online via MyKaplan, except for ACCA LW, TX and ATX Homework Assignments which will be uploaded on e-Learning Portal page with answers provided (please refer to Lecture Sequence for schedule). All students are encouraged to attempt the homework assignments.

21. MOCK EXAMINATIONS

All ACCA mock examinations will be carried out in class after the last lesson between April and May (June examination sitting) and between October and November (December examination sitting). It is compulsory for international students to attempt the mock examinations and non-attempt of the mock examinations will be taken into consideration before re-enrolment application is approved by the institute.

22. LESSONS MISSED

There will be no replacement if you missed any lessons and students may refer to their e-Learning Portal for the class notes.

23. E-LEARNING PORTAL WEB PAGE

All students who enrolled for Education and Intensive Classes will receive their e-Learning account credentials two weeks after course commencement through email and SMS for access to our e-Learning Portal Page https://elearn-kf.kaplan.com.sg/login/. Any updates and course articles will be uploaded on this page.

Please note that the ACCA/FIA e-Learning portal access is valid on per semester basis and all students’ accounts will expire at the end of their semester (June/December).

24. MYKAPLAN ONLINE RESOURCES

All bona-fide ACCA Kaplan students will be given access to MyKaplan, an Online Learning Support from Kaplan. It will be included in the e-Learning portal webpage.
Please note that the MyKaplan access is valid on a per semester basis and all students’ accounts will expire at the end of their semester (June/December).

Please take note that MyKaplan Online Learning Support is not applicable for Singapore variant papers (ACCA LW, TX and ATX) and FIA Introductory Level (FA1 and MA1) and Intermediate Level (FA2 and MA2).

25. ENROLMENT MATTERS

All international students who enrolled with KLI on the full term courses in January and July intakes are required to attempt the examinations. All international students are required to produce an examination attendance docket and/or examination results before enrolling into the next intake with KLI.

26. ACCA UK CONNECT & CONTACT INFORMATION

ACCA UK has introduced a new customer service centre called ACCA Connect. This service enables all students to contact them at a time that is convenient to them.

Address  : The Adelphi, 1-11 John Adam Street, London, WC2N 6AU
Tel      : +44 (0) 141 582 2000 (ACCA Connect)
Fax      : +44 (0) 20 7059 5050
Website  : www.accaglobal.com
General Enquiries: info@accaglobal.com
Student Enquiries: students@accaglobal.com

27. ACCA SINGAPORE OFFICE CONTACT INFORMATION

Address  : 1 Raffles Quay, #22-10A, South Tower, Singapore 048583
Tel      : 6734 8110
Fax      : 6734 2248
Website  : singapore.accaglobal.com
E-mail   : info.sg@accaglobal.com

28. NTUC (UTAP-WTS) CONTACT INFORMATION

Address  : NTUC Customer Service Centre
           #B1-01, NTUC Centre, No.1 Marina Boulevard, Singapore 018989
Tel      : 62138008
Fax      : 64715898
Website  : http://skillsupgrade.ntuc.org.sg
E-mail   : ubt@e2i.com.sg
29. NTUC LEARNING HUB (CBE) CONTACT INFORMATION

Address : NTUC Trade Union House
          73 Bras Basah Road, #02-01, Singapore 189556
Tel     : 68378356 / 68378357
Website : www.ntuclearninghub.com.sg

30. SSG CONTACT INFORMATION

Address : SkillsFuture Singapore Agency, Incentives & Finance Division
          No.1 Marina Boulevard, #16-01, One Marina Boulevard, Singapore 018989
Tel     : 67855785
Website : http://www.wsg.gov.sg/
E-mail  : https://portal.ssg-wsg.gov.sg/feedback
The Chartered Financial Analyst (CFA) is a graduate-level programme for investment professionals. It is administered and awarded by the CFA Institute based in the United States. The CFA is known to be highly credible, globally relevant and career enhancing.

31. PROGRAMME ENROLMENT / EXAM REGISTRATION / CURRICULUM MATERIAL

For first-time CFA applicants, an online account creation at CFA Institute website would be required.

CFA applicants/candidates are required to complete the application, including the Professional Conduct Inquiry, the Professional Conduct Statement, and the Candidate Agreement. Failure to do so constitutes a violation of the Candidate Agreement.

A one-time programme enrollment fee is required when applicants register for their first CFA Programme exam in addition to the exam registration fee. Exam registration fee increases with each registration deadline.

The cost of the CFA Programme curriculum eBook is covered by the exam registration fee. The six-volume print version of the curriculum may be purchased separately for a non-refundable fee of US$150, plus any fees associated with shipping) at the same time the CFA candidate register for an exam, or later.

The fees are payable directly to CFA Institute in US dollars only, and the fees are non-transferable and non-refundable.

For the CFA programme fee schedule and further details on the registration, please visit https://www.cfainstitute.org/programs/cfaprogram/register/Pages/index.aspx

Note: It is the sole responsibility of an applicant to register and enroll for the CFA Programme and examination with CFA Institute.

32. PROCESSING PERIOD

CFA Programme application and examination registration processing may take up to three weeks and confirmation notices are sent to candidates by e-mail. After an application is approved, an official confirmation e-mail is sent if all entrance requirements are met.

Applicants who do not receive an official confirmation e-mail or notice of incomplete application within six to eight weeks after submitting their application are advised to check with CFA Institute directly on their application.

33. EXAMINATIONS / EXAM ADMISSION TICKETS / EXAM RESULTS

The CFA Programme includes a series of three exams; Levels I, II, and III. The exams are offered annually — at test centers around the world — in June. The Level I exam is also offered in December. Candidates must passed the three levels of examinations sequentially and the examination is available in English only.
Exam admission tickets will be posted online in May for the June exam and November for the December exam. Candidates are expected to log in, review the admission ticket for any errors and notify CFA Institute for any errors. Candidates must also print the admission ticket and bring it to the test centre on exam day.

Candidates must have received their exam results before registering for the next exam because the results will determine whether a candidate must repeat the current level or advance to the next level.

All candidates who sit for a CFA Programme exam are provided with "pass" or "did not pass" exam result and a summary of their performance in each topic area.

Candidates who do not pass the exam are provided with additional information regarding their performance relative to all other candidates who did not pass.

Results for Level I and II candidates are available within 60 days of the exam date and within 90 days for Level III candidates. Exam results are available online for approximately one year after the exam date. After this date, candidates may request an official letter confirming their result, but their topic area performance summary will no longer be available.

Individual candidate results are only released to the candidate and are never released to a third party; however, lists of passing candidates are provided to societies for membership purposes. Please refer to the following link for more information:

https://www.cfainstitute.org/programs/cfa/exam/results-info

34. POLICY CHANGES

It is the responsibility of candidate to read and understand all testing policies set forth by CFA Programme. CFA Institute may change its conditions, requirements, policies and procedures governing the CFA Programme and CFA Institute membership from time to time. Candidates and members are required to adhere to the revised conditions, requirements, policies and procedures which will be published in various CFA Institute publications, including CFA Institute Bylaws and on their website. Please refer to the following link for CFA Programme and Testing Polices updates.

https://www.cfainstitute.org/programs/cfaprogram/exams/Pages/policies.aspx

35. STUDY OPTIONS

KLI offers preparatory course for CFA such as classroom training for education, revision course and live/online mock exam.

Students can pick up a copy of the half-yearly CFA brochures coupled with class schedules.

36. COURSE ENROLMENT

Please proceed to Kaplan City Campus @ PoMo, Level 6 registration counters for course enrolment.

Opening hours are as follows:
Monday to Friday : 9am – 9pm
Saturday : 9am – 3pm
Closed on Sunday and Public Holiday

37. COURSE MATERIALS / SCHWESER ONLINE PORTAL

All bona-fida CFA Kaplan students who are enrolled under CFA Premier Package or CFA Education Programme will be issued with the Schweser CFA Essential Self Study Package (Printed) accompanied with the Schweser online access.

In addition, students will also receive up to date Teaching Slide Packs on the 1st lesson of their education class.

Revision students will receive the Revision Notes on the 1st lesson of the revision class.

Collection of course materials will not be allowed after the end of the current exam sitting.

CFA students who are absent on the first day of lesson and did not collect the notes and/or study materials. CFA students may collect them from the Material Room. The Material Room is at Kaplan City Campus @ PoMo, 1 Selegie Road, Level 6.

38. CALCULATOR

Only two calculator models are authorized for use during CFA Programme Exams:

- Texas Instruments BA II Plus (including BA II Plus Professional)

Please visit https://www.cfainstitute.org/programs/cfaprogram/exams/Pages/policies.aspx for the complete calculator policy.

39. CFA INSTITUTE CONTACT INFORMATION

CFA Institute Headquarters (U.S.A.)

Address : CFA Institute
915 East High Street
Charlottesville VA 22902, USA
Tel : 434 951 5499
Fax : 434 951 5262
Website : www.cfainstitute.org
Email : info@cfainstitute.org

Alternatively, you may also contact CFA Institute at their Asia Pacific office based in Hong Kong

Hotline : 001 800 8228 8820 (24 hour toll-free)
CFA SINGAPORE – IBF ACCREDITED PROGRAMMES:

- **CFA SINGAPORE FUND MANAGEMENT PROGRAMME (IBF LEVEL 1)**
  
  This programme helps participants to be equipped with broad base capabilities and foundational competencies to undertake new roles. This involves developing in-depth industry and functional knowledge of investment products, in order to provide qualitative and quantitative reporting to investors, thus assisting them to make investment choices.

- **CFA SINGAPORE RESEARCH PROGRAMME (IBF LEVEL 2/3)**
  
  This programme helps participants to acquire applied knowledge and complex analytical skills, which are internationally-accepted valuation methodology and techniques for specialists or leadership functions. This helps to provide investors with the most accurate value estimation, projection and investment recommendation for the chosen investment product.

- **CFA SINGAPORE PORTFOLIO MANAGEMENT PROGRAMME (IBF LEVEL 2/3)**
  
  This programme helps participants to demonstrate professional mastery and exemplifies though leaderships and commitment to industry. This involves making decisions about investment mix and policy that are aligned with defined investment objectives, risk appetite and asset allocation guidelines of the chosen portfolio based on specific client requirements, whilst complying with regulations and industry codes of conduct.
The Chartered Alternative Investment Analyst (CAIA) is designed for finance professionals who seek a high level of knowledge and demonstrated expertise in alternative investments. The CAIA Charter is recognized as the global benchmark in alternative investment education. The CAIA Charter programme is organized by the CAIA Association, which was co-founded by the Alternative Investment Management Association (AIMA) and the Isenberg School Center for International Securities and Derivatives Markets (CISDM).

40. PROGRAMME ENROLMENT / EXAM BOOKING

Exam registration is a quick three-step online process: complete an exam registration form, and sign the CAIA Candidate and Member Agreement, purchase an exam and schedule an exam appointment.

Registering for the first exam also enrolls you as a candidate in the CAIA Programme. This requires a one-time programme enrolment fee in addition to the exam registration fee.

To book your exam, apply direct to CAIA Association for registration and enrolment. You may register online at www.caia.org. CAIA Association will acknowledge your registration and enrolment via email.

Candidates are to refer to the CAIA Association website for the fee information and registration deadlines for the March and September examinations.

Please note that Kaplan Financial is not responsible for candidate’s enrolment and exam registration.

41. EXAMINATION LOCATIONS

In the CAIA programme, candidates’ knowledge is assessed through two exams, administered biannually at computerized test centers around the world.

The CAIA exams are administered via computer exclusively at proctored Pearson VUE test centers around the world. Review the current list of exam locations to learn where the CAIA exams are being offered. If a particular location does not appear on this list, the CAIA exams are not currently being delivered there. For more information and to view a list of current sites offering the CAIA exams, please visit https://home.pearsonvue.com/test-taker/All-Tests.aspx for the exam locations.

Neither the CAIA Association nor Pearson VUE can guarantee availability of appointments at any test center for any given exam on any specific date. Test centers have limited capacity, and morning appointments are generally more available than later appointments.

Appointments are on a first-come, first-served basis. If a candidate’s preferred location, time, and/or date is not available, it is solely the candidate’s responsibility to locate, and arrange for transportation to, an alternate test center. Deferments will not be granted to candidates who are unable to sit for the exam due to lack of preferred site availability or failure to schedule an appointment.

42. STUDY OPTIONS

KLI offers preparatory course for CAIA in the form of classroom training.

Candidates are to refer to the brochure for the CAIA September exam for the class schedules and dates.
43. CALCULATORS

Only two calculator models are authorized for use during CAIA Programme Exams per the CAIA Examination Calculator Policy:

- Texas Instruments BA II Plus (including the TI BA II Plus Professional)
- Hewlett Packard 12C (including the HP 12C Platinum)

Candidates are encouraged to obtain an approved calculator early, to allow time to practice using it.

Please visit https://caia.org/content/examination-calculator-policy for the complete calculator policy.

44. CAIA ASSOCIATION CONTACT INFORMATION

CAIA Headquarters
Address : 100 University Drive
          Amherst, Massachusetts 01002
          United States of America

Tel : +1 (413) 253-7373
Fax : +1 (413) 253-4494

Website : www.caia.org
Email : info@caia.org

Hours of Operation : Monday through Friday
                    8:30 AM - 5:00 PM EST/EDT

Alternatively, you may also contact CAIA Association Singapore Office

Singapore Office
Address : 59 Club Street, 2nd Floor
         Singapore 069434
Tel : +65 6536 4241
The Certified Practicing Accounting (Australia) CPA Australia is a graduate-level programme meant for candidates who would like to port their expertise internationally. The CPA Australia programme is administered and awarded by CPA Australia. The focus of CPA Australia is combining accounting knowledge with strategic thinking and practical experience to aid members to distinguish themselves internationally.

45. PROGRAMME ENROLMENT

In order for candidates to enroll into the programme, they will have to undergo a Membership Entry Pathway Assessment by CPA Australia. The assessment outcome will determine if the candidate will be eligible to enroll into the foundation exams or CPA programme.

Generally, candidates can become an Associate member and commence the CPA Programme if they have graduated with an accredited Bachelor’s Degree programme and satisfy the academic requirements.

For most non-accounting graduates or graduates from non-accredited courses, it is a requirement to complete the Foundation exams before they can become an Associate member.

The foundation exams is developed by CPA Australia to ensure that those who hold a degree qualification that is not in accounting are given the opportunity to demonstrate the knowledge and the acumen required to be fully prepared to successfully complete the CPA Programme.

46. FOUNDATION EXAM – STRUCTURE

The following table displays eight competencies against CPA Australia’s foundation exams:

<table>
<thead>
<tr>
<th>Competency requirements</th>
<th>Foundation exams</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economics, Quantitative Methods</td>
<td>Economics and Markets</td>
</tr>
<tr>
<td>Accounting Systems and Processes</td>
<td>Foundations of Accounting</td>
</tr>
<tr>
<td>Business Law (comprised of Commercial Law and Corporations Law)</td>
<td>Fundamentals of Business Law</td>
</tr>
<tr>
<td>Finance and Financial Management</td>
<td>Business Finance</td>
</tr>
<tr>
<td>Financial Accounting and Reporting (comprised of Financial Accounting and Accounting Theory)</td>
<td>Financial Accounting and Reporting</td>
</tr>
<tr>
<td>Management Accounting</td>
<td>Management Accounting</td>
</tr>
<tr>
<td>Auditing</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Taxation Law</td>
<td>Not Applicable</td>
</tr>
</tbody>
</table>

For candidates who are doing multiple exams, the order that you complete these is optional, however to assist with continuity, CPA Australia recommend the following order:

- Foundations of Accounting
- Economics and Markets
- Fundamentals of Business Law
- Business Finance
- Financial Accounting and Reporting
- Management Accounting
47. CPA PROGRAMME (PROFESSIONAL LEVEL) – EDUCATION COMPONENT

The CPA Programme education component comprises four compulsory subjects:

- Ethics and Governance
- Strategic Management Accounting
- Financial Reporting
- Global Strategy and Leadership – you must have successfully completed all other compulsory subjects before enrolling in this subject

And, two electives selected from:

- Advanced Audit and Assurance
- Advanced Taxation – required to obtain a Public Practice Certificate

Unless candidates have received an exemption as a result of earlier recognised study, candidates will be required to complete all four compulsory subjects and two electives.

If candidates have already completed recognised studies in tax and auditing, candidates may choose any elective, otherwise candidates must select Advanced Taxation, or the local taxation variant, and Advanced Audit and Assurance.

The exams for Financial Planning Fundamentals, Superannuation and Retirement Planning, and Investment Strategies will be held on two fixed dates in computer-based format. Candidates must be available to attend an exam on the fixed dates, and prepared to travel to an exam centre.

Note: The segment outlines (syllabus) outlined above are for the current semester only. For segment outlines from previous semesters, please contact your nearest CPA Australia office.

You can undertake the professional level in the order of your choice. A popular pathway through the professional level is to enrol in Ethics and Governance, followed by Strategic Management Accounting, Financial Reporting, the elective segments and Global Strategy and Leadership.

48. FOUNDATION EXAMINATION REGISTRATION

Foundation Exam candidates should schedule their exam at the time of enrolment and must sit their exam within 12 months of their enrolment via My CPA Program portal.

It's important to note that the 12-month exam deadline is calculated as being 365 days from the enrolment. For enrolment occurring over a leap year, the exam deadline will pass two days prior to the enrolment anniversary.

49. FOUNDATION EXAMINATION STRUCTURE & SCORING / EXAM RESULTS

CPA Australia use a scaled score assessment model to mark exams. Foundation has a scale tailored to each individual exam with a unique pass mark.

From 1 September 2017, Foundation exams will use the same scaled score range as the CPA Programme. This means standardising the scaled score range to 100 – 900, with a pass mark of 540.
across all subjects. This change will make it easier for candidates to interpret their exam results.

Results for candidates’ foundation exam will be issued directly from the facilitator as they depart the exam location. Foundation Exam candidates can also be accessed from My CPA Programme.

50. PROFESSIONAL EXAMINATION STRUCTURE & SCORING / EXAM RESULTS

CPA Australia professional level examinations are conducted for each subject at the end of every semester.

Each subject’s exam is three hours and 15 minutes’ duration (195 minutes) and does not include official reading time. With the exception of Singapore Taxation, all CPA Programme exams are open book and based on the study guide and material on My Online Learning that is noted as examinable. For Singapore Taxation, candidates can take into the exam the Tax Acts as referenced under the recommended texts section of the Singapore Taxation study guide.

Exams for compulsory subjects comprise a combination of multiple choice and extended response questions. Exams for elective subjects comprise multiple choice questions only.

For more information about the exam structure for each subject, view ‘About your exam’ in MyOnlinElearning.

The majority of the exams are computer-based and administered by CPA Australia’s exam partner, PearsonVUE.

CPA Australia use a scaled score model to assess exams. The CPA Programme and Practice Management assessment scale has a range of 100 – 900.

The pass mark for all CPA Programme and Practice Management exams is set at 540.

Prior exam results are available at via results.cpaaustralia.com.au or My CPA Programme. Candidates can also print a professional copy of their results as required.

51. STUDY OPTIONS

KLI offers full time and part time courses for CPA Australia Foundation and Professional Level in the form of interactive classroom training. The classes seek to provide pointers as well as guidelines to candidates who are attempting the various segments in the examinations.

The classes are held over in February/March and July/September each year.

The Preparatory Course for CPA Programme is divided into 2 levels – Foundation Exams and the CPA Programme. Both levels are offered by KLI in Full-Time and Part-Time modes, with the Full-Time mode open to both local and international students.
52. KAPLAN ELEARNING PORTAL WEB PAGE

All CPA Kaplan students who enrolled for preparatory course will have access to the Kaplan e-learning Portal Page https://elearn-kf.kaplan.com.sg/login/. Students will receive their e-learning account credentials one week after course commencement through email to access their e-learning account.

53. CPA AUSTRALIA CONTACT INFORMATION

CPA AUSTRALIA

Address : Level 20, 28 Freshwater Place
Southbank VIC 3006

Tel  : Within Australia  Outside Australia
      1300 73 73 73  +61 3 9606 9677

Website : www.cpaaustralia.com.au

Alternatively, you may contact the CPA Australia local office in Singapore

Address : 1 Raffles Place
#31-01 One Raffles Place
Singapore 048616

Opening hours : Monday to Friday: 9.00am to 6.00pm

Tel : 6671 6500

Email : sg@cpaaustralia.com.au
The **BSc (Hons) in Applied Accounting**, awarded by Oxford Brookes University, not only demonstrate to potential or existing employers that you possess all the relevant graduate skills to equip you for a brilliant career in accounting and finance, but that it is from a university that has a reputation for excellence.

Students need to complete the examinations for Applied Knowledge, Applied Skills Level of the current ACCA syllabus and the ACCA Strategic Professional Ethics Module online. Prior to joining this programme, it is crucial that students check their eligibility, especially if they are previously transferred from the ACCA old syllabus to the ACCA current syllabus. Alternatively, you may write to ACCA at students@accaglobal.com to enquire on your eligibility for the Oxford Brookes Degree Programme. For more information on the Oxford Brookes Degree Programme, please visit the ACCA website at www.accaglobal.com/students/bsc/.

Please note that it is solely the responsibility of the student to ensure that they have met the entry requirements for the Oxford Brookes Degree Programme.

**54. EXEMPTIONS**

As a registered student, you may be given exemptions from one or more of the nine ACCA specified exam papers. Exemption decisions are made by ACCA and ACCA exemption policy is periodically reviewed by Oxford Brookes University. However, if you wish to achieve the BSc degree you must sit and pass all of the three ACCA subjects FR, AA and FM.

No exemption can be given from the Professional Ethics Module or from the Oxford Brookes University Research and Analysis Project (RAP).

**55. RESEARCH AND ANALYSIS PROJECT (RAP)**

You must successfully complete the ACCA Applied Knowledge and Applied Skills level exams, including sitting and passing all of FR, AA and FM, and complete the Strategic Professional Ethics module before submitting a RAP to Oxford Brookes University. You are required to pay a project submission fee to Oxford Brookes University with your project submission.

You will gain access to the Strategic Professional Ethics module via myACCA as soon as you become eligible to take Paper SBL – Strategic Business Leader.

The Research and Analysis Project (RAP) is the final component of the BSc Degree and consists of two separate documents:

- 7,500 word Research Report (RR) and a
- 2,000 word Skills and Learning Statement (SLS)

You will need a project mentor to assist you with your RAP, by providing guidance and advice on your RAP and also to verify that you made an oral presentation at the end of your project research.

You will have 3 attempts to pass the RAP. In the unfortunate event that you fail the RAP on 3 separate occasions, you will no longer be eligible to complete the BSc degree.

Please note that you can either submit the same project topic 3 times or 3 different RAP.
56. DETERMINATION OF CLASS OF DEGREE

The class of BSc Degree will be based on:

- The ACCA average mark from the exam marks in the Applied Knowledge and Applied Skills Level Papers (LW-FM), and
- The Grade achieved for the Research and Analysis Project (RAP)

You will be given one of three passing grades (A, B OR C) or a fail grade (F) for the performance in the RR. You will be given either a ‘Pass’ or ‘Fail’ grade for the performance in the SLS.

57. SUBMISSION PROCEDURE

You will be required to upload your Research and Analysis Project files online via http://www.obusubmissions.co.uk/

You should upload separate files for your Research Report, Skills and Learning Statement, Appendices and List of References; these will all then be submitted along with your payment. For more detailed information, you may visit the following link:


Please note: you must successfully complete the Applied Knowledge and Applied Skills level exam papers - AB-FM, and complete the Strategic Professional Ethics module before submitting a Research and Analysis Project to Oxford Brookes University.

58. OXFORD BROOKES UNIVERSITY CONTACT INFORMATION

Address : ACCA Office, Oxford Brookes University Business School, Wheatley Campus, Wheatley, Oxford OX33 1HX, United Kingdom
Tel : +44 186 548 5702
Fax : +44 186 548 5802
Website : www.brookes.ac.uk
E-mail : acca@brookes.ac.uk
The **Singapore CA Qualification**, is a post-university professional accountancy qualification with 4 main components:

1. Academic Base
2. Professional Programme
3. Practical Experience

The inter-relationships between these components are shown in the following diagram:

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59. **SINGAPORE ACCOUNTANCY COMMISSION (SAC) CONTACT INFORMATION**

**Address**: 10 Anson Road  
#05-18 International Plaza, Singapore 079903

**Tel**: (65) 6325 0532  
**Fax**: (65) 6226 3386  
**Website**: [www.sac.gov.sg](http://www.sac.gov.sg)
60. Singapore CA Qualification (Foundation)

The Singapore CA Qualification (Foundation) provides a pathway into the Singapore CA Qualification for candidates who do not have an Accredited Accountancy Degree. The Singapore CA Qualification (Foundation) of the Academic Base will develop in graduates the base technical knowledge and skills as well as capacities for inquiry, abstract logical thinking, critical analysis, appropriate communication, personal and interpersonal skills required by the accounting profession. These provide a base for further development during the Professional Programme, Practical Experience and Pro Bono Work.

To gain entry into the Singapore CA Qualification (Foundation), applicants must check on their eligibility before submitting their application online.

https://www.sac.gov.sg/scag

A non-refundable one-time application fee of $107 is payable.

Applicants to the Singapore CA Qualification (Foundation) must obtain a Notification of Acceptance email printout from the Singapore Accountancy Commission (SAC) that their degree is suitable to gain entry into the Singapore CA Qualification (Foundation). Students enrolling on Kaplan Singapore CA Qualification (Foundation) will need to produce this Notification of Acceptance email printout. Students will not be allowed to attend the Singapore CA Qualification (Foundation) if they fail to produce the Notification of Acceptance email printout.

61. EXAMINATIONS

Candidates who are taking the Singapore CA Qualification (Foundation) will be assessed by centralised examinations which will be held twice a year. These standard national examinations are applicable to all Candidates and are conducted in English. Each module will be assessed by way of a 3-hour closed-book written examination, with 15 minutes additional reading-only time. There will be four questions, and each question may have multiple parts requiring structured responses. For instance, written short answer questions, essay style questions, computations, or standard format questions (e.g., extracts from income tax returns and GST returns, journal entries, etc.). In order to achieve a pass in a module, a Candidate must achieve at least 50% of the available marks in the final examination.

62. LESSONS MISSED

There will be no replacement if you missed any lessons and students may refer to their e-Learning Portal for relevant contents and updates.

63. LECTURE NOTES

Lecture notes will be distributed to students on the first day of face-to-face training. Students absent from first day of class can collect the notes from Material Room at Kaplan City campus @ PoMo, 1 Selegie Road, Level 6.

Collection of lecture notes will not be allowed after classes have commenced for one month.
Students requesting for replacement of lecture notes (full set) will be charged an administrative fee of S$50 nett per module. Once payment has been made, notes will be available in one week’s time.

64. E-LEARNING PORTAL WEB PAGE

Students who registered for the revision Programme of the Singapore CA Qualification (Foundation) will receive their e-learning account credentials two weeks after course commencement through email and SMS for access to our e-learning portal page https://elearn-kf.kaplan.com.sg/login/.

Tutors will upload relevant content to this portal.

Please note that the e-learning portal access is valid on per intake basis and all students’ accounts will expire on the day of the exam of the relevant module.

65. PROGRAMME ENROLMENT

Candidates may proceed to Kaplan City Campus @ PoMo, Level 6 registration counters for programme enrolment. The updated course information will be updated in http://www.kaplan.com.sg/course/financial-training-courses/certificate/accounting-and-finance/singapore-ca-qualification-foundation/.

The Level 6 registration counters opening hours are as follows:

Monday to Friday : 9am – 9pm
Saturday : 9am – 3pm
Closed on Sunday and Public Holiday
66. OPERATING HOURS

<table>
<thead>
<tr>
<th>Front Counter Services*</th>
<th>Library*</th>
<th>Materials Collection Room*</th>
</tr>
</thead>
<tbody>
<tr>
<td>9am - 9pm (Mon-Fri)</td>
<td>9am - 9pm (Mon-Fri)</td>
<td>9am - 9pm (Mon-Fri)</td>
</tr>
<tr>
<td>9am - 3pm (Sat)</td>
<td>9am - 3pm (Sat)</td>
<td>9am - 3pm (Sat)</td>
</tr>
</tbody>
</table>

**Close on Sundays and Public Holidays**

67. PAYMENT MODE

**KLI (Domestic Students)**

The modes of payment available are: cash, cheque (Singapore banks), Nets, Visa/Master/AMEX.

**KLI (International Students)**

The modes of payment available are: cash, cheque (Singapore banks), Nets, Visa/Master/AMEX, and telegraphic transfer.

For payment by cheque(s), please make payable to Kaplan Learning Institute Pte Ltd.

For payment by Telegraphic Transfer, you may refer below for the bank account information.

- **Bank Name**: HK and Shanghai Banking Corp Ltd
- **Bank Address**: 21 Collyer Quay Level 1, HSBC Building, Singapore 049320
- **Beneficiary's Name**: Kaplan Learning Institute Pte Ltd
- **Account No/ Swift Code**: 047-315650-001/ HSBCSGSG
- **Beneficiary's address**: 1 Selegie Road #06-01, PoMo, Singapore 188306

Note: For Telegraphic Transfer (TT) payment, please add additional S$30 for bank’s service charge from the total payment.

68. KAPLAN STUDENT ACCESS CARD (SAC)

All Kaplan students, within the school campus, are required to have their Student Access Card (SAC) with them at all times. SAC serves as a form of identification as a student with Kaplan, is for class attendance tapping and allows access to our library for browsing, loaning and returning of library books.

Please note that the SAC is not transferable and has to return to Kaplan upon completion or withdrawal of course.

69. KAPLAN MATERIAL COLLECTION CARD

All ACCA and FIA bona-fide Kaplan Financial students will be issued a Kaplan Material Collection Card. Please ensure that you bring it with you for classes at all times. This card serves as a confirmation of your enrolment in the respective classes and collection of course materials. An administrative fee of S$20 nett is chargeable for the replacement of Material Collection Card; and S$50 nett for the
replacement of Material Collection Card and Lecture Notes (applicable for ACCA and FIA only). Please note that the Kaplan Material Collection Card is not transferable.

70. CHANGE OF STUDENT’S PARTICULARS

Should there be any changes to students’ or their parents’ particulars such as home address, telephone number, email address or any related things, students are required to update these details via Kaplan Student Profile (IAM) or Kaplan’s mobile app, Kaplan 360. Credentials to access the portal and the mobile app will be sent to you in due course after your programme officially starts.

Before receiving their login credentials, students may inform the Programme Management team of the change in writing. Failure to update Kaplan on their personal contact details will mean Kaplan will not be able to reach the students and inform them if there are any changes to the programme such as timetable, examination, etc.

Kaplan is not responsible if important information is not conveyed to any students timely due to changes to their contact details without being communicated to Kaplan.

71. CONFIDENTIALITY POLICY

Kaplan appreciates that privacy is important to you. Kaplan is committed to handling personal information in accordance with the Personal Data Protection Act 2012 (PDPA) which establishes a general data collection law in Singapore. The PDPA governs the collection, use and disclosure of individuals’ personal data in a manner that recognises both the rights of individuals to protect their personal data and the need for organisations to collect, use and disclose personal data for purposes that a reasonable person would consider appropriate in the circumstance.

Kaplan collects personal data to properly perform the teaching, learning, research, administration and other functions of a private educational Institute. To find out more about PDPA, you may visit the Singapore Personal Data Protection Commission’s website, http://www.pdpc.gov.sg/home.

Kaplan is committed to maintaining the confidentiality of Kaplan student’s personal information and undertakes not to disclose any information to any third party without prior written consent of the student, and subject to the obligation of Kaplan to disclose to any Singapore government authority any information of student in compliance with the Singapore law and/or to the organisation awarding the qualification. Student information obtained through the Student Application Form / Student Record Form, completed by the student at the point of enrolment / course commencement, will be treated with confidentiality, and in accordance with Kaplan Privacy Policy found on http://www.kaplan.com.sg/about/privacy-policy/

Kaplan uses physical security, password protection and other measures to ensure that personal information is protected from misuse, interference and loss; and from unauthorised access, modification and disclosure.

72. COURSE EVALUATION

As part of Kaplan’s commitment to maintaining and improving the learning experience, there will be feedback exercise in the form of an evaluation conducted at the end of subject term. The feedback will evaluate:
ADMINISTRATIVE MATTERS

- Effectiveness of Lecturer
- Effectiveness of Course/Module Materials
- Quality of Kaplan’s Facilities and Infrastructure
- Service Touch Points Support
- Programme Management Support
- General Comments

Students are encouraged to provide constructive comments and feedback for the purpose of further improvement on the programme. The students’ feedback data helps Kaplan to monitor various departments and respective lecturer performance and to provide adequate and accurate information for the Academic Review and Academic Board in order to take any necessary action for improvement. Student specific information will not be made known to the lecturers.

In addition, students can also provide their feedback anytime during the course to the Programme Management team or directly to feedback.sg@kaplan.com. Where applicable, students’ comments and feedback obtained will be discussed with the academic staff and lecturers, and disciplinary actions will be taken if necessary.

73. ATTENDANCE TAKING & MONITORING

Attendance Taking

Students are required to tap in and out their Kaplan Student Access Card (SAC) on the card reader located in every classroom in person for each lecture/tutorial session in the presence of the lecturer. The first tap should be taken within 15 minutes from the start of class. The second tap will be taken at the end of the class. Student is given 15 minutes grace period to tap in their SAC.

Students who miss the 1st attendance taking are considered late. Similarly, students who miss the 2nd attendance taking are considered as leaving early. It is the responsibility of latecomers to mark their attendance with the lecturers during break time.

The lecturers will conduct attendance random checks and report to the Programme Management team for students who are absent from class for three times.

If students are absent with a valid reason, supporting documents must be submitted to the Programme Management team within 3 working days from the date of absent.

All full-time students are encouraged to commit to engaging in study activities for a minimum of 3 hours per day, 5 days per week (Mon – Fri). In addition, Student’s Pass holders are required to comply with and record this by marking their attendance on-campus. Different learning activities including lectures, tutorials and self-study have been planned for different days.

Attendance Monitoring

1. Weekly attendance tracking is done to intervene at appropriate points of the attendance monitoring process. Actions taken include sending written notifications via different platforms like email, phone calls made to students with low attendance (thresholds defined by the different PM teams), face-to-face counselling sessions with students and with their parents/guardians for certain cases, getting “repeat offender” students to sign Letter of Undertaking, speaking to the classmates of students to find out their whereabouts and gaining additional information,
notifying the Country Manager in charge and seeking their help / agent’s help in locating student, etc. Besides this, some other necessary actions include making a police report for Student’s Pass holders who are absent continuously for a period of 7 days, etc.

2. Monthly attendance tracking is as defined below. This includes both the formal warning letters issued to students, and the intervention actions done on a weekly basis as described above.

The minimum monthly attendance to be attained is 75% for non-Student’s Pass holders and 90% for Student’s Pass holders.

First Warning

Students who do not attain the minimum attendance for the first time will receive a warning letter via email.

Second Warning

If the attendance for the following month is still below the minimum requirement, a second warning letter will be sent to the student concerned. This would be accompanied by at least a phone call from the PM team and other intervention measures as described above.

Third Warning

If the attendance for the following month is still below the minimum requirement, a third warning letter will be sent to the student concerned. In the meanwhile:

1. ICA will be informed (for Student’s Pass holders) separately.
2. Students must be sent for counselling with the Programme Management team and where applicable, the School Counsellor.
3. Students or their guardian (for students below 18 years) must sign a Letter of Undertaking.
4. The Programme Management team shall closely monitor the minimum attendance requirements for students taking the exam. In accordance with the respective Academic Policy of the programme that student is pursuing, student may not be allowed to sit for the examination and may need to repeat the module.

No Improvement after the Third Warning

If attendance continues to fall below the minimum requirement after the third warning, a student may be terminated according to the Termination Policy and a formal termination letter issued to the student. Students may appeal to the Appeals Committee regarding the circumstances leading to the termination in accordance to the Termination Policy.

For Student’s Pass holders, Kaplan will request ICA to cancel the Student’s Pass accordingly.

3. Holistic attendance monitoring is for students’ academic performance, student’s personal circumstances and record of misconduct, if any, to be taken into consideration in the case of any disciplinary or termination action arising from the tracking of students’ class attendance. Academic advice will be given accordingly and if required, a formal academic intervention / review session will be scheduled for students and the academic in charge.
74. LEAVE OF ABSENCE

If a student is absent from class due to reasons stated below, he/she will need to submit a leave application, with supporting documents in English, via Kaplan 360 to the Programme Management team within 3 working days from date of absence.

Kaplan will approve leave for the following reasons subject to minimum attendance requirement with official documented evidence. Other grounds for absence will be treated on a case-by-case basis.

<table>
<thead>
<tr>
<th>Reasons of Absence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical reason certified by approved General Practitioners.</td>
</tr>
<tr>
<td>Compassionate leave for immediate family members.</td>
</tr>
<tr>
<td>Work commitment with company’s contact details or company letter provided.</td>
</tr>
<tr>
<td>Reservist ICT with ICT letter provided.</td>
</tr>
</tbody>
</table>

Approval of Leave will be subject to case by case basis.

* International students who apply for overseas leave:
  - Medical Certificate from home country doctor (if applicable) with English translation
  - Printscreenc of Airline’s return E-Ticket or picture of Boarding Passes

75. PROGRESS REPORT

Kaplan will provide all International Student Pass Holders with a progress report at the end of each Intake only upon request. This report includes your attendance and exam results. Upon receipt of your last exam sitting results, please submit a copy of the results to your Programme Management Team. This is to enable us to update the exam result in your report.
76. TRANSFER / WITHDRAWAL / DEFERMENT POLICY

Kaplan Singapore shall have a fair and reasonable transfer / withdrawal / deferment policy.

The policy shall include, but is not limited to, the following:

i. Maximum processing time of not more than 4 weeks from the point of student’s request to informing student of the outcome in writing or within University’s timeline, where applicable.

ii. Conditions for which a transfer/ withdrawal/ deferment application will be granted;

iii. Any additional fee payable including outstanding course fee and transfer / deferment fee;

iv. Conditions for refund of any fee paid;

v. Informing Immigration & checkpoints Authority of Singapore (ICA) and FPS Provider of any change to the status of the student (where applicable);

vi. Signing a new contract when a course deferment or transfer request has been approved;

vii. Obtaining the parent’s/legal guardian’s written consent if student is under 18 years of age. Written consent can be in the form of email or student obtains signature on the request form.

The policy shall be clearly communicated to all of Kaplan Singapore’s students via the website and student handbook. Kaplan Singapore shall clearly explain the implication of the status of the student’s pass if international students withdraw from the school or are forced to withdraw from the school (e.g. caught for breaking Singapore’s law).

Kaplan Singapore shall maintain up-to-date transfer, withdrawal and deferment records and shall review the transfer, withdrawal and deferment policy and procedures on an annual basis. In addition, adhoc reviews may take place should the situation arise.

77. TRANSFER POLICY

This policy applies when a student changes the course of his/her study but remains as a student of Kaplan Singapore. Kaplan Singapore will take no more than 4 weeks to process any application or within University’s timeline, where applicable. A Course Transfer application fee will be imposed.

• Students who wish to transfer from the current programme to another programme shall inform Kaplan Singapore in writing and state the reason(s) for transferring. Verbal notice is not acceptable.

• Students must obtain the parent’s/legal guardian’s written consent if student is under 18 years of age.

• Written consent can be in the form of email or student obtains signature on the request form.

• Transfers will only be allowed if the student fulfils the academic and experience requirements (refer to Academic/ University Policy) for the new programme.

• Students who transfer from the current programme to another programme shall be considered to have withdrawn from the current programme and refund policy shall apply as per Standard Student Contract.

• Unconsumed fees that are approved for a refund will be transferred to the new programme. Students will need to pay the remaining balance of the course fees for the new programme.

• Students who wish to transfer to other programme within Kaplan Singapore may be eligible to apply for exemption. Please refer to Academic / University Policy for the exemption policy, process and procedure.

• Student will not be able to receive any further exemptions unless approved by the University once their programme commences nor to receive further course fee deduction for their exemption, if any.
78. TRANSFER OF CLASS (Applicable to KLI only)

Transferring to Same Module (ACCA/FIA):

- Before the commencement of class, transfers are free of charge, subject to seats availability.
- After the commencement of class, an administrative fee of $20 will be imposed on each permanent transfer of class for the same module conducted by the same lecturer.
- KLI does not encourage students to transfer class conducted by another lecturer. However, if student has a valid reason to do so, an administrative fee of $100 is payable.

Transferring to Different Module:

There will be no refunds for students transferring to a lower value module.

- There will be no refunds for students transferring to a lower value module.
- Students need to pay the difference in course fee when transferring to a higher value module.
- Students need to pay an administrative fee of $100 when transferring to a same value module, regardless of whether it is conducted by same lecturer.
- Student must complete a Course Transfer Form (Appendix 2) for any request for class transfer. Class Transfer is subject to seats availability.

79. WITHDRAWAL POLICY

Withdrawal

This policy applies when a student requests to stop his/her study and ceases to be a student of Kaplan Singapore. Kaplan Singapore will take no more than 4 weeks to process any withdrawal application or, within University’s timeline, where applicable.

- Students who wish to withdraw from the programme after commencement shall inform Kaplan Singapore in writing and state the reason(s) for withdrawal.
- Students must obtain the parent’s/legal guardian’s written consent if student is under 18 years of age.
- Written consent can be in the form of email or student obtains signature on the request form.
- Kaplan Singapore will inform ICA and FPS Provider of any change to the status of the student (where applicable).
- For proprietary and external partner programmes, withdrawal application is subject to the Head of School / Programme Director’s approval.
- For university partner programmes, withdrawal application is subject to universities’ withdrawal policies.

Automatic Withdrawal

A student is deemed to have withdrawn from the programme, if he/she fails to do ALL of the following:

- Attend the classes, as evidenced by signing the attendance register and/or complying with other attendance tracking procedures, in a term or study period;
• Attempt any assessment items in a term or study period;
• Make any required payments within 60 days after the payment due date;
• Respond in writing to the email and/or letter sent by registered post to advise on his/her intention of continuing studies within 14 days after the date of the email / registered post.

A student who has withdrawn is required to submit a new application, subject to the prevailing fees, in order to resume his/her studies. For university partner programmes, a re-entry application is subject to universities’ re-entry policies.

80. DEFERMENT POLICY

This policy applies when a student requests to stop his/her study for a period of time and remains as a student of Kaplan Singapore. Kaplan Singapore will take no more than 4 weeks to process any application. A deferment fee will be imposed.

• Students who wish to defer from the current programme shall inform Kaplan Singapore in writing and state the reason(s) for deferment.
• Students must obtain the parent’s/legal guardian’s written consent if student is under 18 years of age.
• Written consent can be in the form of email or student obtains signature on the request form.
• Students are permitted to defer based on the following grounds:
  o Poor academic performance as advised by the Academic Board/ University. Please refer to Academic Policy/ University Policy.
  o Illness supported by a medical certificate from a recognized clinic/hospital.
  o Compassionate or compelling circumstances beyond the control of student such as bereavement or declared natural disaster, bankruptcy, and overseas work commitment.
• The requests of deferment are not granted automatically and do not guarantee the relevant programme / module(s) to be run upon student’s return unless approved by the Academic Board. Please refer to Academic Policy.
• The maximum deferment period for proprietary programmes is 6 months. Students who fail to report back to the Programme Management Team after the deferment period shall be deemed as Automatic Withdrawal.
• International students who apply for more than three (3) months deferment are required to cancel the student’s pass. Student’s Pass needs to be reapplied upon return and it is subject to ICA’s approval. Charges will be imposed by ICA and Kaplan for re-application of student’s pass.
• Students will sign a new contract when report back to the Programme Management Team to resume studies.

81. TRANSFER/WITHDRAWAL/DEFERMENT PROCEDURE

Please refer to the Appendix for details.

82. REFUND POLICY

Kaplan Singapore is committed towards maintaining a high level of good business and customer practice. We assure our students that we have put in place customer-centric systems and practices which include managing refunds for students under various conditions.

Kaplan Singapore shall have a fair and reasonable refund policy for any payment made. The refund policy shall include, but is not limited to, the following:
1. Time taken to process refund request (must not be more than 7 working days from the date of request);
2. Terms and conditions of refund (where applicable);
3. Description of non-refundable fees (where applicable)
4. Status of fee paid should any course be cancelled. Kaplan Singapore must state the conditions under which a course may be cancelled;
5. Communicate to students on the computation of the refund amount
6. Fees paid are non-transferable.

The refund policy shall be clearly communicated to all its students via the website, student contract and student handbook.

The refund policy shall be clearly explained to all students and prospective students. Students/Participants are required to abide by the refund policy specified on the course application form and Standard Student Contract.

Kaplan Singapore shall maintain up-to-date and accurate refund records and shall review the refund policy and procedures on an annual basis. In addition, adhoc reviews may take place should the situation arise.

The refund policy, and terms and conditions as highlighted in the Student Contract are:

**Refund for Withdrawal Due to Non-Delivery of Course**

Kaplan Singapore will notify the Student within three (3) working days upon knowledge of any of the following:

1. It does not commence the course on the Course Commencement Date;  
2. It terminates the course before the Course Commencement Date;  
3. It does not complete the course by the Course Completion Date;  
4. It terminates the course before the Course Completion Date;  
5. It has not ensured that the student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or  
6. The Student’s Pass application is rejected by Immigration and Checkpoints Authority (ICA).

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

**Refunds for Withdrawal Due to Other Reasons**

If the Student withdraws from the Course for any reason other than those stated above, Kaplan Singapore will, within seven (7) working days of receiving the Student’s written notice of withdrawal with complete documentations as required, refund to the Student an amount based on the table in Schedule D.

**Refund During Cooling-Off Period**

Kaplan Singapore will provide the Students with a cooling-off period of seven (7) working days after the date that the contract has been signed by both parties. The student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the student submits a written notice of
withdrawal to the PEI within the cooling-off period, regardless of whether the student has started the course or not.

**Non-Refundable Fee**

- Application Fee is non-refundable under any circumstances.
- Computer-based examination fee for Kaplan Financial programmes is non-refundable.

**Kaplan Financial Programmes**

<table>
<thead>
<tr>
<th>% of [the amount of fees paid under Schedules B and C]</th>
<th>If Student’s written notice of withdrawal is received</th>
</tr>
</thead>
<tbody>
<tr>
<td>80%</td>
<td>More than [60] days before the Course Commencement Date</td>
</tr>
<tr>
<td>60%</td>
<td>Before, but not more than [60] days before the course commencement date</td>
</tr>
<tr>
<td>50%</td>
<td>Before, but not more than [29] days before the course commencement date</td>
</tr>
<tr>
<td>0%</td>
<td>On or after the Course Commencement Date</td>
</tr>
</tbody>
</table>

**83. REFUND PROCEDURE**

Please refer to Appendix for details.

**84. EXEMPTION OF PAPER (S) – ONLY APPLICABLE FOR ACCA & FIA**

If you withdraw from any paper(s) due to exemption before or after course commencement, you may get a refund for the fees paid, for the exempted papers, in the form of a cheque payment in accordance with our refund policy.
KLI has EduTrust Certification (Cert No. EDU-2-2022 Validity: 19 July 2015 to 18 July 2019) and has put in place a number of mandatory requirements which include Fee Protection Scheme (FPS) under this certification scheme regulated by the Committee for Private Education, part of SkillsFuture Singapore (CPE, part of SSG). This is to ensure insurance coverage for all full-time and part-time students.

85. COMMITTEE FOR PRIVATE EDUCATION (CPE)

The Council for Private Education, now renamed as Committee for Private Education (CPE), is part of SkillsFuture Singapore (SSG). The Committee for Private Education (CPE) was appointed by SkillsFuture Singapore (SSG) Board in October 2016 to carry out its functions and powers relating to private education under the Private Education Act.

The CPE is supported by a team of dedicated staff from SSG to regulate the private education sector. In addition to its role as the sectoral regulator of private education institutions, the Committee provide student services, consumer education and facilitate capability development efforts to uplift standards in the local private education industry.

For more information please visit the CPE website at www.cpe.gov.sg

86. CPE STUDENT SERVICES CENTRE

The CPE Student Services Centre (SSC) addresses enquiries on private education, provides information on studying in Singapore, and offers advice to students who encounter problems during their course of study in private schools which cannot be resolved by the schools.

Students may refer to www.cpe.gov.sg for more information and contacts of CPE Student Services Centre.

87. STANDARD STUDENT CONTRACT

It is a mandatory requirement by the CPE, part of SSG that all students, both local and international, sign the student contract with Kaplan upon acceptance of the offer made by Kaplan during the admission process (Note: student contract will not be required for non-awarding programmes with a duration of less than 50 hours or 1 month). The student contract serves to minimize future disputes and hence has to be completely understood by students prior to making course fee payments. Please refer to CPE, part of SSG website (www.cpe.gov.sg) for details on EduTrust, Fee Protection Scheme and Standard PEI-student Contract.

During the course of study, for any change to the original contract (due to deferment, changing pathway in the same programme, etc), students are required to sign a new set of contract.
88. FEE PROTECTION SCHEME (FPS)

Both local and international students enrolled into Kaplan are covered under Lonpac Insurance.

The scheme covers course fees excluding GST. A copy of Certificate of Insurance (COI) will be sent via email to students. It contains information such as ID/FIN Number, course title and duration, premium paid, amount insured and period of coverage.

In addition, students may also request for a hard copy of the COI anytime during office hours at the Student Relations Officer counters.


89. MEDICAL INSURANCE

Kaplan Singapore has in place a group medical insurance scheme for all international students holding a valid Student Pass and this medical insurance scheme will have a minimum coverage as follows:

- an annual coverage limit of S$30,000 medical costs coverage per student
- at least B1 ward in government and restructured hospitals
- 24 hours coverage in Singapore and overseas (if student is involved in school-related activities)

For more information, please refer to Kaplan Website: [http://www.kaplan.com.sg/about/private-education-act/](http://www.kaplan.com.sg/about/private-education-act/)

90. ORIENTATION PROGRAMME

International Student Orientation is conducted every intake after 1 week of course commencement. The Orientation covers Student Pass regulations, course administration procedures and other important highlights that can facilitate your course of studies.

91. INDUCTION SESSION

An induction session is conducted for every intake, where applicable. The induction is conducted by a faculty member. The induction covers academic issues which include general study skills, avoiding plagiarism, tackling assignments and handling exams.

92. CLOSE COLLABORATION WITH PARENT / LEGAL GUARDIAN FOR STUDENTS UNDER 18 YEARS OF AGE

Kaplan admits students who are under the age of 18, mainly to the proprietary and preparatory programmes. In order to provide proper student support, the contact details of parent/legal guardian are obtained upon application. PM has to contact student's parent/guardian whenever there is a critical incident or when the situation warrants it, for example, programme withdrawal/deferment, serious behavior/emotional/study issues, etc. Parent/guardian/student survey will be conducted yearly to measure the satisfaction level.
Parent’s Guide

A programme-specific parent's guide will be sent, together with the Letter of Offer, to students admitted to proprietary programmes. It includes key programme information and requirements, PM contact, and FAQs.

93. KAPLAN LIBRARY

The Kaplan library in Singapore caters specially for students’ needs. Students can find some nominated reference books for their course of study in the Kaplan library. Students are encouraged to use the library as frequently as possible.

- Photocopying facility is conveniently available at the library for all students on a self-service basis. It is especially useful for those students who do regular research at the library and require copies of reference materials to be made. This facility uses the Ezlink stored value system.

- Printing facility is available at the library as well. There is a charge of $0.10 per page. Students have to make sure that their materials are aligned, as realignment will not be done.

- The Kaplan library is open daily except Sundays and Public Holidays:
  - Monday to Friday: 9.00am to 9:00pm
  - Saturday: 9.00am to 3:00pm

It is recommended that all students seek membership in one of the major external libraries in Singapore. Most reference texts, but more importantly extensive journal holdings, are available at the major external libraries where students can do further research and readings.

There will be a fee charged for the external library membership and students will need to pay this fee themselves, directly to the external library, and may want to contact the below to find out more:

- National University of Singapore (Hon Sui Sen Memorial Library), Kent Ridge
- Nanyang Technological University Library, Nanyang Avenue
- National Institute of Education Library, 1 Nanyang Walk
- Singapore Polytechnic Library, 500 Dover Road
- Ngee Ann Polytechnic Library, 535 Clementi Road

94. CLASSROOMS

Classrooms will be posted on the plasma TV as well as the signboards next to the classroom doors. Students may check out the classroom schedule for the day and the next day at [http://webapps.kaplan.com.sg/srm/view_online.php?t=now](http://webapps.kaplan.com.sg/srm/view_online.php?t=now) or their personalised 7 days’ schedule via Kaplan360. To access classrooms at Level 5 on our Wilkie Edge campus, students need to use lifts at Lift Lobby 3. Lift Lobby 1 and 2 are not open to students as imposed by the building management.

Students are advised not to reserve seats for friends. Food and drinks are not allowed in the classroom. Students are advised to turn off their mobile phones or switch them to silent mode during class. For using other electronic devices during class, students should seek permission from lecturers in advance.
All our classrooms are air-conditioned and have been set for optimum comfort for all students. We seek the students’ cooperation not to adjust the temperature controls. Students should approach lecturers or the facilities staff to request for the temperature to be adjusted when necessary.

**95. STUDY ROOMS AND STUDENTS’ LOUNGE**

The self-study areas are located at the following:

1. **Pomo**: Level 7 and the operating hours are as follows.  
   - Mondays to Fridays - 9.00am to 9.00pm  
   - Saturdays - 9.00am to 6.00pm

2. **Pomo outdoor self-study area**: Level 6 and the operating hours are as follows.  
   - Mondays to Sundays (excluding public holidays) – 8.30am to 9.00pm

3. **Wilkie Edge**: Level 5 and the operating hours are as follows.  
   - Mondays to Sundays (excluding public holidays) - 10.00am to 10.00pm

In addition, we also open up available classrooms at Pomo or Wilkie Edge campus for self-study and project discussion from Monday to Sunday (excluding public holiday), 8.30am to 5pm. Students are to refer to the plasma TV for the self-study rooms. For classrooms left empty due to last minute cancellation of classes and thus not planned as self-study rooms, we may open them up for self-study purposes upon request from students over the counter, subject to confirmation from our Facilities Office.

- The Study Room & Student’s Lounge are strictly for Kaplan full-time and part-time students. Outsiders are not allowed.
- Students are to carry their Kaplan Student Access Card at all times and it must be produced for identification upon request by Kaplan staff.
- Students are not allowed to bring in alcoholic drink at all times and all litter is to be disposed off in a proper manner.
- Smoking and gambling in any form are strictly prohibited.
- Keep the noise level down at all times. Please be considerate when having group discussions.
- Please do not tamper with or remove any furniture or class equipment.
- Students will have to be responsible for their own belongings. Kaplan will not be held responsible for any loss or damage of personal belongs.
- No reservation of seats is allowed.
- Any unattended belonging may also be removed at the discretion of Kaplan staff.
- Students must be properly and decently dressed.

**96. MATERIAL ROOM**

The Material Room is at Kaplan City Campus @ PoMo, 1 Selegie Road Level 6.

Students absent from classes on the first day of lesson and did not collect the lecture notes and study materials given out in class may collect them from the Material Room.

The Material Room opening hours are as follows:
97. PARKING FACILITIES

Parking facilities are available at both PoMo and Wilkie Edge campuses. The building management reserves the right to impose car park charges and will adjust the fee at their own discretion.

98. WATER DISPENSERS

Water Dispensers

We have installed hot/cold water dispensers within the campus. Students are welcome to use these facilities. Students need to bring their own water bottle to make use of this facility. Students are advised to keep water dispenser stations clean at all times.

Vending Machines

Food and beverage outlets are readily available around our campuses. In addition, vending machines for hot & cold beverages as well as snacks are available as follows:

Wilkie Edge Campus:
1. Level 2 beside SRO Area
2. Level 5 outside Main Office

POMO Campus:
- Level 9 outside Counselling Office
- Level 9 beside Wet Pantry
- Level 8 beside Wet Pantry
- Level 8 outside Classroom 811
- Level 7 beside Wet Pantry
- Level 7 beside Student Pantry (2 Machines)
- Level 7 outside Classroom 704
- Level 6 outside Classroom 610
- Level 6 beside Wet Pantry

99. KAPLAN WEBSITE

The Kaplan website (www.kaplan.com.sg) is a valuable source for the latest news, updates and important announcements. The website is updated on a regular basis with new course brochures and information.

100. WIRELESS INTERNET CONNECTION

All Kaplan Singapore students are allowed to use the wireless internet connection in all our campuses:
- User ID: kaplan
- Password: kaplan052017
101. ACCA INTERNSHIP PROGRAMME (AIP)

ACCA Singapore had launched a new internship programme called the ACCA Internship Programme (AIP). AIP is open to both outstanding local and international ACCA students who have already completed the Fundamentals module of the ACCA Qualification.

The programme will be administered by the ACCA Singapore office and supported by its vast network of ACCA Approved Employers (Gold and Platinum Approved) as well as the ACCA Approved Learning Partners.

102. STUDENT GUIDANCE & COUNSELLING SERVICES (SGCS)

The Student Counsellors in Kaplan are trained counsellors who provide professional counselling and guidance that includes assessment and intervention.

The Student Counsellors’ responsibilities pertaining to counselling which include:
- Provide moral support and assist with students’ personal (relationship, emotional, behavioural, psychological, cognitive and social) and academic issues
- Conduct clinical assessment, conceptualization and interventions
- Conduct individual, group counselling (if necessary) and parent sessions (if necessary)
- Provide psycho-education, guidance and skills training to individual
- Provide information necessary for student(s) to obtain specialized psychological assistance
- Assist faculties with special requests such as pre-admission interview and recommendations
- Safeguard all confidential documentations, case notes and uphold ethical practices

In the event that there is a need for specialised attention, such as psychological assistance, Kaplan will refer the student(s) to a professional counsellor.

103. STUDENT ACTIVITIES

There will be activities organised for students every month. Activities may include seminars, workshops, corporate visits, social/recreational events and community service projects, etc. Details of each activity will be released to students via email and student newsletter every month. Student activities are mostly free of charge, unless otherwise stated. Student’s registration is accepted via email on a first-come-first-served basis. Students may also join the various interest groups and international community clubs. For more details, please refer to https://campuslife.kaplan.com.sg/. Students may enquire more details with the Student Affairs & Graduate Services Office via email at sawc.sg@kaplan.com.

104. GRADUATE SERVICES

The Graduate Services Office offers career services to enhance employability skills. Education verification requests are also handled by the Graduate Services Office for employers who are hiring Kaplan graduates.

Contact email: gso.sg@kaplan.com
105. ALUMNI RELATIONS

The Kaplan Alumni Club is established for graduates to stay connected with their peers, lecturers and Kaplan. Alumni activities such as professional development workshops / talks to provide career advancement or career switch opportunities as well as social and recreation and networking receptions for professional network growth.

The Graduate Services Office also connects graduates with university partners through university alumni events such as the UCD alumni reception which is held yearly at the Irish ambassador’s residence.

In addition, graduates who are alumni members enjoy exclusive discounts on products and services offered by industry partners and a lower rate for alumni events that may be chargeable.

To apply for the Kaplan Alumni Club membership, graduates can email to: alumni.sg@kaplan.com

106. PUBLIC CRISIS HELPLINES

<table>
<thead>
<tr>
<th>Organisation &amp; Weblink</th>
<th>Descriptions</th>
<th>Telephone No.</th>
<th>Weblink &amp; E-Mail Address</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crisis Helpline Samaritans of Singapore (SOS)</td>
<td>“We are here 24/7, to provide emotional support and to prevent suicide. When you feel all alone and no one seems to understand or care, call or email us. If you know someone who is feeling suicidal, get help immediately. Talk to somebody. We are here to listen.”</td>
<td>1800-221-4444</td>
<td><a href="https://sos.org.sg/">https://sos.org.sg/</a> <a href="mailto:pat@sos.org.sg">pat@sos.org.sg</a></td>
<td>Daily (24-hour)</td>
</tr>
</tbody>
</table>
| Mandarin Speakers Care Corner Hotline Counselling (Mandarin) | “Manned by well-trained volunteers, it offers Mandarin-speaking callers the opportunity to share their problems in total anonymity and strict confidentiality.” | 1800-353-5800 | http://www.carecorner.o rg.sg/ ccccc@carecorner.org.sg | Monday, Wednesday & Friday (9am – 1pm / 2pm – 6pm)
Tuesday & Thursday (9am – 9pm)
Saturday (9am – 1pm) |
**Women AWARE Helpline**

Provides professional counselling assistance to female clients

1800-774-5935  
aware@aware.org.sg  
Monday – Friday (3pm – 9:30pm)

**Pregnancy Crisis Service (PCS)**

“Our mission is to respond to the needs of persons who are faced with unwanted pregnancies, especially teenagers who are likely to turn to abortion as an easy way out of their predicament…”

…If you have any concerns or queries associated with an unexpected or difficult pregnancy, abortion or other pregnancy loss, our counsellors at the Pregnancy Crisis Service can help.”

6339 9770  
help@pregnancycrisis.sg  
Daily (24-hour)

**Psychiatric Assistance**

**Institute of Mental Health Crisis Helpline (IMH)**

“IMH/WH offers a multi-faceted and comprehensive range of psychiatric, rehabilitative and counselling services designed to meet the needs of three groups of people, namely, children & adolescents, adults and the elderly.”

6389 2222  
imh_appt@imh.com.sg  
24-hour (Emergency Helpline)

**Singapore Association for Mental Health (SAMH) Counselling Helpline**

“The first point of contact and provides assistance to callers who seek information or help for their concerns. We also help refer our callers to other SAMH or community services and provide information on mental health and illness where appropriate.”

“Face-to-face counselling – for individual, marital, family and group”

1800-283-7019  
samhhq@singnet.com.sg  
Monday – Friday (9am – 1pm & 2pm – 6pm)
### Family & Sexuality Counselling and Care Centre (CCC)

“The Centre’s main area of service is providing counselling to those who are facing emotional, psychological, relationship and marital problems. This service is offered to all regardless of race, ethnicity, religion, socio-economic status, gender, sexual orientation, educational standing and age. Our therapists see individual clients, couples, and families, with a variety of issues, ranging from depression, anxiety, marital conflict, child-related problems, to identity struggles and more. They seek to enable clients to cope better with their situation and facilitate their resolution of issues.”

- **Contact Information:**
  - Phone: 6536 6366
  - Email: info@counsel.org.sg
  - Website: [http://www.counsel.org.sg/](http://www.counsel.org.sg/)

### Parenthood

**Singapore Planned Parenthood Association (SPPA) Counselling Centre**

SPPA seeks to enhance the quality of family life through the promotion and provision of services in human sexuality, sexual reproductive health and counseling. We provide counseling to help people deal with sexual reproductive health issues, marriage, teenage boy-girl-relationship and sexuality concerns.

- **Contact Information:**
  - Phone: 1800-775-8582
  - Email: sppassn@singnet.com.sg
  - Website: [http://www.sppa.org.sg/](http://www.sppa.org.sg/)

### Health Issues

**Health Promotion Board (HealthLine)** – English, Mandarin, Malay and Tamil

“When you call Health Line, you will be able to speak to an experienced Nurse Adviser. You can ask her questions on health related issues such as breast cancer, cervical cancer, diabetes, high blood pressure, cholesterol, nutrition, chronic disease management, osteoporosis, when and how to go for health screening and more.”

- **Contact Information:**
  - Phone: 1800-223-1313
  - Email: HPB_Mailbox@hpb.gov.sg
  - Website: [http://www.hp.gov.sg](http://www.hp.gov.sg)
Audible Hearts is a secure web portal offering online peer support by youths for youths. Comprising of a network of trained and dedicated youth volunteers, this portal aims to supplement current help-lines as an avenue for youth to seek support anonymously through the internet.

http://www.audiblehearts.sg/
adiblehearts@gmail.com

Daily (24-hour)
STUDENT CODE OF CONDUCT

107. STUDENT CODE OF CONDUCT

The intention of this Student Code of Conduct is to guide the conduct of the Student in both the academic and non-academic aspects of his student life. It is meant to provide an overview, and should not be treated as an exhaustive list.

Students are expected to uphold both the spirit and the letter of the Code at all times.

The Student Code of Conduct is modelled on the core values of Kaplan Singapore:

**Integrity**

We place being ethical above all else – because doing things right is the only path to long-term growth. Our ethics and integrity must be irreproachable.

1. Observe and uphold the laws of Singapore as well as various policies and regulations of Kaplan at all times. International students are reminded to understand and observe the ICA regulations which govern your Student Pass. Kaplan Singapore’s policies and regulations are published in our Student Handbook. ICA regulations are found in the Handbook as well.

2. Observe the laws of the foreign country and the respective academic partner if you participate in overseas education trips. Students on internships should adhere to the employer’s employment policies and standards of conduct.

3. Protect the academic standards and reputation of Kaplan Singapore. Similarly, respect your reputation and your academic integrity. Be honest and transparent in your conduct and behavior at all times. This extends beyond your personal conduct in details like being honest on your class attendance to communal conduct which can include reporting incidents of suspected cheating or dishonesty of any form, encompassing academic misbehavior like plagiarism to personal wrong practices like gambling and fighting.

4. A small gift to a lecturer or staff can show appreciation and thoughtfulness. Gifts should not be extravagant or given with the intention of exchanging for any information related to yourself or lecturers, staff or students.

**Knowledge**

We always strive to learn more – and to use that knowledge for the benefit of our students, colleagues, employees and community.

1. Be open and free to express your views and opinions on campus. While doing so, bear in mind the need to act within acceptable standards of behavior and the laws of the country

2. Maintain harmony among the multi-ethnic and multi-religious community on campus. Be respectful towards the customs and beliefs of others.

3. Respect intellectual property rights and use IT resources and the campus wifi network responsibly. Reference can be made to our IT Acceptable Use policy and Academic Misconduct policies, found in our Student Handbook.

4. Dress well as a show of respect for others. Skimpy, revealing, clothes printed with vulgar or offensive words or pictures, singlets and slippers should be avoided.
Support

We provide a supportive environment – for our students, employees and community. Everything we do is designed to support our students' success.

1. Respect the rights of all on campus and create a positive learning and social environment for all.

2. Treat others with dignity and respect whatever their age, gender, race, religion and nationality. Students should not engage in hate speech or conduct that violates another's dignity or create an environment that is hostile, degrading or offensive for another person. This includes unwanted sexual advances, offensive body language, speech or gestures and any other form of harassment.

3. Treat Kaplan staff and lecturers with respect and decorum at all times as they are doing their best to create a conducive learning environment for all. Observe classroom etiquette and be considerate with the use of electronic gadgets and the consumption of food/drinks on campus.

4. Respect the health and safety of others. This includes
   - Not being a threat of any kind to another person
   - Not possessing any weapon or object that can cause harm to others
   - Not using or supplying prohibited substances
   - Not smoking or vaping on campus
   - Observing socially responsible behavior in terms of consumption of alcohol. Students are reminded that the legal age of drinking and smoking is 18 years old.
   - Bringing animals and children onto campus and into class for lessons. This is not allowed for health and safety reasons.
   - Being identifiable at all times with your face uncovered, have your Kaplan student card or personal identification documents with you at all times

5. The same standards that apply for face-to-face behavior applies for online behavior. Irresponsible use of digital and social media on or off campus may have a significant detrimental effect on the interest, welfare or reputation on Kaplan or other members on campus. Be mindful that what you post online can be copied freely and can continue to exist even when the original item is removed. Be respectful and responsible before posting anything online.

Opportunity

We will continually look for new and better ways to create opportunities – for our students, employees and communities. This is fundamental to our mission: We build futures one success story at a time.

1. Respect the rights of all on campus that all will receive an opportunity for their success stories.

2. Work together with the staff and students on campus to take good care of the learning infrastructure in place. This includes not vandalizing, littering or anything that will cause damage to any property. Observe proper access and conduct with the physical and on-line learning infrastructure available on campus.

3. Make maximum use of the learning facilities and platforms on campus. Keep yourself updated and participate in learning activities and events organized.
4. Participate in the various student activities organized for a holistic learning experience.

**Results**

We succeed when our students succeed. We gauge our success by how well our students meet their measurable goals.

1. Attend all scheduled classes to maximize learning
2. Complete all homework and assignments and ask questions when unsure
3. Complete all student formalities including financial matters, collection of course materials, submission of documents on a timely basis so that you can focus on learning when your lessons begin
4. Attempt all tests, assessments and examinations and learn from your mistakes. Seek out your lecturers for further understanding and clarification where necessary.

**Policies referred to within the Student Code of Conduct:**

1. ICA regulations on Student’s Pass Holders
2. IT Acceptable Use Policy
3. Academic Misconduct Policy

**ICA Regulations on Student’s Pass holders**

The statements listed below are part of the declaration that you would have made to ICA in your application for a Student’s Pass to study in Singapore, if you are a Student’s Pass holder:

- “I undertake not to study without a Student’s Pass.”
- “I undertake not to misuse controlled drugs or to take part in any political or other activities during my stay in Singapore which make me an undesirable or prohibited immigrant under the Immigration Act.”
- “I undertake not to comply with any criminal offences in Singapore.”
- “I undertake not to indulge in any activities which are inconsistent with the purpose for which the immigration passes have been issued.”
- “I further undertake not to be engaged in any form of employment or in any business, profession or occupation in Singapore whether paid or unpaid, without a valid work pass issued under the Employment of Foreign Manpower Act (Cap. 91A).”
- “I am aware that overstaying or working illegally in Singapore is a serious offence and on conviction, the penalties may include mandatory imprisonment and caning.”
- “I understand that if the Controller of Immigration is satisfied that or any member of my family breaches this undertaking or becomes an undesirable or prohibited immigrant, he will cancel my immigration pass and the passes of the members of my family, and we may be required to leave Singapore within 24 hours of such cancellation.”

Reference can be made to the ICA website: [www.ica.gov.sg](http://www.ica.gov.sg) for the latest information.
Academic Misconduct Policy

Kaplan considers academic honesty to be one of its highest values. Though not a comprehensive or exhaustive list, the following are examples of dishonesty or unethical and unprofessional behavior:

- Plagiarism: Using another person’s words, ideas, or results without giving proper credit to that person; giving the impression that it is the student’s own work. Students are expected to be the sole authors of their work. Use of another person’s work or ideas must be accompanied by specific citations and references.
- Any form of cheating on examinations.
- Altering academic or clinical records.
- Falsifying information for any assignments.
- Submitting an assignment(s) that was partially or wholly completed by another student.
- Copying work or written text from a student, the Internet, or any document without giving due credit to the source of the information.
- Submitting an assignment(s) for more than one class without enhancing and refining the assignment, and without first receiving instructor’s permission. In cases where previous assignments are allowed to be submitted for another class, it is the responsibility of the student to enhance the assignment with additional research and to also submit the original assignment for comparison purposes.
- Assisting another student with some apprehension that the other student intends to commit any act of academic dishonesty. This offence would include, but not be limited to, providing an assignment to another student to submit as his or her own work or allowing another student to copy answers to any test, examination, or assignment.

Plagiarism

In essence, plagiarism is the theft of someone else’s ideas and work.

Whether a student copies verbatim or simply rephrases the ideas of another without properly acknowledging the source, it is still plagiarism, for example by paraphrasing the information taken from sources without referencing.

In the preparation of work submitted to meet module requirements, whether a draft or a final version of a paper or project, students must take great care to distinguish their own ideas and language from information derived from other sources. Sources include published primary and secondary materials, electronic media, and information and opinions gathered directly from other people.

A discussion thread, computer programme, marketing plan, PowerPoint presentation, and other similar work produced to satisfy a module requirement is, like a paper, expected to be the original work of the student submitting it. Copying documentation from another student or from any other source without proper citation is a form of academic dishonesty, as is producing work substantially from the work of another.

Students must assume that collaboration in the completion of written assignments is prohibited unless explicitly permitted by the instructor. Students must acknowledge any collaboration and its extent in all submitted coursework.
Students are subject to disciplinary action if they submit as their own work a paper purchased from a term paper company or downloaded from the Internet.

Where a student has been found guilty of plagiarism on his or her assignment, the lecturer will report the student's misconduct to the Examinations Officer. The Examinations Officer will undertake an investigation and make an initial finding as to whether plagiarism has occurred and whether it was intentional or not, and if not intentional whether it was substantial or minor. The Examinations Officer will then send a report via an Academic Review Form to the Academic Head who will make the final determination and apply a penalty if plagiarism has occurred.

The student may be required to attend an Academic Review with the Academic Head/Dean. A student may appeal the determination of the Academic Head and/or the penalty applied to the Appeals Committee.

Findings of plagiarism will remain on a student's record permanently.

**Examination Misconduct**

Examination misconduct refers to the breaching of Kaplan’s regulations during the examination, for example, possession of unauthorised materials. If a student is accused of examination misconduct, the student is to be informed and reported to the Examination Board in writing. The written report would be submitted to the Examination Board for further investigation.

Kaplan will accord the student proper procedural fairness in any investigation of a report of examination misconduct. This will include ensuring the student has a copy of any report of misconduct, and giving the student a reasonable opportunity to respond to it.

A student may appeal the determination of the Examination Board or the penalty applied to the Appeals Committee.

Penalties for examination and other forms of academic misconduct:

**First offence:** Failure in the assessment item in which the offence occurred.

**Second offence:** Kaplan will issue a written statement to notify the student that his/her attendance has been terminated for violation of academic policy; ie the student will be expelled from Kaplan and his/her Student’s Pass will be cancelled.

**Appeals Committee**

The Appeals Committee is an appeals committee for students relating to Kaplan programmes. It maintains quality student academic outcomes by ensuring assessment procedures are conducted fairly and accurately. It will:

1. Hear, examine and determine student appeals for Kaplan students in relation to
   a. Exclusion,
   b. All matters relating to student assessment,
   c. Any other matter referred to it by the Chair of Academic Board. The Appeals Committee is the final Kaplan decision-making body with regard to appeals under Kaplan Rules Relating to Awards.
2. Ensure that students enrolled in partner programmes have proper access to the appeal procedures of partner institutions.

The procedures to be followed relating to appeals shall be considered by the Committee and approved by the Examination Board. Except as otherwise provided by law a decision of the Appeals Committee is final and there will be no further right of appeal within Kaplan.

108. STUDENT DISCIPLINARY PROCEDURE

Purpose

To provide a fair and effective mechanism for the investigation and resolution of a student’s alleged violations of the Kaplan Student Code of Conduct.

A student is defined as an existing student on campus, or a student who was a student on campus during the occurrence of the violation of the Kaplan Student Code of Conduct.

Procedures

1. Any member (lecturer, staff, and student) on campus or member of the public may bring a complaint about a student’s violation of the Kaplan Student Code of Conduct to the respective Programme Management (PM) Office.

2. The PM staff who receives the complaint will give written notice of the complaint and its allegations of the student having violated the Kaplan Student Code of Conduct to the Head of Department or Head of School. For academic-related offenses, the first point of reference is to the relevant Academic policies found in the Student Handbook.

3. In all cases an investigation will take place, and the student complained about may or may not need to attend a disciplinary interview. At least 2 staff should be present at the interview, and one of the staff should preferably be of the same gender as the student. Failure of the student to attend the interview may result in a decision made in the student's absence.

4. Further misconduct after a warning has been issued may result in expulsion and exclusion from studies with Kaplan Singapore. Under such circumstances, there is no form of refund to the student.

5. All reasonable care will be taken to protect the student’s legal rights and freedom and to ensure that the student’s parent/guardian is informed as soon as reasonably practicable after it becomes clear that the student may face formal disciplinary action for students below the age of 18 and if necessary, for students aged 18 years old and above.

6. Possible consequences resulting from the violation of the Kaplan Student Code of Conduct could be:

- Verbal warning
- Written warning
- Fine or restitution
- Searching of locker or personal belongings
- Grade penalties (for academic misconduct)
- Disciplinary probation
- Withdrawal of privileges
- Suspension, indefinite suspension and expulsion
- Where it is believed that the student has committed a criminal offence, Kaplan Singapore may refer the matter to the police and the student may be suspended while pending the outcome of police enquiries. Any Kaplan disciplinary action related to alleged criminal offences will be based on reasonable belief.
7. Should the case arise that the student is not satisfied with the decision made, he may do the following:
   • For academic-related offenses, submit an official appeal to the Appeals Committee through Programme Management within 7 working days of receiving notification of disciplinary action. The matter will be handled by the Appeals Committee.
   • For non-academic offenses, submit a written appeal to the Kaplan Singapore Management through Programme Management within 7 working days of receiving notification of disciplinary action. The student will be notified of the decision of the appropriate authority in 14 working days from the date of submission or first hearing, whichever is later.

8. Where the student is still dissatisfied with the result of the appeal, reference can be made to the Dispute Resolution Policy for the next course of possible action.

9. At any stage, Kaplan Singapore reserves the right to inform the relevant government authority(s) where necessary.

109. COURSE TERMINATION DUE TO EXPULSION

Expulsion of a student is a very serious step, and should be taken only in the severe cases of violation of Student Code of Conduct. Expulsion should be a proportionate response after the case is thoroughly investigated and it has to be approved by either the Provost or President of Kaplan Singapore.

Reasons for Course Termination due to Expulsion would include:

1. Violation of the Kaplan Student Code of Conduct
2. Breaking of government regulations e.g. ICA regulations or other Singapore laws
3. Expulsion by university partner
4. Academic misconduct
5. Other reasons arising from Kaplan's student policies

Expulsion is categorized according to:

1. **Irrevocable Expulsion**
   Students who are expelled due to the breaking of ICA regulations governing Student’s Pass holders. This is in line with ICA’s stand. For this category there is no chance of appeal for students.

   Should there be a case where the student himself gets acquitted by the relevant authorities and produces written evidence of this, the student may resume his studies or re-enrol, depending on the time lapse. Should such situations arise, the student should submit all supporting documentation to the programme management concerned and Kaplan will then work with the student on his resumption of studies, subject to the various student policies and university policies where applicable

2. **Expulsion with Opportunity of Readmission**

3. **Expulsion with No Opportunity of Readmission**

For the above, a student would be given the opportunity of appeal following expulsion. A student under these categories may appeal to the Management in writing within 14 days stating any ground of appeal.
In the case of readmission for (2), a student would submit a fresh application if he wishes to be readmitted and this would be treated as a fresh application.

Pending a decision on any appeal, a student who has been expelled is to comply with the order of expulsion.

The categorization of an expulsion under category 2 or 3 is recommended by the relevant Programme/School’s Management i.e.:

1. Head of School, Foundation and Languages
2. Executive Dean, Schools
3. Executive Director, Kaplan Financial and Kaplan Professional
4. Director, Programme Management, Murdoch programmes
5. Director, Programme Management, 3rd party university programmes

A student’s expulsion and any appeal for categories 2 or 3 has to be recommended by the relevant Programme/School’s Management member and ultimately approved by either of the following:

1. Chief Operating Officer and Provost, and in his absence,
2. President

110. COPYRIGHT ACT – IMPORTANT INFORMATION

1. What is Copyright?

Copyright is a form of protection provided to the authors of “original works of authorship,” including literary, dramatic, musical, artistic, and certain other intellectual works. In Singapore this is essentially covered under the Copyright Act (Cap. 63).

Copyright exists in all forms of works, such as books, periodicals, magazines, compilations of information, photographs, diagrams, dances, scripts for plays, computer programmes, drawings, sculpture, musical scores, lyrics, sound recordings, cinematographic films, television broadcasts, sound recordings and cable programme etc.

2. Who Owns Copyright and What Does It Entitle?

Generally, the author of a literary, dramatic, musical or artistic work is the owner of the copyright. In the case of other forms of copyrighted materials etc, sound recordings and films, the producer is the copyright owner, although in both cases, these rights could be subject to assignments. The owner of a copyrighted work has monopoly rights to reproduce, publish, perform or broadcast the work. It is an infringement of such rights for any other person to do such acts without the consent of the copyright owner. Where a student photocopies an entire or substantial portions of a book he would probably have infringed copyright. In the context of students in Singapore, this is the most frequent type of copyright infringement. It is also an infringement to authorise others to infringe copyright. To illustrate the latter, if you take a book to a photocopying shop and request for a copy of the book, you as the person who authorises the copying is liable for copyright infringement even though the shop does the actual photocopying.

3. What Are the Consequences and Copyright Infringement?
A person found guilty of copyright infringement could be liable for civil and criminal sanctions depending on the nature of the offending acts. Civil liabilities include an order by the Court for the infringer to pay the copyright owner compensation in the form of monetary damages. If you have made any profit from the infringing acts, you could be made to pay all profits you may have made. The copyright owner would probably also obtain an injunction to prevent further infringement. Criminal sanctions may be very serious. A person in the possessions of 5 or more infringing copies of any work is presumed to be in possession of the same for sale. The statutory penalties for copyright infringement for the purpose of sale are a fine of $10,000/- for each infringing article or $100,000/- whichever is lower. The Court may also impose a term of imprisonment not exceeding 5 years. In both cases, the Court may also order that all infringing copies or any article predominantly used for making infringing copies be either destroyed or surrendered to the owner.

4. Is Any Copying Permitted?

Yes, the law provides an exception under which copying is not considered infringement. A certain amount of copying by individuals is permissible under certain situations that are deemed as “fair dealings” under the Copyright Act such as copying of a reasonable portion for private study or research.

You are deemed to have copied for the purpose of self-study or research and therefore not infringed copyright if:

a. Not more than 10% of the total number of pages or total number of bytes in a published edition of a work; or
b. In a case where the work is divided into chapters, not more than a single chapter of the work; or
   c. In a case where the work comprises an article in a periodical publication, the whole of the article (one article).

5. What if I copy more than the amounts specified above in Para 4?

If you copy in excess of the above limits, you will be deemed not to have copied for the purpose of self-study or research. You will then have the burden of proving that your copying constitutes a fair dealing of the work. The factors to be considered are:

a. the purpose and character of the dealing, including whether such dealing is of a commercial nature or is for non-profit educational purpose;
   b. the nature of the work or adaptation;
   c. the amount and substantiality of the part copied in relation to the whole work or adaptation; or
   d. the effect of the dealing upon the potential market for, or value of, the work or adaptation.
   e. As this is on a case by case basis it is best to avoid having to resort to the factors in Para 5 to prove fair dealing. The safest course of action would be to keep within the amounts specified Para 4.

6. Is there infringement by the school when multiple copies are made for educational purposes?

There is no infringement making multiple copies of the whole or part of a work or an article for or on behalf of the body administering an educational institution for educational purposes of the school or that of another educational institution; subject to the restrictions in Para 4.

7. How Long Does Copyright Subsists?
You may copy a work after the copyright in the work ceases to subsist. For all literary, dramatic, musical and artistic works, copyright shall subsist for the lifetime of the author and 50 years after his death. Copyright in all other types of works such as sound recordings, films etc. will subsist for 50 years from the date of first publication.

8. Important Reminder

KLI takes a serious view of any infringement of copyright by students and a contravention of the provisions of the Copyright Act is deemed to be a breach of the school’s rules and regulations, which could result in disciplinary action. Kaplan Learning Institute advises all students to respect the copyright of all copyright owners’ works and encourages the purchase of original textbooks and/or other copyrighted materials that are required for your courses of study. The cost of these materials is insignificant compared to the penalties for copyright infringement.
111. DISPUTE AND GRIEVANCE RESOLUTION PROCESS

A student dispute or grievance may arise from any aspect of their educational experience at Kaplan Singapore which they believe to be unfair, unjust or unreasonable. This would include unsatisfactory services (e.g. poor teaching quality, changes to the curriculum, and delays in awarding certificates).

Where University or Kaplan Singapore policies and procedures exist in relation of student discipline and academic matters (e.g. appeals against results, expulsion, and suspension) then these will take precedence over the dispute and grievance process.

A student who is seeking dispute or grievance resolution should follow the 3 Steps Dispute and Grievance Resolution Process outlined below. Each step should be completed before going to the next step.

* In the event that the student and Kaplan Singapore are unable to resolve the dispute or grievance amicably, either party may approach the CPE Student Services Centre (SSC) for help. SSC will review the issue and may refer the dispute to CPE, part of SSG Mediation – Arbitration Scheme. If the dispute is not resolved through mediation at Singapore Mediation Centre, the dispute will be referred for arbitration by an arbitrator appointed by the Singapore Institute of Arbitrators.

** For university programmes, students may request for a review of their dispute or grievance by the university (for academic matters), in the event that they remain dissatisfied with the outcome after going through the above 3 step process.

<table>
<thead>
<tr>
<th>3 – Step Dispute and Grievance Resolution Process</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td><strong>Send email to: Programme Manager</strong></td>
</tr>
<tr>
<td>Send an email to student’s Programme Manager (PM). All emails will be acknowledged within 2 working days upon receiving the email.</td>
<td>Student to provide the following details for all correspondences: <strong>Full Name, Contact Details, CT Number and Course Title</strong></td>
</tr>
<tr>
<td>The PM will investigate your dispute or grievance and provide you a resolution within 7 working days from date of receipt of email.</td>
<td></td>
</tr>
<tr>
<td>Significant effort will be placed in seeking a resolution at this operational level.</td>
<td></td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td><strong>Escalate matter to:</strong></td>
</tr>
<tr>
<td>In the event that the resolution rendered is unsatisfactory, you may escalate the dispute / grievance to the management of the respective department.</td>
<td><strong>O-level Preparatory School</strong></td>
</tr>
<tr>
<td>The management will investigate your dispute or grievance and provide you with a next level resolution within 5 working days from date of appeal to Step 1.</td>
<td><strong>Ms Evelyn Wu</strong></td>
</tr>
<tr>
<td></td>
<td>Programme Director</td>
</tr>
<tr>
<td></td>
<td>DID : 6309 5759: Fax: 6884 9818</td>
</tr>
<tr>
<td></td>
<td>Email : <a href="mailto:evelyn.wu@kaplan.com">evelyn.wu@kaplan.com</a></td>
</tr>
</tbody>
</table>
Significant effort will be placed in seeking a solution within the school or department level.

<table>
<thead>
<tr>
<th>School of Foundation &amp; Languages</th>
<th>School of Diploma Studies</th>
<th>Degree and Post Graduate Programmes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms Evelyn Wu</td>
<td>Ms Cheng Siew Kiong</td>
<td>Ms Cheng Siew Kiong</td>
</tr>
<tr>
<td>Programme Director</td>
<td>Senior Director, Student Services and Operations</td>
<td>Senior Director, Student Services and Operations</td>
</tr>
<tr>
<td>DID : 6309 5759; Fax: 6884 9818</td>
<td>DID : 6496 5650 Fax: 6225 4239</td>
<td>DID : 6496 5650 Fax: 6225 4239</td>
</tr>
<tr>
<td>Email : <a href="mailto:evelyn.wu@kaplan.com">evelyn.wu@kaplan.com</a></td>
<td>Email : <a href="mailto:siewkiong.cheng@kaplan.com">siewkiong.cheng@kaplan.com</a></td>
<td>Email : <a href="mailto:siewkiong.cheng@kaplan.com">siewkiong.cheng@kaplan.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kaplan Financial Programmes</td>
<td>Kaplan Professional Programmes</td>
<td></td>
</tr>
<tr>
<td>Ms Lorelle Koh</td>
<td>Ms Lorelle Koh</td>
<td></td>
</tr>
<tr>
<td>Director, Programme Management</td>
<td>Director, Programme Management</td>
<td></td>
</tr>
<tr>
<td>DID : 6309 5715 Fax : 6733 2977</td>
<td>DID : 6309 5715 Fax : 6733 2977</td>
<td></td>
</tr>
<tr>
<td>Email : <a href="mailto:lorelle.koh@kaplan.com">lorelle.koh@kaplan.com</a></td>
<td>Email : <a href="mailto:lorelle.koh@kaplan.com">lorelle.koh@kaplan.com</a></td>
<td></td>
</tr>
</tbody>
</table>

**Step 3**

All disputes / grievances should be resolved in an amicable manner between the programme department and student. If the student is not agreeable to the resolution, the student may file an appeal with the Kaplan’s Feedback Unit.

Your dispute / grievance will be relooked from an independent perspective by the feedback unit and Kaplan Senior management to offer a resolution within 3 working days from the date of appeal.

**Escalate matter to:**

Ms Shirley Chan
Assistant Director, Regulations, Quality and Compliance
DID : 6411 4535 Fax: 6733 2977
Email : feedback.sg@kaplan.com
APPENDICES
Appendix 1
Kaplan Learning Institute
Course Withdrawal and Refund Form

Fill in your full name (as per NRIC/passport) and all other particulars as required in the form. All supporting documents must be submitted as attachments, if any.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Intake Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Name</td>
<td>Registration Number</td>
</tr>
<tr>
<td>NRIC/Passport No.</td>
<td>Contact Number Home : Mobile:</td>
</tr>
<tr>
<td>Email Address</td>
<td></td>
</tr>
</tbody>
</table>

Withdrawal & Refund request will be subjected to our Policy as per indicated on our Student Contract and Student Handbook. Kaplan will review your request and respond within 4 weeks of receipt of request.

SECTION A : WITHDRAWAL REQUEST

☐ Withdrawal from Course/Class (Attached supporting documents if any)

Course / Paper(s) to withdraw :

Reason (s) for withdrawal :

SECTION B : REFUND REQUEST

Options of Refund

☐ By Cheque Payable to:

☐ By Bank Transfer

Details of Bank Account: _____________________________________________________________

(Applicable only for International Students and bank charges to be bear by Student)

Kaplan Learning Institute Refund Policy

<table>
<thead>
<tr>
<th>% of [the amount of the fees paid under Schedules B &amp; C] Please refer to Student Contract</th>
<th>If Student’s written notice of withdrawal is received</th>
</tr>
</thead>
<tbody>
<tr>
<td>80%</td>
<td>More than [60] days before the Course Commencement Date</td>
</tr>
<tr>
<td>60%</td>
<td>Before, but not more than [60] days before the course commencement date</td>
</tr>
<tr>
<td>50%</td>
<td>Before, but not more than [29] days before the course commencement date</td>
</tr>
<tr>
<td>0%</td>
<td>On or after the Course Commencement Date</td>
</tr>
</tbody>
</table>

Declaration by Student

I hereby declare that all the information I have provided is true and accurate and understand that the refund is subject to Kaplan’s approval.

Student’s Signature: ___________________________  Date: ___________________________
Appendix 1
Kaplan Learning Institute
Course Withdrawal and Refund Form

FOR OFFICIAL USE ONLY

SRO/PM Checklist

Any refund fee involved?

☐ Yes. Amount Refunded: __________________________  ☐ No
(Please allow 7 working days to process cheque refund)

☐ STP cancelled on __________________________ by __________________________

☐ FPS cancelled on __________________________ by __________________________
(FPS will be cancelled within 3 working days upon withdrawal of course)

Remarks:

__________________________________________________
__________________________________________________
__________________________________________________

__________________________________________________

Received by: __________________________
(Name of SRO/PM)  Date Received: __________________________
(dd/mm/yy)

Processed by: __________________________
(Name of SRO/PM)  Date Received: __________________________
(dd/mm/yy)

Approved by: __________________________
(Name of Programme Director)  Date Received: __________________________
(dd/mm/yy)
Appendix 2
Kaplan Learning Institute
Course Transfer Form

Fill in your full name (as per NRIC/passport) and all other particulars as required in the form. All supporting documents must be submitted as attachments, if any.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Intake Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Name</td>
<td>Registration Number</td>
</tr>
<tr>
<td>NRIC/Passport No.</td>
<td>Contact Number</td>
</tr>
<tr>
<td>Email Address</td>
<td></td>
</tr>
</tbody>
</table>

Please tick in the appropriate box

☐ Transfer of Module ☐ Transfer of Class

Transfer of Class (Class transfer is subject to seats availability)

Current Class Code: ______________________ New Class Code: ________________________________

Reason for Transfer: ______________________________________________________________________

_______________________________________________________________________________________

KLI Transfer Policy is as follows:
- There will be a $20 nett administrative fee for each transfer of class for the same paper conducted by the same Lecturer.
- There will be a $100 nett administrative fee for each transfer of class of the same paper conducted by a different Lecturer.
- There will be a $100 nett administrative fee for each transfer of class of the same module.
- There will be no refund for students transferring to a lower value module.
- Students need to top up the difference in course fee when transferring to a higher value module.

Declaration by Student

1. I have read through the Student Handbook carefully and fully understand and agree the terms and conditions for transfer.
2. I hereby declare that all the information I have provided is true and accurate and understand that the transfer is subject to Kaplan’s approval.

Student’s Signature: _______________________________ Date: _______________________________

FOR OFFICIAL USE ONLY

Received & Process by: ________________________ Date Received: ________________
(Name of SRO/PM) (dd/mm/yy)

Approved by: ________________________ Date Received: ________________
(Name of SRO/PM) (dd/mm/yy)

Updated on 18 November 2015
Appendix 3
Kaplan Student Feedback Form

Please check the school that you are currently studying in:

<table>
<thead>
<tr>
<th>Kaplan Higher Education Academy (KHEA)</th>
<th>Kaplan Higher Education Institute (KHEI)</th>
<th>Kaplan Learning Institute (KLI)</th>
</tr>
</thead>
</table>

**Part A: Student’s Particulars**

<table>
<thead>
<tr>
<th>Student Name</th>
<th>NRIC/Passport/FIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programme Enrolled</td>
<td>Contact Number</td>
</tr>
</tbody>
</table>

**Nature of Complaint / Compliment / Feedback:**

……………………………………………………………………………………… ………………………
……………………………………………………………………………………………………………………………………. ..
……………………………………………………………………………………………………………………………………. .
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……………………………………………………………………………………………………………………………………. ..
……………………………………………………………………………………………………………………………………. ..

* The information you have provided will be kept confidential and used solely for communicating with you.

Student’s Signature ______________________________ Date ______________________________

**Part B: For Official Use**

1. Collected by: 2. Date Collected :

**Part C: For Service Quality Manager**

1. Received by: 2. Date Received :
Appendix 4
Update of Address Form

Course Enrolled: ACCA / FIA / CFA / CPAA / SCA / PEF (Delete as appropriate)

NRIC/Passport No : ____________ Student Pass Holder : □ Yes □ No

Name (as in NRIC/Passport) : ______________________________________

ADDRESS IN SINGAPORE

Home Address: ________________________________________________________________

___________________________________________________________________________ Postal Code ________________

Tel No: (Home) _____________________ (Mobile) ________________________________

Email Address: __________________________________________________________________

____________________________________________________________________________

Applicable Only for International Students

Friend Residing in Singapore (Name & Contact No): _______________________________

Friend’s Email Address: __________________________________________________________________

OVERSEAS RESIDENTIAL ADDRESS

Contact Person: ___________________________ Relationship: ___________

Overseas Address: _____________________________________________________________

____________________________________________________________________________

Tel No: (Home) _____________________ (Mobile) ________________________________

Email Address: __________________________________________________________________

____________________________________________________________________________

I certify that the above information is accurate to the best of my knowledge.

_________________________ _________________
Signature         Date
Appendix 5

Student’s Pass Cancellation Form

Please ✔ the school that you are currently studying in:

☐ Kaplan Higher Education Academy (KHEA)

☐ Kaplan Learning Institute (KLI)

I hereby declare that all the particulars in this Student’s Pass cancellation form are true and correct:

Name: ___________________________ Date of Birth (DD/MM/YY): ___________________________

Fin No: ___________________________ Student’s Pass expiry date (DD/MM/YY): ___________________________

Passport No: ______________________ Passport expiry date (DD/MM/YY): _______________________

Programme/Intake: ___________________ Mobile No.: _______________________

Return Kaplan Access Card:  Y / N  Email: _______________________

Reason for cancellation: (Please tick ✔ appropriate box)

☐ Completed course and returning to home country

☐ Renewing of Student Pass

☐ Applying for another long-term pass (e.g. PR/Employment Pass/Work Permit/S Pass etc)

☐ Transferring to another course within the same school

☐ Have not completed course and returning to home country (e.g. Deferment)

☐ Transferring to another school

☐ Others (e.g. caught working/police case/poor attendance/expelled etc)

____________________________________________________________________________________

Planned date of leaving Singapore:

Last Date in Singapore________________________

Air-ticket details: Flight Number_______________ Departure Date/Time_______________

Current whereabouts:

☐ In Singapore  ☐ Out of Singapore

Student’s Signature_________________________ Date: __________________________

The original Student’s Pass and a copy of the passport (with valid expiry date) have to be submitted together with this form.
Appendix 6

Refund/Transfer/Withdrawal/Deferment Procedures

Refund Procedures

Kaplan Singapore shall have refund procedures which are aligned with the refund policy to execute any refund request. If the refund policy differs for different types of payments or different modes of payment, then there shall be clearly differentiated procedures.

The procedures shall be clearly communicated to the students via the website and student handbook.

Refund records (may be in softcopy) shall be accurate and up-to-date. Records shall be kept according to financial guidelines and are easy to retrieve for audit purposes.

Relevant staff shall be conversant with the refund procedures and demonstrate strict adherence.

This procedure applies when a student submits a request for refund.

- The student will make the request for refund in writing to Programme Management Team/Sales Team (for Instalment 1 only). The student needs to provide complete documents for the request.
- Upon receipt of the refund request and all required documents, the Programme Management Team/Sales Team (for Instalment 1 only) will check and verify the student’s record.
- Upon confirmation of the details, the request will be submitted to the Programme Director/ Head of School/Sales Team (for Instalment 1 only) for approval.
- If the refund request is approved, the Programme Management Team/Sales Team (for Instalment 1 only) will process the refund with the Finance Department. Students will be informed of the computation of the refund amount.
- If the refund request is rejected, the Programme Management Team/Sales Team (for Instalment 1 only) will inform the student in writing of the decision.
- Finance Department processes cheque refund and passes cheque to Programme Management Team/Sales Team (for Instalment 1 only).
- Students will be informed in writing when the cheque is ready, within 7 working days from the date of receipt of request. Students will have to acknowledge receipt of the cheque.

Transfer/ Withdrawal/Deferment Procedures

Kaplan Singapore shall have procedures which are aligned with the transfer/ withdrawal/ deferment policy to execute any application.
Refund/Transfer/Withdrawal/Deferment Procedures

The procedures shall include, but are not limited to, the following:

i. Issuing a formal letter to the student to reject the application or to effect the transfer/withdrawal/deferralment. For students below the age of 18, Kaplan Singapore shall seek approval from the students’ parent/guardian before approving the transfer/withdrawal application;

ii. Informing ICA of any change in students’ status that may affect the student’s pass issued (e.g. cancellation of student’s pass for withdrawal case, transfer of course etc);

iii. Terminating existing student contract and signing new student contract (for transfer and deferment of course);

iv. Coordinating with FPS service providers for any refund. Such refunds should be given to the students within the stipulated period (for FPS paid by students only).

v. Issuing past attendance records to students who are enrolling in another course in another PEI.

The procedures shall be clearly communicated (in website and student handbook) to the students. Kaplan Singapore shall maintain up-to-date transfer/withdrawal/deferment records. Records must be kept (may be in soft copies) for at least 5 years and are easy to retrieve for audit purposes.

Kaplan Singapore shall inform the FPS service providers, relevant government agencies (e.g. ICA) and other relevant parties promptly for transfer/withdrawal/deferment cases.

Relevant staff shall be conversant with the transfer/withdrawal/deferment policy and procedures and demonstrate strict adherence.

Transfer Procedures

This procedure applies when a student changes his/her specialization/pathway/major but remains in Kaplan proprietary programmes. For university partner programmes, the transfer is subject to the university’s procedure.

- Students who wish to transfer shall inform the Programme Management Team in writing and state the reason(s) for transferring.
- The Programme Management Team will provide the necessary advice according to the Academic/University Policy.
Appendix 6

Refund/Transfer/Withdrawal/Deferment Procedures

- The application will be processed no more than 4 weeks or within University’s timeline, where applicable. If the student is under 18 years of age, his/her parent/guardian must agree to the transfer.
- The Programme Management Team will inform the student in writing within three (3) working days from the date the outcome is available and follow up with the necessary arrangements.

During the process, students must continue with their current programme and stay in contact with the Programme Management Team. Failure to do so will be deemed as withdrawal of the application.

Withdrawal Procedures

This procedure applies when a student stops his/her study and ceases to be a student of Kaplan Singapore (applicable to both withdrawal and automatic withdrawal). For university partner programmes, the withdrawal is subject to the university’s procedure.

- Students who wish to withdraw shall inform the Programme Management Team in writing and state the reason(s) for withdrawal.
- The Programme Management Team will provide the necessary advice according to the Academic/University Policy.
- The application will be processed no more than 4 weeks or within University’s timeline, where applicable. If the student is under 18 years of age, his parent/guardian must agree to the withdrawal.
- The Programme Management Team will inform the student in writing within three (3) working days from the date of the outcome and follow up with the necessary arrangements.

Deferment Procedures

This procedure applies for Deferment of Programme. For university partner programmes, the deferment is subject to the university’s procedure.

- Students who wish to defer shall inform the Programme Management Team in writing and state the reason(s) for deferment.
- The Programme Management Team will provide the necessary advice according to the Academic/University Policy.
- The application will be processed no more than 4 weeks or within University’s timeline, where applicable. If the student is under 18 years of age, his parent/guardian must agree to the deferment.
Appendix 6

Refund/Transfer/Withdrawal/Deferment Procedures

- The Programme Management Team will inform the student in writing within three (3) working days from the date the outcome is available and follow up with the necessary arrangements.
- During the process, students must continue with their current programme and stay in contact with the Programme Management Team. Failure to do so will be deemed as withdrawal of the application.
- Students who do not return to the programme after the deferment period is over will be deemed as withdrawn from the programme.
Appendix 7

Deferment Application

Please submit this form together with your documentary evidence to the respective Programme Management Team during operation hours.

<table>
<thead>
<tr>
<th>Student’s Name (as in NRIC/Passport)</th>
<th>Contact ID</th>
<th>Contact No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>CT</td>
<td></td>
</tr>
<tr>
<td>Email Address</td>
<td></td>
<td>Overseas Contact No (if applicable)</td>
</tr>
<tr>
<td>NRIC/Fin No.</td>
<td></td>
<td>Student’s Pass Expiry Date (if applicable)</td>
</tr>
<tr>
<td>Current Programme</td>
<td></td>
<td>New Programme</td>
</tr>
<tr>
<td>Current Intake</td>
<td></td>
<td>New Intake</td>
</tr>
<tr>
<td>Current Class</td>
<td></td>
<td>New Class applying for</td>
</tr>
</tbody>
</table>

Have you deferred in the past?*  
*please indicate : Y/N

Reasons for deferment (please indicate in details)*  
*Students under 18 years old must provide approval letter from parents/guardian.

I hereby agree and understand the importance of the following conditions:

For KLI students only:
1. I have read through the “Student Handbook” carefully and fully understand and agree the terms and conditions for transfer/deferment.
2. I understand I must complete my programme within the maximum programme duration.
3. I must pay $250 (inclusive of GST) deferment administrative fee and this fee is non-refundable.
4. My completion date of the programme may be delayed due to the deferment.
5. I may have to renew my student pass due to the deferment request and will bear the consequences if my student pass renewal application is not approved by ICA.
6. Students who have successfully deferred from the course of study must contact the respective Programme Management Team at least 2 weeks prior to the date on which they return to the programme.
7. The deferment policy is not applicable for funded programmes.
8. Kaplan Learning Institute reserves the right to reject any application for deferment of studies.

Student’s Signature :                                                                 Date :

Updated on 27 April 2017
**Deferment Application**

<table>
<thead>
<tr>
<th>For Official Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Received</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Programme Management’s Comment</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Programme Management Check List</th>
<th>KSS Records Updated?</th>
<th>O</th>
<th>Yes</th>
</tr>
</thead>
</table>

*For Deferment more than 3 months:*

*STP Cancelled on ____________*

<table>
<thead>
<tr>
<th>Remarks (if any)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Approved</th>
<th>Programme Executive’s Signature</th>
<th>Manager’s Signature</th>
<th>Executive Director’s Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Approved</td>
<td>Date:</td>
<td>Date:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

*Updated on 27 April 2017*
# Violation of Student Code of Conduct Report Form

<table>
<thead>
<tr>
<th>Student’s Name (as in NRIC / Student Pass):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CT No:</td>
<td>NRIC/FIN No:</td>
</tr>
<tr>
<td>Date/time of incident:</td>
<td>Location of incident:</td>
</tr>
</tbody>
</table>

## Tick Reason

- Violation of the Kaplan Student Code of Conduct
- Breaking of government regulations e.g. ICA regulations or other Singapore laws
- Expulsion by university partner
- Academic misconduct
- Other reasons arising from Kaplan’s student policies

## Description and background of the Violation/Incident

<table>
<thead>
<tr>
<th>PM-1 signature/name/date</th>
<th>Student’s signature/name/date</th>
</tr>
</thead>
<tbody>
<tr>
<td>PM-2 signature/name/date</td>
<td></td>
</tr>
</tbody>
</table>

## Investigation Report

<table>
<thead>
<tr>
<th>PM- signature/name/date</th>
</tr>
</thead>
</table>

2018_v1.0
Appendix 8
Violation of Student Code of Conduct
Report Form

Investigation Result and Conclusion

HOD/HOS signature/name/date

Recommendation Made:

<table>
<thead>
<tr>
<th>Tick</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Irrevocable expulsion</td>
</tr>
<tr>
<td></td>
<td>Expulsion with Opportunity of Readmission</td>
</tr>
<tr>
<td></td>
<td>Expulsion with No Opportunity of Readmission</td>
</tr>
<tr>
<td></td>
<td>Issue Warning Letter</td>
</tr>
</tbody>
</table>

Signature/Name/Date
Executive Dean, Schools/Executive Director, KLI/Head of School, SOFL/Director, PM, university programmes

APPROVED/NOT APPROVED – For Expulsion Case

Additional Comments (if any):

Signature/Name/Date
Authorized Approval Authority:
1) Chief Operating Officer and Provost or
2) President

2018_v1.0
Appendix 8
Violation of Student Code of Conduct Report Form

Internal Use Only

<table>
<thead>
<tr>
<th>No</th>
<th>Item</th>
<th>Staff Initial/Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Student Termination due to Expulsion Form completed</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Letter of course termination sent by registered mail and email to student and for students below 18, parent/guardian</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Inform RQC of expulsion</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Inform ERO to cancel student pass</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Update student status in KSS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Status: Withdraw</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Status reason: Expelled, input reason for expulsion in Reasons field</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>File in student P-file</td>
<td></td>
</tr>
</tbody>
</table>
The Kaplan Student Affairs & Graduate Services Office (SAGSO) works collaboratively with students, faculty, administrators, staff and partners to foster a positive student experience and develops extra-curricular activities on and outside of campus with a focus on enriching the overall student learning experience. We aim to:

- Create opportunities for students to integrate extra-curricular activities into holistic learning opportunities
- Promote diversity and inclusion in a global setting
- Provide opportunities for students to network and socialize
- Provide experiential learning opportunities and lifelong skills
- Enhance employability skills and work-readiness of our graduates

These are done through the following initiatives:

- Organisation of activities for students & alumni of Kaplan
- Collaboration with the Kaplan Student Committee in student outreach
- Active student communications via Campus Life website, newsletter and social media.
- Student interest groups and clubs
- Provision of Kaplan Career Development Series framework (CDS)
- Alumni engagement and university outreach

**Student Activities**

Monthly events are organised for the wider Kaplan student community in collaboration with the Kaplan Student Committee. Some activities we have organised so far:

**Cultural & Arts:** Explore Chinatown Food Trail, Religion & Its Arts Tour, Peranakan & Eurasian Museums Tour, Little India, Joo Chiat Walkabout Tour, Bukit Chandu War Museum Tour

‘*Live shows*’: Sing It@Kaplan, Glam Rags Pageant

**Charity & Community:** Heartland Christmas Food Drive, HCA Hospice Visit, Charity Flea Market, KWSH Christmas Cheers, Singapore Children’s Society Charity Walkathon & Game Booth

**Enrichment:** Agro-Tech Farming, Sungei Buloh Wetland Reserves

**Social & Recreation:** West Coast Team Challenge, Crazy Golf, Treasure Hunt, Campship, Prawn Fishing, Halloween Bowling Fiesta, Movie-Night, Amazing Race

**Student Support Workshops:**

- Writing Lab: Learn how to improve academic writing and proper referencing skills in our monthly writing lab workshops.
- Study Smart, Learn the Right Way: Learn the right study techniques
**Kaplan Student Committee**
The Kaplan Student Committee (KSC) are energetic student volunteers who have come together to enrich the student life of the wider student community. Organizing fun-filled yet experiential activities for their peers, the committee members work in teams to brainstorm, plan, execute and facilitate events as well as manage the various interest groups to link like-minded people, be it sports, photography, community service or dance. Follow KSC on Facebook group, KSC Club.

**Badminton Club**
Connect with badminton players of all levels who are in the Kaplan SG Badminton Club. The players meet every fortnight for some sparring action. Join the club on Facebook or subscribe to the interest group on Campus Life website.

**Basketball Club**
Together with the social basketball players who come together to practice and play ball together, the Kaplan Knights are the school team and have already started to fly the Kaplan flag high playing together as a team.

**CaSE Community Club**
CaSE is a community service group connecting warm hearts who love to help others through the Care, Serve & Enrich motto doing community service! Volunteer today!

**Football Club**
Whichever league and football star you support, all are welcome to join in the weekly kick-about session with fellow football enthusiasts from Kaplan.

**M.A.S.K.**
The Music and Arts Society of Kaplan offers a platform for students to come together and express themselves through song, dance and the performing arts.

**Photography Club**
The Kaplan Photography Club welcomes all photography enthusiasts, to come together to share tips on improving photographic and editing skills, in workshops and outdoor shoots.

**S-Club**
Kaplan students who wish to improve on their public speaking skills work together to further develop their confidence and skills.

**International Community Groups**
Feeling homesick? Connect with fellow countrymen in Kaplan via the VNCK (Vietnamese) and Pelikan (Indonesian) international community groups.
The Kaplan Alumni Club is home to a growing body of Kaplan graduates. All graduates of Kaplan are eligible to apply for the Kaplan Alumni Club Membership. Kaplan Alumni Club members enjoy the following suite of benefits:

- Free Career Counseling
- Invitations to Alumni Events
- Free/discounted Rates for Talks & Workshops
- Eligibility for Alumni Upgrader Discounts

The Career Development Series (CDS) is a 3-dimensional career advisory series of developmental workshops, previews, talks, individual or group career counselling/coaching steps to prepare you for industry and be work-ready. Learn how to enhance your employability and stay relevant in the workforce through:

- **Career Development Workshops**
  - Resume Writing & Cover Letter
  - Job Interview Skills
  - Image Management
  - Personal Brand Management
- **Industry Talks & Career Previews**
- **Corporate Visits**
- **Resume Critique**
- **Career Counselling**
- **Career Exploration**
- **Personality Profiling**
- **Career Transitions**
- **Job Search Process**
- **Virtual Career Centre / Job Portal**

Pastoral Counselling & Services
Kaplan provides pastoral care and counselling to all Kaplan students to cope with emotional, behavioural, and psychological issues to help the mental wellbeing of students.

Campus Life

Check out upcoming events, campus news and workshops via the Campus Life student communications platforms which include the Campus Life website, Facebook page, Instagram and monthly e-newsletter. Add sawc.sg@kaplan.com to ensure you do not miss out any issue of our e-newsletter which comes to you every month!


Follow us! Instagram #kaplancampuslife Twitter @kaplancampuslife and YouTube!
Appendix 10: IT Acceptable Use Policy
1. **Policy Overview and Purpose**

Information is a key resource and Kaplan relies on the availability of accurate, reliable and timely information to conduct its business activities effectively and efficiently. This policy broadly outlines the obligations whenever information technology resources are used. It describes in general the appropriate use of information technology resources so that Kaplan is able to:

- Maintain high-quality information to support business decisions;
- Achieve operational excellence through efficient application of technology;
- Maintain IT related risks at an acceptable level;
- Comply with internal controls as well as relevant legal, contractual and regulatory requirements

2. **Scope**

This policy shall apply to all Kaplan Singapore employees (permanent, contract and temporary staffs), business associates, vendors, subcontractors and anyone authorized to use Kaplan’s information technology resources.

3. **Responsibilities**

<table>
<thead>
<tr>
<th>3.1 Policy Owner</th>
<th>Kaplan IT</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.2 Responsible Party</td>
<td>Kaplan IT</td>
</tr>
</tbody>
</table>
4. Policy

A. User Responsibility and Compliance

1. The rules and obligations describe in this policy shall apply to all Users of Kaplan Singapore. It is each User’s duty to use Kaplan’s information technology resources responsibly, professionally, ethically, lawfully and to conduct their activities accordingly.

2. Violations of this policy can result in immediate withdrawal or suspension of information technology resource privileges and disciplinary action may be taken in accordance with current Kaplan corporate policies and procedures. Privileges may only be restored upon approval by Kaplan Management, Senior Management at the relevant business unit and the Corporate ITS Group at Kaplan, Inc. If a criminal offense has been committed, Kaplan reserves the right to advise law enforcement agencies.

3. Kaplan reserves the right to amend any stipulation of this AUP in whole or in part at any time. This policy does not alter the at-will status of any Kaplan employee.

B. General Use of Computer, Network and Applications

1. All usage of campus computer, network and applications must be consistent with the missions, goals and objectives of Kaplan.

2. Users shall not harass or intentionally deny or degrade another person’s legitimate access to computer, network and application services.

3. All campus computing resources (desktops, laptops, notebooks, net books, servers, network devices, tablets, PDAs, etc.) may not be used to participate in any activity that adversely affects other Users or that poses a security threat either to the campus or to external entities.

   Such threats include, but are not limited to: Port Scanning, DOS (Denial of Services) attacks, spreading computer virus infections and the sending of SPAM, etc.

   In the event that a computer system connected to Kaplan’s network is suspected of abnormal behavior (for example, spreading of computer viruses or generating unusual amount of traffic), the device will be disconnected from Kaplan’s network immediately. The IT Department reserves the right to execute the network disconnection without prior notice. This is to isolate and prevent the infected system from propagating throughout the whole network.

4. In the process of isolating the infected system, one or more related devices may be affected and examined. Such devices may require the re-installation of the operating system. Staff in-charge of the equipment should file an incident report with the identified root cause.

5. Users shall understand that Kaplan disclaims any liability that may arise as a result of the unlawful use of Kaplan’s information technology resources. Users shall also understand that any alleged violations of this policy will be thoroughly investigated and if proven conclusive, will result in disciplinary actions being taken against the person(s) involved by the appropriate authority.
C. Privacy

1. **No Expectation of Privacy.** Users should have no expectation of privacy in anything created, stored, sent or received via Kaplan’s IT Systems. Users are permitted access to Kaplan’s IT Systems solely for the purpose of conducting Kaplan business and performing customary job responsibilities. User accounts are issued to individuals to assist them in the performance of their jobs and remain the property of Kaplan.

2. **Use May Be Monitored.** Kaplan’s Divisional IT and Management have access to and may review any information that Users create, store, send or receive via Kaplan’s IT Systems, including e-mails and instant messages and communicate such information to authorized personnel. Deleting e-mails and instant messages does not remove this information from the IT Systems servers. Kaplan may monitor its Users for any reason within its sole discretion, including but not limited to preventing or investigating allegations of abuse, assuring compliance with intellectual property laws, conducting technology audits or complying with legal or regulatory requests.

D. Protect Kaplan’s Confidential Information

1. Users are responsible for ensuring that their handling of information about individuals is consistent with Kaplan’s internal control policies and procedures.

2. **What is Confidential Information?** Users who have access to Kaplan’s confidential information must be careful to protect such information from disclosure to unauthorized recipients. “Confidential Information” includes but is not limited to, financial information, business plans, marketing plans, student contact data, software source and object code, outside contracts and course materials.

3. **How to Protect Confidential Information.** In order to prevent unauthorized individuals from viewing such information, Users should exercise proper judgment when sending Confidential Information via e-mail or forwarding e-mail strings containing Confidential Information.

4. **What is HighlySensitive Information?** Certain types of Confidential Information are highly sensitive and must be protected with the utmost security (“Highly Sensitive Information”), because unauthorized disclosure creates the most harm for the owner and greatest legal liability for Kaplan. “Highly Sensitive Information” is comprised of the following:

- National Registration Identification Card numbers;
- Passport numbers;
- Driver’s license numbers;
- Credit and Debit Card numbers;
- Bank Account numbers;
- Login IDs and Passwords;
- Personal Health Information records;
- Government Issued IDs;

5. **How to Protect Highly Sensitive Information.** Do not attempt to gain access to Highly Sensitive Information unless you are authorized to do so. If you are authorized to handle Highly Sensitive Information, you must follow these “rules of the road.”
E. Use of Kaplan Furnished Computer System

1. Kaplan furnished computer systems are provided to the Users by Kaplan.

2. The use of Kaplan furnished computer system for personal or private business is prohibited.

3. IT equipment issued to Users must be safeguarded appropriately, especially if left unattended.

4. Users must ensure their computer screens are locked with Kaplan’s screen saver whenever there is no activity.

5. Users shall not make any hardware modifications to the computer system.

6. Only Kaplan authorized software shall be installed in the computer system. The IT Department reserves the right to remove any unauthorized software if found in a User’s computer system. The same shall apply to licensed software purchased by the Users on their own.

7. Users shall not remove any authorized software installed in the computer system without prior approval from the respective head of departments.

8. The loss or theft of a computer system must be promptly dealt with by the user and his/her immediate supervisor. Should the missing computer system contain sensitive information, immediate action shall be taken by the user and his/her immediate supervisor to minimize the impact of the loss or theft.

9. Users shall be responsible for the permanent removal of data from his/her computer system before it is transferred out of his/her custody. The User shall consult IT helpdesk if assistance is required.

10. Users who are required to share computer systems with colleagues shall ensure that appropriate security measures are in place to prevent unauthorized access to confidential information stored in the shared computer systems.

11. Users are not permitted to play games during office hours, even if the games have been supplied as part of operating systems installation.

F. Use of Non-Kaplan Furnished Computer System

1. No personal computer systems are permitted to be connected to Kaplan’s network at any time. The IT Department reserves the right to disable the network port connected to the non-Kaplan furnished computer system should it be discovered.
2. Prior approval with valid reasons must be obtained before any personal computer system is allowed on Kaplan’s network.

3. The IT helpdesk does not provide support to personal computer systems, even if the User chose to use it as part of their course of work.

4. Software licenses owned by Kaplan shall not be installed on non-Kaplan furnished computer systems.

G. Use of Portable Storage Devices (PSDs)

1. Users who are authorized to use PSDs shall ensure that information stored in the PSDs is properly protected.

2. Users shall only use a PSD brand and model approved by Kaplan.

3. Users shall ensure that sensitive and confidential information stored in the PSDs is protected with encryption.

4. Users shall ensure that data is deleted from the PSDs when no longer required.

H. Use of Unauthorized Cloud Storage Services

1. The use of any unauthorized cloud storage services to store Kaplan’s information is prohibited.

2. Users should be aware that using an unauthorized cloud-based storage service will put you at risk as there are very few guarantees provided by cloud storage service providers.

3. Users should also be aware that using unauthorized cloud-based storage service encumbers you with a high dependency on the security of the service provider and there is often very little recourse in the event of a security breach.

4. Before using any cloud storage services, please contact the IT Department for approval, regardless of whether or not sensitive, confidential or proprietary data might be involved.

I. Use of Kaplan’s Internet Service

1. Users shall not use the Internet service for any unlawful purpose, including but not limited to criminal purposes.

2. Users shall not transmit any material to the Internet that is in violation of Singapore’s laws and regulations. This includes but is not limited to threatening or obscene material or material protected by intellectual property rights or trade secrets.

3. Users shall understand that any commercial transactions for purchases over the Internet are carried out at his/her own risk. The User shall undertake not to hold Kaplan accountable for any failed commercial transactions or any complications arising out of any commercial transactions.
4. Users must exercise caution when downloading information and files from the Internet to safeguard against both malicious codes and inappropriate materials.

5. Users shall not access or download materials from the Internet which is inappropriate, offensive, illegal, or which jeopardizes security. All Internet use shall be for business related purposes only.

6. Staffs authorized to make payments by credit card for goods and services ordered via the Internet are responsible for its safe and appropriate use.

7. Information obtained from Internet sources shall be verified before being used for business purposes. If in doubt please contact the IT helpdesk.

8. Staffs shall not establish VPN (Virtual Private Network) connections via the Internet from computer systems within Kaplan’s network to other organizations’ network.

9. Instant messaging such as Skype (replaces MSN) shall be strictly used for business related activities. Staffs are not to abuse instant messaging for personal purpose.

10. Users shall not access web sites that contain non-business related content such as gambling, pornography, racism, terrorism, politics, stocks trading, etc.

J. Use of Kaplan’s Network and Server

1. Users shall not use the campus network to gain unauthorized access to any other computer systems.

2. Users are prohibited from performing network scanning of any devices (e.g. computer systems, servers, network switches etc.) in the network.

3. Users shall not attempt to establish a network connection to other Users’ computer system without the prior approval of the User concerned.

4. Users are prohibited from “hacking” into other Users’ computer system regardless of reason.

5. Users are prohibited from using peer-to-peer file sharing applications such as BitTorrent, KaZaA and eDonkey, etc.

K. Use of Kaplan’s Electronic Mail (Email) System

1. Users shall not use the e-mail system to send or receive any messages that is offensive on moral, religious, racial or political grounds or of an abusive, indecent, obscene or menacing nature.

2. Users shall not use the e-mail system to masquerade as other staff members or students to achieve his/her personal interest. Users shall also not persistently send messages without reasonable cause or send messages that cause any threat, harassment, annoyance, inconvenience or anxiety to another person.

3. The e-mail system shall only be used for business purposes, using terms which are consistent with other forms of business communication. The attachment of data files to an e-mail message is only permitted after confirming the classification of the information being sent and after having scanned and verified the file does not contain computer viruses or other malicious code.
4. All incoming e-mails shall be treated with the utmost care due to its inherent security risks.

5. Unsolicited e-mails must be treated with caution and not responded to.

6. Users shall ensure that information forwarded by e-mail, especially attachments is correctly addressed and sent only to the appropriate persons.

7. Users are to avoid opening e-mail attachments received from unknown senders. It should be deleted without opening.

8. Kaplan’s e-mail services may not be used for unlawful activities; commercial purposes not under the auspices of Kaplan, personal financial gains (e.g. using the e-mail account for trading / buying or selling within and outside Kaplan) or sexual and other forms of harassment.

9. Perpetuate chain e-mail letters or their equivalent: This includes letters that require the recipient to forward an e-mail to a specified number of addressees in order to achieve monetary, philosophical, political, superstitious, or other goals. E-mails that are part of the multilevel marketing or pyramid-selling scheme are specifically forbidden under this policy.

10. Creating and or sending of “SPAM”: SPAM is defined as any unsolicited electronic communication that is sent to any number of recipients who did not specifically request or express an interest in the material advertised in the communication. It will be considered an offence if Kaplan’s electronic communications resources are exploited to amplify the range of distribution of these communications.

11. Users are prohibited from using other e-mail services in Kaplan’s computers except Kaplan’s e-mail service.

12. Users are also not encouraged to leave their e-mail application signed on and their computer system left unattended.

13. Users shall not use e-mail to send information classified under “Restricted”, “Confidential”, “Highly Sensitive”, “Secret” and “Top Secret”.

14. Guidelines on receiving attachments:
   a. Users shall exercise caution when retrieving documents or launching programs attached with the e-mail even if it is from parties they are familiar with. There is always a risk that the attached files and documents have been infected by malwares.

   b. Users shall take the precaution of scanning all documents attached in Internet e-mail for malwares and disable the macros found in Microsoft Office documents.

15. Guideline on sending attachments:
   a. Users shall not send out large file attachments.

   b. If it is absolutely necessary to send attachments, the files should be compressed with a software utility before sending the attachments. Users shall minimize the loading on the networks by sending these attachments during off-peak period or after office hours.

   c. When replying to e-mail with attachments, Users shall delete the original attachments as it does not contribute to the message but merely adds to the size of the e-mail and extra loads to the network.
d. When sending out attachments, users shall also ensure that their attachments are not infected with malwares by using the latest malware scanning software.

16. Kaplan shall have the right to access and disclose any e-mail messages composed, sent or received by their Users using Kaplan’s e-mail systems.

17. The Kaplan e-mail services shall be used primarily for official purposes. Only Kaplan e-mail service shall be used for official correspondences. All official correspondences by e-mail shall have e-mail addresses ending with @KAPLAN.COM domain.

L. Malware Prevention

1. All acquired software, including software on external storage media shall be screened for malicious code before being installed on, or be accessed by the computer systems.

2. Users shall not intentionally introduce computer viruses, worms, Trojan Horses or the like into any computer or network.

3. Anti-Virus software shall be installed in every User’s computer system to provide real-time protection from viruses. Users shall not disable the anti-virus program regardless of reason.

4. An automatic update of the latest certified Virus Definition files shall be done through daily login to the Kaplan’s network.

5. A User’s computer, if found or suspected to be infected, must be disconnected immediately from Kaplan’s network. This is to isolate it from Kaplan’s network and to prevent the infection from spreading to other Users’ computer systems.

6. A User shall seek verification from the IT helpdesk before he/she alerts other Users of the possible outbreak of computer viruses or hoaxes.

7. The anti-virus program will perform a manual scan on each computer system on a weekly basis. Users shall not request for disabling or stopping the scanning process without valid reasons and approvals.

M. User Account and Password

1. Users shall not use a computer systems account that he/she is not authorized to use. Users shall also not obtain a password for a computer systems account without the consent of the system owner.

2. Users shall take every precautionary measure to protect his/her password, and shall not give out his/her account and password to another person. Otherwise, he/she will be held accountable for any actions that may arise which are associated with that account.

3. The primary means for controlling access to Kaplan’s IT Systems is through the use of passwords. As such, the selection and management of passwords should adhere strictly to recognized best practice guidelines (e.g. the password must be long, have a mixture of alphabets and numbers, and not be something easily guessed.) It is also crucial that passwords are not shared with any other person for any reason.
4. All passwords shall be at least eight (8) alphanumeric characters long; consist of at least one special character and a mix of upper and lower letters.

N. Computer Security Incident Reporting

1. **Report All Security Incidents.** Users must immediately report any confirmed or suspected security incidents through the IT Helpdesk. Security incidents that must be reported include, but not limited to, any disclosure of Confidential or Highly Sensitive Information, suspected hacking or computer viruses, unauthorized use of the Kaplan IT Systems, loss or theft of any computer equipment.

2. **Reporting Paths.** You may report such incidents through the IT Helpdesk. Please clearly identify that you are reporting a suspected breach of information security. Be prepared to give the time and date of the incident, the personnel involved, and a detailed description of the events.
   
   a. Dedicated Email Address. Alternatively, please send an e-mail message to Singapore IT@helpdesk@kaplan.com. Please include your name, title and business unit, the time and date of the incident, personnel involved, and a detailed description of events, as well as a phone number where you can be reached.

   b. If you are unable to use e-mail to communicate, you may call 6496-5699 and leave a message.

O. Magnetic Stripe/Smart Card readers (NETS, credit card processors, and similar devices)

1. Access to and operation of these devices must be limited to authorized users in relevant job functions:
   - Student Relations Office (POMO and Wilkie Edge)
   - Kaplan Professional/Kaplan Learning Institute (CET)
   - Marketing (for use in road shows only)

2. Under no circumstances must any personally identifiable credit card or debit card information be retained or copied. Any transactional record from electronic card processing must have the card number masked, or completely absent from the record.

3. Card readers are to be used for official Kaplan-related transactions only.

4. Card readers should be maintained in a secured location, even when not in use.

5. Card readers should be periodically inspected for signs of tampering and/or substitution.

6. With the sole exceptions of usage in road shows, and for offsite maintenance, readers must remain on Kaplan premises in the departments to which they are allocated.
5. Definitions

a. "Computer System" refers to workstations, desktops, laptops, notebooks, netbooks, network computers, tablets and personal digital assistants (PDAs).

b. "Users" refers to all Kaplan employees (permanent, temporary and contract staffs) using a computer system to create, store, process or accessing Kaplan’s resources.

c. "Kaplan Resources" refers to all information data, hardware or software implemented for internal use by the Kaplan.

d. "Malware" refers to software codes that can cause harm and damage to computing resources. Examples include computer viruses, worms, Trojan Horses, root-kits, bots, spyware etc.

e. "Portable Storage Devices (PSDs)" The term "storage devices" covers any medium that is capable of storing computerized data. The term "portable" means the medium may be connected to a different computer where data may be transferred, copied, read, amended or deleted. Examples of PSDs are: USB flash memory drives, USB removable hard disk drives, memory cards, smart phones with storage capabilities etc.

f. "Cloud Storage" refers to any storage solution which stores information data at an online storage facility not provided by Kaplan. Examples of Cloud Storage services include Dropbox, Google Docs, Google Apps, Google GDrive, Microsoft SkyDrive, Microsoft Office 365, Apple iCloud, etc.

6. References

IT.SG.1005 – Information and Data Classification Policy