

## I. GENERAL QUESTIONS

### 1. How do I get to JE College and where is JE College located?

JE College is located near Redhill MRT Station (only a 10-minute walking distance) and easily accessible by public buses – Bus stop is near JE College premises and buses be taken: 111, 32, 132 ,122

#### Our address is:

1 Kay Siang Road, Level 11 Singapore 248922

Tel: +65-6565 9786/ +65-6560 5559

Email: info@jegroup.edu.sg

### 2. Who can I approach if I wish to find out more about studies at JE College?

For information on studies with JE College, you can contact our Customer Service Manager at 6565 9786/ 6560 5559 or email to info@jegroup.edu.sg. Our friendly and helpful Customer Service Manager/ Course Consultants will be able to advise you on the academic pathway you may wish to pursue.

### 3. Are the courses/ programmes conducted by JE College registered with the Committee for Private Education (CPE)?

Yes. All courses conducted by JE College which are longer than 50 hours are registered with the Committee for Private Education (CPE) of Singapore.

### 4. Is there a minimum attendance requirement?

Yes. You need to fulfil 90% attendance as a full-time international student, 75% attendance for full-time Local Student and 75% attendance for part-time student. For international students, 90% attendance is compulsory to meet ICA requirements. If you wish to take leaves, you must apply leave and it is subject to approval by the school's management. All documentary proof must be submitted to JE College with a Leave of Absence form (subject to the school's approval). For the international student, they must apply the Home Leave a week ahead of going back and air-ticket must be attached.

### 5. How can I make my course fee payment?

All fees are payable by cash, cheque, NETS, Credit Card or telegraphic transfer. Cheques must be crossed and made payable to "JE Educational College Pte Ltd".

### 6. Is there any orientation for new students?

Yes, there is an orientation programme planned for new students at the start of each course. JE College has been using PowerPoint Presentation for the Student Orientation on the first day of the class. During orientation, you will be briefed about the College's vision, mission, culture and core values, and important information such as the College's policies and procedures, student support services, academic assessments, dispute resolution policy and procedures, code of conduct etc.

### 7. What course materials should I purchase and when?

Do not rush into buying textbooks. You will be given course materials once we collect the material fees.

**8. Will there be any make-up lesson if they fall on public holidays?**

There will be no lessons on Public Holidays; however, the College will arrange to carry the lessons to an earlier or later date (if necessary).

**9. Can I switch from a part-time programme to a full-time and vice-versa in the middle of the school term?**

For local students, your request will be considered on a case-by-case basis subject to the management approval, availability of classes and resources. International students can only enrol in full-time programmes and transfer only to the full-time program.

**10. How do I know if my application for the course has been accepted?**

**(For the international students)** Upon receipt of all complete required documents, the Application Fee and the approval by the management, the College will send you or your parents/ guardian (if you are below 18 years of age) a Letter of Acceptance directly or through your agent by email, informing you that your application has been received and processed.

**(For local students)** Upon receipt of the signed Enrolment Form, which means that the student reads, agree the terms and conditions on the back page of the Enrolment Form, the Customer Service Staff/ Administrative Staff of the respective department will seek approval from the management and communicate the application status to the applicant immediately.

**11. Can I request for deferment of my programme? Would the school be able to reserve the place for me?**

Such arrangements will only be considered on a case-by-case basis and it is subject to the management approval. Deferment is applicable to the local students. International students are not allowed to defer upon collecting the Student Pass from the ICA.

**12. How long must the student study in JE College to sit for the AEIS exam to enter the government school?**

JE College doesn't fix the duration for the AEIS exam. JE College, however, advises students to spend at least 6 months if they have certain proficiency level and are strong in Mathematics. JE College conducts intensive course which is exam-oriented and exam-centred so that students are confident to sit for after the school has trained them the required amount of time.

## **II. STUDENT PASS APPLICATION (FOR INTERNATIONAL STUDENTS)**

**13. Can JE College apply Student Pass for the foreigner students?**

Yes. JE College is registered with the Committee for Private Education (CPE) and EduTrust Certified PEI (Private Education Institution) and so we can apply Student Pass for foreign students intending to take up the courses of our school.

**14. How do I apply to study in JE College?**

Simply locate an official JE College Student Recruitment Agent in your home country (check in the school's official website to search for the official agent of your country!) or enquire with us directly and find out more information on the course and the required documents for an application.

**15. Do I have to come down to Singapore personally to apply?**

No, it is not necessary. We can settle all applications via our JE College Student Recruitment Agent or email to school via [info@jegroup.edu.sg](mailto:info@jegroup.edu.sg) !

**16. If I have Dependent Pass, do I still have to apply for a Student Pass?**

Dependant Pass Holders can choose to retain their Dependant Pass before reaching 21 years of age instead of having to apply for a Student Pass. However, they are still required to go through the application process. The student can then proceed to ICA with their Form 16, Approval letter and a letter requesting for a 'Letter of Consent (LOC)' to study. This is a self-written letter to be signed by student and if present, the parent as well. On receipt of the 3 items, ICA will issue him/her a LOC. Students may choose to retain their Dependant Pass, but ICA must issue them with a letter of consent (LOC) to study.

**17. Is it compulsory that I must apply via a student recruitment representative ('Agent') in my home country?**

It is not compulsory, but if you want to do so as our appointed Agents will be able to provide the service. The Customer Service Staff from JE College can also provide you the comprehensive pre-course counseling services including studying and living in Singapore, general information about JE College, course information such as courses, duration and fees as well as the required documents to submit for a full application to JE College and for Immigration (for the Student Pass to study in Singapore) to the prospective students, so you are advisable to contact directly to the College.

**18. I am a foreign student. How do I know if I need a visa to visit Singapore?**

For students who require visas to enter Singapore, the Student's Pass In-Principle Approval (IPA) letter will include a Single-Journey Entry Visa for your stay in Singapore till you have completed all formalities upon your arrival in Singapore. We will send the IPA letter via email once you have signed the Student Contract, settled all payment to JE College and your Student Pass application is approved. You can use the letter as a Visa to enter Singapore. You are not required to apply for a separate visa.

If you wish to visit Singapore for personal reasons, please refer to the ICA website for a list of countries which nationals require visas to enter Singapore.

**19. How do I apply for a Student Pass?**

The Customer Service Staff of JE College will assist all international students, who have been accepted to JE College, in their application for Student Pass. The pass, which is valid for the entire duration of the course of study, will be processed and approved by ICA. Application for Student Pass is done online at the ICA website. The responsible staff will be liaising with all accepted international applicants on Student Pass application matters. Correspondences will be sent by email. Please ensure that you have stated a valid email address in your application for admission to JE College. You may visit the ICA website for more details. For further queries concerning your Student Pass application, please contact:

**Administrative Staff of the International Students Department:**

Tel: (65) 6565 9786 Email: [info@jegroup.edu.sg](mailto:info@jegroup.edu.sg)

**20. Do I need Financial Proof of funds for my Student Pass processing? How much must I prove if so?**

Not for all countries. Only students from China, India, Russia, Pakistan and other Visa-Required countries ( for a quick check, ask yourself if you need to apply for any visa to enter Singapore, if so you come from a Visa-Required country) need to provide Financial Statements as a Proof of Funds. (For the complete list, check out Immigration and Checkpoints Authority of Singapore's website: [www.ica.gov.sg](http://www.ica.gov.sg)).

There is no indicated fixed amount, but if you can prove a sum of money that is enough to cover for the course fees for the whole period of course and living expenses in Singapore is better.

**21. How long does it take for my on-line application to be processed?**

We have experienced a processing time of as fast as 2 weeks, to as long as more than 6 weeks. Some applications may take a longer time to process. It is subject to ICA. Hence we'll advise any potential students to submit applications at least 1.5 months before the course commencement date. Formal admission into the College's course of study is dependent on the approval of Student Pass Application for all international student applicants. International students on Student Pass must observe the rules and regulations set by the Immigration & Checkpoints Authority (ICA). Any breach of the rules may result in the rejection of Student Pass Application or Cancellation of Student Pass. The College does not guarantee the approval or renewal of Student Pass applications. Such applications are subject to approval by ICA.

**22. What documents does a student needs before making an application for a Student's Pass through SOLAR+?**

You must submit the following documents to us together with the completed Application Form for the International students:

- A valid travel document;
- A photograph image in JPEG format;
- Birth Certificate;
- Applicant's educational certificates, transcripts in Notarial if the certificates are not in English);
- Financial Background/ Bank Statement (can be under the applicant's name or the parents')

**23. When should I register a 'New Student Pass' application for the international student?**

You should register a new Student Pass application if your last Student's Pass expiry date or cancellation date is more than three (3) months ago from the date that the completed SOLAR+ application will be submitted to ICA.

**24. Do I need to apply for Student's Pass?**

All international JE College students are required to apply for a Student Pass, unless you have a Dependent's Pass (with letter of consent issued by the Immigration Checkpoints Authority (ICA) or an Immigration Exemption Order. The visa application procedure varies for different levels of education and different educational institutions.

**25. How are the living expenses like?**

For a student staying in a typical twin-sharing room, paying for their own meals and traveling by bus or MRT, you can expect to spend around S\$1000 per month.

**26. When should I register a "Renew Student's Pass/Transfer Course (within same school)" application for my international student?**

JE College will apply a "Renew Student Pass/Transfer Course (within same school)" for you if you are continuing with the same course or taking a new course within JE College and your Student Pass expiry date or cancellation date is not more than three (3) months ago from the date that the completed SOLAR+ application will be submitted to ICA.

**27. When submitting an application for Student's Pass for transfer of school, what will happen if the former school did not submit Section B of V36A as requested? Can the application be submitted to ICA?**

When an application for Student's Pass for transfer of school is registered via the SOLAR+ system by the new school, the system will prompt the former school to provide Section B of Form V36A. If the former school did not provide the required information within 7 days of receipt, the system will re-direct the application back to the new school whereby the new school will be able to continue with the registration of the application. Upon receipt of the completed application, ICA will deem that the applicant has successfully completed his/her course in the preceding year/stage and his/her attendance and conduct are satisfactory, and proceed to process the application accordingly. The new school may wish to provide any further explanation/clarification in the Remarks/Explanation column in eForm V36A when registering the application for the student.

**28. How can I know if the school has successfully submitted my application? Will there be any form of acknowledgement?**

A message will be displayed on the screen to inform you that your application has been submitted successfully.

**29. How can I know the outcome of my application?**

You may check the status of your application via the SOLAR+ system.

For those with application status "IPA", "Approved (LOC)" or "Rejected", your school can print the outcome letter using the function "Print Outcome Letters" or by clicking on the status of the application when enquiring on the student's application.

For those with application status "Approved", "Interview Requested by ICA (Room 16/17)" or "Interview Requested by ICA (Room 55)", ICA will not issue any outcome letter to JE College.

**30. What do I need to do if the status of my application is "Interview Requested by ICA (Room 16/17)" or "Interview Requested by ICA (Room 55)"?**

If your application status is "Interview Requested by ICA (Room 16/17)" or "Interview Requested by ICA (Room 55)", you are required to report in person at the Visitor Services Centre, ICA within seven (7) days from the date of the request for interview. Please obtain an interview queue ticket from the Information Counter at the 4th storey of ICA Building and bring along the following for the interview:

- i) Your travel document;
- ii) Your Student's Pass Card;
- iii) Your Visit Pass and Disembarkation/Embarkation card;
- iv) The printout of the Student's Pass application status from the SOLAR+ System.

**31. What should I do if my application for a Student's Pass is rejected and I am still holding on to a valid Student Pass for the previous school?**

You are not permitted to hold on to the Student's Pass issued to you for studying at the previous school. You are required to surrender the Student Pass card for cancellation at ICA, within seven (7) days from the date of rejection/cancellation. Please submit the following documents to the Visitor Services Centre, ICA:

- i) Your travel document;
- ii) Your Student Pass Card;
- iii) Your Visit Pass and Disembarkation/Embarkation card;
- iv) A duly completed cancellation form; and
- v) A duly completed Disembarkation/Embarkation card (IMM Form 27A), where applicable (will be provided at ICA counters).

**32. What happens to my stay in Singapore if my Student's Pass has expired while my application for a Student Pass via the SOLAR+ system is still pending processing by ICA?**

You are to ensure that your own stay in Singapore is valid at all times. To avoid such a situation from happening, you are advised to submit your application for a Student's Pass via the SOLAR+ system early.

**33. I heard that I need to go for a Medical Checkup in Singapore. How will this be done?**

We will bring you down personally to the clinic to perform the required Medical Checkup. After that, we will make an e-appointment with ICA and provide you the required documents to collect your Student Pass Card at ICA.

**34. If my application for a Student Pass is approved, how do I collect my Student Pass?**

If your application status is "IPA":

You should obtain a copy of the In-Principle Approval (IPA) letter from our school as we can print the IPA letter online via SOLAR+. Thereafter, you can proceed to collect your Student Pass in person at the Visitor Services Centre, ICA, with the required documents as stated in the IPA letter. Your Student Pass will be issued if the conditions (if any) as stipulated in the IPA letter are fulfilled. Please note that the Student Pass will be issued no earlier than one month from the course commencement date. We will use e-Appointment facility to choose a preferred date and time to visit ICA. Applicants who come on time for their appointment can expect to be served in a shorter time. When visiting this Office, you are required to bring along the documents at Part I of Annex A stated in the IPA letter and proceed to the Self Service Ticketing Kiosk 3 to scan the left-hand barcode of the IPA letter for a queue ticket. Do be punctual for the appointment and do take note that completion of formalities is strictly by appointment only.

If your application status is "Approved":

ICA will not send any outcome letter to the school upon approval of your application. You are required to collect your Student Pass at the Visitor Services Centre, ICA between 8.30am to 2.00pm on any weekday (except Saturdays and public holiday) within one (1) month from the date of approval. You are required to bring along the following:

- i) Your travel document [original and photocopy of the personal particular page(s)];
- ii) Your Student Pass Card;

- iii) Your Visit Pass and Disembarkation/Embarkation card;
- iv) Student's Pass and/or visa fees;
- v) The printout of Student's Pass application eForms (eForm 16 and V36A) that were submitted through the SOLAR+ System. The printout must be duly signed by the applicant.

If your application status is "Approved (LOC)":

You should obtain a copy of the Letter of Consent (LOC) from the school as we can print the LOC online via SOLAR+.

You are not required to turn up at ICA for the issuance of a Student Pass.

**35. Will there be someone to pick me up from the airport when I arrive in Singapore?**

We provide Airport Pickup if you request as this is one of the Foreign Student Services provided by JE College to the student with charges.

**36. Should I inform ICA if I change my address?**

Yes, you should inform ICA if you do move. You will have to fill up the Change of Address Form and submit your Passport and Student Pass for updating purposes.

**37. Can I remain in Singapore after my Student's Pass has expired as my flight is only confirmed after the expiry date?**

If you wish to stay in Singapore after your Student Pass expires, or if an application of extension is made after the expiry of your Student Pass, you may apply for a Social Visit Pass through the Visitor Services Centre, ICA (4th storey). Please bring your confirmed air ticket for your departure. If your Social Visit Pass has expired, you are deemed to be unlawfully residing in Singapore and will be liable for payment of a maximum fine of S\$500, failing which you will be charged in court.

**38. What should I do if I terminate my studies early?**

On early termination of your studies (e.g. withdrawal) at the College, you must do the formalities with the College and once your Student Pass has been cancelled at ICA by JE College, you must bring your Student Pass to the Immigration and Checkpoints Authority (ICA) within 7 days of cessation of the studies for cancellation.

**39. Which entrance exam should international students take to get into the government school?**

International students are required to take AEIS in September/ October to get into the government schools. Those who are unable to make it for Oct AEIS and / or are unsuccessful in previous AEIS attempts (including Oct AEIS) can take part in the Supplementary Admissions Exercise for International Students (S-AEIS) in February.

**40. As an international student, can I work part-time?**

International student holding a Student Pass is not allowed to work in Singapore regardless of any circumstances unless with a Work Pass Exemption from the MOM (Ministry of Manpower). For more information, please visit Ministry of Manpower (MOM) website.

**41. How do I travel around in Singapore?**

Singapore has good and efficient public transportation. You can easily travel via the public buses, MRTs (the trains) or taxis. Students can get to JE College which is conveniently located near the Redhill MRT Station, which is only 10-minute walking distance. Regarding the Public Bus Services, Bus stop is near JE College premises. (Buses be taken: 111, 32, 132, 122)

For more information on the transportation log on to [www.sbstransit.com.sg](http://www.sbstransit.com.sg) and [www.smrt.com.sg](http://www.smrt.com.sg)

**III. COLLEGE'S POLICIES AND PROCEDURES**

**42. What is the Private Education Act?**

The Private Education Act of October 2009 is designed to improve the education framework of the private education industry. The Committee for Private Education (CPE) was set up to oversee the new regulatory framework and promote best practices among private education institutions (PEIs).

**43. What is EduTrust Certification Scheme?**

The EduTrust certification scheme was formed to regulate, develop and raise quality standards in the private education sector. Please visit CPE's website for more details and information.

**44. How do I enroll?**

You complete the Application Form and submit it along with the application fee for processing. JE College will process your application and offer you a place upon the management approval and proceed for full enrolment into the course that you are interested in.

**45. Are the teachers at JE College highly qualified?**

All our teachers have years of experience in tutoring and classroom teaching and are approved by Singapore's Ministry of Education, now registered with the Committee for Private Education (CPE). JE College ensures that teachers deployed have not been convicted of any offence involving sexual, child, physical or drug abuse, or fraud or dishonesty. JE College also ensures that all teachers must not have been convicted of any offence under the Private Education Act within a period of five years preceding the deployment.

According to the Private Education Act 2009, Part VI: Teachers must have the minimum qualifications and experience as follows:

- a) Having less than 5 years of working experience in the field to which the course, module or subject relates, and qualifications in that field which are at least a level higher than the level of the course;
- b) Having at least 5 years of working experience in the field to which the course, module or subject relates and qualifications in that field which are at least equivalent to the level of the course; and
- c) Having at least 5 years of working experience in the field to which the course, module or subject relates, and qualifications in a different field which are at least one level higher than the level of the course;
- d) Having at least a pass at GCE O Level or its equivalent in the language medium of the course, module or subject that he/ she is to be deployed to teach;

**46. How are fees collected at JE College?**

Our fee collection is as per Committee for Private Education stipulations. You will be communicated the College's payment mode at the start of the course. Please contact us at +65-6565 9786/ +65-6560 5559 for further information on fee collection.

**47. What is Fee Protection Scheme?**

The Fee Protection Scheme (FPS) serves to protect students' fees in the event that private education institution is unable to continue operating due to insolvency, and/or regulatory closure.

The FPS is mandatory for all for all local and international students enrolled at PEIs undertaking Certificate/ Diploma and above courses over 50 hours in duration.

JE College has selected for the FPS Insurance for students course fees, by means of which the school purchases the insurance with 7 working days upon collection of course fees from student. For more information, please visit CPE's website.

**48. Can the fees be paid in installments?**

The fees must be paid in full before course commencement. In the case when the course lasts for more than one year, total fees can be paid in installments.

**49. Will I have any Medical Insurance?**

Yes, JE College is a school registered under the Committee for Private Education's ([www.cpe.gov.sg](http://www.cpe.gov.sg)) Enhanced-Registration-Framework (ERF) and EduTrust Certified school too. Therefore all our international students (except for those non-student-pass holders) are required to have a Medical Insurance arranged by JE College. More detailed information can be found in JE College website: [www.jegroup.edu.sg](http://www.jegroup.edu.sg)

**50. Is there a minimum attendance requirement?**

Yes. You need to fulfill 90% attendance as a full-time student and 75% attendance as a part-time student. For international students, 90% attendance is compulsory to meet ICA requirements. If the student wish to take leaves, he/she must apply leaves and it is subject to approval by the Management. All documentary proof must be submitted to Administrative staff of JE College with a leave of absence form (subject to the management's approval).

**51. How do I withdraw from JE College?**

You can contact the administrative staff of the respective department for assistance and do the formalities. You can also check the College withdrawal procedure in the Student Handbook and the College's website.

**52. What does the entry test for admission to JE College entail?**

For the international students, they need to sit for the English test to ensure that they have the required proficiency level to cope with the lectures conducted, where the medium of instruction is English. For local students the students are fully responsible to ensure that they meet the minimum age, the required proficiency level and academic qualification.

**53. When does class start?**

There are different commencement dates for different courses. The language courses, however, are ongoing classes/ courses and so the students can join the course any time they like.

**54. Is there an age limit for admission?**

You are advised to check the entry requirements of the course you want to register and to ensure that you meet them.

**55. Will my personal information be used for marketing purposes?**

No. We are committed to keeping your personal information confidential and will not divulge any of it to a third party without your written consent.

JE College will not reveal customer information to any external organization unless required by law. JE College is committed to protecting your privacy and will only use the information collected to enhance its services. JE College does not sell, trade or rent your personal information to others.

JE College acknowledges and respects the privacy of individuals. Personal information is collected with your consent. Your consent is given when you send information to JE College through its Internet site.

**56. How do I communicate with JE College if I have queries or feedback on school matters?**

You can approach any administrative staff of JE College during office hours (Weekdays: 9:00 AM – 9:30 PM, Saturdays: 10:00 AM – 2:30 PM) or complete our Student Feedback Form which is available at our reception desk. Alternatively, you can reach us via the following channels:

Tel - (65) 6565 9786/ 6560 5559

Email - info@jegroup.edu.sg

Postal address: 1 Kay Siang Road, Level 11 Singapore 248922

**57. Must I inform JE College if I am sick? Or must I inform JE College if I am not able to come for the lessons?**

Yes, you are supposed to call the College and inform that you will not turn up for the lesson and need to submit a medical certificate to the administrative staff of the respective department the next school day if you apply for the sick leave. International students must meet minimum attendance of 90% for their Student Pass to be renewed.

Local students need to attend at least 75% of their classes to graduate or to issue the certificate.

**58. What are the modes of payment?**

You may pay by cash, cheque, Credit Card or telegraphic transfer (TT) from overseas.

**59. What is the JECollege-student Contract?**

The JE College Student Contract clearly states the fees and policies related to the JE's courses. A copy of a PEI Student Contract is available at CPE's website and JE College website. Students will sign and keep a copy upon enrolment into the course.

**60. What is JECollege's refund/ withdrawal policy?**

% of aggregate amount of Course fees and additional fees paid When student's written notice of withdrawal is received

50% More than 21 days before the commencement date

20% Before, but not more than 21 days before the commencement date

0% After the commencement date

**Cooling-Off Period**

There is a 7 (working) day cooling off period after the signing of the student contract where the student can withdraw with maximum refund. After this period the refund/withdrawal policy applies.

Refunds will (if any) will be processed within 7 working days from receipt of the Refund Application with complete supporting documents.

**61. What is JECollege's transfer policy?**

Students who wish to transfer to another program will have to submit a written request to do so and upon approval the student will be deemed to have withdrawn from the course registered and the original signed student contract (if applicable) will be terminated. Student will then have to reapply for the new course.

**62. What is the class size?**

Class size varies from course to course. For details of student teacher ratio you can check the respective course that you are interested in.