



**PUNNIYA LANGUAGE & COMPUTER CENTRE**

## **(STUDENT HANDBOOK)**

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# PUNNIYA STUDENTS HANDBOOK

## CEO / PRINCIPAL'S MESSAGE

**Punniya Language and Computer Centre** (Punniya) is a Singapore based private education organization established in 2000 and registered with the Singapore Ministry of Education. It is located at No.1, Sophia Road, #05-22 Peace Centre, Singapore 228149 and within the educational hub area of Singapore. It is minutes away from Dhoby Ghaut MRT.

Punniya is committed to provide students with a quality education that instills a zeal for lifelong learning and a passion for personal excellence.

Located in the centre of the city of Singapore and surrounded by amenities such as the national library, places of worship for all races, student hostels, food courts, supermarkets and entertainment centers.

The teaching staff consists of experienced graduate teachers. Our class sizes average between 12 –15 students, allowing each student to receive maximum amount of individual attention. Our staff is committed to the development of the whole student physically, emotionally and mentally. Our goal is to have a conducive environment for each and every student to meet their individual needs in the pursuit of education.

Punniya assures its student an enjoyable experience in their course of study.

Yours in an enjoyable education

**CEO / Principal  
Punniya Language and Computer Centre.**

*The contents of this Students Handbook are applicable to all Students of PUNNIYA. The details on travelling to Singapore and requirements of Student Pass are only applicable to Foreign Students.*

## About PUNNIYA

Punniya Language & Computer Centre (Punniya) was established in 2000. Punniya is a professional Language & Computer School registered with the Singapore Ministry Of Education. (Reg No.: 3022) We have been authorized to register in local and International students. Punniya is approved by the Ministry of Education to conduct English, Tamil and Computer courses.

### MISSION

We are a caring team of committed staff who will provide each student with a quality education that instills zeal for lifelong learning and a passion for personal excellence.

### VISION

To be one of premier education centre in the Asian Region

### SHARED VALUES

- Continuous Improvement
- Persistence for Excellence
- Business Integrity
- People Oriented

### OUR SERVICE GUARANTEES

- The courses we offer is to ensure that it benefit the students in utilizing the knowledge gained from their course of study in their work, career development and social life.
- Our courses are of high academic quality, approved by the Singapore Ministry of Education.
- Certificates will be awarded to students for the respective course subject upon successful completion in accordance with the guideline and rules applicable to each course.
- Careful selection of course content ensures that our students have a qualification that is practical and can be used to enhance and develop their career.
- Students are accepted only if they satisfy entry requirements of our courses.
- Our teachers have the required experience, qualifications and competency to conduct the courses and they are registered with MOE.
- All courses shall commence on the scheduled date, in the event of a delay; a notice would be given 7 days before commencement date. The fresh commencement date would not exceed 21 days from the previous date.
- A clear refund policy as stated in the Case Approved student contract is strictly followed.
- We shall provide a conducive learning environment with the necessary support staff
- **Confidentiality** - Student's personal information and undertakes are solely for the purpose of completing course submission and will be keep in strict confident. Student's particulars are solely for the purposes of completing course submission.

## OUR COMMITMENTS

We are managed by a group of dynamic and qualified staff that are committed to providing quality education and training in Singapore. Our team of lectures and trainers are professionals with extensive experience in related fields and approved by MOE. We place strong emphasis on quality education programmes and seek to meet our students' learning needs.

## COURSES OFFERED

### COURSES AVAILABLE

#### English Courses

- ✓ English for Foreign Students- Basic
- ✓ English for Foreign Students- Intermediate
- ✓ English for Foreign Students- Advanced
- ✓ **PET**(Preliminary English Test)
- ✓ First Certificate in English
- ✓ Certificate in Advanced English
- ✓ Certificate of Proficiency in English
- ✓ Business English Certificate 1
- ✓ Business English Certificate 2
- ✓ Business English Certificate 3
- ✓ **IELTS** (International English Language Testing System)

#### Computer Courses

- ✓ Certificate in Ms-office
- ✓ Certificate in Oracle 8.0 and VB 6.0
- ✓ Certificate in C , C++
- ✓ Certificate in Java Programming
- ✓ Certificate in Oracle DBA
- ✓ Multimedia Technology

#### Tamil Courses

- ✓ Basic
- ✓ Intermediate
- ✓ Advanced

**PRE-REQUISITES AND REQUIREMENTS FOR VARIOUS COURSES**

<b>English</b>		
<b>Course Title</b>		<b>PRE-REQUISITES</b>
1	English for Foreign Students – Basic	Minimum Primary 6
2	English for Foreign Students – Intermediate	'O' Level Or Passed Basic English for foreign students
3	English for Foreign Students – Advanced	'O' Level or Passed Intermediate English for foreign students
4	PET(Preliminary English Test)	Minimum Primary 6
5	First Certificate in English	Minimum 'O' Level or Passed in Preliminary English Test
6	Certificate in Advanced English	Minimum 'O' Level or Passed First Certificate in English
7	Certificate of Proficiency in English	Passed in Certificate in Advanced English
8	Business English Certificate I	Minimum 'O' Level
9	Business English Certificate 2	Certificate in BE level 1
10	Business English Certificate 3	Certificate in BE level 2

<b>Tamil</b>		
<b>Course Title</b>		<b>PRE-REQUISITES</b>
1	Basic	No special requirements
2	Intermediate	Completed Basic Level – Tamil
3	Advanced	Completed Intermediate Level – Tamil

<b>Computer</b>		
<b>Course Title</b>		<b>PRE-REQUISITES</b>
1	Certificate in Ms-Office 2000	No special requirements
2	Certificate in Oracle 8.0 and VB 6.0	Completed Basic Computer
3	Certificate in C, C++	Completed any Programming Languages
4	Certificate in Java Programming	Completed any Programming Languages or C & C++
5	Certificate in Oracle DBA	Completed any Programming Languages or Basic Computer
6	Multimedia Technology	'O' Level or Diploma / Degree

## LEARNING ENVIRONMENT

### Our Facilities

Over here in PLCC we have a total of 2 classrooms. Each classroom can accommodate 30 Students at one time. There is also 1 administrative office.

Qualified, experienced and committed staff is employed to provide effective and efficient teaching methods. Our teachers are highly dedicated to assist the students in learning and appreciating English, Tamil & Computer Course.

### Teaching Staff

To ensure and maintain the quality of our teaching staff, we conduct academic staff evaluation exercises and review all feedback given by students. Our teaching staff is registered with the Singapore Ministry of Education.

Our Student to Teacher Ratio is 15:1

### The Management

1. CEO / Principal – Mrs. Pichaiyammal Palaniyandi
2. Director – Mr. Thiro Selvan P.T.

### Teaching Staff Details

S.No.	Name	Qualification
1.	Mr. Joe Moan (English)	M.A., B.Ed
2	Mrs. A. Kalaiyarasi (Tamil )	M.Phil., [Tamil]
3	Mrs. E. Rajathy (Computer)	B.Sc. Computer Science
4	Ms. C. Jothi (Computer)	M.A. B.Ed., M.Phil
5	Mr. S. Ragunath	M.Sc. IT
6	Mr. T. Thirunavukkarasu	M.Sc. IT
7	Mrs. S. Selvarani	M.Sc. IT

### Teaching Methodology

The conduct of the Courses uses a combination of lectures, audio-visual media, quizzes, discussions and exercises to allow for an overall teaching and learning approach.

PUNNIYA is dedicated to ensure that every Student who participates in the Course will understand, interact and enjoy the learning.

Students must attend the classes conducted and records will be kept. All Students must fulfil a 100% attendance record in order to sit for assessments and examinations.

## Enrolling and Learning in PUNNIYA

### CASE TRUST FOR EDUCATION

The Case Trust for Education accreditation scheme was launched by Consumers Association of Singapore (CASE) to endorse private schools that provide good student welfare and exhibit sound business practices. It is aimed at enhancing the confidence of students and their parents in the quality of education in Singapore.

Case Trusted schools are deemed to demonstrate trustworthiness and professionalism and have put in place proper systems and practices to look after the welfare and interest of the students.

Part of the accreditation requires schools to implement the Student Protection Scheme

More information on Case Trust can be found on the CASE website. [www.case.org.sg/](http://www.case.org.sg/)

### STUDENT PROTECTION

#### ❖ Student Protection Scheme (SPS)

Student to PUNNIYA can participate in the SPS which serves to protect the Student's fees in the event that PUNNIYA is unable to fulfil its obligations of conducting and completing the Course that the Student is enrolled.

All Foreign Students must sign up for the SPS, whereas Local Students can choose to participate in the SPS. PUNNIYA has taken up the Student Tuition Fee Account (Escrow) and the Student will have to pay the necessary fees.

#### ❖ Standard Student Contract

The Standard Student Contract is a legal document that ensures rights and conditions between the Student and PUNNIYA and it covers the following requirements:

- (a) Course details - including course title, pre-requisites, qualification awarded, course duration
- (b) Full details of all fees - tuition and non-tuition fees, additional fees and deposit
- (c) Participation in the Student Protection Scheme
- (d) Refund policies
- (e) Dispute resolution

All Foreign Students must enter into the Student Contract. For Local Students, the Student Contract looks after the interest of both parties, especially so if the Local Student chooses to participate in the SPS.

#### **CONFIDENTIALITY**

Student's personal information and undertakes are solely for the purpose of completing course submission and will be kept in strict confident. Student's particulars are solely for the purposes of completing course submission.

## COURSE APPLICATION, FEES, STUDENT PASS AND REFUND POLICIES

- ❖ **Course Application Form** - all information provided will be treated in strict confidence
  - Student completes the Application Form
- ❖ **Registration & Course Fees** - upon acceptance of the application, the needed Registration Fee and Payment requirements for the Course as given in the subject Course Brochure and Course Application Form  
**Schedule 2 of the Student Contract provides details of the Payment Schedule**
- ❖ **Conditional Letter of Offer and Student Pass Application for Foreign Students**
  - When Registration is accepted, Student receives a Conditional Letter of Offer from PUNNIYA. Student needs to apply for Student Pass and Travel Visa as necessary.
  - PUNNIYA will submit to Singapore ICA for the Student Pass. For rejected cases, appeal will be done.
  - Students should check with Agent or PUNNIYA Representative in their country on Student Pass status BEFORE travelling to Singapore.
  - Students to take note of Course Commencement Date and to arrive in time in Singapore.

### ❖ REFUND POLICIES

PUNNIYA practises the Refund Policy in line with the requirements of the Standard Student Contract endorsed by CASE.

- **COURSE APPLICATION DEPOSIT**

No Deposit is collected upon submission of the Course Application Form.

- **COURSE FEES AND ADDITIONAL FEES**

The Fees that a Student pays for a Course is clearly stated in the Subject Course Brochures, and the Student Contract. The Student can seek a refund on the basis of the Conditions for Refund (stated below).

## CONDITIONS FOR REFUND

### 1. PUNNIYA Obligations not met

Student can seek immediate withdrawal in the event of:

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

Under these circumstances, PUNNIYA will within 14 days upon receiving the Student's notice of withdrawal, refund to the Student 100% Course Fees and Additional Fees less any applicable charges payable or paid under the Student Protection Scheme.

## 2. Student seeks transfer or withdrawal from the Course

When a Student decides to withdraw from the Course not because of PUNNIYA not meeting the obligation as stated in paragraph 1 above, then PUNNIYA will within 14 days of receiving the notice of withdrawal consider the refund of the Course Fees and Additional Fees according to the Table below.

% of the aggregate amount of the Course Fees and Additional Fees paid	If Student's written notice of withdrawal is received
75%	More than 14 days before the Commencement Date
50%	Before, but not more than 14 days before the Commencement Date
30%	After, but not more than 7 days after the Commencement Date
15%	More than 7 days after the Commencement Date, but not more than 30 days after the Commencement Date
0%	More than 30 days after the Commencement Date

A Student, who transfers from the Course to another Course in PUNNIYA, will be deemed to have withdrawn from the Course and the refund applicable is given in the Table above; unless otherwise agreed between PUNNIYA and the Student.

A Student who withdraws from PUNNIYA to take up a course in another place of learning will be interviewed to provide such information as to help the Student decide that the external transfer is in the Student's best interest.

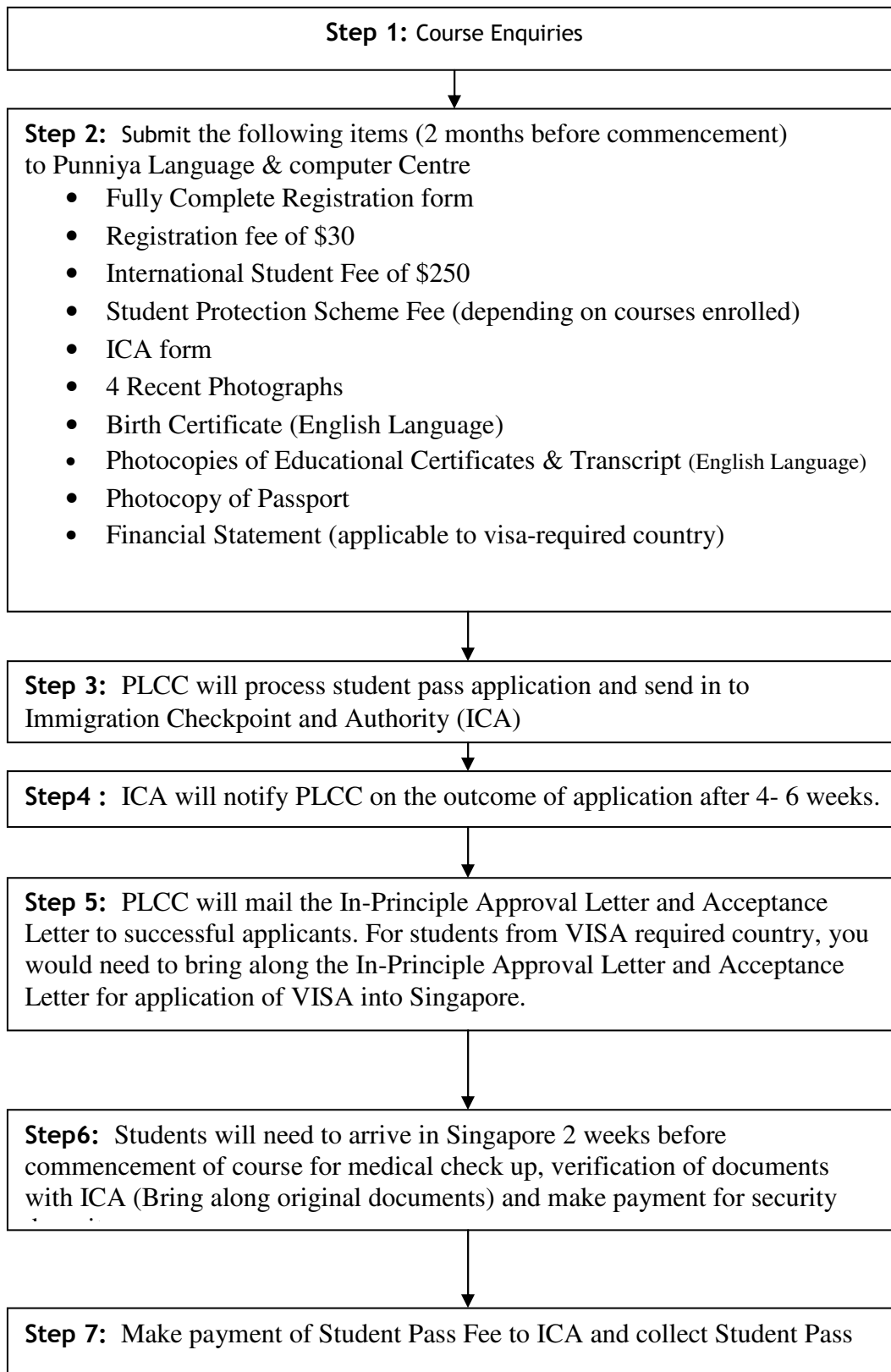
In all withdrawal and transfer cases for Foreign Students, PUNNIYA will submit the necessary information and documents to ICA for necessary updates or cancellation of the Student Pass.

## 3. Student seeks deferment of study

All deferment requests will be looked into and provisions will be made for the Student to enrol at a later date. For Foreign Students, such deferment is not allowed and ICA will be informed on matters regarding the Student Pass.

Refunds of the Course Fees and Additional Fees for deferment cases are subject to the same conditions of course withdrawals as given in the Table in paragraph 2 above; unless otherwise agreed between PUNNIYA and the Student.

## STUDENT PASS APPLICATION PROCEDURES



## STUDENT PASS FOR INTERNATIONAL STUDENTS

### Student's Pass Application

Potential candidates are to submit the following documents to PLCC 2 months before course commencement:

1. 2 copies of Form 16, Form V39S & Form V36 (completed and signed by relevant parties)
2. 2 recent passport sized photographs (colour/ black and white)
3. Your original birth certificate (photocopy)
4. Your certified/ notarized copies of highest educational certificates and results transcripts, if applicable
5. Personal particular pages of your travel document (photocopy)
6. Local sponsor's identity card (photocopy), if applicable
7. 1 copy of Form V36A duly completed and signed by the school or an original copy of Letter of Acceptance from the school addressed to ICA
8. Documentary proof of financial means (e.g. bank statements) if you require an entry visa to Singapore

Additional documents are also required if one of your parents/ step parents is a Singapore Citizen/ Permanent Resident. You will need the following documents:

1. Parent's/ Step Parent's official marriage certificate/ divorce certificate and your custody papers, where applicable (photocopy)
2. Parent's/ Step Parent's highest educational certificate (photocopy)
3. Parent's/ Step Parent's letter of employment or copy of Business Registration certificate if parent is self- employed
4. Parent's/ Step Parent's monthly CPF contribution for the past 12 months
5. Parent's/ Step Parent's Income Tax Assessment Notices for the past 3 years (photocopy)

Additional documents are also required if you are married to a Singaporean citizen or a Singapore PR

1. Spouse's official marriage certificate/ divorce certificate where Applicable (photocopy)
2. Spouse's highest educational certificates (photocopy)
3. Spouse's letter of employment or copy of Business Registration certificate if applicant's spouse is self-employed
4. Spouse's monthly CPF contribution for the past 12 months
5. Spouse's Income Tax Assessment Notices for the past 3 years (photocopy)

The normal processing time for a new application is about 4 – 6 weeks. ICA will notify PLCC on the outcome of the application by post.

### **Student Pass Renewal**

If you need to renew your Student's Pass in order to continue the same course, you have to submit your renewal application two weeks before the expiry of your current Student's Pass. You will need the following documents:

- i. 2 copies of Form 16 and Form V39S (duly completed and signed by relevant parties and if applicable) and Form 39Q (if applicable)
- ii. Your travel document, Student's Pass card, visit pass
- iii. Local Sponsor's identity card, if applicable
- iv. 1 copy of Form V36A (signed and completed by the school) or School's

Letter of Acceptance

### **Change of Schools/ Course of Study**

If you want to apply for a new Student's Pass to take up a different course or study in a different school, you will need to submit your application at least four weeks before the start of your new course or at your new school.

You will need the following documents:

- i. 2 copies of Form 16 and Form V39S (duly completed and signed by relevant parties)
- ii. Your travel document, Student's Pass card
- iii. Local Sponsor's IC
- iv. 1 copy of Form V36A (signed and completed by the school)

### **End of Course**

International students should surrender their Student's Passes for cancellation within 7 days from the date of cessation or termination or completion of their study. The following documents are to be produced:

- a. A letter from the student/local sponsor about the cancellation of the Student's Pass;
- b. Confirmed ticket;
- c. Applicant's valid travel document;
- d. Disembarkation/Embarkation Card;
- e. Student's Pass.

### **Medical Check-up**

- International Students receive original Approved-in-Principle Letter from ICA and proceed for Medical Screening at a clinic. Estimated cost of S\$50 to be paid by the International Student.
- Obtain the Medical Report and submit to ICA to exchange for the Student Pass.
- Requires about 3 -5 working days for the whole process.

**Payment and Collection**

You are required to collect your Student's Pass in person at the Visitor Services Centre of the ICA with your original documents. The fee is \$40 per year, additional \$20 if you need a visa to enter Singapore.

**Security Deposit**

Where applicable, a security deposit may be required from the local sponsor upon approval of the application. The security deposit is not required from the applicant, unless otherwise stated. The amount of security deposit can be seen in the table below:

<b>COUNTRIES</b>	<b>AMOUNT</b>
Malaysia & Brunei	Nil
Indonesia, Philippines and Thailand, Bangladesh and Myanmar	S\$1000
China, India	S\$5000
Others	S\$1500

**Compliance with Student's Pass Requirement**

- a. You, your education institution and your local sponsor shall comply with the provisions as stated in the Immigration Act and Regulations or any other law and regulations in force in Singapore, and the conditions and requirements as stated in in-principal approval letter and Security Board.
- b. Your education institution undertakes the responsibility to monitor your attendance and performance constantly. You and your school shall ensure that your percentage of attendance is not less than 90% in any month of the course without any valid reason and you have not failed to attend classes for a continuous period of 7 days or more without any valid reason
- c. You shall not engage in any form of employment paid or unpaid, or in any business, profession or occupation in Singapore during the validity of your Student's Pass.
- d. You shall not enter or be retained as a student in any other school (s) or course(s) other than indicated on the Student's Pass.
- e. You shall surrender your Student's Pass for cancellation within 7 days of the date of cessation or termination of your studies.

## STUDENT SERVICES AND SUPPORT PROGRAMME

### ❖ Student Pass Application

- Assistance will be given to Foreign Students to apply for the Student Pass with ICA.

### ❖ Accommodation assistance

- Assistance will be provided to Foreign Students with contacts to housing agents
- Foreign Students will take up direct dealings with the housing agents to find suitable accommodation

### ❖ Setting up of Bank Account

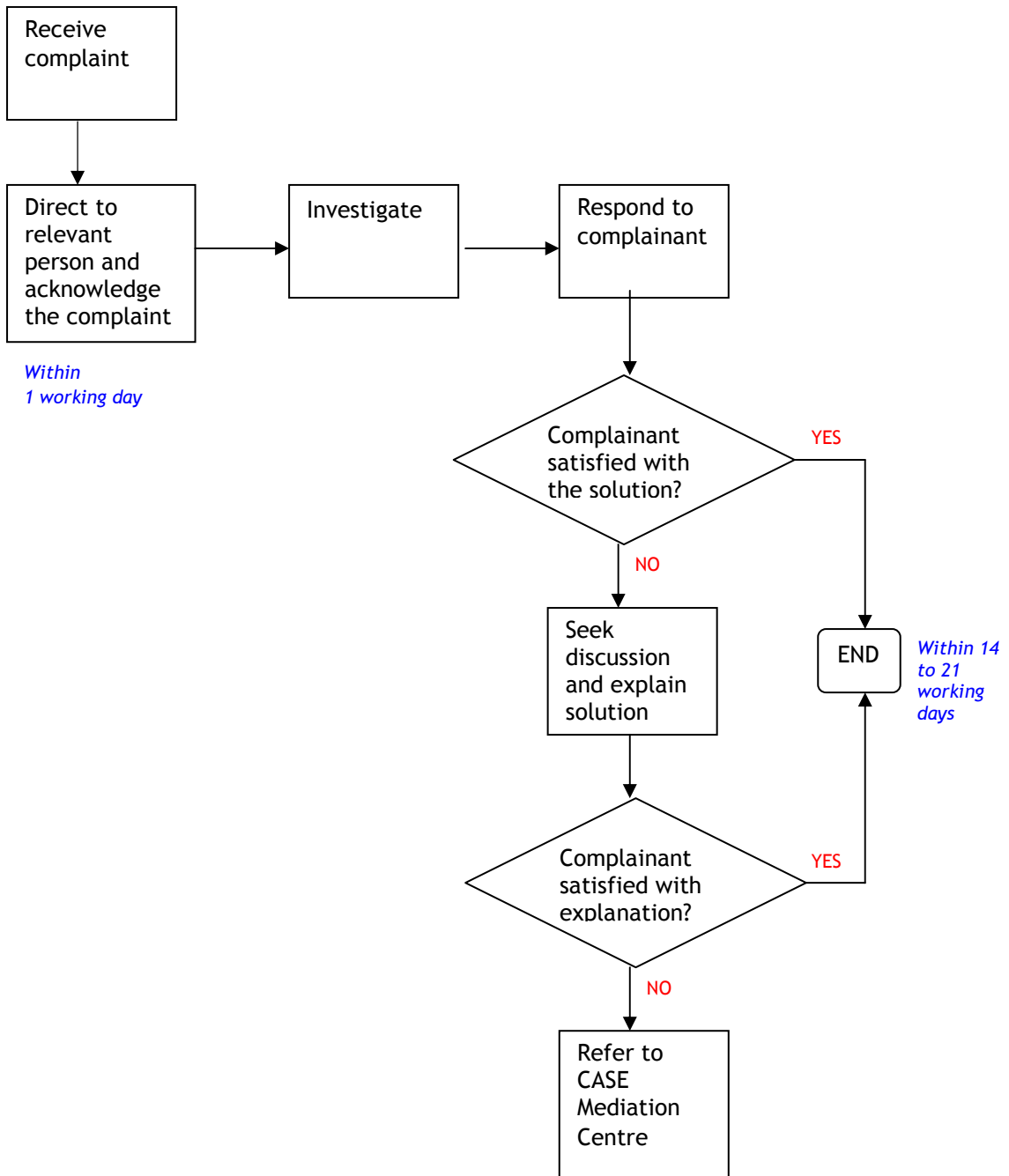
- Different requirements by the banks
- Provide passport and Student Pass for identification
- Passport needed to cash Travellers' Cheque.
- Receive money from Parents in terms of bank drafts and these can be deposited in the Student's Account and drawn in 1 to 2 working days.

### ❖ Orientation for all Students

- A comprehensive Orientation Programme will be conducted to introduce all Students of PUNNIYA to the Course and the administration facilities
- The Orientation Programme will cover:
  - *PUNNIYA Mission, Vision and Values*
  - *Student Protection Scheme*
  - *Student Contract*
  - *Student Handbook details*
  - *Students' Code of Conduct - including dress code, class attendance, behaviour, leave of absence, restrictions of working under the Student Pass*
  - *Grievance Procedure*
  - *The requirements of the Course - course work etc.*
  - *Examinations regulations*
  - *Student Services - including welfare and counselling services*
  - *PUNNIYA Policies on Payment - refund, transfer, withdrawal*
  - *Contact Numbers of Key Staff, useful contact details, feedback channel*

## GRIEVANCE PROCEDURE

- PUNNIYA Complaints Resolution Process is given below



# LOCATION MAP

