

# STUDENT HANDBOOK

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## 1. AN INVITATION TO MARITIME STUDENTS

Dear Students,

A very warm welcome to Wavelink Maritime Institute.

As a Student, you would be wondering how Wavelink Maritime Institute would be able to provide the necessary education and training in your personal objective of achieving a wonderful and rewarding career in the seafaring community. Please allow me to briefly introduce to you Wavelink Maritime Institute (WMI).

WMI is a partner of SMOU and NTUC. We are a premier and professional organization dedicated to providing quality maritime education, training and consultancy services for both the local and international maritime community.

Wavelink Maritime Institute was incorporated with the main thrust of providing relevant, cost effective, with a focus of excellence in service to the maritime and shipping industry. The company is well geared to meet the ever changing needs of the maritime industry with its pool of professional and well qualified staff.

I invite you to explore WMI's Website ([www.wavelink.edu.sg](http://www.wavelink.edu.sg)) as well as go through this Handbook. You would find important and relevant information on our Commitment, Refund Policies, Course Fees details etc.

Mr Anthony Loh  
Head, Admin Department,  
Wavelink Maritime Institute

## 2. VISION, MISSION & CORE VALUES

*As per WMI QAM V2.0, sub criterion 1.1 – Vision, Mission and Core Values*

### VISION STATEMENT

To be the preferred world-class education and training institution for the maritime industries.

### MISSION STATEMENT

To enable members of the maritime industry to realize their potential through the delivery of high quality and cost-effective courses and programme.

### QUALITY POLICY

WMI's Quality Policy is as follows:

#### QUALITY POLICY

At WMI, quality is everyone's responsibility. We take pride in our work and emphasise on problem prevention rather than correction. We are committed to comply with the requirements of our customers, and to continually improve our service quality based on feedback and established benchmarks.

Our Quality Assurance Manual (QAM) Version 2.0 is fully compliant with ISO 9001. All WMI staff must comply with the QAM V2.0 and strive to continuously improve our quality process in the most competitive and effective manner.

### CORE VALUES

#### Professionalism

We uphold the highest standards of excellence.

#### Innovation

We constantly pursue new ideas and creative solutions.

#### Loyalty

We are committed to grow with the organization.

#### Integrity

We earn & uphold the trust and confidence of others in us.

#### Team Spirit

We work as a team to achieve common goals.

#### Caring and Sharing

We adopt a philosophy of caring and sharing with one another.

### 3. CONFIDENTIALITY AND SECURITY POLICY

*As per WMI QAM V2.0, sub sub-criterion 2.5.1 – Data and Information Management*

- a) This Confidentiality and Security Policy applies to all data kept by the WMI, including but not limited to:
  - i) Course assessment materials and results
  - ii) Personal data of student
- b) All course assessment materials and results shall be handled as per *WMI QAM V2.0, sub criterion 5.5 – Student Assessment*.
- c) All student information collected shall be handled, maintained and secured as per the PDPA requirement and NTUC's PDPA policy. The confidential policy (i.e. NTUC PDPA Clause) should be printed on all relevant forms whenever students provide personal data or information to WMI. Reference may be drawn to NTUC's PDPA policy, which is available online.
- d) WMI staff's responsibilities and code of conduct in handling information shall be specified in the Staff Confidentiality Agreement with WMI.
- e) Back-up data is carried out during regular back-up process of the company's server.
- f) Access to the system is limited to staff with user ID and password.
- g) In the event that WMI intends to use data provided for other purposes beyond the original intent of data collection, WMI must seek written permission from the students and / or staff before using the data, unless requested by government agencies.

#### 4. COURSE FEES

As per WMI QAM V2.0, sub sub-criterion 4.1.2 – Fee Payable and Receipt

#### Certificate in Nautical Studies (Pre Sea Deck Cadet Training Program)

Fees Breakdown	Total Payable
<b><u>Administrative and Student Support</u></b>	
Selection & Course Administration	\$ 350.00
Uniform – Standard Set*	\$ 150.00
<b><u>Subjects</u></b>	
Ocean Navigation	\$1,981.83
Coastal Navigation	\$1,362.51
Collision Regulations	\$ 990.92
Meteorology	\$ 743.19
Electronic Navigational Aids	\$1,114.78
Ship Construction and Stability	\$1,362.51
MLC 2006 Awareness Program	\$ 123.86
Maritime English	\$ 743.19
Legislative Requirements	\$ 495.45
Seamanship	\$1,238.65
Personal Safety & Shipboard Emergencies	\$ 743.19
Mathematics	\$ 990.92
<b><u>Total Course Fee</u></b>	
Certificate in Nautical Studies (Pre Sea Deck Cadet Training Program)	<b>\$12,391.00</b>
<b><u>Course Fee Grants</u> (Applicable only for selected Singaporeans and PR)#</b>	
SkillsFuture Singapore (not inclusive of GST)	\$9,912.80
Singapore Maritime Officers' Union (not inclusive of GST)	\$1,239.10
Course Fee Payable by Student After Course Fee Grants	\$1,239.10
7% GST based on Course Fees before Grants	\$ 867.37
Fee Protection Scheme Premium Payable by Student (based on \$1,239.10)	\$ 15.49
7% GST of Fee Protection Scheme Premium	\$ 1.08
<b>Total Amount Payable by Student</b>	<b>\$2,123.04</b>
Number of Instalments	1

\* Standard set of Uniform consists of: 2 White Shirt, 1 Black Pants, 1 Belt, 1 Boiler Suit, 1 Pair of Safety Shoes, 1 Name Tag and 2 Pairs of Epaulette (Rank of Deck Cadet or Engineering Cadet)

# In the event where a Student receiving any Course Fee Grant withdraws or defaults, WMI may, under the approval of relevant parties, seek to exercise the recovery of any course fee applicable.

**Note:**

- Fees are correct at time of printing.
- Fee sponsorships are NOT applicable to International Students.

### Certificate in Marine Engineering (Pre-Sea Marine Engineering Programme)

Fees Breakdown	Total Payable
<b><u>Administrative and Student Support</u></b>	
Selection & Course Administration	\$ 350.00
Uniform – Standard Set*	\$ 150.00
<b><u>Modules</u></b>	
Engine Room Simulator I	\$ 736.28
Instrumentation	\$ 589.03
Marine Engineering I	\$1,295.86
Marine Engineering II	\$1,413.66
Internal & External Communications	\$ 88.35
Electrotechnology I	\$ 662.65
Basic Workshop Practice I	\$2,050.00
Engineering Drawing	\$ 441.77
Basic Workshop Practice II	\$ 950.00
Ship Stability	\$ 706.83
Maritime Legislation I	\$ 294.51
Engineering Mechanics	\$1,619.82
Industrial Chemistry	\$ 662.65
Maritime English	\$ 589.03
Engineering Mathematics	\$1,472.56
<b><u>Total Course Fee</u></b>	
Certificate in Marine Engineering (Pre-Sea Marine Engineering Programme)	<b>\$14,073.00</b>
<b><u>Course Fee Grants (Applicable only for selected Singaporeans and PR)#</u></b>	
SkillsFuture Singapore (not inclusive of GST)	\$11,258.40
Singapore Maritime Officers' Union (not inclusive of GST)	\$ 1,407.30
Course Fee Payable by Student After Course Fee Grants	\$ 1,407.30
7% GST based on Course Fees before Grants	\$ 985.11
Fee Protection Scheme Premium Payable by Student (based on \$1,407.30)	\$ 17.59
7% GST of Fee Protection Scheme Premium	\$ 1.23
<b>Total Amount Payable by Student</b>	<b>\$ 2,411.23</b>
Number of Instalments	1

\* Standard set of Uniform consists of: 2 White Shirt, 1 Black Pants, 1 Belt, 1 Boiler Suit, 1 Pair of Safety Shoes, 1 Name Tag and 2 Pairs of Epaulette (Rank of Deck Cadet or Engineering Cadet)

# In the event where a Student receiving any Course Fee Grant withdraws or defaults, WMI may, under the approval of relevant parties, seek to exercise the recovery of any course fee applicable.

**Note:**

- Fees are correct at time of printing.
- Fee sponsorships are NOT applicable to International Students.

**Certificate in Marine Engineering (Certificate of Competency Class 5  
Marine Engineer Officer) Preparatory Course**

Fees Breakdown	Total Payable
<b><u>Administrative and Student Support</u></b> Selection & Course Administration	\$ 350.00
<b><u>Modules</u></b> Internal Combustion Engines and Boilers Auxiliary Machinery Engine Room Simulator II Engine Room Watchkeeping, Safety and Emergency Procedures Integrated Control Electrotechnology II Interpretation of Shipboard Drawings Ship Powering and Construction Maritime Legislation II Engineering Thermodynamics	\$1,270.66 \$1,270.66 \$1,016.53 \$ 271.07 \$1,524.79 \$1,778.92 \$1,270.66 \$1,016.53 \$ 254.13 \$2,033.05
<b><u>Total Course Fee</u></b> Certificate in Marine Engineering (Certificate of Competency Class 5 Marine Engineer Officer) Preparatory Course	<b>\$12,057.00</b>
<b><u>Course Fee Grants (Applicable only for selected Singaporeans and PR)#</u></b> Maritime Port Authority of Singapore (not inclusive of GST) SkillsFuture Singapore (not inclusive of GST) Singapore Maritime Officers' Union (not inclusive of GST)	\$ 8,439.90 \$ 1,205.70 \$ 1,205.70
Course Fee Payable by Student After Course Fee Grants	\$ 1,205.70
7% GST based on Course Fees before Grants	\$ 843.99
Fee Protection Scheme Premium Payable by Student (based on \$1,205.70)	\$ 15.07
7% GST of Fee Protection Scheme Premium	\$ 1.05
<b>Total Amount Payable by Student</b>	<b>\$ 2,065.81</b>
Number of Instalments	1

# In the event where a Student receiving any Course Fee Grant withdraws or defaults, WMI may, under the approval of relevant parties, seek to exercise the recovery of any course fee applicable.

**Note:**

- Fees are correct at time of printing.
- Fee sponsorships are NOT applicable to International Students.



## 5. MISCELLANEOUS FEE

*As per WMI QAM V2.0, sub sub-criterion 4.1.2 – Fee Payable and Receipt*

Fees Breakdown	Total Payable
Re-Examination Fee (1 <sup>st</sup> Attempt)	\$50.00*
Re-Examination Fee (2 <sup>nd</sup> Attempt onwards)	\$100.00*
Replacement of Certificate or Transcript	\$21.40*
Appeal Fee for Examination Result	\$53.50*
Banker's Guarantee for 6 or 9 Months	est. \$200.00 to \$300.00
International Student's Airport Pick-up and Related Arrangements	est. \$300.00
<u>Distance Learning Programme (Phase 2) Material Fee</u>	\$269.28*
Only for: Certificate in Nautical Studies (Pre Sea Deck Cadet Training Program)	
<u>Distance Learning Programme (Phase 2) Material Fee</u>	\$374.00*
Only for: Certificate in Marine Engineering (Pre-Sea Marine Engineering Programme)	
<u>Circuit Board and Project Work Components</u>	est. \$120.00
Only for: Certificate in Marine Engineering (Certificate of Competency Class 5 Marine Engineer Officer) Preparatory Course	
Additional Cadet Uniform (per piece)	Estimated Price
White Shirt	\$18.00 - \$24.00
Black Pants	\$16.00 - \$19.00
Belt	\$3.00 - \$4.00
Boiler Suit	\$21.00 - \$26.00
Safety Shoes	\$58.00 - \$70.00
Name Tag	\$3.00 - \$4.00
Deck / Engineering Cadet Epaulette	\$6.00 - \$8.00

\* Amount includes 7% GST

Miscellaneous Fee refers to any non-compulsory fees which the students pay only when applicable. Such fees are normally collected by the PEI when the need arises.

## 6. FEE PROTECTION SCHEME (FPS)

*As per WMI QAM V2.0, sub criterion 4.1 – Fee Protection Scheme*

**Policy Number: FPS027Y16**

**Validity Period: 17 December 2019 to 31 December 2021**

**Renewed Period: 1 January 2022 to 31 December 2023**

Wavelink Maritime Institute (WMI) has put in place the Fee Protection Scheme that ensures the unconsumed course fees paid by students are insured. This is as per *WMI QAM V2.0, Criterion 4 – Student Protection and Support Services*.

The Fee Protection Scheme protects against the loss of paid course fees deemed un-utilised arising from the following events:

- a) Insolvency of the school
- b) Regulatory Closure of the school
- c) Direction issued by the Committee for Private Education (CPE).

As per EduTrust Fee Protection Scheme Instruction Manual, the following fees are exempted from FPS, if collected:

- a) Course application fee
- b) Prevailing Good and Services Tax (GST)
- c) Miscellaneous fees
- d) FPS insurance premium
- e) Examination fees collected than 2 months before examination date.

WMI has appointed Liberty Insurance Pte Ltd, a CPE-appointed service provider, for the Insurance Protection Scheme.

WMI has entered into a master insurance agreement between CPE and Liberty Insurance Pte Ltd (the “Master Insurance Agreement”) for the purpose of insuring, among other things, the students. This Master Insurance Agreement sets out, among other things, the events under which students are indemnified for their course fee paid to WMI. The Insurance Protection Scheme applies to all courses with course duration of more than one month or 50 hours.

For more information on Protection of Course Fees, please refer to official website:

[https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/protection-of-course-fees](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/protection-of-course-fees)

## 7. MEDICAL INSURANCE COVERAGE

*As per WMI QAM V2.0, sub sub-criterion 4.5 – Student Support Services*

To ensure that students are protected against the risk of hefty medical expenses, it is mandatory for all full-time international students to purchase medical insurance coverage during their course duration. The insurance should cover hospitalization and related medical treatment expenses. Students may refer to our Operations Executive or Recruitment Agent for more information on premium payable for medical insurance coverage.

The mandatory medical insurance purchase described above does not apply to students studying on a part-time basis or those taking courses that are no more than one month or 50 hours in duration.

## 8. TRANSFER, WITHDRAWAL AND DEFERMENT

*As per WMI QAM V2.0, sub criterion 4.4 – Course Transfer, Withdrawal and Deferment*

General Provisions:

- a) Students are allowed, although it is not encouraged, to request for a transfer, withdrawal or deferment from the course they have enrolled into. The Student is to submit the application of Transfer, Withdrawal or Deferment in writing to the Course Manager. The application should clearly state the reason of the application (e.g. medically unfit or change in Student's Pass status etc), together with any other supporting documents where applicable. For Deferment, the student has to indicate the intended date of deferment.
- b) Definition of transfer, withdrawal and deferment are as below:
  - i) **Transfer:** Student changes the course of study, but remains as a student of WMI.
  - ii) **Withdrawal:** Student discontinues all courses with WMI.
  - iii) **Deferment:** Student delays or postpones the same course or module. Where the student request to join a new course / module, it will be deemed as a new application.
- c) This policy shall only apply to transfer / withdrawal / deferment requests submitted after signing the Student Contract and / or upon WMI course confirmation.
- d) Refunds arising from such cases of transfer / withdrawal / deferment shall be handled as per *WMI QAM V2.0, sub criterion 4.3 – Refund*.
- e) The maximum processing time shall not exceed 4 weeks from the point of student's request to informing student of the outcome in writing.

- f) Where there is any change to the status of the student's Pass, the Immigration & Checkpoints Authority of Singapore shall be informed in a timely manner.
- g) Upon approval of transfer or deferment, the existing contract shall cease effect immediately and a new contract shall be executed as per *WMI QAM V2.0, sub criterion 4.2 – Student Contract*.
- h) If the student is under 18 years of age, parent's / legal guardian's written consent must be obtained prior to processing any transfer, withdrawal and deferment request.
- i) Any appeal / dispute shall be handled in accordance to *WMI QAM V2.0, sub sub-criterion 2.6.1 – Feedback Management*.

Course Transfer by Student:

- a) Unless otherwise approved by WMI Top Management, the withdrawal of the existing course shall not be due to:
  - i) The student is expelled on disciplinary basis
  - ii) Loss of Student's Pass Status during the course of study
  - iii) Student is declared bankrupted during the course of study
- b) The Course Manager shall assess the application and the student may be interviewed or counselled. Recommendation will be made to the Academic Board, for approval. The Operations Executive will inform the student of the outcome within 3 working days.
- c) For successful Transfer applications, the student's admission to the new course will be as per the WMI's Selection and Admission processes. The Operations Executive shall prepare a new PEI-Student Contract for the student.
- d) In principle, the transfer student shall join the new course with the immediate next cohort. However, with approval by WMI Management and Academic Board, the transfer student may join the current cohort.
- e) The Operations Executive shall coordinate with FPS service providers for any refund, as per WMI's Refund Policy and CPE's requirements.

Course Withdrawal by Student:

- a) Student submits application of Withdrawal in writing to the Course Manager. The application should clearly state the reason of the application (e.g. medically unfit or change in Student's Pass status etc). The student may submit any other supporting documents where applicable.
- b) The Course Manager shall assess the application and the student may be interviewed or counselled. Recommendation will be made to the Academic Board, for approval. The Operations Executive will inform the student of the outcome within 3 working days.

Course Deferment by Student:

- a) Unless otherwise approved by WMI Top Management, the deferment shall not be due to:
  - i) The student is expelled on disciplinary basis
  - ii) Loss of Student's Pass Status during the course of study
  - iii) Student is declared bankrupted during the course of study
- b) The Course Manager shall assess the application and the student may be interviewed or counselled. Recommendation will be made to the Academic Board, for approval. The Operations Executive will inform the student of the outcome within 3 working days.
- c) For successful Deferment applications, the Operations Executive shall prepare a new PEI-Student Contract for the student.
- d) In any case, the maximum processing time shall not exceed 4 weeks from the point of student's request to informing student of the outcome in writing.
- e) The Operations Executive shall inform ICA of any change in students' status that may affect the student's pass as per CPE's requirements and other relevant government agencies as required.

Course Cancellation by WMI:

- a) The Operations Executive shall inform the students of the cancellation within (3) three working days. From the date of notification, the student is entitled to immediate withdrawal, transfer, or deferment to another course.

## 9. REFUND POLICY

*As per WMI QAM V2.0, sub sub-criterion 4.3.1 – Refund*

Refund for Withdrawal Due to Non-Delivery of Course:

- a) The student is deemed to have a contractual relationship with WMI upon signing the Student Contract.
- b) The course is deemed as “Non-delivery”, if
  - i) It does not commence the Course on the Course Commencement Date;
  - ii) It terminates the Course before the Course Commencement Date;
  - iii) It does not complete the Course by the Course Completion Date;
  - iv) It terminates the Course before the Course Completion Date;
  - v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A (of the PEI-Student Contract) within any stipulated timeline set by CPE;
  - vi) The Student’s Pass application is rejected by Immigration and Checkpoints Authority (ICA).
- c) 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 7 working days of the above notice.
- d) In cases of withdrawal, the Operations Executive shall explain the withdrawal procedures and computation of the refund amount for withdrawal.
- e) The Course Manager shall review and approve the student’s withdrawal application.

Refund for Withdrawal Due to Other Reasons:

- a) If the student withdraws from the course for any reason other than those stated in the PEI-Student Contract, Clause 2.1 – Refund for Withdrawal Due to Non-Delivery of Course, the Operations Executive shall, within 7 working days of receiving the student’s written notice of withdrawal, refund to the student an amount based on the table in Schedule D of the PEI-Student Contract.
- b) In cases of withdrawal, the Operations Executive shall explain the withdrawal procedures and computation of the refund amount for withdrawal.
- c) The Course Manager shall review and approve the student’s withdrawal application.

Refund for Withdrawal During Cooling-Off Period:

- a) WMI will provide the student with a cooling-off period of 7 working days after the date that the PEI-Student Contract has been signed by both parties.
- b) In cases of withdrawal, the student needs to submit a written notice of withdrawal to the Operations Executive. The Operations Executive shall explain the withdrawal procedures and computation of the refund amount for withdrawal.
- c) The Course Manager shall review and approve the student's withdrawal application.

**Schedule D of PEI-Student Contract.**

Percentage of the amount of fees paid under Schedules B and C	If Student's written notice of withdrawal is received:
100%	Within 7 working days of Cooling Off Period regardless if Course has Commenced or not
80%	more than fourteen (14) days prior to the Course Commencement Date
50%	prior, but not more than fourteen (14) days prior to the Course Commencement Date
30%	after, but not more than fourteen (14) days after the Course Commencement Date
0%	more than fourteen (14) days after the Course Commencement Date

## 10. STUDENT'S COMPLAINT / GRIEVANCE HANDLING PROCEDURE

*As per WMI QAM V2.0, sub sub-criterion 2.6.1 – Feedback Management*

- a) Student's complaints / grievances must be made in writing, through letters, feedback forms, emails or online feedback forms. Where complaints / grievances are raised through other means e.g. phone calls, meetings etc, such complaints / grievances must be recorded by WMI staff and acknowledged by students. This is to avoid misunderstanding of the complaint / grievance matter.
- b) It is important that the student includes the following items in the complaint:
  - i) Complaint / Grievance Letter
  - ii) Student's Name
  - iii) Student ID / Student's Pass Number
  - iv) Description of Complaint / Grievance
  - v) Redress Sought by the Student.
- c) Students' complaints / grievances can be raised to any WMI full-time staff and to be brought up to the respective liaison officer and / or Programme Manager. Similarly, Student having any dispute or grievance can bring to the attention of WMI MR, who will then investigate.
- d) The Student may be interviewed for further clarification.
- e) The respective Liaison Officer or Course Manager shall acknowledge the student's complaints / grievances in writing no later than 3 working days.
- f) The respective Liaison Officer or Course Manager shall investigate, the outcome of the investigation and proposed resolution, if applicable, shall be communicated in writing to the students as soon as possible (in any event, no later than 7 seven working days). If the student is satisfied with the proposed resolution, no further action will be pursued except to record and file the complaint / grievance and resolution.
- g) If the student is not satisfied with the proposed resolution, the complaint / grievance will be referred to the General Manager who will review the case and offer a second proposed resolution. All these proceedings would be completed within 14 fourteen working days and student is kept informed of the status.
- h) If the student still refuses to accept the second proposed resolution and before the maximum of (21) twenty-one working days, WMI will propose that the matter shall be resolved using the Dispute Resolution Scheme of the Committee for Private Education. This Dispute Resolution Scheme may, where appropriate, involve the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) as the mediation centres.



**11. STUDENT'S COMPLAINT / GRIEVANCE FORM**

To: WMI Student Counselling Officer

Name of Student: \_\_\_\_\_

NRIC / Student Admission Number: \_\_\_\_\_

Student's Complaint / Grievance – Description

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Redress Sought by the Student

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Remarks

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\_\_\_\_\_  
(Student's Signature)

\_\_\_\_\_  
(Date)

## 12. EXAMINATION APPEAL PROCESS

*As per WMI QAM V2.0, sub sub-criterion 5.5.1 – Student Assessment*

- a) The Appeal procedures must be fair, without compromising the integrity of examination process and grading standard.
- b) The appeal procedures shall be clearly communicated to all students.
- c) After receiving the result slip, students who have doubts in the results may submit a written request for a marking review within 14 days. Upon receiving the request, WMI shall appoint a different marker to review the marking. Any variation shall be reported to the Course Manager and approved by Examination Board. In any case, the result of marking review shall be released no more than 4 weeks after receiving the request for review. A marking review fee is chargeable to student account to cover the additional cost of marking review.

## 13. DISPUTE RESOLUTION

*As per WMI QAM V2.0, sub sub-criterion 2.6.1 – Feedback Management*

- a) Student having any dispute or grievance should bring to the attention of the respective Liaison Officer, Course Manager and / or WMI MR who will investigate.
- b) WMI endeavours to resolve the issue (dispute, grievance, appeals etc) within 14 working days.
- c) Unresolved or difficult issues shall be brought to the attention of Management (GM).
- d) Where there are other parties involved, proper and relevant information shall be provided to them in a timely manner. Where other parties' decision is required, consultation and documentation should be properly done.
- e) In all cases, the dispute or grievance issue will be handled in accordance to CPE's and relevant government agencies' requirement and regulations. The two mediation centres are Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).
- f) This policy also applies to appeal cases for retention, suspension, expulsion, award etc.

## **14. RULES AND REGULATIONS**

WMI is committed to the education and the highest ethical and professional standards of conduct being part of our mission in providing a quality-learning environment.

To achieve this goal, WMI depends on student's ethical behaviour and integrity, respect for each individual's rights and accountability for his or her actions.

The following terms, rules and clauses are laid down to ensure that the students taking up any studies with WMI shall adhere to the rules:

## **15. CODE OF CONDUCT**

- a) I understand the Conditions or Obligations that applies to a Student Pass Holder and I shall not breach any of the Student Pass requirements.
- b) I shall not disclose course syllabus, course notes or any material and information related to the education and / or training without seeking the permission of WMI.
- c) I shall not violate any code of conduct / student discipline rules or policies of WMI.
- d) I shall not wilfully disrupt any teaching, study, assessment or other activities of the administration of WMI.
- e) I shall not wilfully damage or wrongfully deal or steal any property under the control of the WMI or associated training premises of WMI; any property on the premises; or property on a location where a student is present under the auspices of WMI.
- f) I shall not seek unauthorised entry into, unauthorised use of, misuse of, or unauthorised behaviour such as smoking or consuming any alcoholic drinks within the dormitory or training premises.
- g) I shall not disobey, without reasonable cause, any instruction of an employee of WMI including failing to leave any premise / building or part of a premise / building when directed to do so.
- h) I shall not withhold relevant information or furnish false or misleading information for purposes connected with academic progression or enrolment or proposed enrolment as a student, whether such withholding or furnishing of information takes place before or after the person becomes a student of WMI.

- i) I shall not act dishonestly or unfairly with respect to any examination or assessments conducted by WMI within or outside the premises of WMI or relevant training venue.
- j) I shall not do an act or omission that may endanger the safety or health of any person.
- k) I shall not physically or verbally assault or attempt to assault any person.
- l) I shall not be involved in any criminal activities. I shall not administer, consume or be in anyway engaged in the trafficking of any controlled drugs as defined in the Misuse of Drugs Act.
- m) ***Please refer to Appendix A for the full Student's Code of Conduct.***

## 16. PROCEEDINGS OF MISCONDUCT

Any misconduct of students shall be referred to a WMI Disciplinary Committee and the Committee reserves the right to suspend or expel any students who breach the Code of Conduct. Students are also liable to face legal actions / proceedings by any Singapore Government Departments / Agencies if they breach any of the Student Pass requirements.

## 17. APPLICATION & COURSE FEES PAYMENT MODES

We wish to inform students that there are various modes of Payment to WMI: PayNow, Cash, Cheque, Bank Draft or Telegraphic Transfer (Wire Transfer). Typically, for smaller amounts (such as the Application Fee), sending funds by Bank Draft would incur lower Bank Charges. The Student may wish to wish to enquire with his Bank before deciding on the Mode of Payment.

### Payment by PayNow

1. Open the PayNow function using any banking app.
2. Select the Unique Entity Number (UEN), and input **"200718148E"**.
3. Verify that the Company Name is **"Wavelink Maritime Institute Pte Ltd"**.
4. Indicate the amount to be paid.
5. Confirm the transfer.
6. Email a screenshot including the transaction number to Operations Executive for verification purposes.

### Payment by Cheque or Bank Draft

For payment by Cheque or Bank Draft, please make it payable to:  
**"Wavelink Maritime Institute Pte Ltd"**

Payment Currency: Singapore Dollars. On the reverse side of the Cheque or Bank Draft, please include Full Name, Passport Number, and the Course applying for:

"Certificate in Nautical Studies (Pre Sea Deck Cadet Training Program)"

Or

"Certificate in Marine Engineering (Pre-Sea Marine Engineering Programme)"

Or

"Certificate in Marine Engineering (Certificate of Competency Class 5 Marine Engineer Officer) Preparatory Course"

### Mailing Address for Cheque or Bank Draft:

Wavelink Maritime Institute Pte Ltd  
75 Jellicoe Road  
Wavelink Building, #04-02  
Singapore 208738

### Payment by Telegraphic Transfer (Wire Transfer)

If the Student wishes to send the relevant Fee(s) to WMI through Telegraphic Transfer (Wire Transfer), the relevant details are as follows: Note: Payment Currency: Singapore Dollars.

Bank Name:	OCBC Bank
Bank Address:	460 North Bridge Road, #01-00 Singapore 188734
Bank Code:	7339
Branch Code:	581
Account Name:	Wavelink Maritime Institute Pte Ltd
Account number:	581-309275-001
Swift Code:	OCBCSGSG
Indicate behind:	<ol style="list-style-type: none"> <li>1. Student's Full Name</li> <li>2. Student's National Identify Number</li> <li>3. Contact Number</li> <li>4. Couse Name (Indicate as applicable):</li> </ol> <p>Certificate in Nautical Studies (Pre Sea Deck Cadet Training Program) Or Certificate in Marine Engineering (Pre-Sea Marine Engineering Programme) Or Certificate in Marine Engineering (Certificate of Competency Class 5 Marine Engineer Officer) Preparatory Course</p>

For further assistance on payment related matters, please do not hesitate to contact our Accounts Supervisor Ms Khin Myat Myat at Tel (65) 6390 1695 or email [khinmm@wavelink.com.sg](mailto:khinmm@wavelink.com.sg)

**18. STUDENTS' FEEDBACK PROCEDURE**

*As per WMI QAM V2.0, sub criterion 7.4 – Continual Improvement*

At WMI, feedback from students is most welcome. We continuously seek opportunities to improve our processes and procedures so that we can continue to serve our customers better and stay relevant. When feedback is received, WMI Management shall review them in earnest and existing processes and procedures will be streamlined as appropriate.

You may scan the QR code below to leave us a feedback. Please include:

- Student Name
- Description of Area of Concern
- Recommendation to improve existing process / procedures



Your feedback will be acknowledged within 3 working days, and we will officially respond to your feedback within 14 working days.

## 19. COST OF LIVING IN SINGAPORE (IF APPLICABLE)

The Estimated Cost of Living in Singapore for an International Student has been tabulated below:

Item	Estimated Expenses Per Month
Accommodation (Depending on Type of Accommodation)	S\$300 to S\$700 per month. Ref to Student Hostel Rates
Meals	S\$300 to S\$360 per month. (\$10 - \$12 per day)
Public Transport	S\$100 to S\$120 per month. Based on Adult Fare
Personal Expenses (Depending on Life Style and Spending Habits)	S\$150 to S\$180 per month. (\$5 - \$6 per day)

**Student Hostel Rates** *(rates quoted are for guidance only. Students are required to confirm the rates with the respective hostels)*

### **Balestier Students' Hostel**

S\$1000 per month per person (full board)

- Nearest MRT: Toa Payoh (NS19) / Novena (NS20)

### **D'Sophia Lodge**

**Rates**      **3-month stay**   **6-month stay**   **12-month stay**

Single      S\$650              S\$625              S\$600

Twin        S\$450              S\$425              S\$400

Triple      S\$400              S\$375              S\$350

Quads      S\$350              S\$325              S\$300

- Nearest MRT: Dhoby Ghaut (NS24 / NE6)

### **Milchel Pte Ltd**

S\$1000 - S\$1200 per month

- Nearest MRT: Toa Payoh (NS19) / Novena (NS20)

### **Pearl Hill Hostel**

**Rates**      **3-month stay**   **6-month stay**   **12-month stay**

Studio for 2 S\$650              S\$640              S\$630

Apartment for 2              S\$580              S\$570              S\$560

Double      S\$400              S\$390              S\$380

Triple        S\$330              S\$320              S\$310

- Nearest MRT: Chinatown (NE4)



**Vita Hostel**

<b>Rates</b>	<b>3-month stay</b>	<b>6-month stay</b>	<b>12-month stay</b>
Quartet	S\$275	S\$265	S\$250
Triple	S\$330	S\$320	S\$310
Double	S\$350	S\$340	S\$330
Single	S\$640	S\$620	S\$600

- Nearest MRT: Novena (NS20)

**East Lodge Students Hostel**

<b>Standard Room</b>	<b>Daily</b>	<b>Monthly</b>
Single	S\$ 45	S\$ 550
Standard Single	S\$ 50	S\$ 650
Standard Twin	S\$ 60	S\$ 750
Double Deluxe	S\$ 90	S\$ 1000

<b>Budget Room</b>	<b>Daily</b>	<b>Monthly</b>	<b>3 Months' Stay</b>
Twin Sharing	S\$ 20	S\$ 300	S\$ 168
Quad Sharing	S\$ 15	S\$ 200	S\$ 288

- Nearest MRT: Kembangan (EW6)

**Trinity Student Services**

From S\$1000 - S\$1200 per month (payable 6 months in advance)  
Each apartment contains 3 bedrooms (3 or 2-bedded depending on size), living room, dining room and kitchen

- Nearest MRT: Kembangan (EW6)

## 20. CONDITIONS / OBLIGATION AS A STUDENT PASS HOLDER\*

**\*Note: Source: Adapted from Singapore's Immigration & Checkpoints Authority, Security Bond Form**

Whereas the Student's Pass has been granted to the student, the following conditions or obligations shall apply:-

- a) that he / she shall comply with the provisions of the Immigration Act and any regulations made there under or any statutory modification or re-enactment thereof for the time being in force in Singapore;
- b) that he / she shall not enter or to be retained as a student in any other school or course(s) other than that indicated in the Student's Pass;
- c) that he / she shall not engage in any form of employment, or in any business, profession or occupation, whether paid or unpaid, without a valid work pass issued under the Employment of Foreign Manpower Act (Cap.91A ), or in any activity which, in the opinion of the Controller of Immigration, is detrimental to the security and well-being of Singapore;
- d) that he / she shall not be adopted by any Singapore Citizen(s) or Permanent Resident(s) in Singapore;
- e) that he / she shall not indulge in any activity which is inconsistent with the purpose for which the Student's Pass has been issued;
- f) that he / she shall not smoke, administer to himself / herself or otherwise consume or be in anyway engaged in the trafficking of any controlled drug as defined in the Misuse of Drugs Act, or any written law for the time being in force relating to the control of dangerous or otherwise harmful drugs;
- g) that he / she shall not be involved in any criminal offence in Singapore;
- h) that he / she shall not remain in Singapore after the expiry of the Student's Pass;
- i) that he / she shall not marry a Singapore Citizen / Singapore Permanent Resident while in Singapore;
- j) that upon his / her studies or course(s) as indicated in the Student's Pass being terminated for whatever reason, he / she shall surrender the Student's Pass for cancellation within seven days of the date of cessation or termination of his / her studies or course(s);

- k) that he / she shall surrender the Student's Pass for cancellation within seven days if he / she failed to attend classes for a continuous period of seven days or more without any valid reason or that the percentage of attendance for the course in any of the month is 90% or below without any valid reason.
  
- l) that he / she shall leave the Republic of Singapore upon the completion of his / her studies or course(s) as indicated in the Student's Pass and inform the Immigration & Checkpoints Authority of his / her means and date of departure;

## 21. HOW TO CONTACT US

Please feel free to get in touch with us if you have any queries or would like more details on the Courses that we are offering.

Contact Mode	Details
Mail:	<b>Wavelink Maritime Institute Pte Ltd</b> 80 Jurong East Street 21, #06-04 Devan Nair Institute Singapore 609607
Telephone:	(65) 6796 9657
Fax:	(65) 6569 3268
Email:	<a href="mailto:courses@wavelink.com.sg">courses@wavelink.com.sg</a>
Website:	<a href="http://www.wavelink.edu.sg">www.wavelink.edu.sg</a>

## 22. STUDENT COUNSELLING OFFICERS

Student Counselling Officers	Name: Mr. Wilfred Thiang Email: <a href="mailto:wilfred@wavelink.com.sg">wilfred@wavelink.com.sg</a> Tel: +65 6796 9653 Fax: +65 6569 3268
	Name: Mr. Daniel Lim Email: <a href="mailto:daniel@wavelink.com.sg">daniel@wavelink.com.sg</a> Tel: +65 6796 9650 Fax: +65 6569 3268
	Name: Mr. Muhammad Hisham Email: <a href="mailto:hisham@wavelink.com.sg">hisham@wavelink.com.sg</a> Tel: +65 6796 9662 Fax: +65 6569 3268

## **STUDENT CODE OF CONDUCT**

## **CODE OF CONDUCT FOR STUDENTS**

### **a) Introduction and purpose**

This code of conduct is established to foster, protect and preserve the core mission of the Institute to promote educational efficiency and excellence. Discipline not only ensures orderliness of classroom behaviour and proper learning attitude but also of safety in training.

Disciplinary measures may be instituted against Students whose misconduct in the classroom, on campus and outside of training centre that may negatively impact the reputation and integrity of WMI or Students in terms of their training effectiveness.

Disciplinary measures may be formal or informal and are designed with the aim of educating wrong doing and preventing recurrence of unacceptable behaviour.

### **b) Definition**

The term “Students” is used interchangeably with trainees, Students and individuals who have paid an acceptable fee, registered for classes and those who have entered into any other contractual relationship with WMI for the purpose of attending training, lectures, lessons, classes and other educational / learning programme of the institute.

**c) Code of Conduct for Students**

Students are expected to comply with the Code of Conduct and any Standing Orders / Instructions of the Institute during training and in public while in uniform. Students are to conduct themselves in an orderly, polite and proper manner appropriate to that of their profession.

i. Personal Conduct

Students are expected to avoid all conduct which is disrespectful, inconsiderate or disturbing to training, trainers or other Students. All Students are expected to maintain a high standard of personal conduct and ethical behavior.

ii. Moral Integrity and Respect

- Students are expected to be honest, behave with **dignity** and treat others with utmost **respect** and **courtesy**.
- Treat everyone with respect regardless of differing culture, ability, race, gender, age, religion, or social class.
- Act in a manner which does not adversely affect the reputation of the Institute or undermine its interest in any way.
- Show modesty and uphold the good name of Wavelink and WMI at all times.
- Attend training in the appropriate cadet uniforms that are presentable e.g. neat and clean with shirt tucked in at all times.
- Male Students are not permitted to dye hair, and female Students must avoid excessive make-up and accessories.
- Male Students are not permitted to use any facial accessories e.g. earrings, lip rings, nose rings etc.

iii. Punctuality and Personal Responsibility

- Students are expected to be **early** for all classes throughout training.
- Students that fail to report 15 minutes before commencement of class will be marked absent for that session.
- Enter or leave a class in progress in an orderly and quiet manner, causing as little disruption as possible.
- Laptops may be used in class solely for the purpose of curriculum activities, subject to instructor approval.
- Students should not read newspapers, magazines or other media material not directly related to the subject being taught in class, while a class is in progress.
- Mobile phones shall not be used in class, either for conversations or text-messaging. All mobile phones should be either switched off or set to silent mode during class. Unless the calls are of a grievous or urgent nature, phone calls can only be answered during break times.

iv. Harassment and Violence

Students shall not:

- disobey, without reasonable cause, any instruction of an employee of WMI including failing to leave any premise / building or part of a premise / building when directed to do so.
- carry out an act or omission that may endanger the safety or health of any person.
- physically or verbally assault or attempt to assault any person.
- Commit and act of violence in any form, but not limited to physical fights, harassment and vandalism.



- v. Vandalism and Property Responsibility
- Shall treat with care all properties and premises belonging to WMI and Devan Nair Institute for Employment and Employability.
  - Shall not damage, vandalize or deliberately misuse any equipment or property belonging to the institute or other associated training venues of WMI.
  - Shall not wrongfully steal any property or items / objects under the control of WMI or associated training premises of WMI.
- vi. Undesirable Personal Habits and Criminal Acts (e.g. smoking, alcohol, drugs, gambling)
- Students are expected to attend classes and training sessions free from the influence of tobacco products, alcohol or drugs.
  - **Smoking** is strictly prohibited in class, the building and where food is present. Smoking is only permitted in designated areas.
  - Students shall refrain from smoking when in uniform while walking through public places.
  - Consumption of **alcohol** during class times is strictly prohibited.
  - Consumption of alcohol during official Wavelink / SMOU functions is permitted though not excessively, provided Students are aware of their limitations and their capacity to hold the drinks.
  - Students must be aware of their alcohol limitations and their capacity to hold the drinks and not be intoxicated to the extent of making a nuisance of themselves or cause disgrace or discomfort to the Event Organiser and / or the Institute.
  - Consumption or trafficking in any way of any controlled **drugs** as defined in the Misuse of Drugs Act is a criminal offence under the laws of Singapore; and the Institute will act accordingly to report such criminal acts to the authorities.

- Any act of **gambling** for money or stakes is strictly prohibited
- Shall not be involved in any **criminal activities** that contravene the laws or by-laws of the Republic of Singapore.

vii. Sexual Misconduct

- Sexual misconduct such as, but not limited to, rape, molest, sodomy and sexual abuse, will not be tolerated and will be dealt with legal action accordingly.

viii. Dangerous Weapon

- Possessions of a deadly weapon or use of any object with intent to cause harm is strictly prohibited. This includes, but is not limited to, any type of firearms, explosives, explosive devices, knives, sling shots, fireworks, chemical / pepper spray etc. Violators will be subject to criminal prosecution and / or disciplinary action at the discretion of the Institute.

ix. Academic Conduct

Academic honesty is of utmost importance and any act of malpractice or dishonesty is absolutely forbidden; it includes, but is not restricted to the following:

- Plagiarizing other people's work as one's own.
- Misrepresenting facts when seeking permission to deviate from deadlines or attendance requirements including falsification of attendance records.
- Disclosure of any course syllabus, course notes, electronic presentation material or any other related information without the written permission of WMI.

- Knowingly providing or receiving information during examinations including possession and / or use of unauthorized materials, including electronic recording devices, during those examinations.
- A minimum of 75% attendance of the module is required before a Student is permitted to attempt an examination of the subject.
- Shall not wilfully disrupt any teaching, study, assessment or other activities of the administration of WMI.

**d) Misconduct**

Misconduct means any conduct which is a breach of the Code of Conduct and Standing Orders / Instructions for Students and requires disciplinary action. There are basically two levels of misconduct:

- i. Minor Misconduct which interferes with training efficiency and standards and / or the expected behaviours of the Students. It might include:
  - Persistent latecomers
  - Unauthorized absence
  - Failure to meet training standards

- ii. Major Misconduct which constitutes a serious breach of contractual terms and / or misbehaviour that could affect the reputation and integrity of Wavelink Maritime Institute / WMI Students. It might include:
- Theft, fraud or deliberate falsification of records
  - Cheating in test / examination
  - Physical violence, causing serious harm to others
  - Serious bullying or harassment
  - Sexual harassment
  - Serious insubordination
  - Serious incapability brought about by consumption of alcohol, prescription drugs or illegal drugs

**e) Disciplinary Procedures for Students**

WMI has a set of disciplinary policy to handle students with disciplinary issues. The Student Disciplinary Policy covers the following:

- i. The expectation and standard of student conduct (in particular pertaining to attendance requirements) is as set out in the Student Code of Conduct.
- ii. “Major violation” is defined as:
  - Committing a criminal offence under Singapore Law (student shall be put on suspension during the course of investigation).
  - Failure to meet 75% (90% for international student) of attendance without valid reason in any given month.
  - Consecutive absence of 1 week without valid reason and prior written notice to WMI.
  - Three or more violations in the student code of conduct in any given month.
  - Major violation – Written warning, immediate suspension or expulsion as deemed appropriate recommended by respected course manager and approved by WMI Top Management in consultation with relevant stakeholder

- iii. “Minor violation” is defined as any violation(s) other than that defined as “Major Violation”:
- Minor violation first offence – interview / counselling by the respective Course Manager(s) with the student within 1 week of committing the offence
  - Minor violation second offence – interview / counselling involving the student, parent / guardian if the student is below 18 years old, relevant stakeholder (funding agencies etc), within 1 week of such second offence. A warning letter will be issued that a third violation will lead to a major violation.
  - Minor violation third time – Escalated to Major violation.

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## ACKNOWLEDGEMENT OF DOCUMENTS

**Please acknowledge and return this copy to WMI.**

### Student to Sign

I, (name) \_\_\_\_\_,  
(NRIC / Passport No.) \_\_\_\_\_, have read and understood the **Student Handbook** and the **Student Code of Conduct**, and will maintain good discipline and conduct as a student of WMI throughout the course of study.

\_\_\_\_\_  
(Student's Signature)

\_\_\_\_\_  
(Date)

### Parent / Guardian to Sign

**(Parent's / Guardian's Signature is also required if Student is below the age of 18).**

I, (name) \_\_\_\_\_,  
(NRIC / Passport No.) \_\_\_\_\_, have also read, understood, and accepted the **Code of Conduct**, as well as the **Student Code of Conduct**, and will ensure that my (state relationship) \_\_\_\_\_,  
(name of Student) \_\_\_\_\_ maintains good discipline and conduct as a student of WMI throughout the course of study.

\_\_\_\_\_  
(Parent's / Guardian's Signature)

\_\_\_\_\_  
(Date)