



The Pink Room International Nail Academy
STUDENT HANDBOOK

CONTENTS

1. ABOUT THE PINK ROOM INTERNATIONAL NAIL ACADEMY	3
2. FEES PAYMENT	9
3. STUDENT REFUND POLICY.....	11
4. STUDENT TRANSFER AND WITHDRAWAL POLICY	14
5. DISPUTE RESOLUTION POLICY.....	18
6. STUDENT SUPPORT SERVICES	20
7. STUDENT CODE OF CONDUCT	25
8. SCOPE OF ASSESSMENTS	27
9. EXAMINATION.....	28
10. COURSE DEFERMENT	31
11. CHANGE OF PERSONAL DETAILS.....	31
12. STUDENT ID CARD.....	32
13. DISCUSSION / SELF-PRACTICAL	32
14. EMERGENCY MEDICAL ASSISTANCE	32
15. ADVICE ON ACCOMMODATION AND COST OF LIVING IN SINGAPORE.....	33
16. RELEVANT SINGAPORE LAWS.....	33
17. SCHOOL LOCATION	34
18. REFERENCE TO SSG	35
19. SSG SERVICE PORTAL	35
20. REVISION HISTORY.....	36

1. ABOUT THE PINK ROOM INTERNATIONAL NAIL ACADEMY

1.1 CEO'S FOREWORD

The desire to create beauty in all must be in the heart of all nail artists!

Greetings! This is Rachel Tang, serving as CEO of The Pink Room International Nail Academy. I wonder, what are your feelings and thoughts as you seek out information with our school right now....

"I want to be able to do my own nails", "I would like to learn an additional skill for my future", "I would like to open my own salon", every person would have their different reasons & feelings starting their walk onto this path.

"I would like to have beautiful nails for myself" was the start to my own journey with nails.

Back in the early 2000s, the nail service scene in Singapore was quite barren. There was no demand for nailart or nail extensions due to the lack of salons that specialized in nail services. Manicures were seen as part of the beauty facial routine, never as an industry on its own.

There were no courses that focused on proper training for nails only. Nail education was always a small module in beauty or hair courses. For a person like myself with no interest in hair or beauty related topics, I was unable to find what I wanted. Thus, I began travelling abroad for my education in Nail Technology.

My desire of "I would like to have beautiful nails for myself" changed into "I would like to teach everyone to make beautiful nails" and "I would like everyone to learn about the charm of nailart". I began sharing and teaching more & more interested people on what I had learnt about nails, thus the road to professional nail technology & education opened up.

With my years of academic teaching experience as a polytechnic lecturer, and my team of educators, The Pink Room International Nail Academy was founded in 2003. I began formulating a systematic way of teaching, specially catered to beginners with no prior knowledge in the beauty line, and added examinations to test and ensure the quality of all our graduates.

Having received nail education in foreign countries, I understood how language can be a barrier in chasing our dreams. Thus through the years, I stated creating course materials in different languages to welcome foreign-speaking students, who are living in Singapore, into our school.

I have since watched batches of our students complete their studies at our school, and many have become successful pillars of the local nail industry.

I am proud to say that our PRINA Certificate is now a widely recognized significant of high standard in nail skills, by many professionals, salons and customers alike, not only in Singapore, but also Japan.



My dream had already begun to move the water-wheel, irrigating our land with knowledge and power towards a more vibrant and exciting nail industry, bringing our 'Little Red Dot' Singapore onto the international nail arena; it had also drawn dedicated & talented to the gates of the school.

It is your turn now. Please expand the possibility of this school and to realize your dream with us.

RACHEL TANG

CEO of The Pink Room International Nail Academy

1.2 VISION, MISSION, VALUES AND CULTURE

VISION

To be the leading training provider aimed at equipping all individuals with a skill for life in the nails and beauty industries, both locally and regionally.

MISSION

To ensure and to equip our students with a strong set of foundation in nail skills & nail techniques to help them reach international nail industry standards.

VALUES

Professionalism

Recognition

Integrity

Nurturing

Artistic

CULTURE

Our culture encourages openness, honesty, sincerity and compassion.

[COMMUNITY]

Our culture values teamwork and trust. We believe in training individuals and creating an environment where inner & outer beauty are met. This encourages our people to flourish and feel appreciated, thus striving towards a common goal.

“*The desire to create beautiful nails must be in the heart of all nail artists!*”

1.3 OUR HISTORY

Based in Singapore since 2003, The Pink Room International Nail Academy (PRINA) was founded by Ms. Rachel Tang, a renowned figure in the nail education industry, accredited with license and certification from Japan. Ms Rachel is also periodically invited as a judge by many prestigious nail competitions in Singapore, Japan, Korea, USA, Russia, Hong Kong, Ukraine, Italy, and Malaysia.

For more than a decade now, The Pink Room International Nail Academy has built a reputation as the leader in the nail education arena. We have evolved into a brand synonymous with quality education and students who possess high technical skills that propelled them to the top percentage of successful nailist you find in the nail industry today.

We are located within Singapore's Central Business District, 1 minute away from Chinatown MRT station. Featuring modern, sleek interior design and equipment, comfortable classrooms with audio-visual equipment; and a group of hand-picked committed educators with outstanding training and experience for teaching.

The school not only offers training through our local education team, but is fully supported by an international network of nail masters & educators. These experts are regularly invited to conduct seminars & workshops to ensure all our students receive the latest nail trends and techniques.

Part of our growth plan is to expand our student recruitment activities into the Asia region. We see opportunities to deliver our courses to these markets and also to bring in students from these markets and establish our Singapore Campus as a quality educational hub.

The Pink Room International Nail Academy is committed to create a positive impact on our environment and community, through our nail education to each individual from all walks of life, one manicure at a time.

Welcome to the start of a fulfilling learning journey with us.

Registered Company Name:	The Pink Room International Nail Academy Pte Ltd
PEI Registration Number:	200408678G
ERF Validity Period:	Refer to website www.the-pinkroom.edu.sg for updated information on ERF Validity Period
Address:	101 Upper Cross Street, #07-08, People's Park Centre, Singapore 058357.
Manager of the School :	Rachel Tang

1.4 SCHOOL FACILITIES



Entrance of our School



Our Consultation Area



Our Fully Equipped Classrooms



Our Reference Library

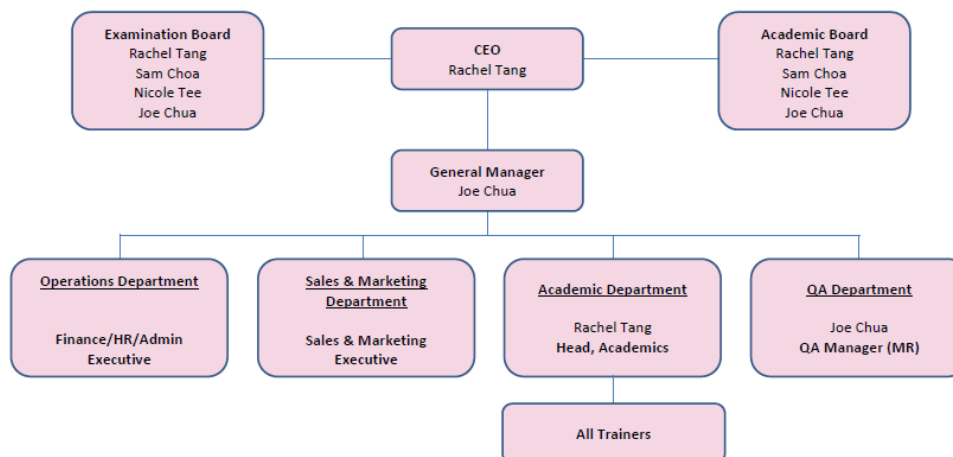


Our Students Locker Area



Multimedia Equipment

1.5 ORGANIZATION CHART



v07
Effective April 2019

1.6 ACADEMIC TEAM

The Pink Room International Nail Academy’s range of courses is conducted by highly qualified teachers which meet the regulations set in the Private Education Act. The teachers possess substantial industry experience in order to ensure that students not only learn the theories but also able to relate to real life industry practices.

1.7 COURSES OFFERED

The Pink Room International Nail Academy offers a range of courses focusing on the most current needs of the industry. Quality of education in both the design of curriculum and its delivery method is crucial to the development of any student’s ability to creatively progress in real work environment. In order for students to maximise transfer of knowledge from The Pink Room International Nail Academy’s courses, selected activities will be integrated in the form of salon experience, role play in classroom and projects with real life salons.

For The Pink Room International Nail Academy’s course details, please refer to The Pink Room International Nail Academy’s official website: <http://the-pinkroom.edu.sg>

1.8 INFORMATION ON STANDARD STUDENT CONTRACT (PEI)

The Standard PEI-Student Contract (“Student Contract”) The Pink Room adopts is a very important legal document between the School and the student.

It is the responsibility of the Institute to explain the following contents of the student contract in English or in the native language of the student, where applicable.

- (i) Course information and Fees
- (ii) Course information and Fees Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause
- (iii) Fee Protection Scheme by Insurance or Escrow
- (iv) Medical Insurance Scheme
- (v) Any other information as deemed necessary

All students are required to sign two original sets of student contract. One set will be given to the student and one set will be kept by the School.

If any amendment is made which will change the original intent of the student contract, both the student and the School must sign beside the amendment(s) on both sets of the original student contracts.

All fields must be completed in the student contract. Where it is not applicable, it must be indicated with “not applicable or N/A”.

A sample of the Standard PEI-Student Contract used by the Institute can be found in the School’s website.

2. FEES PAYMENT

2.1 LATE PAYMENT POLICY

The School will ensure that all students that have applied for the course understand the School's Late Payment Policy, and acknowledge this by signing on the Student Contract.

As per the Student Contact (with reference to Section 1 Course Information and Fees), the School will consider payments made 7 days made after the scheduled due date(s) included in Schedule B in the Student Contract as late payments.

Students that pay after the scheduled due dates may have a late payment fee of \$50 imposed on them. Students are required to pay this extra fee in addition to their current payment.

Students that do not comply with this policy will be considered for withdrawal from the course.

2.2 PAYMENT INSTRUCTION

A. Course Fees Payment

Students are required to follow the amount payable due to as stated in the standard PEI-Student Contract to pay the course fees directly to The Pink Room International Nail Academy by the expected payment date stated.

Students that pay after the scheduled due dates may have a late payment fee of \$50 imposed on them. Students are required to pay this extra fee in addition to their current payment. Students that do not comply with this policy will be considered for withdrawal from the course.

Please contact the Student Centre should you require any assistance or are facing any difficulties in making your payment.

Available Modes of Payment:

Students are required to make their course fee instalments and all other miscellaneous payments via any of the following methods:

- 1) **Cash**
- 2) **NETS**
- 3) **Cashier's Order in Singapore Dollars**
- 4) **Telegraphic Transfer¹ (T/T)**
- 5) **Local Singapore Cheques** (Drawn on a bank in Singapore)
- 6) **Bank Transfer**
- 7) **PayNow**

Bank Account Name	The Pink Room International Nail Academy Pte Ltd
Account Number	564-707701-001
Bank	OCBC Bank
Bank Code	7339
Branch Code	564
Swift Code	OCBCSGSG (required for TT)

¹All bank charges from Telegraphic Transfer shall be borne by the remitter.

3. STUDENT REFUND POLICY

The School's Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made.

Time taken to process all refund requests will be done within 7 working days.

Computation of the refund amount is to be communicated to the students.

The School adopts the Refund Policy as per the Standard Student Contract as set out by SSG. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:-

- (i) Cooling off Period
- (ii) Refund for Withdrawal Due to Non-Delivery of Course
- (iii) Refund for Withdrawal Due to Other Reasons

3.1 REFUND TABLE:

Refunds are based on the following terms and conditions:

% of [the amount of fees paid under Schedules B]	If Student's written notice of withdrawal is received:
[85%]	More than 28 days before the Course Commencement Date
[50%]	Before, but not more than 28 days before the Course Commencement Date
[0%]	Upon Course Commencement

3.2 REFUND DURING COOLING-OFF PERIOD:

The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

3.3 REFUND FOR WITHDRAWAL DUE TO NON-DELIVERY OF COURSE:

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

- (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 organization stated in Schedule A of the standard student contract within any stipulated timeline set by SSG.

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

3.4 REFUND FOR WITHDRAWAL DUE TO OTHER REASONS:

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the PEI will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund the Student an amount based on the table in Schedule D of the standard student contract.

Non Refundable Fees: -

- Course Notes
- Course Material

3.5 STUDENT REFUND PROCEDURE

A. Student to Fill up Refund Request Form

- In the event of any refund that is to be made, students are to fill up the Refund Request Form and hand it to the **Admin Executive** for further processing.
- Any supporting documentations that are required to process the refund request must also be submitted along with the **Refund Request Form**. This includes the Course Withdrawal or Course Transfer Request Forms.
- Reasons for Refund must also be clearly documented in the Refund Request Form.

B. Admin Executive to Meet Up With Student

- Upon receipt of any Refund Request Form (including supporting documents if any), **Admin Executive** is to meet up with the student and acknowledge the receipt of the refund request by signing on the form. This is to be done within 2 working days upon receipt of the Refund Request Form (based on the date of application).

C. Establishing of Refund Category and Amount

- Admin Executive is to refer to the **Standard Student Contract** details to establish if a refund is to be made to the students.
- Admin Executive will work out a Refund Amount (if any) based on the Refund Policy as stated in the Standard Student Contract. This amount will be indicated on the **Refund Request Form**.
- Computation of such an amount will also be explained to Students and stated in the Refund Request Form
- All refund amounts will strictly adhere to the Refund Policy as stated under the Standard Student Contract.

D. Management Approval of Refund Amount

- Upon establishing of Refund Amount, Admin Executive is to seek the approval of CEO or General Manager as part of Management Approval before the Refund Amount can be disbursed.
- Such Management Approval should be documented in the **Refund Request Form**.

E. Disbursement of Refund Amount

- Upon Management Approval of Refund Amount, Admin Executive is to pass the **Refund Request Form** to Operations Department for final processing.
- After tabulating the refund amount, General Manager will disburse the refund amount to Admin Executive.
- Admin Executive is to contact student to collect the Refund Amount.

F. Student Acknowledgement of Refund Amount

- Student is to acknowledge receipt of Refund Amount in the **Refund Settlement Letter**.

4. STUDENT TRANSFER AND WITHDRAWAL POLICY

4.1 THE POLICY ON TRANSFER/WITHDRAWAL

A student who requests for an internal course transfer within the School must have their existing contract terminated. This includes students who change the course or period of study. A new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the School and the Student. Course fees paid for the current course can be transferrable to the new course subject to the School's approval. Any transfer of fees will be prorated on the unconsumed fees. The School reserves the right to not grant transfer for course fees.

All requests must be made in writing. Verbal notice is not accepted.

Request for transfer will only be considered for students that do not have any outstanding payments due to Pink Room.

The student must also fulfill all the admissions criteria of the new course and will be subjected to the School's student selection and admission procedures.

A student who withdraws from the School to enroll with another school (i.e. discontinues all its courses with the school) shall be deemed to have withdrawn from the School and the refund policy and procedures shall apply.

For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.

4.2 CONDITIONS FOR GRANTING OF TRANSFER AND WITHDRAWAL

- All outstanding fees must be settled prior to request for withdrawal and/or transfer.
- Student to fill in Course Transfer / Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

4.3 CONDITIONS FOR REFUND

The School's Refund Policy shall apply for all qualified refunds. Students are to refer to the School's Refund Policy and the Standard Student Contract for further details.

4.4 TIMEFRAME FOR ASSESSING AND PROCESSING TRANSFER/WITHDRAWAL CASES

The entire transfer / withdrawal process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favour of the applicant, respective staffs are to handle each situation according to the School's dispute resolution policy and procedure.

4.5 STUDENT TRANSFER PROCEDURE

A. Students To Fill Up Course Transfer Request Form

- In the event that a student would want to proceed with a Course Transfer, he / she is to fill up the **Course Transfer Request Form** and hand it to the **Admin Executive** for further processing. In addition, the student would also fill in and submit the **Refund Request Form** together with the **Course Transfer Request Form** in case of a refund.
- Any supporting documentations that are required to process the Course Transfer Request must also be submitted along with the Course Transfer Request Form.
- Supporting documents for Course Transfers should minimally include any documents that show that the student meets the minimum entry requirements for the new course that he / she is applying to.
- Reasons for the Course Transfer should also be documented in the Course Transfer Form.

B. Admin Executive To Meet Up With Student

- Upon receipt of any Course Transfer Request Form (including supporting documents if any), **Admin Executive** is to meet up with the student. This is to be done within 2 working days upon receipt of the Course Transfer Request Form (based on the date of application).
- **Admin Executive** is to inform student on the following : -
- Student must meet all minimum entry requirements of the new course they are enrolling in.
- The standard student contract for the current course that the student is enrolled in will be voided upon approval of Course Transfer Request.
- A new standard student contract for the new course will need to be signed (Refer to Procedures of Executing Student Contract) upon approval of Course Transfer Request.

Only applicable for students under the age of 18 Years Old

Admin Executive is to seek the consent of the student's parents or guardians prior to proceeding with the Course Transfer Request. Consent can be through email or letter. Receipt of Consent must be documented in the Course Transfer Request Form.

C. Conducting Of Pre-Course Counselling

- **Admin Executive** is to conduct the Pre-Course Counselling session with the Student who would be required to sign on the Course Transfer Request Form to acknowledge that he/she has been informed of the various critical information. **Admin Executive** is also to ensure that the new course is suitable for the student.

D. Approval Of Course Transfer By Academic Department

- Upon completion of Pre-Course Counselling, **Admin Executive** is to seek the approval of the **Head, Academics**. This is to ensure that the student is suitable to transfer to the proposed new course.
- Such Approval should be documented in the **Course Transfer Request Form**.

E. Management Approvals Of Course Transfer

- Upon approval from the **Head, Academics**, **Admin Executive** is to seek the approval of the **CEO or General Manager** as part of Management Approval.
- Such Approval should be documented in the **Course Transfer Request Form**.

F. Issuing Letter to Effect Or Reject Course Transfer Request

- A Letter to Effect or Reject Course Transfer Request will be given to the student.
- For Requests that are approved, student is to proceed with the application process for the new course.

4.6 STUDENT WITHDRAWAL PROCEDURE

A. Student To Fill Up Course Withdrawal Request Form

- In the event that a student would want to proceed with a Course Withdrawal, he / she is to fill up the **Course Withdrawal Request Form** and hand it to the **Admin Executive** for further processing. In addition, the student would also fill in and submit the **Refund Request Form** together with the **Course Withdrawal Request Form** in case of a refund.
- Any supporting documentations that are required to process the Course Withdrawal Request must also be submitted along with the **Course Withdrawal Request Form**.
- Reasons for the Course Withdrawal should also be documented in the **Course Withdrawal Request Form**.

B. Admin Executive To Meet Up With Student

- Upon receipt of any Course Withdrawal Request Form (including supporting documents if any), **Admin Executive** is to meet up with the student. This is to be done within 2 working days upon receipt of the Course Withdrawal Request Form (based on the date of application).

Only applicable for students under the age of 18 Years Old

Admin Executive is to seek the consent of the student's parents or guardians prior to proceeding with the Course Withdrawal Request. Consent can be through email or letter. Consent must be documented in the Course Withdrawal Request Form.

The **Admin Executive** would then refer to the Student Contract and Refund Policy to establish if the student is eligible for any refunds. This should be documented in the Course Withdrawal Request Form. Calculation of Refund Amount would be indicated in the Refund Request Form.

C. Student Interview Sessions With Admin Executive

- An interview session with the **Admin Executive** will then be arranged to establish the reasons for the application of a course withdrawal. **Admin Executive** will seek possible solutions for student retention. Details for the interview session are to be documented in the Course Withdrawal Request Form.

D. Management Approval Of Course Withdrawal

- If the student wishes to proceed with the withdrawal, **Admin Executive** is to seek the approval of the **CEO or General Manager** as part of Management Approval.
- Such Approval should be documented in the Course Withdrawal Request Form.

E. Issuing Letter To Effect Or Reject Course Withdrawal Request

- A Letter to Effect or Reject Course Withdrawal Request will be given to the student.

5. DISPUTE RESOLUTION POLICY

5.1 HANDLING OF FEEDBACKS AND COMPLAINTS

- The School accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences) for ease of providing feedback.
- The School is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
- All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the School and the student must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
- It is the responsibility of the Operations Department to notify relevant departments of any feedbacks and complaints.
- Students must be kept informed of the status of their feedback / complaints.
- Operations Department is to respond to respective students within 3 working days of receipt of the feedback / complaint.
- All feedbacks / complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
- All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after its implementation, and the complainant/person giving feedback will be informed.

5.2 APPEALS

- The student/applicant can submit an appeal to the School for the following issues:
 - Rejection of applicant for a course
 - Examination results and marking of scripts
 - Disciplinary actions taken by the School
 - Dismissal or suspension of the student
 - Retention, graduations and other awards
 - Other actions or decisions made by the School pertaining to the student
- The appeal case that is submitted to the School's CEO will be reviewed on a case by case basis

5.3 ALTERNATE REMEDIES IN DISPUTE RESOLUTION

In the event that the School and the student cannot come to an agreement or the student does not accept the final decision made by the School's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) for mediation.

5.4 DISPUTE RESOLUTION PROCEDURE

A. Students Who Wish to Provide Feedback/Complaints

- Students are to approach the **Admin Executive** to request for a **Feedback Form**
- The **Admin Executive** is to acknowledge the feedback / complaint received. This should be done within 3 working days.
- **Admin Executive** will review the feedback / complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary.
- Relevant parties will then propose a solution for the issue raised and the **Admin Executive** will explain it clearly to the student.
- The student should acknowledge the situation within 14 working days, whether he / she accepts or is satisfied with the proposed solution.
- If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the **CEO** (for non-academic issues) or the **Head, Academics** (for academic issues). The respective person will investigate the case and take necessary actions to resolve it.
- If the student is still not satisfied with the outcome / decision, he / she will be referred to the **Singapore Mediation Centre (SMC)** or **Singapore Institute of Arbitrators (SIArb)** through the Committee for Private Education Student Services Centre.
- The entire process should not take more than 21 working days.

Note: As Feedback can be generic and / or positive, the School will have the discretion of the need to reply to students.

6. STUDENT SUPPORT SERVICES

The core list of support services are:

1. To orientate all students on important information of the School, digital copy of Student Handbook is published on the school's official website and physical copies of handbook are easily accessible at the school front desk.
2. An Operations department that handles / processes all student requests.
3. Feedback and Complaints form is easily available for students to provide valuable insights into helping the School to continually improve the student experience.
4. Student Contract is also available in the language of the country where the foreign student is domiciled (if necessary).

6.1 LIST OF COMPREHENSIVE SERVICES AVAILABLE IN THE SCHOOL:

For all Current & Enrolled Students

The School aims to provide all students with an academic education of the highest standards through the provision of these services:

- Certified Counselor
- Students' Outings and Activities
- Staff – Student dialogue sessions
- Library access for references

For enhancing overall Student Experience

In ensuring that the School provides for an exceptional student experience, it undertakes to provide the following services:

- Monthly review and feedback of students' attendance and Academic/Non-Academic progress through the **Student Monthly Progress Report**.
- Student Evaluation Surveys (Student Satisfaction Survey / Module Evaluation Survey / Graduate Survey / Student Satisfaction on Agent's Service Quality / End of Course Survey)
- Feedback and complaint forms
- Dispute resolution process

To Note: This comprehensive list of student support services is not meant to be exhaustive. The School undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points as listed.

6.2 ACADEMIC CALENDAR

The Pink Room International Nail Academy plans its course offering and delivery of each class session according to the academic calendar. The academic calendar specifies the orientation day, study days, examination days and breaks/holidays during the course of study. The calendar also incorporates special dates e.g. events and celebrations specific to the School.

The academic calendar of each module is subject to adjustments and will be confirmed 1 week before the start of the module.

6.3 COURSE MATERIALS

A. Course Materials Set

Students may receive a combination of the following course materials on the first class day of the module:

- Basic Course Kit consists of most of the necessary products and tools/equipment needed during the practical sessions of the module. Dispensable items e.g. Cotton Wool, Containers etc. would not be provided. Students will be advised on the items they need to prepare during the first class day of the module.
- Course Notes may be provided for some of the modules. They serve as supplementary study or revision materials for students.
- All course materials supplied by The Pink Room International Nail Academy are copyright and shall remain the property of The Pink Room International Nail Academy. The course materials are strictly for the learning purpose of students registered with The Pink Room International Nail Academy and shall not be copied, disseminated or distributed for any commercial or non-commercial purposes. Legal actions may be taken against the person for unauthorized/unethical usage/ representation/ duplication/distribution of any part(s) of the content of the course materials.

B. Other Items:

The Basic Course Kit provided by The Pink Room International Nail Academy is sufficient to acquire the necessary skills and knowledge to meet learning objectives and needs. Items that are not included in the Basic Course Kit will be provided for use during class, however, students may need to acquire their own such items to enhance the versatility of their learning process.

6.4 LOCKER

The rental rate will be charged at SGD \$10/month. In the case where students fail to clear their lockers by the expiry date of their rent duration, the overdue rental will be charged. The school reserves the right to open any locker that is more than 7 days overdue.

Students are to get their own locker padlocks as each locker rental comes without any padlocks and expected to keep their lockers in a clean and orderly manner. Returned lockers that are damaged would be charged a SGD \$50.

6.5 CLASS SCHEDULE AND ATTENDANCE

A. Class Schedule

- All students will be issued with the Class Schedule upon course commencement.
- Please note that The Pink Room International Nail Academy reserves the right to make modifications to the class schedule without prior notice due to unforeseen circumstances.
- In the event of such an unforeseen situation that requires for a change in the class schedule, e.g. caused by a trainer's medical/urgent leave and change in public holiday; All efforts would be taken by The Pink Room International Nail Academy to minimize the occurrence of such instances. Whenever it is possible, the school would issue an amended class schedule to each affected student at least 3 days in advance. For any last minute changes, the school would inform each affected students via SMS or phone call of the amended class schedule.

B. Class Attendance

- All The Pink Room International Nail Academy's courses require at least an attendance rate of 80% in order to qualify for examination. Students with attendance rate below 80% will not be allowed to sit for examination. However, students are strongly encouraged to attend ALL classes following the class schedule provided from their course of study. Student may be debarred from taking the examination if the compulsory attendance rate is not achieved.
- Students shall attend all lessons and other scheduled activities such as seminars, professional visits and events, unless attendance is specifically declared optional by the School due to health problems approves a special exemption.
- Trainers will mark attendance at the beginning of each lesson. In the case when a student did not sign his/her attendance record, he/she will be considered absent. Attendance will also be monitored by the Student Centre. All absenteeism, regardless of circumstances becomes part of the student's permanent record.
- The school will monitor students' attendance at the course end date and every 2 months after the course end date. Actions will be taken as specified in the table at section D below if the student is absent from class without valid reason.
- Students will have the flexibility to finish his/her classes within 6 months after the course completion date (Grace Period), make-up lessons can be arranged for missed classes within the 6 months' Grace Period after the course completion date. Attendance rate will be monitored periodically according to the number of lessons attended out of the total number of lessons in the course, the student will be deemed as withdrawn from the course once his/her overall attendance falls below 80% by the end of the Grace Period.

C. Punctuality

- Students should be punctual for classes. Should any student be late for class, he/she is required to provide valid explanation to the trainer after the scheduled break or class. Lateness will be recorded regardless of the explanation. Trainers reserve the rights to deem students who are unable to provide a valid explanation as absenteeism.
- If a student is late for more than 30 minutes, the trainers shall reserve the right to disallow him/her to enter the classroom, in such cases, the student will be deemed absent. Please note that this may also cause the attendance to fall short of the required minimum rate. Students will also receive punctuality warning from the Student Centre.

D. Attendance Requirements

All Students : 80%

Approved Student Leave Application Forms should be submitted to the **Admin Executive** before the start of the class that the student is being excused from, or within 3 working days of returning to class should there be extenuating circumstances. All **MCs** are to be submitted to the **Admin Executive** within 3 working days of returning to class.

The following actions will be taken should students be absent without any valid reason:

Attendance Rate	Time Line	Action to be Taken
Monthly Attendance <80%	Monthly till Course End Date	*Verbal Reminder to Attend Make-up Classes
Overall Attendance <80%	2 months after Course End Date	*Warning Letter to be Issued
Overall Attendance <80%	4 months after Course End Date	*Final Warning Letter to be Issued
Overall Attendance <80%	6 months after Course End Date	*Termination Letter to be Issued

*The parent/guardian is to be informed (if student <18)

E. Make-Up Lesson

Students are required to apply through the student centre for allocation of their make-up lesson if they have missed any scheduled class lesson. Please note that allocation of make-up classes are subject to availability of seat. It is the student's responsibility to be present on the allocated make-up class date, no additional make-up class arrangement will be made if the student is absent for the allocated make-up class.

All make-up classes have to be completed within 6 months from the course end date, after which Students shall no longer be allow to make-up their missed classes.

7. STUDENT CODE OF CONDUCT

7.1 DEFINITION OF MISCONDUCT

- Conduct that constitutes disruption of or improper interference with the teaching, learning, research, administrative, consultative, social or other activities of The Pink Room, whether on the premises or elsewhere.
- Any form of gambling in the School premises.
- Photo-taking / video recording of classes, facility and any person within the School premises.
- Dishonesty – acts of dishonesty, including but not limited to the following:
 - Cheating, plagiarism or other forms of academic dishonesty.
 - Furnishing false information to any The Pink Room official documents, records or instruments of identification (e.g. identity card and passports).
- Physical Violence – physical violence or abuse including acquaintance rape, verbal abuse, threats, intimidation, harassment, coercion and/or other conduct which threatens or endangers the health or safety of any person.
- Trespass/unauthorized entry – a person knowingly enters or remains unlawfully in any Pink Room properties at any time without permission or authorization.
- Theft – a person is guilty of theft when he or she, knowing property not to be his or her own, takes such property for his or her own use, pleasure or possession and theft of services. Please note that the School takes no responsibility for the loss or theft of students' property whilst attending classes. Lockers will be provided for student use (subject to availability).
- Doors tampering – disablement of a locking mechanism or blocking of a door intended to be closed and locked.
- Alcohol – use or possession of alcoholic beverages and distribution of alcohol beverages.
- Smoking – prohibited within the School premises.
- Weapons – illegal or unauthorized possession of firearms, explosives, other weapons or dangerous chemicals is prohibited within School premises.
- Disorderly conduct – conduct which is disorderly, lewd or indecent, breach of peace, or aiding, abetting or procuring another person to breach the peace of the School's premises or functions sponsored by or participated by the School.
- Assault – a person is guilty of assault when he or she slaps, kicks, shares or otherwise strikes another person.
- Harassment – a person is guilty of harassment when he or she:
 - Threatens or intimidates a person creating a rational fear within that person; or
 - Engages in a course of conduct or repeatedly commits acts directed at another person which would seriously annoy a rational person; or

- Creates a condition, which endangers or threatens the health, safety or welfare of another person; or
- Physically restrains or detains any other person or removes any person from any place where he or she is authorized to remain.
- Arson – a person is liable if, by any act, he or she commits arson by causing a fire or explosion within the School premises.
- False Reporting – a person is guilty of falsely reporting an incident when he or she conveys information known to be false or without basis to any of the School’s officials or trainers.
- Misuse of School supplies or documents – a person is guilty of misuse of the School’s supplies and documents when he or she forges, alters, uses without authority, receives without authority or possesses without authority any of the School’s supplies or documents.
- Falsifying School application credentials – students found to have knowingly falsified application information will be subjected to immediate dismissal from the School.
- Conduct that constitutes misuse or abuse of equipment, materials or services provided to students by the School including:
 - Conduct that breaks the rules relating to the use of such equipment, materials or services in Singapore or overseas.
 - Conduct that breaks a software licensing agreement signed by the student, or constitutes unauthorized use of the School’s computing or network resources.
- Abuse of copyright e.g. reproduction of training materials.
- The unauthorized disclosure of confidential information including:
 - Information relating to the proceedings of the School
 - Personal data regarding applicants, other students, graduates clients and staff
 - Information covered by the School under the Data Protection Act
- Disclosure of confidential information is subjected to the provisions of relevant Codes of Practice that may be issued from time to time.
- Disclosure of confidential information is subjected to the provisions of relevant Codes of Practice that may be issued from time to time.

7.2 PROCEEDINGS OF MISCONDUCT

All staff of the School is authorized with general powers of jurisdiction. Admin Executive can choose to exercise rectification actions for any alleged act of misconduct on the part of a student or any person within the premise of the School at the time of offence to ease the situation.

Student who committed the offence would be referred the Head, Academics for Academic Counselling. A warning letter will be issued on the repeated offence. Student would be terminated from the course of study due to repeated misconduct without heeding warning.

8. SCOPE OF ASSESSMENTS

Each module will be assessed through a combination of assignments, practical mock test/examination and Theory Examination in order to achieve the learning outcomes and key skills.

Example of the percentage breakdown of the marks for overall result is shown in the table below.

<u>Assessments</u>	<u>Weightage</u>
Assignment/	15%
Class Practical Mock Test	5%
Theory Exam	20%
Practical Exam	60%

Note: this percentage breakdown table is for illustration purpose only and does not represent the actual percentage breakdown for all courses.

8.1 SUBMISSION OF ASSIGNMENT

Students are required to submit their assignment before sitting for their examination, assignments submitted after the examination will not be allocated percentage marks for the relevant examination. In such case, the percentage mark for assignment portion in the total examination aggregate will be zero.

STEPS:

1. All assignments have to be submitted in hard covered folders as specified by the school, unless specified otherwise in the module outline.
2. Students handing in assignments are to fill up the 'Assignment Sheet'.
3. All assignments are to be submitted to the School by the given assignment submission date, unless otherwise instructed.

Please note that assignments submitted will not be returned to the students.

9. EXAMINATION

Examination dates will be released through the Student's Academic Calendar or School's Notice Board. It is the responsibility for students to book and register for examination. The Pink Room International Nail Academy reserves the rights to suspend any students from examination due to any misconduct.

Student must achieve a minimum of 80% in the overall result of the examination in order to consider to have passed the examination. Students are required to bring their own pen/liquid paper/pencil/eraser for all theory paper.

A. Certificate Exam

Certificate exam will be held every quarter. Students who have failed the exam must register for re-exam. Re-exam fee is chargeable; please refer to your student contract.

Students will be entitled to a grace period of 6 months maximum after their course completion date to take their Certificate examinations (Module includes: Manicure/Acrylic/Gel Extension); after which they shall be deemed to have been withdrawn from their examination entitlement, examination fee paid shall be forfeited, exam fee will be imposed for re-register of exam after the grace period.

B. Diploma Exam

Diploma Exam will be held every quarter. Students who have failed the exam must register for re-exam. Re-exam fee is chargeable; please refer to your student contract.

Students will have a maximum grace period of 6 months after their course completion date to take their Diploma examinations, after which they shall be deemed to have been withdrawn from their examination entitlement, examination fee paid shall be forfeited. Students who have failed the Diploma exam will have to re-register on the soonest available exam date, exam fee applies.

9.1 ABSENCE FROM EXAMINATIONS

Absentees and students who fail to turn up for the examination will have to furnish the school with a valid reason, failing which a fail status will be awarded and exam fee forfeited. The students can register for the next exam if it is within the grace period duration. Students must settle any outstanding payment including course fees before the examination unless otherwise granted by the management.

9.2 EXAM DEFERMENT

Students who are unable to take the assessment or sit for the examination, due to foreseeable circumstances such as in-camp training and surgery are required to apply and complete the “Exam Deferment Form” with supporting documents and submit to the Admin Executive at least 1 week before the main assessment or examination.

Due to special circumstances such as ill health, hospitalization or compassionate reasons, students are required to inform the school immediately. Students are to fill in and submit the “Exam Deferment Form” with supporting documents and submit to the Admin Executive within 48 hours after the actual date of examination or discharge from hospital, whichever applicable.

- Students are to submit all necessary documentary proof, such as Medical Certificate, certified true copy of death certificate, etc.
- Students will receive the status of the request and letter of approval (if applicable) for the deferred assessment within 3 business days from the school.
- The School reserves the right of not granting a request for deferred assessment or examination.

9.3 APPEAL PROCEDURE

- Upon release of results, students who are dissatisfied with the outcome may submit an [Examination Appeal Form](#) to the [Admin Executive](#). This is to be done within 7 working days of the release of examination results.
- The [Admin Executive](#) is to acknowledge the receipt of the [Examination Appeal Form](#) within 3 working days, and proceed to submit the appeal to the [Head, Academics](#).
- The [Head, Academics](#) is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to re-mark the paper. Comments in relation to the re-mark must be stated in the [Examination Appeal Form](#), which would be circulated to all [Examination Board Members](#) for their review and approval.
- All decisions made by the [Examination Board](#) are final.
- The [Admin Executive](#) will inform the student of the final decision within one month from the date of the appeal.
- Should there be changes required, the [Admin Executive](#) will make the necessary amendments to the results slip based on the appeal result.

9.4 RE-EXAMINATION

Candidates will be allowed to sit for re-examination for the module(s) that he/she has attempted and failed the first time. Students will have to register for the next available examination. Re-exam fee is chargeable.

A. Certificate Exam

Student who fails for the exam, will be given another opportunity to re-take the exam in the next available exam date, after which re-exam fee will be charged.

Student who has not taken their Certificate exam within 12 months from the date of their last lesson may be required to attend a chargeable refresher course before they are allowed to re-register for Certificate exam, exam registration fee shall apply.

No special refresher class will be arranged for individual. Students have to keep track of the school's lesson schedule and book lesson with the School.

B. Diploma Exam

Student who fails for the exam, will be given another opportunity to re-take the exam in the next available exam date, after which re-exam fee will be charged.

Student who has not taken their Diploma exam within 12 months from the date of their last lesson may be required to attend a chargeable refresher course before they are allowed to re-register for their Diploma exam, exam registration fee shall apply.

No special refresher class will be arranged for individual. Students have to keep track of the school's lesson schedule and book lesson with the School.

C. Note

In any circumstances, examination assessment and matters will be referred to the Examination Board. All decisions made by the Examination Board is at its own discretion and taken as final.

10. COURSE DEFERMENT

A. Students To Submit Course Deferment Form

- Students requesting for a Course Deferment will need to fill up the Course Deferment Form with supporting documents and submit the Form to the Admin Executive.
- Student Interview with Admin Executive
- Admin Executive will arrange for an interview session who will discuss with the student the academic implications of deferment and to understand the reasons for deferment and if possible, find a solution to avoid deferment.
- Student is to sign off on the Course Deferment Form to acknowledge if they would like to retract or proceed with the course deferment.

Note:

- Student must complete the course, including the deferred period, within 2 years from the Course Commencement Date stated in the Student Contract.
- For students below 18 years of age, Admin Executive to contact parents/guardians to verify that they give their consent for the request for deferment.

B. Approval Of Course Deferment By Academic Department

- If student decides to defer from current course, the request would need to be approved by the Head, Academics.

C. Issue Letter To Effect Course Deferment

- An official notification to effect the Course Deferment Request would also be issued to students. This would be done upon the approval by Management.
- Operations Department is to check that the whole deferment procedure has been completed, an official notification has been issued, and addendum to PEI Student Contract has been signed.

11. CHANGE OF PERSONAL DETAILS

Students are required to notify the School of any changes in your personal particulars (address, email address, telephone numbers etc.) as soon as possible by filling in the 'Change of Personal Details Form'.

Failure to notify the School of such changes could result in important correspondence(s) not reaching the student.

THE PINK ROOM INTERNATIONAL NAIL ACADEMY does not accept any responsibility for any communication that fails to reach a student who has not informed the School of a change in contact details.

12. STUDENT ID CARD

Students are issued their student ID card at the start of their course. The student ID card is for identification purpose. Students should bring their student ID card when they are at the School. The School reserves the right to stop students without student ID card from entering the School.

Students must report any loss/theft or damaged/defaced of their student card to the Student Centre immediately by submitting the “Replacement for Student ID Card Form.”

A replacement of student ID card will be processed at a fee of S\$20.00. Replacement student ID card will be issued 5 business days after payment of the fee. A replacement of student ID card letter will be issued to the student as a temporary student identification pass during the replacement period. The student must bring this letter for classes every time till the student card is replaced.

Please notify the Student Centre if the original student ID card is found within 5 business days of submitting this request. However, please note that the replacement request cannot be cancelled nor can the replacement of student ID card fee paid be refunded.

13. DISCUSSION / SELF-PRACTICAL

Students may utilise any vacant classroom for discussion or self-practical. Check with Counter Staff for availability of classroom.

14. EMERGENCY MEDICAL ASSISTANCE

THE PINK ROOM INTERNATIONAL NAIL ACADEMY may be required to seek medical treatment for any student and should such action be deemed necessary by the School or staff acting on behalf of the School. The student will indemnify THE PINK ROOM INTERNATIONAL NAIL ACADEMY for any expense, loss, damage or liability of whatsoever nature occasioned as a result of authorising and arranging such emergency treatment.

15. ADVICE ON ACCOMMODATION AND COST OF LIVING IN SINGAPORE

A. Accommodation:

- Room, Dual-shared - S\$600 per pax per month
- Room, Tri-shared - S\$500 per pax per month
- Room, Quad shared - S\$450 per pax per month

B. Typical Cost Of Meal:

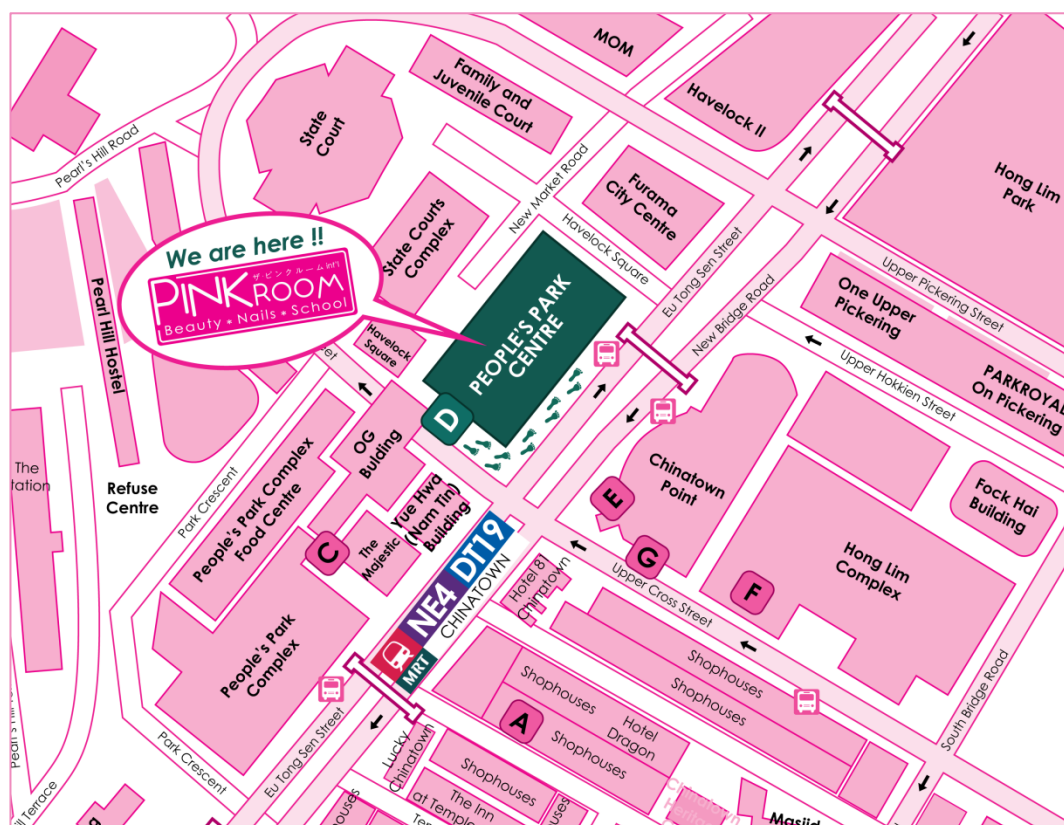
- S\$3.00 - S\$5.00 per pax per meal

16. RELEVANT SINGAPORE LAWS

IMPORTANT : IGNORANCE OF THE LAW IS NO EXCUSE TO BREAK THE LAW, THE RESPONSIBILITY LIES ON THE STUDENT TO UNDERSTAND THE LAW.

DRIVING	✓ All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.
DRUGS	✓ Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.
ALCOHOL ABUSE	✓ Any offense committed while being intoxicated is punishable under the law.
SMOKING	✓ Smoking in specific public places and indoor restaurants is prohibited.
TRAFFIC	✓ All traffic rules must be observed. Offences are punishable by fines.
LITTERING	✓ Littering, spitting and vandalism (with graffiti) in public places are serious offences punishable by law.

17. SCHOOL LOCATION



A. Address

101 Upper Cross Street, #07-08, People's Park Centre, Singapore 058357.

B. Directions

- Centralised location (within the Central Business District)
- Located at Exit D of Chinatown MRT station (NE4/DT19)
- Eating outlets/restaurants/Salons/Personal Stores within the building
- Overhead link to Chinatown Point

18. REFERENCE TO SSG

SkillsFuture Singapore (SSG) drives and coordinates the implementation of the national SkillsFuture movement, promotes a culture and holistic system of lifelong learning through the pursuit of skills mastery, and strengthens the ecosystem of quality education and training in Singapore.

19. SSG SERVICE PORTAL

Address : 1 Marina Boulevard, #18-01 One Marina Boulevard, Singapore 018989

Website : <https://www.ssg-wsg.gov.sg/>

Please submit your enquiry or feedback via SSG feedback portal (<https://service-portal.skillsfuture.gov.sg/s/feedback>). Alternatively, please call SSG hotline at 6785 5785.

Opening Hours

Mon – Fri : 8.30 am – 5.30 pm

Sat, Sun and Public Holidays : Closed

20. REVISION HISTORY

Date	Details
5 February 2018	<ol style="list-style-type: none"> 1. Amended flowcharts through document 2. Added "Credit Card" under list of payment method 3. Amended write-up on refund policy 4. Added "Computation of such an amount will also be explained to Students and stated in the Refund Request Form" under Student Refund Procedure 5. Amended write-up on transfer/withdrawal policy 6. Amended write-up for section 4.4 on student pass status 7. Removed all references to medical insurance 8. Added section 5.2 on "Appeals" under Dispute Resolution Policy 9. Amended write-up for student support services 10. Amended write-ups for attendance 11. Added table for "Part-time Students" on attendance rate and actions to be taken 12. Added in a table with more details for Relevant Singapore Laws 13. Update CPE contact details 14. Amended page numbers 15. Added "Revision History" page
09 March 2018	<ol style="list-style-type: none"> 1. Updated organization chart
01 June 2018	<ol style="list-style-type: none"> 1. Updated organization chart 2. Update refund, transfer, withdraw and dispute resolution procedures
01 April 2019	<ol style="list-style-type: none"> 1. Change Address of School 2. Update website of CPE
25 April 2019	<ol style="list-style-type: none"> 1. Updated organization chart 2. Removed "Credit Card" under list of payment method 3. Amended write-up on section 6.5B under class attendance 4. Amended section 6.5D under attendance requirement for non-student pass holders' action to be taken. 5. Amended write-up for section 6.5E on make-up lesson for non-student pass holders. 6. Inserted the phrase "in the overall result of" in section 9. 7. Amended write-up for section 9.4 re-examination rules for certificate and diploma exam.
15 November 2019	<ol style="list-style-type: none"> 1. Change Address of School 2. Updated Section 1.4 on school facilities 3. Amended Section 6, point 1 on availability of student handbook 4. Amended Section 6.1 to include Library access for references and tracking of student's academic and non-academic progress through the Student Monthly Progress Report. 5. Updated Section 17 on school location map, address and directions
20 February 2020	<ol style="list-style-type: none"> 1. Updated Section 19 on CPE's contact information
05 May 2020	<ol style="list-style-type: none"> 1. Updated 2.2 information on fee protection scheme - FPS policy number. 2. Updated 2.3 Payment Instruction - Available Modes of Payment. 3. Amended 10. Course Deferment.
27 January 2021	<ol style="list-style-type: none"> 1. Updated 2.2 information on fee protection scheme - FPS policy no
13 November 2021	<ol style="list-style-type: none"> 1. Updated ERF Registration period with CPE. 2. Added FPS Period of Insurance.
15 January 2022	<ol style="list-style-type: none"> 1. Removed mentions of Edu-trust, full-time student, FPS 2. Updated ERF Registration period with CPE
17 December 2024	<ol style="list-style-type: none"> 1. Updated Section 18 and 19 to update SSG information 2. Amended ERF validity information to website reference 3. Amended all mentions of CPE to SSG