



ISA Student Handbook

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1. **About International Sports Academy**

1.1 **Our Profile**

The ISA was founded in order to meet the growing need for sports education in Singapore. With the growing interest in sports to promote a healthier lifestyle and as a means of social cohesion, the sporting industry has grown substantially over the past years. The ISA provides the much-needed knowledge and skills required to empower individuals with the right tools to achieve success in the sporting industry today.

The International Sports Academy (ISA) was officially opened in 2003 and it was appointed by the United States Sports Academy (USSA) as its sole partner in Singapore to provide quality academic sports certifications and diplomas.

Since then, ISA has grown from strength to strength. With our partners at the USSA, the Australian Sports Academy (ASA), Business and Technology Education Council (BTEC), Edith Cowan University (ECU), National Strength and Conditioning Association (NSCA) and American Council on Exercise (ACE), we continue to provide quality education, diplomas and certifications that are recognised internationally to keep our students up to date, provide them with an edge in the sports industry, and more importantly, meet their needs for lifelong learning.

We provide both long and short courses to accommodate our students' schedules and provide them with the type of education and qualifications they desire. Our educators are qualified under the requirements of our various partners, and are also experienced educators who are working within the sports industry. We take pride in the services we provide and ensure that we provide the best experience and quality of education that we can. Nothing matters more to us than the learning and well-being of our students and we find great satisfaction in watching our students progress through their journey with us.

1.2 **Our Mission**

Preparing the next generation of sports leaders for the industry of tomorrow.

1.3 **Our Vision**

To become the region's leader in sports education, providing the tools to empower individuals with both knowledge and skills required to achieve success in the sporting world.

1.4 **Our Values**

Passion| Progress | Purpose

1.5 **Our Culture**

An environment where our passion for sports meets the love of learning.

Where success is not quantified by just the end result, but rather by the calibre of the pursuit.

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1.6 Our Service Guarantees

We commit to maintain the confidentiality of our students' personal information and undertake not to divulge their personal information to any third party without their prior written consent.

We shall try our best endeavors to adhere to the total hours of teaching instruction in accordance with the time schedule provided to the students at their enrolment.

We will try our best endeavors to offer our students the necessary facilities and support services necessary to foster a conducive and pleasant learning experience.

We will offer a transparent fee structure and our fee components shall be made known to students before registration.

We will offer a Certificate of Completion (or equivalent) for our courses for students who meet our required level of proficiency.

We will conduct a careful assessment of our students' needs and proficiencies to match the courses offered, by conducting appropriate tests to ascertain their suitability for entry and progression.

We welcome feedback and suggestions for improvement and commit to investigate and act on all areas of concern and dissatisfaction. We will try our best endeavors to resolve them within 3 to 14 working days, depending on the complexity of each case.

We commit to refund in full should we be unable to continue business due to insolvency and/or regulatory closure and/or termination of course before completion date, or non-conformance during service delivery.

We shall honor all terms and conditions contained in our application form, our Student Handbook and the Student Contract signed between the students and ourselves.

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1.7 Our Academy Campus & Facilities

Located in the heart of the Sports Hub at Kallang Wave Mall, we are only a 5-minute walk from Stadium MRT Station.

Our Academy occupies an area close to 1,000 square feet with access to the Beach volleyball court, the OCBC aquatic center and many eateries nearby.

Our Academy employs qualified, experienced and committed staff to provide effective and efficient services and programmes to our students. Currently, we have more than 15 lecturers. In line with our commitment to the quality and effectiveness of our services, our Academy maintains a student/teacher ratio of 40:1 for all our courses.



1.8 Our Management Team

No	Name	Appointment
1.	Mr. Mark Chay	Chairman and Chief Executive Officer
2.	Mr. Joel Lim	Chief Operating Officer
3.	Ms. Ou Yang Eling	General Manager
4.	Mr. Raymond Wang	Manager, Academic and Program Management
5.	Ms. Phua Xiu Quan	Executive, Academic and Program Management
6.	Ms. Kim Ng	Executive, Student Administration and Operations
7.	Ms. Crystal Alice Han	Executive, Marketing and Business Development

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1.9 Our Academic and Examination Board

No	Name	Appointment
1.	Mr. Mark Chay	Chairman of the Academic Board and Member of the Examination Board
2.	Mr. Muthiah Rethinam	Chairman of the Examination Board and Member of the Academic Board
3.	Mr Kelvin Chua	Member of the Academic and Examination Board
4.	Mr. Raymond Wang	Member of the Academic and Examination Board
5.	Ms. Phua Xiu Quan	Secretary, Academic and Examination Board
6.	Ms Soh Sze Ying	Member of the Academic and Examination Board

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1.10 Course Information

All students must know the course they have applied for, the date of commencement and the duration of the course. Latest course information is available from the School Administration. Please enquire directly from the Student Services office.

INTERNATIONAL SPORTS CERTIFICATE, DIPLOMA AND BACHELOR COURSES

International Sports Academy is proud to be collaborating with the United States Sports Academy (USSA), Australian Sports Academy (ASA), Business and Technology Education Council (BTEC) and Edith Cowan University (ECU) to bring to Singapore quality training programmes to meet the increasing demand for trained professionals in the sports, wellness and recreation industry.

The United States Sports Academy, also known as America's Sports University, is a private, non-profit institution, accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award baccalaureate, master's, and doctoral degrees. These degrees are on the approved list of the Sports Management Program Review Committee (SMPRC), a joint committee of the National Association for Sport and Physical Education (NASPE) and North American Society for Sport Management (NASSM).

The Australian Sports Academy on the other hand, offers a comprehensive scope of individually designed, and highly specialised sports education and training programmes which cover a wide range of skillsets, certification and diploma qualifications in the areas of sports coaching, fitness, facilities management, football coaching, sports and recreations, sports administration, sports officiating, sports development, sports marketing and event management.

The BTEC Higher Nationals in Sport and Exercise Sciences provide learners with practical skills and key sporting concepts for progression to, or within employment. Some units offered include training and fitness for sport and exercise, functional physiology, biomechanics for sport and research methods.

The Edith Cowan University provides programmes that improve general health, prevention of chronic diseases, health promotion and enhanced sports performance. They allow students to specialize in the design, implementation and evaluation of exercise and physical activity for better health.

At present, the list of programmes that we offer is as follows:

No.	Course Title	Course Level	Awarded by	Estimated Course Duration (Months)	
				Full-time	Part-Time
1.	Certificate III in Fitness	Certificate	Australian Sports Academy	0	6
2.	Certificate III in Sport Coaching	Certificate	Australian Sports Academy	0	6
3.	Certificate III in Sports Trainer	Certificate	Australian Sports Academy	0	3

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4.	Certificate IV in Fitness	Certificate	Australian Sports Academy	0	6
5.	Certificate IV in Sport Coaching	Certificate	Australian Sports Academy	0	6
6.	Certification in Sports Coaching	Certificate	United States Sports Academy	0	11
7.	Certification in Sports Management	Certificate	United States Sports Academy	0	11
8.	Diploma in Business and Retail Management	Diploma	International Sports Academy	6	0
9.	Diploma in Sports Science and Management	Diploma	International Sports Academy	6	0
10.	Diploma of Fitness	Diploma	Australian Sports Academy	12	18
11.	Diploma of Sport Coaching	Diploma	Australian Sports Academy	12	18
12.	Diploma of Sport Development	Diploma	Australian Sports Academy	12	0
13.	International Sports Diploma in Sports and Exercise Science (Sports Fitness)	Diploma	United States Sports Academy	6	12
14.	International Sports Diploma in Sports Coaching	Diploma	United States Sports Academy	6	12
15.	International Sports Diploma in Sports Management	Diploma	United States Sports Academy	6	12
16.	Pearson BTEC Level 4 HNC Diploma in Sport (Leisure Management) (QCF)	Diploma	Pearson Education Limited	9	18
17.	Pearson BTEC Level 4 HNC Diploma in Sport and Exercise Sciences (QCF)	Diploma	Pearson Education Limited	9	18
18.	Pearson BTEC Level 5 HND Diploma in Sport and Exercise Sciences (QCF)	Diploma	Pearson Education Limited	18	30

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19.	Bachelor of Science (Exercise and Sports Science)	Bachelor	Edith Cowan University	24	24
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2. Policy & Procedure for Student Admission

2.1 Course Admission Criteria

Kindly refer to the Standard Student Contract for the specific admission criteria. However, in general, the admission criteria for the USSA Programmes and the ASA Programmes are as follows:

USSA Programmes

Certificate programme admission criteria:

- Minimum age of 16, and
- GCE O Level Pass in English at C6 and above, or IELTS 5.0 and above.

Diploma programme admission criteria:

- Minimum age of 16, and
- NITEC, or Higher NITEC, or 3 GCE O Level Passes at C6 and above, or relevant certification issued by the United States Sports Academy, or Australian Qualifications Framework Certificate III
- GCE O Level Pass in English at C6 and above, or IELTS 5.0 and above.

ASA Programmes

Certificate III programme admission criteria:

- Minimum age of 16, and
- 3 O Level Passes at C6 or higher, NITEC, or Higher NITEC, or formal education equivalent to O Levels.

Certificate IV programme admission criteria:

- Minimum age of 16, and
- Relevant Australian Qualifications Framework Certificate IV.

Diploma programmes admission criteria:

- Minimum age of 16, and
- Relevant Australian Qualifications Framework Certificate IV, and
- GCE O Level Pass in English at C6 and above, or IELTS 5.0 and above.

Mature candidates with substantial work experience, and who do not fulfil any of the above-criteria, will be considered on a case by case basis.

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BTEC Programmes

Diploma programme admission criteria:

- Minimum age of 16, and
- 1 GCE "A" Level Pass at E and above; or
- Polytechnic Diploma or foreign qualification equivalent; or
- Relevant certification issued by the United States Sports Academy; or
- Australian Framework Certificate III

ECU Programmes

Degree programme admission criteria:

- Minimum age of 18, and
- GCE "O" Level Pass in English at C6 and above, or IELTS of 6.0 with no individual band less than 6.0, and
- "A" Level results with a minimum aggregated score of 5 from a minimum of 2 and a maximum of 3 A Level subjects; or
- Recognised Polytechnic Diploma; or
- Relevant Diploma issued by the United States Sports Academy; or
- Australian Qualification Framework Certificate IV or above; or
- Pearson BTEC Level 4 HNC Diploma.

IMPORTANT NOTICE

You are to consult and seek confirmation from our admissions office on the required course entry requirements prior to signing up for any of our programmes.

2.2 Course Completion Criteria & Award

The relevant Award and/or Certificate will be conferred by the International Sports Academy to you upon your successful completion of the course, and your having achieved the minimum criteria necessary to obtain a "pass" from the relevant awarding institution.

2.3 Contractual Commitment

All prospective students will enter into a **CPE Standard Student Contract** with International Sports Academy upon admission. A copy of the Standard Student Contract may also be downloaded from our webpage, or from CPE's webpage.

2.4 Academy Fees and Policy

International Sports Academy is committed to the transparency and accuracy of all fees and charges. A schedule setting out the fees potentially payable has also been enclosed in the Standard Student Contract.

2.5 Payment of Course Fees

The first installment (where applicable) is payable before the Course Commencement Date.

The remaining installments are payable on the dates indicated in the Payment Schedule unless otherwise stated. An administrative fee of S\$10.70 will be levied on each week of late payment.

Students who fail to make payment may be barred from the examinations and all pending results would be withheld by the Academy.

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2.6 Administration/Miscellaneous Fee

Note: Please check with the Academy administration for the latest published tuition and non-tuition fee schedules.

For Certifications and Diploma Programmes

Purpose of Fee (subject to change and revision)	Amount (with GST) S\$
Deferment fee (if applicable)	235.40
Re-assessment per unit	214.00
Re-module per unit	856.00
Penalty for late payment (each week of late payment)	10.70
Printing cost per sheet	0.20
Replacement of Student ID	21.40
Medical insurance (if applicable)	96.30
Fee Protection Scheme fee	250.00
ISA T-shirt	30.00

Administration/Miscellaneous Fee for ECU only

Purpose of Fee (subject to change and revision)	Amount (with GST) S\$
Deferment fee (if applicable)	235.40
Re-module per unit	2,236.30

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Penalty for late payment (each week of late payment)	10.70
Printing cost per sheet	0.20
Replacement of Student ID	11.70
Fee Protection Scheme fee	850.00
Medical insurance (if applicable)	96.30
ISA T-shirt	30.00

2.7 Fee Protection Scheme

The Fee Protection Scheme seeks to protect a student's fees in the event that ISA is unable to continue operations due to insolvency and/or regulatory closure and/or any other reasons. The Fee Protection Scheme also protects students if ISA fails to pay penalties or return fees to the students arising from judgement made against it by the Singapore courts.

International Sports Academy (ISA) has selected the FPS Insurance Scheme with Lonpac Insurance for the convenience of our students.

Fees refer to all monies that are paid to ISA by students to ISA. Apart from the following fees, all fees paid by students to ISA are protected under FPS.

1. Course application fee;
2. Prevailing Goods and Services Tax (GST); and
3. Miscellaneous fees (any non-compulsory fees and payable only when applicable).

2.8 Payment of School Fees

You can pay your school fees either via bank transfer or cheque to our Oversea-Chinese Banking Corporation Limited (OCBC) account.

The details of ISA's OCBC account are as follows:

Account name: INTERNATIONAL SPORTS ACADEMY (S) PTE LTD

Account number: 508 707 999 001

Cheques are to be addressed to:

International Sports Academy (S) Pte Ltd

2.9 Medical Insurance

We have purchased a Group Hospitalisation and Surgical Insurance Policy for both local (Singapore Citizens, Permanent Residents or non-Student Pass international students) and international students.

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The policy will minimally provide for an annual coverage limit of SGD 20,000 per student, at least B2 ward in government and restructured hospitals and 24-hours coverage in Singapore and overseas (if students are involved in school-related activities) throughout the entire course duration.

You can choose to opt out of the medical insurance scheme if you can show that you are already covered by your own medical insurance. For more information on International Sports Academy's Group Hospitalisation Exclusion of pre-existing illness and Surgical Insurance Policy, kindly refer to the information found on our website, at the following address: <http://www.isa.edu.sg/medical-insurance-scheme/>

Medical insurance is not applicable to part-time students and students taking courses with duration of not more than one month or 50 hours (cumulative).

AXA INSURANCE SINGAPORE PTE LTD has been appointed as the insurance provider for all our students.

2.10 Refund Policy & Procedure

Refund Policy and Procedure

You are entitled to withdraw from the Course by giving written notice to **International Sports Academy** of your intention to do so under the following circumstances:

1. International Sports Academy fails, for any reason, to commence the Course on the Course Commencement Date; or
2. International Sports Academy terminates the Course, for any reason, prior to the Course Commencement Date; or
3. International Sports Academy fails, for any reason, to complete the Course by the Course Completion Date; or
4. International Sports Academy terminates the Course, for any reason, prior to Course Completion Date; or
5. International Sports Academy has not ensured that the student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the Student Contract within any stipulated timeline set by CPE; or
6. The Student's Student Pass application is rejected by Immigration and Checkpoints Authority (ICA)

You will 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 by you to International Sports Academy should you decide to withdraw, within 7 working days of receiving the notice from the International Sports Academy of any of the circumstances as set out in points 1 – 7 above.

If you withdraw from the course for any reason other than those stated under points 1 – 7 above, ISA shall, within 7 working days of receiving your written notice of withdrawal, refund to you an amount based on the Refund Table below.

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% of aggregate amount of Course Fee	If Student's Written Notice of Withdrawal is Received
100%	More than [30] days before the Course Commencement Date
50%	Before, but not more than [30] days before the Commencement Date
10%	After, but not more than [10] days after the Commencement Date
5%	More than [10] days after the Course Commencement Date, but not more than [30] days after the Course Commencement Date
0%	More than 30 days after the Commencement Date

Cooling Off Period

International Sports Academy shall provide you with a cooling-off period of 7 working days after the date that the relevant Student Contract has been signed by both parties. You will be refunded the highest percentage (stated in the Refund Table above) of the fees already paid if you submit a written notice of withdrawal to ISA within the cooling-off period regardless of whether you have started the course or not.

2.11 Student Confidentiality and Security Policy

Except as otherwise specifically provided for below, International Sports Academy will grant access to Confidential Student Information to authorised International Sports Academy personnel only on a "need to know" basis. This is, in turn, based on what is, in our view, a need for the said personnel from the International Sports Academy to access said student's information.

"Confidential Student Information" means any personally identifiable information relating to the student which is received from the student or arises out of the student's course of study with the International Sports Academy or information relating to the student's whereabouts or physical or mental condition and well-being.

"Confidential Student Information" shall not include:

1. any information which becomes generally known to the public, other than by reason of any wilful or negligent act or omission of International Sports Academy, or any of its representatives;
2. any information which is required to be disclosed pursuant to any applicable laws or to any competent governmental or statutory authority or pursuant to rules or regulations of any relevant regulatory, administrative or supervisory body (including, without limitation, any relevant stock exchange or securities council);
3. any information that has been lawfully received by a third party without a breach of this privacy statement; (iv)

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4. any information that is already known by or available to the International Sports Academy without a confidentiality obligation; or
5. any information that is disclosed by us with prior written approval of the student.

Without affecting the generality of the above paragraph and for the avoidance of doubt, the following shall be deemed to meet the requirement for disclosure stated in the above paragraph above:

1. A request for information by the Ministry of Education or the Committee for Private Education;
2. Sharing of information or data with Government agencies or statutory bodies or non-government agencies authorised to carry out specific Government services or duties;
3. Sharing of information with persons or organizations providing a student with financial aid;
4. Sharing of information with third parties, including members of the student's family or medical or security personnel, in an emergency if the International Sports Academy deems it necessary in order to protect the health or safety of the student or other persons; or Publication or release of information that is customary by universities or other educational institutions, including but not limited to awards of prizes, medals, scholarships, classes of honors and other marks of distinction, and student or graduation status.

Prior permission will be obtained in writing from the student if the particulars are to be used for any other purposes apart from the instances that are set out above. In this instance, we will obtain the student's written consent prior to the disclosure of such confidential student information.

For the convenience of our students, we may also display to said student data that said student had previously supplied to us or other Government agencies. In the event that a student provides consent for the disclosure or use of information other than for an official or educational purpose, the Academy will retain a student's personal data only as necessary for the effective delivery of Academy services to the student.

To safeguard a student's personal data that had been provided electronically or had been converted into an electronic form, we have taken reasonable steps to secure all electronic devices, and taken further steps to secure the transmission of all personal data with the appropriate security technologies.

This Policy is subject to any applicable law mandating or otherwise requiring disclosure.

This Policy is subject to revision at the discretion of the Academy from time to time.

2.12 Leave of Absence and Application Procedures

Students are to inform the Academy of any intention for travel, and a written application must be submitted to the Academy prior to such travel arrangements, for our approval, prior to leaving Singapore. All travel period must not affect class attendance. The Academy must be notified of any emergency leave. Students are to submit a written notice to the Academy with supporting documents (where applicable).

3. Student Services Support

3.1 Provision of Student Services

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ORIENTATION PROGRAM FOR ALL NEWLY-ENROLLED STUDENTS

An orientation program will be conducted to welcome and induct all new students prior to the starting of course. The orientation program covers the following:

1. ISA's location(s) and a general description of the facilities and infrastructures;
2. application requirements and procedures;
3. aspirations of the prospective students with the course learning outcomes;
4. type of certification awarded at the end of the course (certificate/diploma/advanced diploma/degree/master/PhD etc.);
5. opportunities for further education after graduation and job prospect after graduation;
6. total payable fee throughout the course duration;
7. Fee protection scheme adopted by ISA, payment methods and schedule;
8. student contract clauses;
9. refund policy;
10. transfer and withdrawal policy;
11. student support services available;
12. course admission requirements and any exemption (if applicable);
13. course modules and outline;
14. course duration and assessment schedules;
15. promotion and award criteria, including any special condition;
16. ISA's response time for feedback/complaint/grievance received and to resolve the feedback/complaint/grievance (within 21 working days) to the prospective students;
17. reference to ISA's website for course syllabi and module synopsis; and
18. reference to CPE's official website at www.cpe.gov.sg for more details.

The Student Handbook will be used as the main source of information during the orientation.

In the event where any information is changed, we will ensure all students are promptly notified through available communication channels and sufficient time is given to prepare for the changes.

3.2 Course Materials

An approved set course notes will be provided for all courses conducted by us. The course notes are subjected to revision to meet the new challenges and requirements of the courses.

3.3 Course Timetable

The class time-table will be issued before the commencement of each term.

The information provided is correct at the time of issue. We reserve the right to amend the time-table whenever deemed necessary.

3.4 Attendance and Class Regulations

Attendance is compulsory. In the event of absenteeism due to unforeseen or medical reasons, a letter from the parent/guardian or a doctor's medical certificate or an excuse letter must be submitted to the Academy on the following day.

Students are required to be punctual for classes. Observe the timings for classes. The class schedule is given at the commencement of each term/ level. Any changes thereafter, the

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student will be notified by the academy through notices, and any other means available at the time.

Students arriving after 15 minutes of class start time will be considered late and after 30 minutes of class start time will not be allowed to sign the attendance for the lesson.

Any student leaving before the end of class or before class is formally dismissed by the teacher will be treated as having been absent for the day.

Students who are unable to attend regular classes with valid reasons are required to submit the **Student Leave Application** Form together with relevant supporting documents to the Administration Office at least one week before the date of absence.

Students must be punctual for lessons or other Academy activities.

Students must be attentive in class and all assignments must be handed in on time and must be adequately prepared for their lessons.

Students must refrain from attending to private matters during lessons.

No student may leave a lesson without the prior permission of the teacher-in-charge.

Attendance requirement

For local students who are pursuing the USSA, ASA or BTEC programmes, the student shall ensure that their attendance for each module shall minimally be at least 75% per module.

For international students who are pursuing the USSA, ASA or BTEC programmes, the student shall ensure that their attendance for each module shall minimally be at least 90% per module.

3.5 **Absenteeism & Warning Letter**

For local students:

A warning letter will be issued to any student who:

- is absent for class for more than 3 consecutive days without medical proof or prior approval from the ISA; or
- falls below the 75% attendance mark for the relevant calendar month.

A final warning letter will be issued to any student who:

- is absent for class for more than 7 consecutive days without medical proof or prior approval from the ISA; or
- has accumulated more than 3 warning letters during the course of the relevant programme.

For international students

For international students, the international student shall ensure that their attendance for each module/month is at least 90% per month.

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A warning letter will be issued to the relevant international student if the student is absent from class for more than 3 consecutive school days without medical proof or prior approval.

A final warning shall be issued if the relevant international student is:

- absent for more than 7 consecutive days without medical proof or prior approval, or
- has accumulated more than 3 warning letters during the course of the relevant programme, or
- should the relevant international student fails to meet the minimum attendance required for any particular month.

The Manager, Student Administration & Operations shall send the list of students not meeting the 90% attendance requirement to the ICA. For students aged below 18 years, the Manager, Student Administration & Operations shall also include the student's parent/guardian (where applicable) in the email.

International students who fail to meet the required 90% attendance may have their Student Pass withdrawn by the ICA. The Manager, Student Administration & Operations shall keep student's parent/guardian informed upon issuance of warning letters.

Poor Attendance (for both local and international students)

For students who have accumulated 3 occurrences of poor attendance, the Executive, Academic & Programme Management shall arrange for a counselling session with the student and the issue shall be escalated to the Academic Director. The Academic Director shall determine the academic penalty (as indicated in the respective Student Handbook) to be awarded to the student. Academic penalties may range from capping of assessment marks, barring from examinations, termination from the programme, etc.

3.6 Student Feedback

An evaluation will be conducted at the end of each module/month (where applicable). A final term evaluation after the course will also be conducted to evaluate the effectiveness of the teacher/lecturer and the course coverage and to gather the students' feedback on other aspects of the course.

Students may also channel their feedback on the course or the services provided by contacting any member of the top management team.

Students' feedback is valuable as such information will be used to help the Academy to improve its courses and services.

All evaluation and feedback will be treated in strictest confidence.

3.7 Deferment/Transfer/Withdrawal/Termination Policy & Procedure

3.7.1 Course Deferment

Deferment is only allowed once for up to a maximum of six months. Exceptions can be made in special cases, on a case by case basis, subject to approval. Such instances include National Service.

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Request for course deferment must be made in writing via a “Course Deferment Application” form. The “Course Deferment Application” for, duly executed, must be submitted together with the supporting documents.

Student will receive an acknowledgement email within 3 working days upon the Academy’s receipt of the said application.

Student will be informed of the Academy’s decision via email within 4 working days upon receipt of the deferment application

There will be no refund of course fees paid in the event of deferment. If there is an increase in the course fees by the time the student attends the course, the student is liable to pay the difference.

Students who wish to request for a deferment is required to pay a deferment application fee of S\$235.40

3.7.2 Transfer Policy

Transfer of course is defined as the student transferring to a different course within ISA.

The procedure relating to the transfer to a different course is as such

- A written notice of transfer of course (via Transfer / Withdrawal Form) must be delivered to the Manager, Student Administration & Operations.;
- Within 3 working days of receipt of the Transfer / Withdrawal Form, ISA will arrange for a counselling session with the said student. For students under 18 years of age, ISA shall seek parental / legal guardian approval prior to processing the request for transfer of course;
- During the counselling process, ISA will also assess, and advise the student on his/her eligibility to enroll into the new course;
- The student must settle any outstanding fees payable to ISA before the transfer of course shall be processed;
- ISA will advise the student on the final outcome within a reasonable time frame of not more than 4 weeks;
- Upon acceptance of the transfer, the student will be offered a new contract;
- Refunds (if any) will be processed within 7 working days from the student’s request for withdrawal (excludes time taken for postal services or external processing by banks);
- Refunds (if any) will be processed within 7 working days from the student’s request for withdrawal;
- Applications for course transfer within ISA are granted on a case-by-case basis subject to the student meeting the student selection requirement of the new programme and approval from the partner programme provider where applicable.

For International Students:

- ISA will inform ICA of the course transfer within 3 working days; and
- Course transfer is subject to the approval by the ICA. Students are to note that should the application be rejected for whatever reasons, students may not be able to continue their studies in Singapore.

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3.7.3 Course Withdrawal

Withdrawal is defined as the student contract being terminated, and the student is no longer a student of ISA. Transferring to another institution of study of equivalent credit transfer is also deemed as a withdrawal from ISA.

The procedure relating to the transfer to a different course is as such

- A written notice of withdrawal (via Transfer / Withdrawal Form) must be delivered to the Manager, Student Administration & Operations.;
- Within 3 working days of receipt of the Transfer / Withdrawal Form, ISA will arrange for a counselling session with the said student. For students under 18 years of age, ISA shall seek parental / legal guardian approval prior to processing the request for transfer of course;
- ISA will advise the student on the final outcome within a reasonable time frame of not more than 4 weeks; and
- Refunds (if any) will be processed within 7 working days from the student's request for withdrawal (excludes time taken for postal services or external processing by banks).

For International Students:

- Transferring to another institution of study is subject to approval by ICA. Students are to note that should the application be rejected for whatever reasons, students may not be able to continue their studies in Singapore

3.7.4 Termination & Expulsion

A student may be expelled from the Academy under the following circumstances:

Misconduct: Fighting, gambling, smoking or behaving disorderly.

Defamation: Spreading untruth and damaging remarks about the Academy, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of the Academy.

Vandalism, Mischief and/ or Theft: Students who have been found to participate in any willful or negligent acts that cause damage to, loss, removal or theft of, or any other wrongful interference with any property of the Academy.

Cheating in examinations/tests: Any form of plagiarism or cheating in tests and examinations may result in disciplinary action such as expulsion from the course.

Should any student be expelled from the course, no refund on fees paid will be made.

3.8 Course Duration

Students are required to complete their course (inclusive of examination) within the stipulated duration for each course of study.

Students must successfully complete the preceding level/stage before they can proceed to the next level/stage.

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3.9 Indemnity

International Sports Academy will not be liable for any mishap, injury, loss or damage suffered by the students during the course.

3.10 Change or Update of Personal Particulars

Students are required to inform the Academy and complete the Student Particulars Update Form if there is a change in their personal particulars (such as name, address and contact numbers). Supporting documents, where necessary, must be submitted with the Student Particulars Update Form.

International Sports Academy will not be responsible for misplaced mailings due to change in mailing address. The cost and/or expense incurred as a result of misplaced mails will be borne by the student. Examination and assessment results **will not** be released over the telephone.

3.11 Mentorship

The USSA Mentorship Programme is a unique educational plan that allows Students to apply their classroom knowledge in a safe work environment under the close guidance of a relevant and experienced supervisor. More details about the qualifying criteria of the supervisor can be found in your Mentorship Handbook.

STUDENTS QUALIFYING CRITERIA

USSA Diploma:

1. The student must pass 6 core and 4 elective modules
2. Need to achieve 75% attendance for all modules
3. No outstanding payments

Work-based Experience

The BTEC Work-based Experience (WBE) programme enables students to experience the scope and depth of learning which takes place in a work-based context. This optional programme allows flexibility of study for students and they are supervised in the workplace and their academic supervisor to plan, carry out, monitor and evaluate work-based activities.

3.12 Mitigating Circumstances

Introduction

ISA recognises that students may suffer from a sudden illness or other serious and unforeseen event or set of circumstances which adversely affects their ability to complete an assessment or the results they obtain for an assessment. In such cases the mitigating circumstances regulations and procedures may be applied.

Mitigating Circumstances might include:

- significant physical or psychological illness
- severe personal difficulties
- serious illness affecting a close family member

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- sudden deterioration in a long standing medical condition or disability
- being the victim of a serious crime
- legal proceedings requiring attendance at court
- Unforeseeable or unpreventable events.

The following will **not** be regarded as mitigating circumstances:

- Failure to attend an examination due to misreading the examination timetable
- Events such as holidays and weddings
- Inadequate planning and time management
- Having more than one examination on the same day
- Examination clashes arising from incorrect registration by the student, i.e. examinations scheduled to take place at the same time (students are responsible for reporting any examination clashes which occur in their examination timetable to their Departmental Examinations Officer and the Student Administration and Support Division so that alternative arrangements can be made)
- Any event that could have been reasonably expected or anticipated, such as sporting events or pressures from paid employment, or other study commitments.

The Management Team of ISA shall demonstrate fair and consistent treatment of its students in support of these Mitigating Circumstances.

Process Of Submission Of Evidence

The Student is responsible for obtaining all appropriate documentary evidence and ensuring that it is submitted on time.

It is the student's responsibility to obtain and submit a verified translation if the original evidence is in another language, apart from English.

The student shall submit the appropriate mitigating circumstances form and provide ISA with supporting documentation from an appropriate third-party as evidence of the mitigating circumstance.

The evidence must explain: (1) what the circumstance is; (2) exactly how it affected the student in relation to his/her studies/assessment; (3) precisely when (i.e. identifying which assessments were affected).

The student shall submit the documentary evidence to ISA before the expiry of the relevant deadline for the submission of evidence in relation to mitigating circumstances claims. In most circumstances, the deadline will be not later than five working days after the relevant coursework submission date or the date of the examination but you should check the specific date with ISA.

Failure to divulge information and provide evidence at the appropriate time may mean that ISA has insufficient information to accept mitigating circumstances or to judge their severity. Appeals against academic decisions may be disallowed if the appeal is based on evidence of mitigating circumstances that the ISA lecturers could have reasonably been supplied to ISA earlier.

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The student shall contact and/or consult the Executive, Academic and Programme Management for issues concerning the submission if required.

ISA will decide whether or not the student has established sufficient grounds of mitigating circumstances relevant to his/her assessment.

The student shall receive a response from ISA within two weeks of submitting his/her mitigating circumstances form and evidence.

If ISA accepts the student's mitigating circumstance, it shall make a corresponding recommendation about the affected assessment(s) to the Academic and Examination Board for his/her course.

The recommendations that ISA is allowed to make shall include, for example, the opportunity to take the affected assessment again as if for the first time (i.e. a 'sit' or 'submit'), or the waiving of a late submission penalty incurred for the affected assessment.

The student shall note that presentation of mitigating circumstances evidence does not guarantee that a concession shall be applied and accepted mitigating circumstances do not lead to marks being changed.

Depending on the circumstance, ISA will normally inform student to hand in his/her coursework at the earliest possible opportunity that his/her circumstances allow. If the student's mitigation is accepted for the affected assessment, no penalty shall be applied for its late/non submission. If the student's mitigation is accepted but ISA agrees he/she could have submitted his/her work earlier, a partial penalty is likely to be applied.

ISA is allowed to set a revised submission date in cases where it is possible and appropriate to do so in order to account for accepted mitigating circumstances.

The student shall notify ISA at his/her earliest possible opportunity if he/she experience a sudden illness or other serious and unforeseen event or set of circumstances that mean he/she will not be able to meet a coursework deadline.

The student shall also provide appropriate documentary evidence so that ISA can consider your case and determine if and how it is appropriate to account for his/her circumstances.

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ISA's Potential Scope of Assistance

ISA shall help the student in dealing with his/her mitigating circumstances:

- if his/her circumstances mean he/she might need time away from study, ISA shall be able to advise him/her whether a formal suspension of studies is a possibility and discuss arrangements for returning to his/her course;
- if he/she has or suspect he/she has a learning difficulty (e.g. dyslexia), ISA will refer him/her for professional help; and
- if he/she is experiencing financial difficulties, ISA shall direct him/her to the relevant bodies/organisations for financial aid.

3.13 Flexible Arrangements for Learning and Assessment for Students with Recognised Sporting Talent

Introduction

Students with a sporting talent should apply for ISA recognition as an elite athlete by submitting the Elite Athlete Application Form, either on acceptance of an offer of a place at ISA or at the time of registration with ISA. These applications will be considered by the Management Team. The Chairman and Chief Executive Officer will ensure that the names of recognised elite athletes are notified to the relevant Heads of Department and Academic Director.

Recognised elite athletes will be eligible for consideration for flexible arrangements for learning and assessment.

Recognised elite athletes should discuss their training and competition schedules with the Executive, Programme and Academic Management and with their Respective Lecturer at the earliest opportunity, normally at the start of each academic year.

Students who have been recognised by ISA as having and maintaining sporting talent may apply in writing, citing key dates and a justification for alternative learning or assessment arrangements, to the Chairman and Chief Executive Officer for consideration for the types of flexible arrangements.

Procedures to apply

Students with a sporting talent should apply for ISA recognition as an elite athlete by submitting the Elite Athlete Application form, either on acceptance of an offer of a place at ISA or at the time of registration with ISA.

These applications will be considered by the Management Team.

The Chairman and Chief Executive Officer will ensure that the names of recognised elite athletes are notified to the relevant Heads of Department and Academic Director.

Recognised elite athletes will be eligible for consideration for flexible arrangements for learning and assessment

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Procedures to apply

Students who have been recognised by ISA as having and maintaining sporting talent may apply in writing, citing key dates and a justification for alternative learning or assessment arrangements, to Chairman and Chief Executive Officer for consideration for the types of flexible arrangements:

- Authorised absence from scheduled lectures, seminars or other teaching sessions;
- Revised deadlines for submission of formative or summative coursework;
- Special considerations in the allocation and timing of placements; and
In exceptional circumstances such as competing in or preparing for a major international sporting event, alternative assessments or examinations

Where necessary, Heads of Department will verify an applicant's supporting evidence such as competition dates and times or references from a National Sport Governing Body.

Only those students who maintain the required level of academic progress on their programme of study, as determined by the Chairman and Chief Executive Officer shall be considered for the flexible arrangements.

The following are examples of sporting commitments for which students might flexible arrangements:

- Athletes competing in national/international competitions;
- Student athletes attending special training camps to maintain or enhance their inclusion in a regional or national (senior or age group) squad; and
- Students competing for a team that has reached the semi-final or final of a National Competition.

It is expected that any student requiring any concession in academic schedules under this policy will know of and have discussed with relevant ISA staff their commitments and any potential clashes with academic requirements well in advance. In normal circumstances, the student would also make his/her own arrangements to catch up on material covered in sessions missed.

The decision of the Chairman and Chief Executive Officer on the application for Concession will be final.

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4. ACADEMIC & ASSESSMENT

4.1 a) Examination Policy - USSA

Students who **do not** achieve the minimum attendance requirement will not be allowed to sit for their test/ examination.

The date and time of the examination are specified in the time-table. A notification will also be issued one month prior to the examination.

The passing mark for class tests/ external examination is 70%.

Examination dates cannot be changed to cater to individual requests.

Students who are late more than 30 minutes are not allowed to sit for the examination.

For failure in examination or absent during examination, the student usually shall be given the re-sit paper approximately 4 weeks after the confirmed result is released. However, it is subject to respective examination authorities regulations. Should the student fail again, the student will be required to **re-module** the subject.

b) Examination Policy - ASA

The ASA Diploma is a competency based diploma, and students are not required to sit for any written examination. However, all students are required to demonstrate the relevant competency required for them for the relevant module(s).

c) Examination Policy - BTEC

The BTEC Diploma is a competency based diploma, and students are not required to sit for any written examination. However, all students are required to demonstrate the relevant competency required for them for the relevant module(s).

4.2 Final Result Appeals

All appeal cases will have to be submitted via an Assessment / Award Appeal form to International Sports Academy within the stipulated timeline after the release of examination results. Please check with the school administration on the timeline for your respective course.

The appeal will be processed in accordance with the Academy's appeal policy.

The Program Leader / Executive shall inform the result of the appeal to the student via email. The Program Leader shall ensure that appeal results shall be released within 4 weeks for in-house courses, and not later than 8 weeks for courses administered by a partner organization from the date of appeal

Examination and assessment results **will not** be released over telephone.

4.3 Progression

1. The Head (Academic) will assess student progression criteria. Once assessed, the Head (Academic) will inform of student progression to the next course or level. For non-

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performing students who do not meet the progression criteria or unsuccessful appeal cases, these students will be sent for counselling with the Head (Academic) and be required to re-module for the failed subject(s).

2. Should a student be caught for plagiarism or cheating in examination, and depending on the severity of the case, it is within the powers of the Examinations Board to determine whether a student should fail the examination with no provision for reassessment (re-module) or progression, and so no award shall be made. For cheating cases, the student may be expelled or terminated from the course of study.

5. DISPUTE RESOLUTION POLICY & PROCEDURE

Handling Feedback | Complaint | Dispute or Grievance

We have a closed-loop feedback and complaint management system to gather and address all feedback and complaints received from students, staff, external partners or the public. We shall address and resolve feedback and complaints within 21 working days. The person giving the feedback or making the complaint shall be notified of the action taken, and where appropriate and applicable. Unless otherwise required by law, privacy and confidentiality shall be maintained at all times.

Feedback, including disputes, could be lodged via any of the following means:

1. feedback forms located at the ISA's front desk;
2. our website;
3. emails (via info@isa.edu.sg);
4. telephone: 64230668;
5. letters;
6. face to face meetings; and
7. orientation sessions.

Timeline for Resolving Dispute

The Academy will attempt to resolve the dispute within 21 working days. However, if the Academy is unable to resolve the dispute, the matter will be resolved through the Dispute Resolution Scheme under the Council for Private Education. More information may be obtained at: <https://www.cpe.gov.sg/student-services/dispute-resolution>

6. CODE OF CONDUCT

Students must maintain good conduct at all times and must observe:

- The Law of Republic of Singapore
- The rules and regulations of Immigration and Checkpoints Authority (ICA) Singapore
- The rules and regulations of International Sports Academy

A student must be dismissed from his/her course of study cancelled of he/she **does not adhere to the code of conduct and/or violated any of the major disciplinary offences below:**

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1. Cheating or dishonesty in examinations
2. Disruptive behavior during classes
3. Disrespectful behavior, non-compliance and/or disobedience towards the schools' teachers and staff
4. Misbehave, engage fighting in school, and/or immoral or indecent behavior
5. Vandalism, willful destruction of and/or damage to or theft of the school's property
6. Possession of offensive weapons
7. Consumption of drugs or alcoholic drinks or intoxicating substances
8. Forging of documents or possession of forged documents
9. Unauthorized use or illegal copying of copyright materials including printed and/or non-printed matters and computer software or the disclosure of computer passwords to others
10. Breach of or non-compliance with or non-observance of such rules and regulations as may be made from time to time by the school management.

IMPORTANT CONTACTS AND HELPLINES

Help lines / 24 Hours Hotline

Students with problems or concerns can reach us at **6423 0668** during office hours (i.e. Mondays to Fridays from 9 am to 7.30pm).

Students with problems or concerns can reach us at **9773 3670** after office hours (i.e. Mondays to Fridays from 9 am to 7.30pm).

Health & Safety

In case of injury, please approach the Student Services Officer or call **6423 0668** for assistance.

Other useful contact numbers: Police (Call: **999**) / Ambulance or Fire (Call: **995**)