

# STE Institute



# STUDENT HANDBOOK



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# MESSAGE FROM PRINCIPAL

Dear Student,

A very warm welcome to STEi Institute Pte Ltd (STEi).

As a prospective student, you may face multi-faceted challenges. A key question that typically races through one's mind is, "Where can I secure relevant, reliable and professional educational qualification?"

STEi Institute is a Registered Private Education Institution (PEI) with SkillsFuture Singapore (SSG). You may wish to refer to SSG website ([www.ssg.gov.sg](http://www.ssg.gov.sg)) for further information.

I would also like to invite you to explore STEi Institute's website (<http://www.stei.edu.sg>).

At STEi, we are fully conscious of the immense responsibilities placed on us and we will do our utmost to build on the rich legacy and solid reputation to provide quality services.

We wish you a fruitful and wonderful experience at STEi Institute.



Christine Tan  
STEi Institute  
Principal

# OUR VISION, MISSION, QUALITY POLICY, STEi VALUES & CULTURE

## **VISION**

To be the preferred Private Education Institution (PEI) of choice.

## **MISSION**

STeI will offer high quality, cost-effective and relevant courses to meet the needs of our Clients.

## **QUALITY POLICY**

We, at STEi Institute are fully committed to the provision of high quality, cost-effective and relevant education and training courses for our students and the industries.

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

## **VALUES - ELITE**

<b>Pursuit of Excellence</b>	To be the BEST in all we do, continually striving for the highest professional standards achievable.
<b>Loyalty</b>	Being committed to the organisation, to one another and to our customers, at all times. Striving for cohesiveness and caring for one another.
<b>Innovation</b>	Creative, being open to embrace change. Encourage, nurture ideas and initiatives to better organisational and individual performance.
<b>Teamwork</b>	Be responsible and take accountability seriously; be reliable and dependable to the Team.
<b>Ethics and Integrity</b>	Be a role model in character and conduct; uphold STEi's Ethical standards.

## **CULTURE - SEARCH**

**Shared sense of purpose and values that is consistent across all members of STEi.**

**Emphasizing importance of staff learning and focusing on continuous improvement in STEi.**

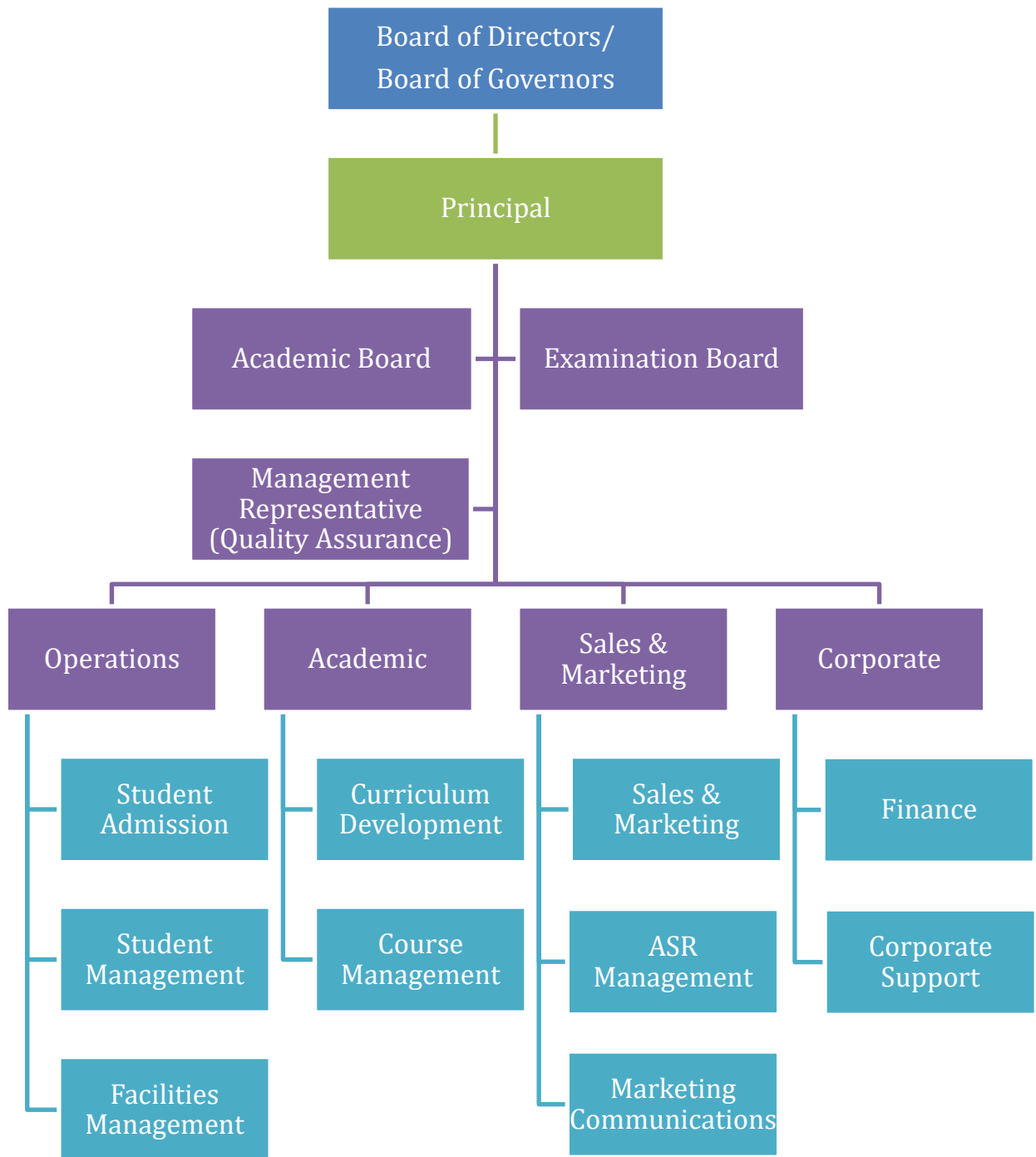
**Accentuating sense of responsibility for student's learning.**

**Recognition of staff members' excellent effort and celebrating their success.**

**Collegial and collaborative relationships among staff members.**

**Harnessing strengths through professional development, staff reflection, and sharing of best practices**

## ORGANISATION CHART



# **MEMBERS & REPRESENTATIVES**

## **Board of Directors:**

Col (Ret) Michael Chen (Chairman)  
Christine Tan

## **Board of Governors:**

Col (Ret) Michael Chen (Chairman)  
Mr John Young  
Dr Mark Radford  
Mr Toh Ser Koon

## **Academic Board:**

Mr Albert Ang (Chairman)  
Mr Govindaraju Ramiah  
Mr Daxter Wee

## **Examination Board:**

Col (Ret) Michael Chen (Chairman)  
Mr Allan Chong  
Mr Daxter Wee

## **Principal and Management Representative:**

Christine Tan

## WHO WE ARE

STeI Institute is a Private Education Institute that has established itself as a credible and astute service provider with sound governance and financial standing.

Our team of dedicated lecturers are subject matter experts in both industry practices and didactic approaches to meet your learning needs. Our school also include excellent facilities in a conducive learning environment that meet the standards set by the governing authorities.

## SERVICE GUARANTEES

### **Fee Protection Scheme (Group Insurance)**

STeI Institute hereby confirms and undertakes to the Students that it has in place the **Fee Protection Scheme (FPS)** as stipulated by the SkillsFuture Singapore (SSG) by way of an Insurance Scheme. Information on **FPS-G** is available on page 12 of this handbook.

### **Medical Insurance Scheme**

STeI Institute hereby confirms and undertakes to the Student that it has in place a **Medical Insurance Scheme** for all its Students as required by SSG under EduTrust Certification Scheme. Information on **Medical Insurance Scheme** is available on page 30 of this handbook.

## OUR CAMPUS

STeI Institute is located in the city area which is accessible by various means of transportation. All our classrooms are wireless surf-zone, students can surf the internet through computer stations, own laptops or smart phones anywhere in the Institute.

### STeI Institute Campus

10 Anson Road  
# 34 -14  
International Plaza  
Singapore 079903

Tel: (65) 6559 2896

Email: [admin@stei.edu.sg](mailto:admin@stei.edu.sg)

## Library operating hours:

DAYS	TIME
Monday – Friday	8.30am – 6pm
Saturday – Sunday	Closed
Public Holidays & STeI - Declared Holidays	Closed

## Contact Details:

Academic	Ms Ily Heida Manager, Academic	<a href="mailto:heida@stei.edu.sg">heida@stei.edu.sg</a> (+65) 6559 2897
Sales & Marketing	Mr Chaman Lal Manager, Sales & Marketing	<a href="mailto:chamanlal@stei.edu.sg">chamanlal@stei.edu.sg</a> (+65) 6559 2895
Student Payment	Ms Amy Dinh Asst. Manager, Corporate	<a href="mailto:amydinh@stei.edu.sg">amydinh@stei.edu.sg</a> (+65) 6559 2894

# FEE PROTECTION SCHEME

## FPS INSURANCE SCHEME

As an EduTrust certified PEI, it is mandatory for all students to be under the Fee Protection Scheme (FPS) Group Insurance when they enrol into our Courses and this is by way of an FPS Insurance Scheme (Group Insurance).

Our appointed FPS provider is **Liberty Insurance Pte Ltd**

For more information on the Fee Protection Scheme, please refer to SSG website ([www.ssg.gov.sg](http://www.ssg.gov.sg))

## FEES PAYMENT

### APPLICATION FEE

Students are to make their application fee payment in applying for our Full-Time or Part-Time Courses.

TYPES OF APPLICATION FEE	AMOUNT
Full-Time Courses	\$305.20
Part-Time Courses	\$54.50

### COURSE FEES

Course Fees is clearly stated in “Schedule B Course Fees” of the Standard PEI-Student Contract.

All Course Fee shall be remitted into “**STeI Institute Pte Ltd**” account in Singapore Dollars.

### MISCELLANEOUS FEE

Miscellaneous Fee is clearly stated in “Schedule C Miscellaneous Fees” of the Standard PEI-Student Contract version 4.0. Miscellaneous Fee comprises of ad-hoc items/ costs incurred by students arising from the Course which cannot be determined upfront.

# PAYMENT OPTIONS AVAILABLE

## Modes of Payment

1. **Crossed Cheque / Cashier's Order / Bank Draft** – Payment made through Cheque / Cashier's Order / Bank Draft must be made payable to “**STeI Institute Pte Ltd**”. Ensure that the Cheque / Cashier's Order / Bank Draft are drawn on a Singapore Bank. On the reverse side of the Bank Draft, the Student is requested to include:

- Student's Full Name
- Student's Passport Number
- Course Title – Indicate as appropriate

**MAILING ADDRESS:**

STeI Institute Pte Ltd  
10 Anson Road  
# 34 - 14  
International Plaza  
Singapore 079903

2. **DBS Internet Banking**

- Login to DBS Internet Banking
- Select “Transfer” to other DBS or POSB account (one time)
- Input the following details:
  - a. Recipient Name “STeI Institute Pte Ltd”,
  - b. Recipient Account “003-909401-9”
  - c. Select currency “SGD”
  - d. Under “My Initials”, input your NRIC/ FIN no.
- Select the bank account to debit the payment from and state the relevant currency
- Print the Acknowledgement page and retain the Acknowledgement page and payment voucher for future reference.

3. **Telegraphic Transfer (Wire Transfer)** – If Student wishes to make payment through Telegraphic Transfer, the details are as follows:

Bank Name:	<b>DBS Bank Ltd</b>
Bank Address:	12 Marina Boulevard DBS Asia Central Marina Bay Financial Centre Tower 3 Singapore 018982
Bank Code:	<b>7171</b>
Branch Code:	<b>003</b>
Account Name:	<b>STeI Institute Pte Ltd</b>
Bank Account number:	<b>003-909401-9</b>
Swift Code:	<b>DBSSSGSG</b>
Reference:	Student's Full Name. Student's Passport Number. Course Title - Indicate as appropriate
For further assistance on payment related matters, please do not hesitate to contact us at: Tel: (65) 65592896 or email: <a href="mailto:admin@stei.edu.sg">admin@stei.edu.sg</a>	

4. **Cash Payment** – Payment to be deposited in Singapore Dollars at the nearest DBS facility. The nearest DBS facility to the campus as follows:

**DBS SOUTH BRIDGE BRANCH**

531 Upper Cross Street  
#01-51 Hong Lim Complex  
Singapore 050531  
Tel: 1800 111 1111

Operating Hours:  
8.30 AM – 4.00 PM (Monday to Friday)  
8.30 AM – 12.30 PM (Saturday)  
Closed on Sundays and Public Holidays

5. **PayNow** – Payment to be made to UEN no. 200901936C

# TRANSFER AND WITHDRAWAL POLICY

## **Student's Request for Course Transfer**

Transfer means a student changes the course of study but remains as a student of STEi. For an approved transfer request, the original student contract must be terminated and a new contract must be signed.

Irrespective of circumstances, STEi will deem all cases of student transfer as withdrawal.

## **Student's Request for Course Withdrawal**

Withdrawal means the Student Contract is terminated and the student is no longer a student of STEi.

## **Termination and Refund Policy**

STEi Institute will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a "Refund Event (RE)"):

(RE-a) It cannot commence the provision of the Course on the Course Commencement Date;

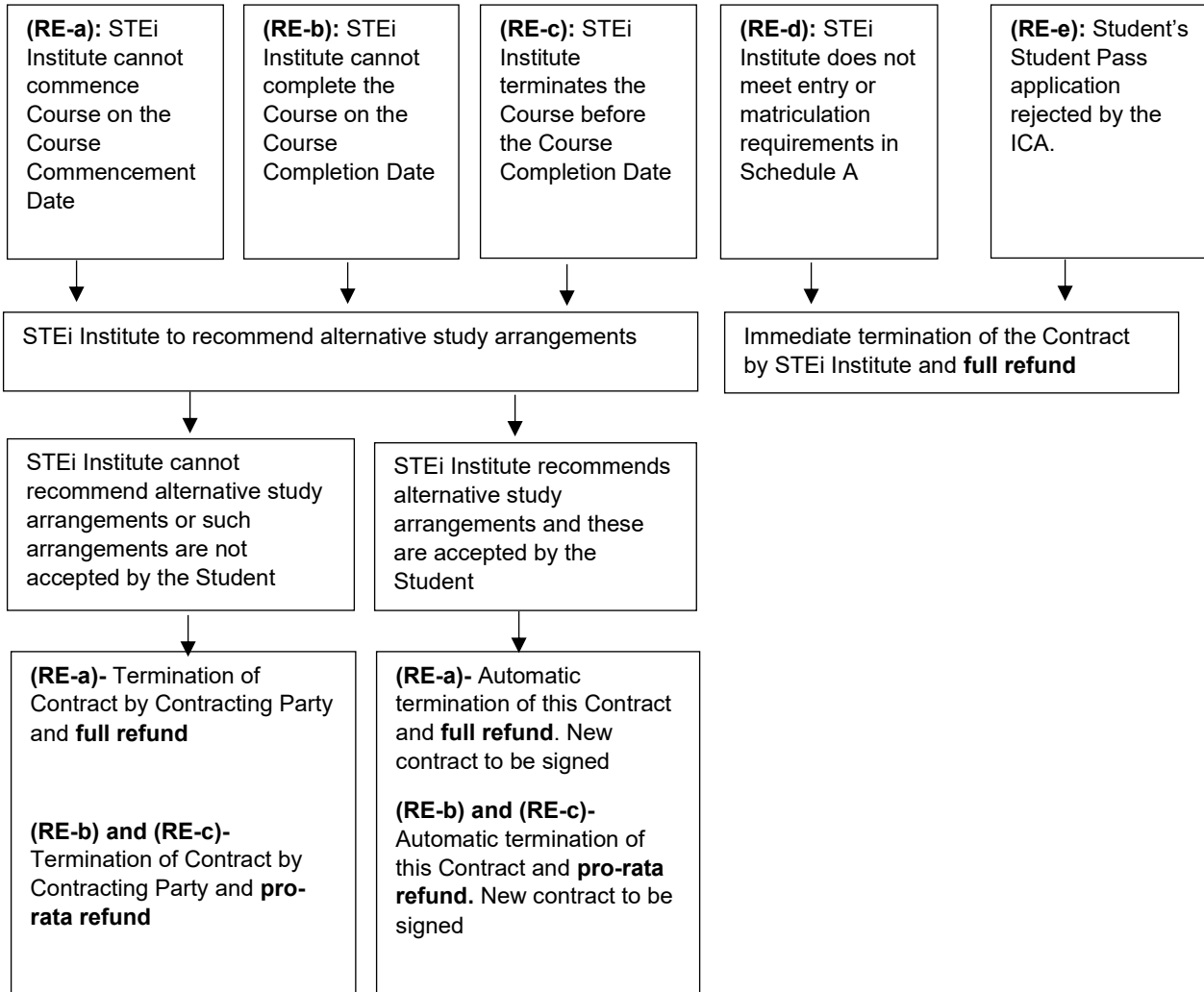
(RE-b) It cannot complete the provision of the Course by the Course Completion Date;

(RE-c) The Course will be terminated before the Course Completion Date;

(RE-d) The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or

(RE-e) The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.

## REFUND EVENTS



# TRANSFER AND WITHDRAWAL PROCEDURE

## EXECUTION FOR TRANSFER AND WITHDRAWAL

Students who seek to apply for Transfer / Withdrawal may access the required information and procedures via the Institute Website, Student Orientation Programme, Student Handbook and notice boards made available in the STEi Institute compound. Alternatively, they may seek clarifications from Operations Department on the following:

1. Available refund policy for students with intentions to withdraw.
2. Coverage of the Refund Policy.
3. Staff members to contact in for queries on transfer / withdrawal.
4. Application methods for students seeking for a transfer of course.
5. Fee Protection Scheme for students and the duration required for refund processing, both by STEi Institute and the FPS service provider - Liberty Insurance Pte Ltd.
6. Any changes to their visa status should the transfer / withdrawal be effected.

The procedure for execution of the transfer and withdrawal applications is in congruity with the transfer and withdrawal policy and refund policy.

Upon receiving Student's intention for transfer / withdrawal from a student, Operations Department will interview the student:

1. Verify the reason(s) for the transfer application.
2. Confirmation sought from the applicant and determine if transfer / withdrawal is granted, the processing of the application will be administered under the "Withdrawal Due to Non-Delivery of Courses" or "Withdrawal from Course Due to Other Reasons" or "Withdrawal During Cooling Period".

3. Provide clear explanations on the Refund Policy and the status of refund, if any that is due to the applicant, if the transfer is approved.
4. Explain to students that the:
  - a. Institute shall assess the application and revert within 3 working days.
  - b. Processing time of 2-3 weeks is required for processing ICA's approval for transfer of course within the Institute (Students applying for transfer to other institutes would be similarly advised).

For students below the age of 18, the students' parents/guardians must countersign the Interview Form for transfer and withdrawal.

Upon receipt of students' confirmation of the application for withdrawal from course, STEi Institute shall assess the application and respond within 3 working days by issuing a formal letter to the student to effect or to reject the application for withdrawal.

The Corporate Department will process the request and inform the student of the refund available to the student. Upon acknowledgement of the refund amount by the student, Corporate Department will proceed to inform the FPS provider, Liberty Insurance Pte Ltd, of the changes to the student's Fee Protection Status.

## **Internal Course Transfer**

Corporate department will submit the course transfer request online for ICA's approval on the change of course. Upon receiving ICA's approval (2 to 3 weeks), the Corporate Department will process the transfer request and inform the student. Upon acknowledgement of the refund amount by the student, Corporate Department will commence on the withdrawal and refund procedures:

1. Administer the signing and approval of the "Withdrawal and Refund Form".
2. Administer the signing and approval of the Request for Refund Letter or Notice for cases with refund or Premature Withdrawal for cases without refund.
3. Inform the FPS provider - Liberty Insurance Pte Ltd, of the changes to the student's Fee Protection Status within three (3) working days of receiving the completed withdrawal and refund. STEi will inform the FPS Service Provider, relevant government agencies (e.g. ICA, SSG and other relevant parties) promptly for all withdrawal cases.

# REFUND POLICY

STeI Institute is committed to maintain a high level of good business practice and transparency with our Students. To this end, we have adopted the following **Refund Policy**.

The initial Application Fee for Full-Time or Part-Time Courses is **non-refundable under all circumstances**.

**Refund Policy** applies ONLY to the Course Fee stipulated in Schedule B and Miscellaneous Fee stipulated in Schedule C of the Standard PEI-Student Contract signed between STEi Institute and the Student.

## **Refund for Withdrawal During the Cooling-Off Period:**

“**Cooling-Off Period**” shall refer to the period of ten (10) calendar days commencing from and including the date of the signed student contract. Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to STEi Institute, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to STEi Institute. STEi Institute shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

## **Refund for Withdrawal Outside the Cooling-Off Period:**

Student may terminate the Contract at any time before the Course Completion Date by providing a written notice to STEi Institute. Upon receipt of such notice, STEi Institute shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with the REFUND TABLE.

## REFUND TABLE

<i>% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]</i>	<i>If the Contracting Party's written notice of withdrawal is received:</i>
50%	more than [30] working days before the Course Commencement Date
20%	on or before, but not more than [30] working days before the Course Commencement Date
0%	after, but not more than [0] working days after the Course Commencement Date
0%	more than [0] working days after the Course Commencement Date

In all above situations, student's pass for international student (where applicable) will be cancelled upon completion of withdrawal process.

### **Refund Computation**

The computation and conditions for refunds are stipulated in the Student Contract signed between STEi and the student as well as STEi's Refund Policy and Refund Procedure.

### **Communication**

STEi Transfer/ Withdrawal Policy and Transfer/ Withdrawal Procedure shall be clearly communicated to the students via STEi website and student handbook.

STEi shall clearly explain the implication of the status of the student's pass if international student withdraw from the school.

## **Transfer and Withdrawal Procedure**

Students who seek to apply for Transfer/Withdrawals may obtain the required information and procedures via the Institute Website, Student Orientation and Student Handbook and the notice board available in the STEi Institute compound. Alternatively, they may seek clarifications from Operations Department on the following:

- a. Available refund policy for students with intentions to withdraw.
- b. Coverage of the Refund Policy.
- c. Staff members to contact for queries on transfer / withdrawal.
- d. Application methods for students seeking for a transfer of course.
- e. Fee Protection Scheme for students and the duration required for refund processing
- f. Any changes to their visa status should the transfer/withdrawal be effected.
- g. Additional services provided by STEi Institute, such as issuance of past attendance records and proof of study in STEi Institute, will be made available, on a case by case basis, when requested.

The procedure for execution of the transfer/withdrawal applications is in congruity with the transfer and withdrawal policy and refund policy.

Upon receiving Student's intention for transfer/withdrawal from a student. The student will be interviewed to:

- a. Verify the reason(s) for the transfer application and confirmation to be sought from the student and determine if transfer/withdrawal is granted.
- b. Provide clear explanations on the Refund Policy and the status of refund, if any that is due to the applicant, if the transfer/ withdrawal is approved.

- c. Explain to students that the:
  - i. Institute shall assess the application and revert within 3 working days and,
  - ii. Processing time of 2-3 weeks (estimated) is required for processing ICA's approval for transfer of course within the Institute (Students applying for transfer to other institutes would be similarly advised).

For students below the age of 18, the students' parents/guardians must countersign the Interview Form for transfer/withdrawal.

Upon receipt of students' confirmation of the application for withdrawal from course, STEi Institute shall assess the application and respond within 3 working days by issuing a formal letter to the student to effect or to reject the application for withdrawal

The Corporate Department will process the request and inform the student of the refund available to the student. Upon acknowledgement of the refund amount by the student, Corporate Department will commence on the withdrawal and refund procedures:

- a. Administer the signing and approval of the "Withdrawal and Refund Request Form"
- b. Administer the signing and approval of the Request for Refund Letter or Notice for cases with refund or Premature Withdrawal for cases without refund.

### **Internal Course Transfer**

Corporate department will submit the course transfer request online for ICA's approval on the change of course. Upon receiving ICA's approval (estimated 2 to 3 weeks), a new student contract of the new course will be executed.

# REFUND PROCEDURE

## EXECUTION OF REFUND

Upon receiving the student's written notice of withdrawal, STEi Institute shall refund (and in any event no later than seven (7) working days after receiving such notice) to the Student the amount to be refunded as per the Refund Policy.

Staff handling student's withdrawal is conversant in the refund policy and procedure.

An interview will be conducted upon receiving the student's notice of withdrawal to verify if the student requires aid in personal problems, and seek to provide assistance where requested:

1. Be it the provision of para-counselling via the Pastoral Counselling Team.
2. Where appropriate, arrangements for students to service Course Fee through instalment scheme, etc.

After the interview and any services provided by STEi Institute, students who wish to proceed with the refund process will be requested to fill up the Withdrawal and Refund Request Form.

For students under 18 years of age, STEi Institute will seek parental / guardian approval prior to processing the request for withdrawal/refund.

The Corporate Department will process the request and inform the student on the available refund amount to the student. Upon student's acknowledgement on the refund amount by the Student, the Corporate Department will process to inform the FPS provider, **Liberty Insurance Pte Ltd**, the changes to the student's Fee Protection Status.

# MEDICAL INSURANCE SCHEME

STeI Institute hereby confirms and undertakes to the Student that it has in place a **Medical Insurance Scheme** for all its Students as required by SSG under EduTrust Certification Scheme.

Our Medical Insurance Provider is **Liberty Insurance Pte Ltd**, the insurance policy number is: SD25M03818.

The medical insurance scheme coverage is as follows:

1. At least B2 ward in government and restructured hospitals.
2. Annual coverage limit of S\$20,000 per student.
3. 24 hours coverage in Singapore and overseas (if student is involved in school-related activities).

## **FOR SINGAPORE CITIZEN / PERMANENT RESIDENT**

For Singapore Citizen / Permanent Resident or a Non-Student Pass International Student who is protected by his/her own medical insurance coverage in Singapore can opt out from the medical insurance scheme arranged for by STEi Institute.

Non-Student Pass International Student as well as Local Student (Singapore Citizen/ Singapore Permanent Resident) has the discretion to increase his/her Medical Insurance Coverage, if he/she feels it is necessary and has also the Option to buy his/her own Medical Insurance Plan(s) in Singapore that at least meets the S\$20,000 Annual Medical Insurance Coverage (in at least B2 ward in Government and Restructured Hospital). In such instances, the Student must sign on the PEI-Student Contract and show proof of such Medical Insurance Coverage.

# STUDENT SUPPORT SERVICES

STEI Institute provides a comprehensive range of student support services to meet the needs of the students as well as to create an environment conducive for students to focus on their academic studies. The student Support Services provided are as follow:

1. **Pre-Course Counselling and Advice.** All potential students who wish to enrol into STEi Institute will undergo an extensive pre-course counselling sessions conducted either by the Authorised Student Recruiter (ASR) or STEi Institute staff. The provision of such sessions enables prospective students to make informed decisions on the course they intend to apply for. The purpose of the pre-course counselling is to ensure students are made aware of the course program, pricing, fee protection scheme, withdrawal, transfer, refund, insurance, contract, etc.
2. **Accommodation.** STEi Institute does not provide accommodation during the course of study of our students. International students who require accommodation arrangement can request for assistance at least 2 weeks before their arrival in Singapore. A list of suitable accommodation and their contacts will be provided for the students' selection. Students can select the accommodation of their preference and liaise directly with the respective providers on the period of stay and charges.
3. **Medical Insurance.** Medical Insurance Scheme has been set up for all STEi students as required by SSG under EduTrust certification scheme. Students are briefed and will endorse on the Medical Insurance Scheme form on the day of their admission to ensure that they are fully aware of their Medical Insurance Coverage.
  - a. This medical insurance scheme shall minimally provide an annual coverage limit of not less than S\$20,000 per student upon hospitalization only in at least B2 ward in Government and Restructured Hospitals. It will be a 24-hour hospitalization coverage in Singapore and overseas (if student is involved in school-related activities) throughout the course duration. The student is encouraged to seek advice on whether more comprehensive insurance cover if required or desired.

- b. Medical Insurance Coverage has been set in place for all students as required by SSG under Edutrust Certification Scheme. STEi Institute's Medical Insurance provider will be engaged on a yearly renewal basis and the insurance policy certificate number can be obtained from STEi Website and Notice Board.
  - c. A Singapore Permanent Resident or Non-Student's Pass International student who is protected by his own medical insurance coverage in Singapore can choose to opt out from the medical insurance scheme arranged for by STEi Institute. In such instances, the Student must sign on the PEI-Student Contract and show proof of such Medical Insurance Coverage.
4. **Orientation Programme.** Student Orientation Programme is mandatory for all new students. It is conducted to ensure that students are fully aware of the expectations by the institute, as well as knowledge pertinent to living and studying in Singapore. The Orientation Slides will be reviewed at least once a year and the topics covered in the orientation programme are as follows:
- a. Introduction to Singapore and STEi Institute's Corporate Profile, Vision, Mission, Values and Culture.
  - b. Non-academic related matters (Student Affairs) but not limited to:
    - i. Institute's Code of Conduct.
    - ii. ICA Regulations on attendance requirements.
    - iii. MOM Regulations on working illegally.
    - iv. Leave Application.
    - v. Transfer/Withdrawal Procedure.
    - vi. Medical Insurance coverage.
    - vii. Advice on accommodation options for International Students.
    - viii. Physical Facilities provided by STEi Institute.
    - ix. Pastoral Counselling for students seeking non-Academic Support.
    - x. Not to Work Illegally.

- c. Academic Induction will include, but is not limited to:
    - i. Course details and expectations.
    - ii. Course assessment structure.
    - iii. Academic pathways.
    - iv. Examination procedures.
    - v. Industrial Attachment.
  - d. Students will be issued a set of documents containing the following:
    - i. Student Handbook
    - ii. Student's Orientation Checklist on the coverage of the Orientation Programme.
    - iii. All completed forms are to be initialled and submitted for record keeping and review purposes.
5. **Processing of Student Pass.** STEi Institute assists International students to complete the student pass formalities with ICA after the students have completed their formalities with the school for admission.
6. **Student Pass Extension.** All International students must be in possession of valid ICA student passes while staying in Singapore and must remember to monitor the expiry date of their passes and to ensure their validity during their course duration. The Institute will regularly review and monitor the expiry of the student passes to ensure no students overstay beyond the expiry of their student pass. Application for extension of student pass (whenever required) will only be processed if the ICA's requirement on attendance is met.
7. **Facilities.** STEi Institute has in place facilities which enhance the students' education experience:
- a. Wireless Internet Connection – All our classrooms, workshops and resource room are wireless surf-zone. Students can surf the internet through computer stations, own laptops or smart phone anywhere in the institute.
  - b. Each classroom is equipped with classroom furniture, ceiling mounted projector, projector screen, whiteboard, air-conditioning and WIFI.

8. **Enrichment Programmes.** Enrichment programmes designed to enhance and value-add the students' learning experience are organized frequently. These include, but are not limited to:
- a. Resume Writing & Interview Techniques
  - b. Outdoor Activities.
  - c. Civic Programme.
  - d. Sports Activities.
9. **Pastoral Counselling.** STEi Institute has established the Student Pastoral Counselling framework to allay the concerns of students and / or their parents / guardians – this is so especially for our international students where they would invariably face multitude challenges in coping with different cultures, value systems, living conditions and growing up pains.

Students who wish to talk to the pastoral counsellors may contact the following person/s:

Name	Designation	Contact
Ms Eleanor Tan	Manager, Academic	eleanortan@stei.edu.sg (+65) 6559 2893 (+65) 9008 3692

# STUDENT PASS

All international students are required to hold a valid student pass issued by Immigration & Checkpoint Authority (ICA) of Singapore in order to pursue full time study in Singapore.

Student pass is issued under the strict conditions set by ICA. International students must abide by these rules and regulations at all times:

1. The student pass is issued to the students for the purpose of studying in a particular course with STEI Institute.
2. Students must carry their Student Pass at all times.
3. It is the institute's responsibility to inform ICA if you fail to attend classes for a continuous period of seven (7) days or more without valid reason, where your attendance in any month falls below 90% without valid reason; or if you have completed the course or wish to terminate your studies with the institute. ICA will withdraw your student pass under any of the above mentioned circumstances.
4. Students are strictly prohibited from working in Singapore, even if it does not involve any payment to you.
5. Students have to observe all laws, rules & regulations of Singapore.
6. Students are not allowed to overstay in Singapore after the student pass has expired, unless with written approval from the ICA.

## **STUDENT PASS RENEWAL**

Renewal of student pass applies to international students whose:

1. Student pass expires before the end of their course of study with STEi Institute.
2. Student who will be continuing with their study with STEi Institute and have fulfilled the requirements of continuing enrolment.

It is the students' responsibility to ensure that their student pass is valid and renewed on time. STEi Institute is not liable to compensate or be held responsible if your student pass has expired due to late renewal or the renewal application was rejected by the ICA.

## **LOSS OF STUDENT PASS AND PASSPORT**

It is the students' responsibility to ensure that their student pass and passport are safely kept. Should these documents be misplaced or stolen, you must immediately have them replaced.

If you lose your student pass / or passport:

1. Contact the police immediately to make a police report and obtain a statutory declaration (police report) from the authority.
2. You should approach the Operations Department immediately with the original police report to complete formalities with the institute for application for replacement of student pass (with ICA).
3. A replacement fee is payable to ICA for the replacement of student pass.
4. You should also approach the respective Embassy of your home country immediately with a copy of the police report to arrange for a replacement for your passport.
5. A replacement fee is payable to the respective Embassy of your home country for the replacement of passport.

## **CANCELLATION OF STUDENT PASS**

Your student pass will be cancelled under the following circumstances:

1. You have completed your course of study (as registered with ICA) with STEi Institute.
2. You have decided to discontinue your studies at STEi Institute
3. You have violated the rules and regulations stipulated by the ICA for the student pass holder.
4. You have been expelled from STEi Institute.
5. You have been excluded by the institute or its overseas academic partners due to academic reasons.

It is the students' responsibility to inform the institute 14 working days before the expiry of their student pass, so that the management team can advise the student on the course of actions to be taken.

International students returning to their home country permanently must inform STEi Institute Operations Department, to cancel the student pass via ICA online SOLAR+ system. On the next 2 working days, student will then exchange their student pass for the Social Visit Letter.

The student will then be informed by the ICA of his / her social visit pass status. Students should note the expiry date of their social visit pass. Staying in Singapore without a valid social visit pass is an immigration offence.

The student pass if not previously surrendered to the ICA during the cancellation must be surrendered to the Singapore custom before the student exit Singapore.

## STUDENT CODE OF CONDUCT

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

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

The following terms, rules and clauses are strictly observed:

1. Students shall comply fully with Singapore Laws and Regulations.
2. Students shall comply with the conditions and obligations applicable to Students Pass stipulated by the Singapore's Immigration & Checkpoints Authority (ICA).
3. Students shall surrender the Student Pass for cancellation within 3 working days of the date of cessation or termination of studies or course(s). If students without any valid reasons fail to meet the required attendance of attending classes for a continuous period of 7 days or more; or percentage of attendance for the course is below 90%, the Student Pass will be cancelled.
4. Students shall adhere to STeI Institute's Student Code of Conduct and diligently integrate STeI Institute's Core Values into their learning.
5. Students shall practise Discipline, Obedience, Respect, Integrity, Perseverance and shall not cause any mischief to academic activities and administration of STeI Institute and destroy or cause destruction to school property.
6. Students shall not commit theft and /or be involved in any criminal activity.
7. Students shall not commit acts of dishonesty and deliberately hide any information that should be dutifully disclosed to STeI Institute.
8. Students shall not endanger the safety of a person and abuse or assault anyone.
9. Students shall not traffic or consume any controlled drugs.
10. Students shall not consume alcohol in the school premises.

# STUDENT ATTENDANCE

## **ATTENDANCE**

It is expected that students having paid the course fees would aspire to reap the returns of their investment through successful completion of the Course(s) enrolled for. As a responsible Private Education Institution, STEi Institute subscribes to the requirements of EduTrust and Immigration & Checkpoints Authority (ICA) (for International Students) to demand a very high student attendance as critical for the Students' effective and successful completion of the Course(s).

Meeting prescribed student attendance is therefore critical and it is a STEi Institute's policy to meet the regulatory requirement of Student attendance imposed by the Immigration & Checkpoints Authority (ICA) of Singapore for all Student Pass Holders.

Students who are late for 15 minutes or more of the start of the lessons will be considered as absent.

## **POOR ATTENDANCE**

### **Student Pass Holder**

International Students who, without any valid reasons, fail to meet the attendance requirements of classes for a continuous period of **seven days or more**; or the percentage of attendance for the course below **90%** in any month of the course; shall surrender the Student Pass for cancellation within 7 days of the date of cessation or termination of studies or course(s). STEi Institute shall duly process the expulsion and the cancellation of Student Pass for non-compliance to ICA Regulations.

International Students whose attendance falls below **50%** for any single month shall render immediate expulsion.

### **Non-Student Pass Holder**

Course attendance must be at least 75% for students who do not require ICA pass. Student who does not achieve the required attendance will face disciplinary action and may be subject to expulsion from the School after repeated offence.

## **PROCEEDINGS OF MISCONDUCT**

All student misconduct shall be referred to the STEi Institute Management. The Management reserves the right to expel any students who breach the Code of Conduct. Students are also liable to face legal actions/proceedings by any Singapore Government Departments/ Agencies if they breach any of the Student Pass requirements.

## **SMOKING PROHIBITION (BY LAW) IN STEi INSTITUTE, INTERNATIONAL PLAZA**

National Environment Agency has extended the smoking ban to more places with effect from 15 January 2013. The extension covers common areas of residential buildings such as common corridors, staircases, stairwells and void decks as well as multi-purpose halls, covered walkways and linkways, all pedestrian overhead bridges, within 5 metres of bus shelters and hospital outdoor compound.

An individual found smoking in a prohibited place is liable on conviction to a fine S\$200. If convicted in the Court, the offender will be liable to a fine up to S\$1,000.



# STUDENT FEEDBACK & COMPLAINTS

## STUDENT FEEDBACK & COMPLAINTS PROCEDURE

At STEi Institute, we continuously seek opportunities to improve our processes and procedures so that we can continue to serve our students better and stay relevant. We value feedback from our students.

Feedback from students is most welcome. Students can download the Feedback Form from our website. Students can forward their feedback to our Pastoral Counsellors or sent via email to: [admin@stei.edu.sg](mailto:admin@stei.edu.sg)

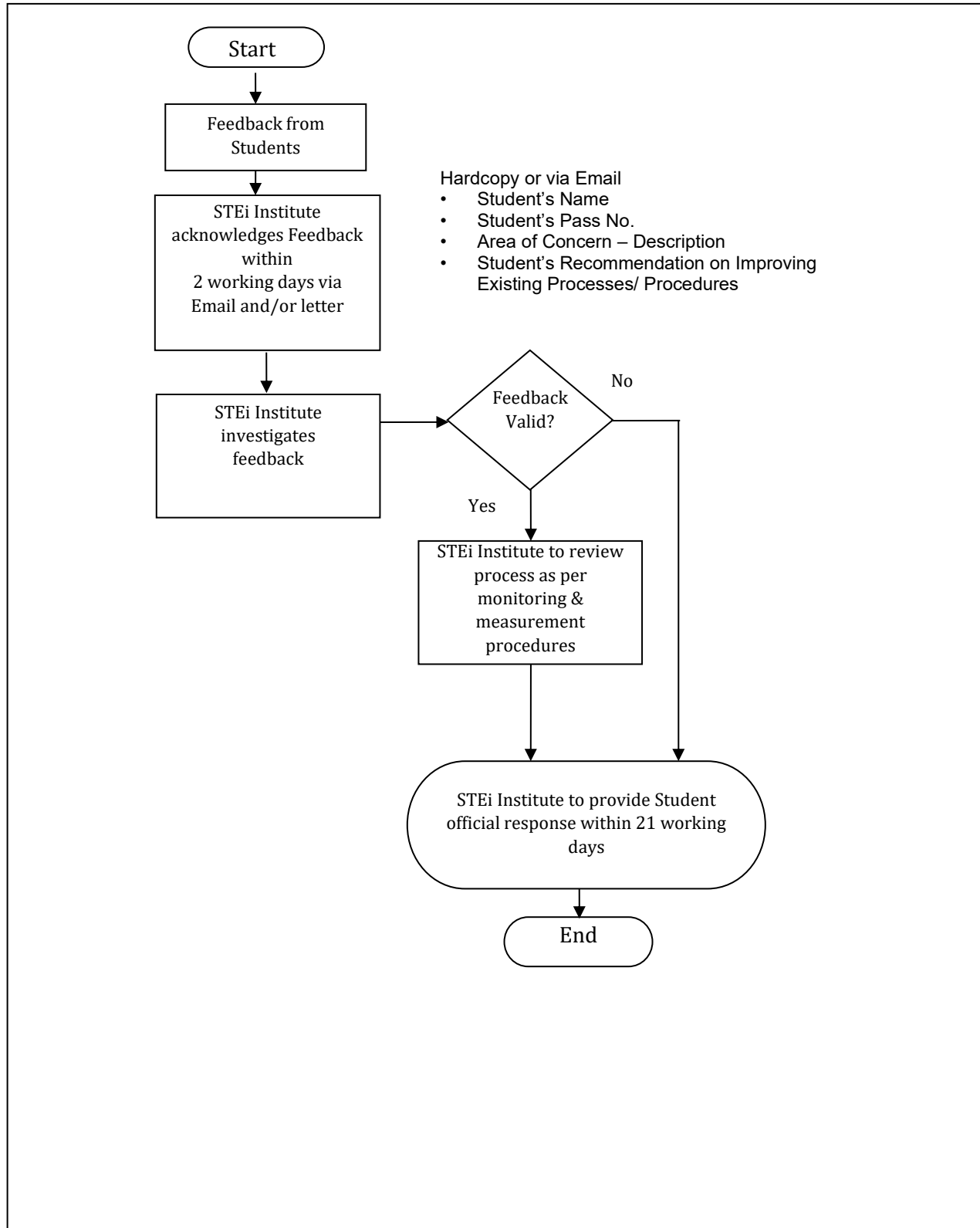
When Feedback is received from our students, STEi Institute Management shall review them in earnest and existing processes and procedures will be streamlined, as appropriate.

Your feedback will be acknowledged by STEi Institute within 2 working days. STEi Institute will officially respond to your feedback and complaint within 21 working days.

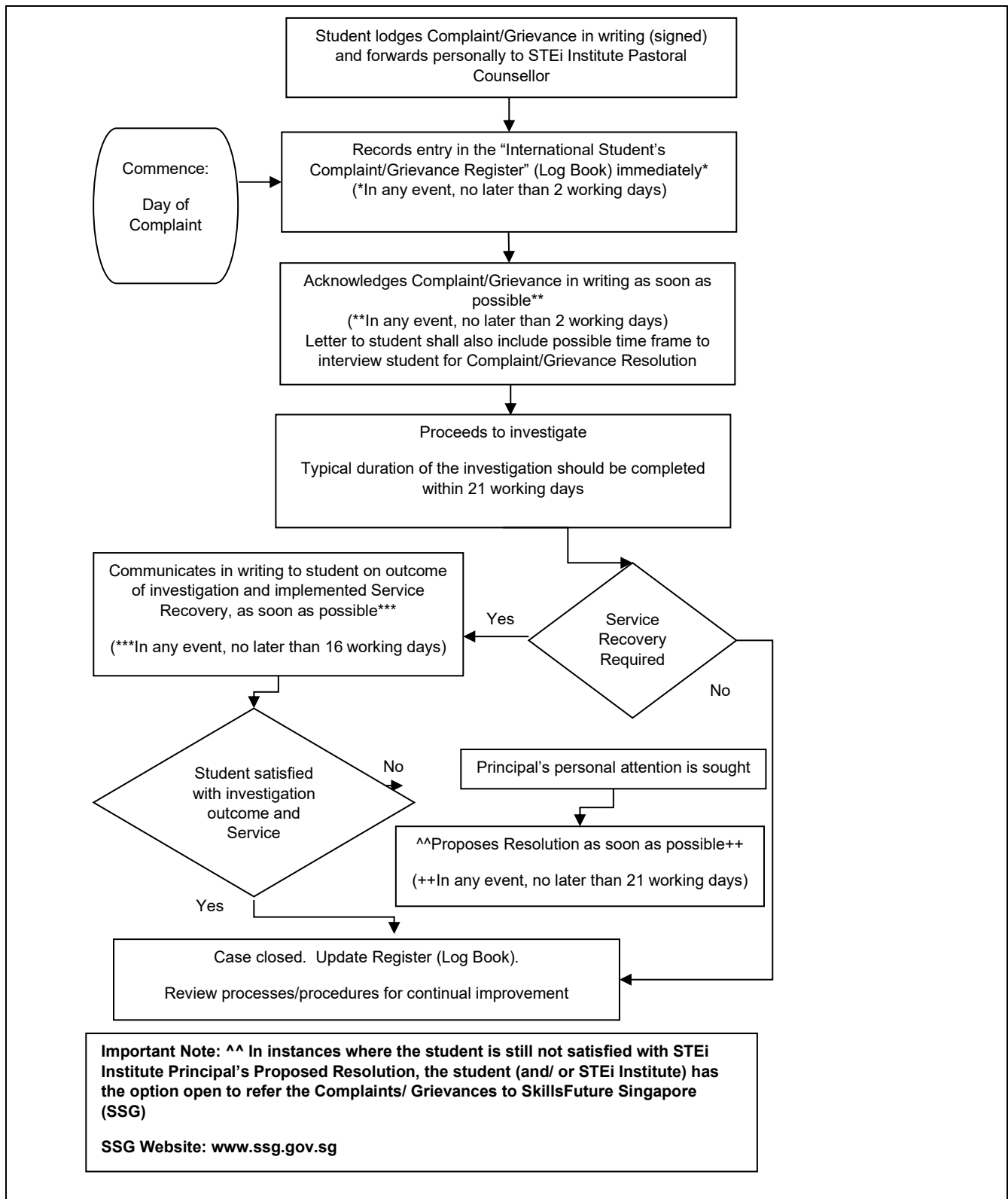
In the event where the student and STEi Institute are unable to resolve the issue, external mediation parties shall be sought. Either STEi Institute or the student shall first refer the dispute to the Singapore Mediation Centre (SMC) through SkillsFuture Singapore (SSG) Student Services Centre. Information about the Dispute Resolution Scheme is available on the SSG website.

([https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/resources/dispute-resolution](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/resources/dispute-resolution)).

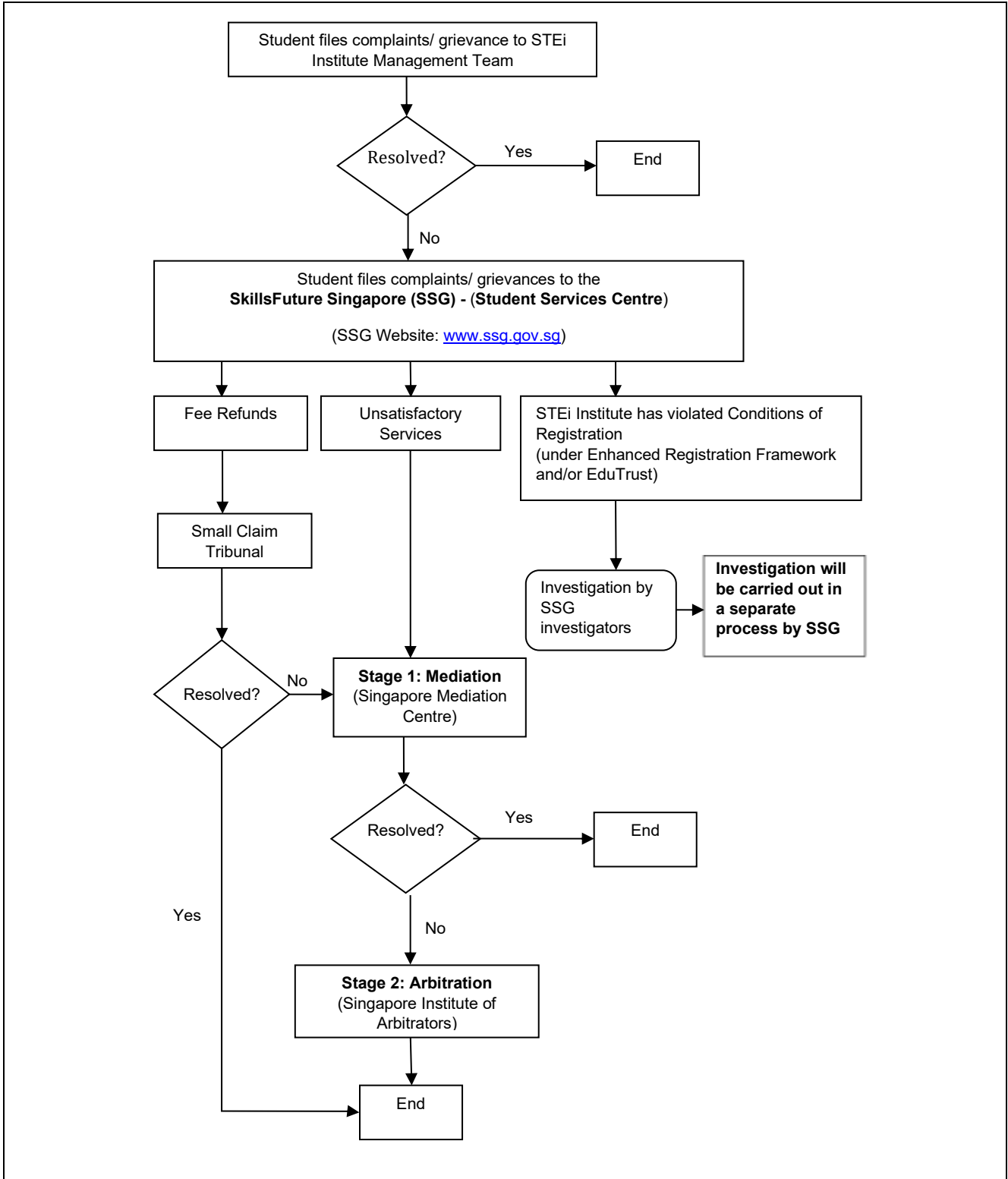
## STUDENT FEEDBACK PROCEDURE FLOWCHART



# STUDENT COMPLAINT/GRIEVANCE PROCEDURE FLOWCHART



# STUDENT COMPLAINTS RAISED TO SSG FLOWCHART



## STeI INSTITUTE SUGGESTION SCHEME

STeI Institute Suggestion Scheme is a formal channel which encourages every staff and student to suggest ideas which may be helpful in solving or avoiding problems or improving work / learning process or the work / learning environment. Through the suggestion scheme, all of you can participate directly in the improvement of productivity in the institute.

The primary objective is to inculcate a value and culture of looking for continuous improvement and to contribute towards such improvements. Therefore, any idea initiated by an individual towards making continuous improvements to operation procedures and processes, whether directly relating to the individual's work or not, should be encouraged.

The suggestion form is easily available at the reception area; students are encouraged to actively participate in the suggestion scheme. Students can pass the suggestion forms to the lecturers or drop into the suggestion box located at the Reception @ #34-14.

## ACADEMIC MATTERS

### 1. **Courses and Admission Criteria**

Students may wish to view the institute's website ([www.stei.edu.sg](http://www.stei.edu.sg)) on the courses the institute offer and its admission criteria.

### 2. **Teacher and Student Ratio**

1 : 30 / 1 : 60

### 3. **Course and Assessment Schedule**

The course and assessment schedule can be found on the institute notice board or on our website.

### 4. **Suspension Policy**

The Institute suspension policy is in line with the ICA requirements as ICA governs the requirement of student pass for international students. Such policy, when imposed on the student, would result in a necessary extension of the Student's Pass duration and increase on living expenses for the students due to their extended stay in Singapore.

### 5. **Illegal Working in Singapore under Student Pass**

Students on International Student's Pass are restricted by the regulations set out by the Immigrations & Checkpoints Authority (ICA); to not take any form of employment.

6. **Re-module**

Students who failed to meet academic criteria would be required to re-module. Certificates would only be issued upon successful completion of the academic requirements.

Re-Module Fees apply.

7. **Expulsion**

Students will only be subjected to expulsion in the event that sufficient evidence shows that the student in question has wilfully and knowingly refused to attain requirements stated. For the international students, the student pass will be cancelled.

8. **Leave**

Students with valid reasons are permitted to apply for leave through an official leave form, and must furnish:

- a. For medical reasons – A Medical Certificate or appointment letter for medical treatment.
- b. For compassionate leave – A copy of the return ticket and death certificate/notification (if applicable).

9. **Module Deferment**

STeI does not practise module deferment.

## 10. **Academic Requirement**

Academically, students are required to fulfil the following criteria in order to complete the modules in their course(s):

### a. Continuous Assessment

This could include Projects, Assignments, Presentations and Course Work, which are completed under the guidance and advice of the course lecturers. The assessments could comprise a percentage of the overall assessment and must be completed in aggregate with the examination in order for the student to pass the module.

### b. Examination

The Examination is a mandatory requirement and must be completed by the student with a minimal of a “pass” grade in order to pass the module.

## 11. **Remedial Measures**

To remedy the situations whereby students are initially unable to fulfil academic requirements, STEi has in place measures to ensure that students are able to make amends and take responsibility to complete the requirements.

### a. Late / Resubmissions of Assessments

As part of the assessment marking scheme, student assignments are provided marks based on quality of the papers submitted and presented. Punctuality of submission of all major work is also taken into consideration for awarding of marks.

b. Examinations

Students will be availed of revision lessons as well as Re-Examination for all examinations which do not meet the minimal requirement of a “Pass” grade. Re-Examinations will be granted a maximum of a “Pass” grade.

12. **Plagiarism**

Plagiarism is generally defined as ‘the practice of taking someone else’s work or ideas and passing them off as one’s own (The New Oxford Dictionary of English). STEi Institute considers plagiarism an academic offence. Academic staffs and assigned mentors for project assignments are required to report instances of plagiarism. Students found sharing coursework between and among themselves; and plagiarism – if found to have taken place in the submitted work, will render ALL parties – Plagiarizer and plagiarism enabler, equally guilty.

13. **Course Award – Awarding of Certificates**

Industrial Attachment module had been made compulsory for some courses since 31 March 2013 before graduating (award of Certificates):

- a. All students must attain a minimum attendance of 75% for the Course Award. However, International Students issued with Student Pass is expected to comply with ICA Regulations of 90% attendance rate.
- b. Completed and passed all modules including Industrial Attachment.
- c. No certificate will be awarded if students do not successfully complete the Industrial Attachment module.
- d. In the event that a student is unable to participate in the Industrial Attachment module due to circumstances beyond the control of STEi

Institute; the student will be provided as a last resort, to successfully complete the Project Work to be considered for graduation from course and be eligible for the course award. Such events consist of but not limited to are as follows:

- i. TWP not approved by MOM.
- ii. Failed in all Industrial Attachment Interviews.
- iii. Medical Conditions.

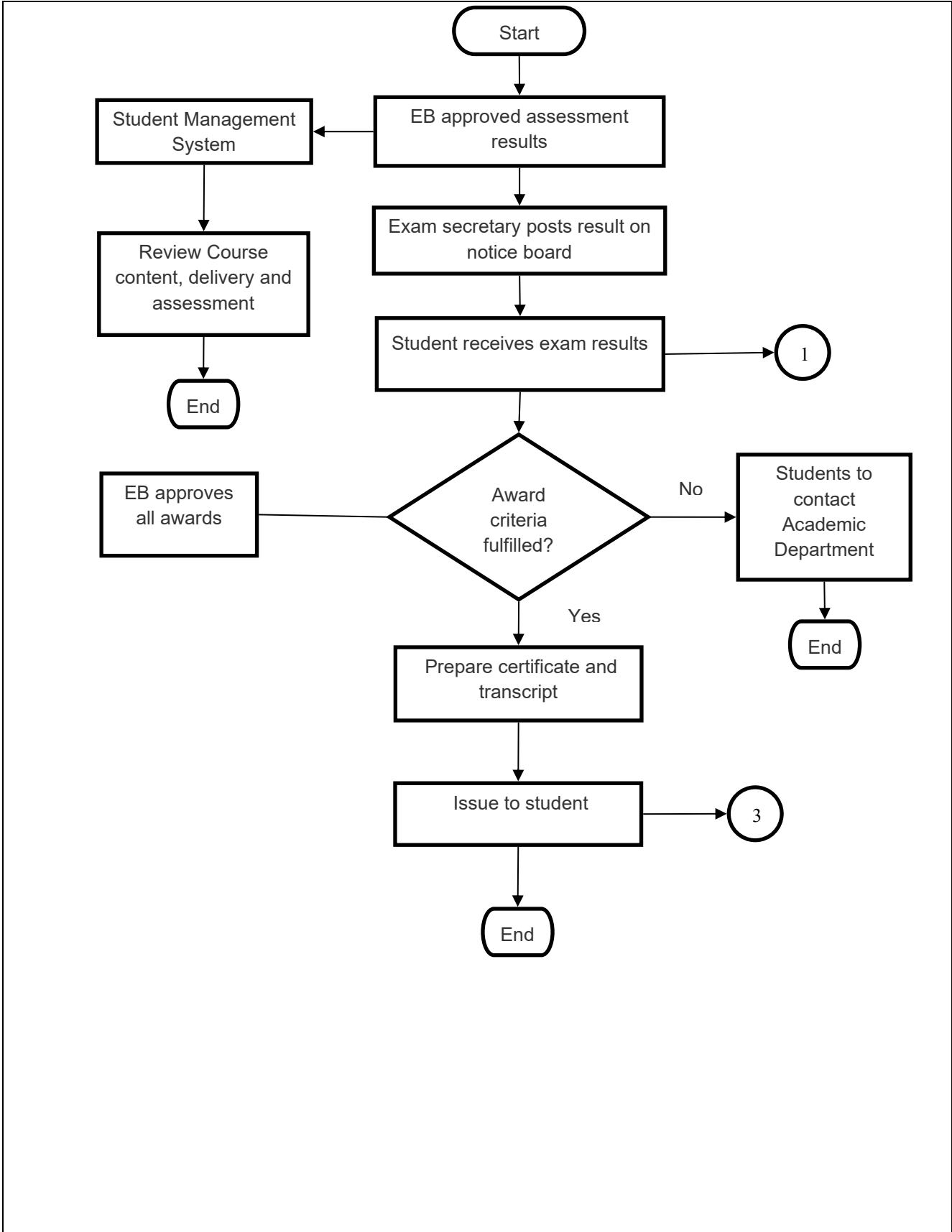
# APPEAL OF EXAMINATION RESULTS PROCEDURE

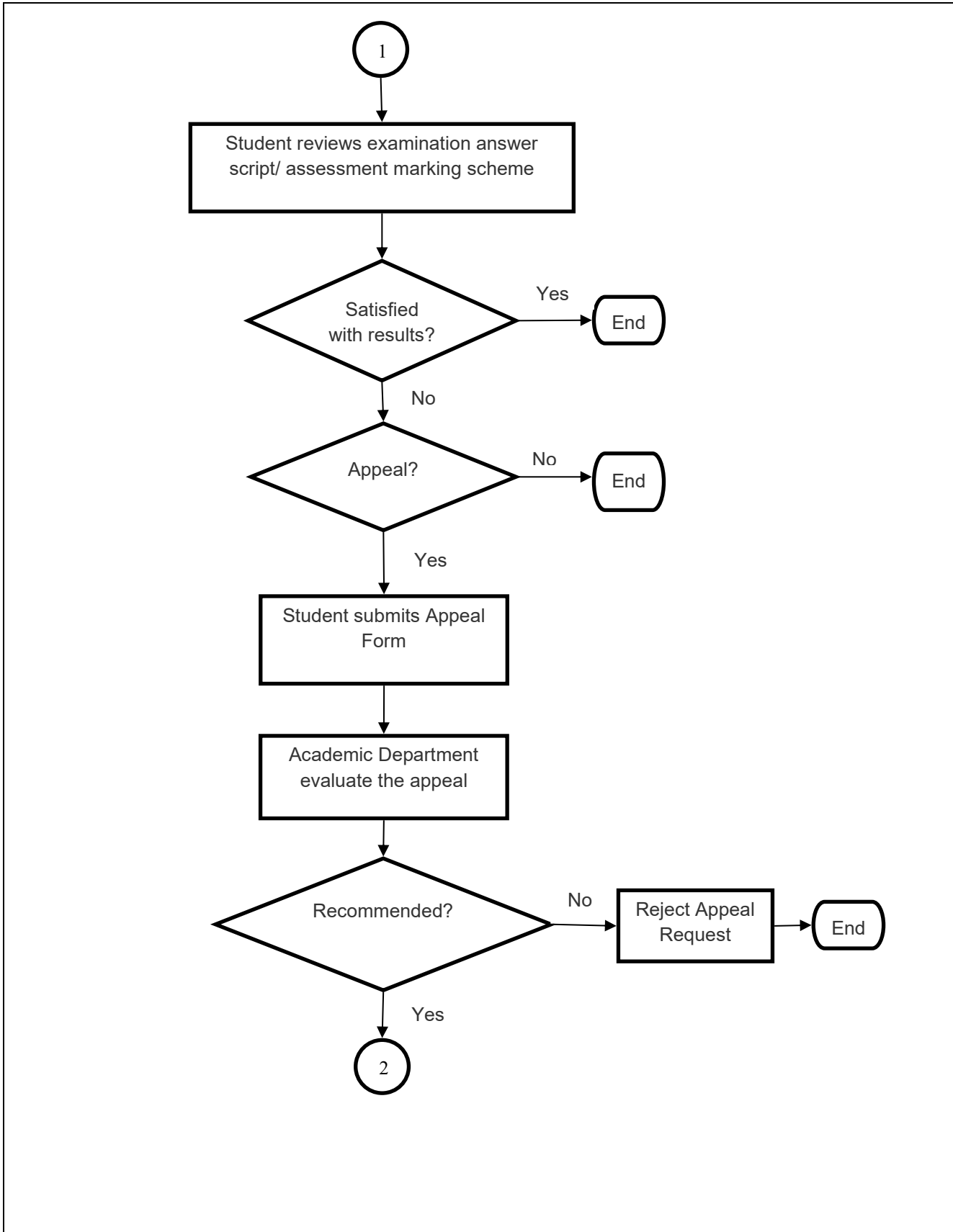
## STUDENT APPEAL OF EXAMINATION RESULT

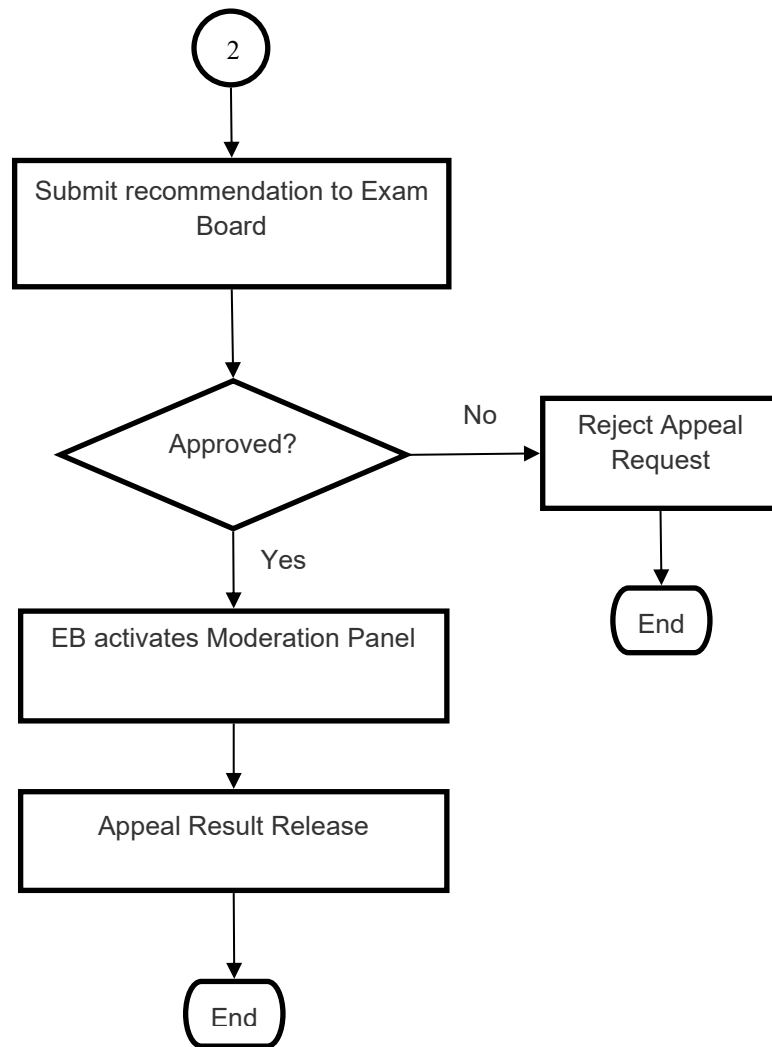
### 1. Internal Examinations

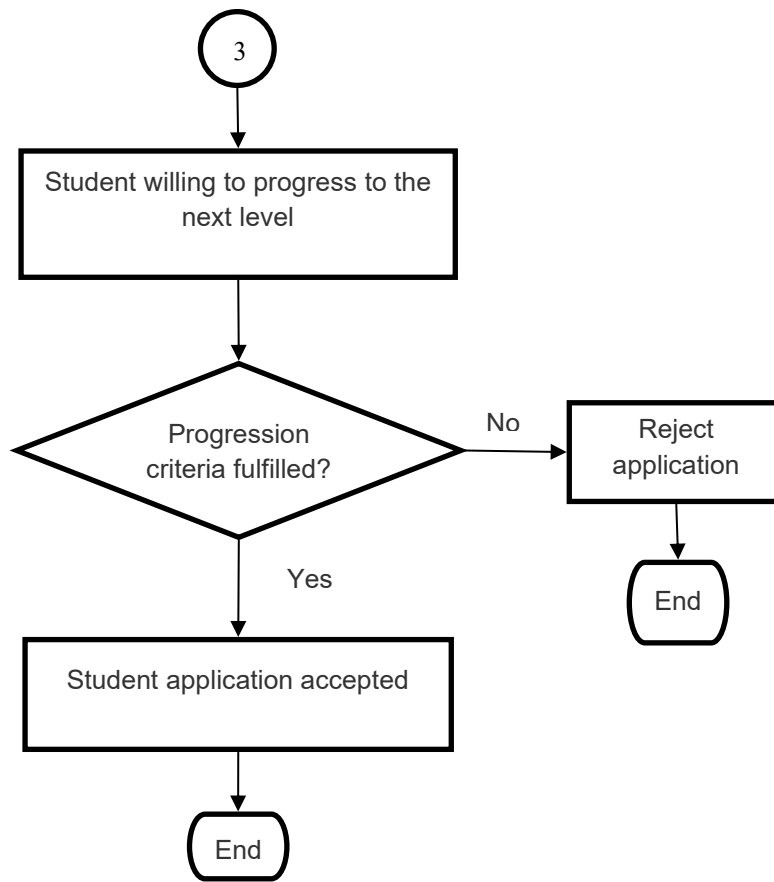
- a. Students may **within 7 working days** of assessment results release, appeal by completing the Appeal of Assessment Results Form.
- b. The Examination Secretary shall acknowledge the appeal and process the request for approval.
- c. Candidates on appeal cases will have their results withheld till the conclusive outcome of their appeals.
- d. Appeal results will be let known to the appellant **within 10 working days** from date of appeal.
- e. Appeal outcome is final and no further appeal shall be entertained.

# INTERNAL EXAMINATIONS APPEAL FLOWCHART









## USEFUL WEBSITES

### STeI Institute

STeI Institute Website - <http://www.stei.edu.sg>

### Singapore – Education

SkillsFuture Singapore (SSG) - <http://www.ssg.gov.sg>

### Singapore – Statutory Board & Agencies

- Immigration & Checkpoints Authority (ICA) - <http://www.ica.gov.sg>
- The Singapore Mediation Centre (SMC) - <http://www.mediation.com.sg>
- The Singapore Institute of Arbitrators (SIArb) - <http://www.siarb.org.sg>
- Workforce Singapore (WSG) - <https://www.wsg.gov.sg/>
- Consumers Association of Singapore (CASE) - <http://www.case.org.sg>

## EMERGENCY CONTACTS

Ambulance and Fire Brigade	995
Non-Emergency Ambulance	1777
Police	999

# GENERAL INFORMATION ABOUT SINGAPORE

## ABOUT SINGAPORE

### Transportation

Transport via bus services and / or the Mass Rapid Transit (MRT) system are easy and convenient. The EZ-Link fare card which used to pay for bus and MRT rides can be purchased from all MRT stations and bus terminals.

### Postal Services & Telephones

Post Offices are available within walking distance from our campus. Alternatively, students may use the SAM automated machines to weigh the parcels/mail or buy stamps. Mailboxes can be found in most places and at almost every MRT stations.

The main mobile operators in Singapore are SINGTEL, M1 and STARHUB.

### Food

Singapore with its ethnic diversity offers food to suit every budget. You may visit the hawker centre, coffee shops, food courts, fast food restaurants, small eateries, or even fancy restaurants within close proximity to our campus.

### Estimated Cost of Living

The table below provides guidance to international students on the expected estimated cost of living in Singapore.

<b>Item</b>	<b>Estimated Cost Per Month</b>	<b>Remarks</b>
Accommodation	S\$250 – S\$1,500	Rental varies geographical area, type of accommodation, facilities provided and number of people sharing
Utilities	S\$50 – S\$80	Not applicable for hostels

<b>Item</b>	<b>Estimated Cost Per Month</b>	<b>Remarks</b>
Food	S\$300 – S\$450	
Public Transport	S\$20 – S\$100	Depends on mode of transport and distance of commute
Telecommunications	>S\$30	Varies with usage and promotional package subscribed
Books & Stationery	S\$30 – S\$100	Varies with course enrolled
Personal Expenses	S\$100 – S\$200	Varies with individuals

## **Banks**

If students open a bank account, you will normally be given a debit card (“ATM card”), together with your Personal Identification Number (PIN). Do not forget your PIN, do not give the PIN to others and do not write it down on anything that is kept together with your ATM card.

Automated Teller Machines (ATM) are easily available around Singapore, and you can withdraw money from your saving accounts through these machines anytime of the day. Some ATM can accept debit cards of other banks as well.

Most ATM cards come with NETS services which allow you to use it as a mode of payment to buy things in most shops without the physical transaction of cash. The ATM / NETS card is not a credit card as the amount of money you withdraw or spent using the card will be automatically debited from your saving account with the bank.

## **Medical Care & Injuries**

We recommend that you visit a registered clinic which is normally located in the town central of most housing estates to consult a doctor when you are ill or not feeling well.

In a medical emergency, the institute may authorise a qualified medical examination or emergency treatment for you, as may be necessary. The institute will contact your parents or legal guardian to obtain further authorisation when time and situation permits.

You must comply with and adhere to basic safety measures within or outside of the institute.

## **Accessing Public Services**

The Singapore government has been rated by international agencies as one of the best in the world for its efficient and forward-looking services to the public. As a student you may need public assistance for various reasons. You are encouraged to approach our government offices or agencies if the need arises.

At the same time, there are many excellent diplomatic and public institutions such as your respective embassy or high commission, as well as places of worship from which you can seek help.

## **Service / Common Help**

We have compiled a simple list of help/service for you to refer to:

1. Emergency - Dial 999 or report to the nearest Police Station / Neighbourhood Police Centre.
2. Ambulance/Fire Brigade - Dial 995.
3. Non-emergency ambulance - Dial 1777.
4. For consular help, consult your Embassy/ High Commission.
5. For information on religious practice(s), visit the respective places of worship.
6. For social, sports and recreational activities, join a community club near you.
7. For information on airline ticket(s), call the airline of your choice.

## **Police Posts / Police Stations**

If you need immediate police assistance, dial 999. The police will answer your call within 10 seconds and will arrive within 15 minutes for urgent incidents and within 30 minutes for non-urgent ones. Alternatively, you can go to the nearest Police Station or Neighbourhood Police Centre to seek assistance or make a report.

Visit [www.spf.gov.sg](http://www.spf.gov.sg) (Singapore Police Force) for more information and full listing of Police Stations and Posts.

## **Important Information from Public Agencies**

### **Singapore Customs**

Under the Singapore Law, the following items are NOT allowed to be imported into Singapore:

1. Chewing gum (except oral dental and medicated gum).
2. Chewing tobacco and imitation tobacco products.
3. Cigarette lighters of pistol or revolver shape.
4. E-cigarettes/ vapes.
5. Controlled drugs and psychotropic substances.
6. Endangered species of wildlife and their by-products.
7. Firecrackers.
8. Obscene articles, publications, video tapes/discs and software.
9. Reproduction of copyright publications, video tapes, video compact discs, laser discs, records, or cassettes.
10. Seditious and treasonable materials.

It is an offence if you attempt to bring any of the items listed above in Singapore.

## **Cigarettes / Smoking**

It is officially forbidden to bring any cigarette or tobacco products into Singapore. Any attempt to do otherwise, may be regarded as an attempt to smuggle illegal goods into the country. Do not purchase contraband cigarettes in Singapore – such cigarettes do not have the letters SDPC (Singapore Duty-Paid Cigarette) marked on them. Please inform the Police should anyone attempt to sell such items to you and also note that it is an offence to smoke in non-designated smoking corners in public areas and buildings. The sale of any cigarettes or tobacco to anyone below 21 years of age is prohibited.

## **Vandalism**

Under the Vandalism Act of Singapore, it is an offence to commit any act of vandalism to public and private property without the property owner's written consent. This includes stealing, destroying, or damaging public property; writing, drawing, painting, marking or inscribing the property; affixing articles to the property; and suspending or displaying on or from the property any article. If found guilty of an offence he/she shall be liable on conviction to a fine not exceeding \$2,000 or to imprisonment for a term not exceeding 3 years, and shall also, subject to sections 325(1) and 330(1) of the Criminal Procedure Code 2010, will be punished with caning with not less than 3 strokes and not more than 8 strokes.

## **Chewing Gum**

Under the Control and Manufacture Act of Singapore, any import and sale of chewing gum in Singapore, apart from certain types of gum with medical value, is an offence.

## **Public Demonstrations / Assemblies**

Under the Public Order Act, a permit is required for any assembly or procession of 4 or more persons in any public place or to which members of the public in general are invited, induced, or permitted to attend, intended:

1. To demonstrate support for or opposition to the views or actions of any person;
2. To publicise a cause or campaign; or
3. To mark or commemorate any event.

## **Other Notable Laws**

1. No durian in public transport.
2. No spitting.
3. No jaywalking.
4. No littering.
5. No urinating in public.

## **Capital and Corporal Punishment**

Criminal or serious offences may result in the enforcement on capital or corporal punishment on offenders. Crimes that will result in the imposition of the death penalty include murder, kidnapping, drug trafficking and unlawful discharge of firearms. Crimes that will result in corporal punishment, such as caning, include drug offences, rape, rioting, extortion, and vandalism.

## **Liquor Control in Singapore**

Besides the public not being allowed to buy alcohol for take-away or to consume alcohol at public places from 10.30pm to 7am daily, alcohol retailers in areas designated as Liquor Control Zones are subjected to stricter controls.

Starting from 1 April 2015 the public will not be allowed to buy alcohol for take-away or consume alcohol at public places from 10.30pm to 7am daily. This is part of the Liquor Control (Supply and Consumption) Bill passed in Parliament in January 2015.

Under the new laws, alcohol retailers in areas designated as Liquor Control Zones will also be subjected to stricter controls.

Geylang and Little India have been designated as Liquor Control Zones. This means that retailers there cannot sell alcohol from 7pm on Saturday to 7am on Monday.

This also applies on public holidays - where no alcohol sales can take place from 7pm on the eve of a public holiday, to 7am the next day. However, the public can consume liquor within licensed premises, such as coffee shops, hotels, bars and restaurants.

Although coffee shops can sell alcohol up till midnight, some in Geylang choose to stop selling them an hour earlier.

NOTE: For a full list of the legislation, visit <http://statutes.agc.gov.sg>

## EMBASSIES AND CONSULATES

Many countries are represented by their respective embassies and high commissions in Singapore. If you need consular advice or assistance, you should approach your Embassy/ High Commission.

### **The Embassy of People's Republic of China**

150 Tanglin Road

Singapore 247969

Tel: 6471 2117 Fax: 6479 5345 (Consular)

Email: [chinaemb\\_sg@mfa.gov.cn](mailto:chinaemb_sg@mfa.gov.cn)

<http://sg.china-embassy.gov.cn/>

Open: Mondays to Fridays, 9.00am to 12pm and 2pm to 5pm

### **High Commission of India**

31 Grange Road

Singapore 239702

Tel: 67376777 WhatsApp: 8777 8589

Email: [hoc.singapore@mea.gov.in](mailto:hoc.singapore@mea.gov.in)

[www.hcsingapore.gov.in](http://www.hcsingapore.gov.in)

Open: Mondays to Fridays, 9am to 5.30pm

### **High Commission of Sri Lanka**

51 Newton Road, #13-07/12

Goldhill Plaza

Singapore 308900

Tel: 6254 4595/6/7 Fax: 62507201

Email: [slhcs@lanka.com.sg](mailto:slhcs@lanka.com.sg)

[www.lanka.com.sg](http://www.lanka.com.sg)

Open: Mondays to Fridays, 9am to 5pm

**Embassy of the Republic of Indonesia**

7 Chatsworth Road

Singapore 249761

Tel: 6737 7422 Fax: 6737 5037/6235 5783 WhatsApp: 9648 0017

Email: [singapura.kbri@kemlu.go.id](mailto:singapura.kbri@kemlu.go.id)

[www.kemlu.go.id/singapore](http://www.kemlu.go.id/singapore)

Open: Mondays to Friday, 9am to 12pm and 3pm to 5pm

**High Commission of Malaysia**

301 Jervois Road

Singapore 249077

Tel: 6235 0111 Fax: 6733 6135

Email: [mwsingapore@kln.gov.my](mailto:mwsingapore@kln.gov.my)

[www.kln.gov.my/web/sgp\\_singapore](http://www.kln.gov.my/web/sgp_singapore)

Open: Mondays to Fridays, 8am to 5pm

**Embassy of Republic of the Union of Myanmar**

15 St. Martin's Drive,

Singapore 257996

Tel: 6735 0209 Fax: 6735 6236

Email: [ambassador@mesingapore.org.sg](mailto:ambassador@mesingapore.org.sg)

[www.mesingapore.org.sg](http://www.mesingapore.org.sg)

Open: Mondays to Fridays, 9am to 1pm, 2pm to 5pm

**Royal Thai Embassy**

370 Orchard Road,

Singapore 238870

Tel: 6737 2644 Fax: 6732 0778

Email: [thaiembassy.sin@mfa.go.th](mailto:thaiembassy.sin@mfa.go.th)

<https://singapore.thaiembassy.org/>

Open: Mondays to Thursdays, 9.30am to 11.30am, 2pm to 3pm

**Embassy of the Socialist Republic of Vietnam**

10 Leedon Park

Singapore 267887

Tel: 6462 5994 Fax: 6462 5936

Email: [vnemb.sg@mofa.gov.vn](mailto:vnemb.sg@mofa.gov.vn)

<https://vnembassy-singapore.mofa.gov.vn/>

Open: Mondays to Fridays, 9am to 12pm, 3pm to 5pm

**Embassy of Japan**

16 Nassim Road

Singapore 258390

Tel: 6235 8855 Fax: 6733 1039

E-mail: [ryoji@sn.mofa.go.jp](mailto:ryoji@sn.mofa.go.jp)

<https://www.sg.emb-japan.go.jp/>

Open: Mondays to Fridays, 8.30am to 5.15pm

**Embassy of the Republic of Korea**

47 Scotts Road

#16-03/04 Goldbell Towers

Singapore 228233

Tel: 6256 1188 Fax: 6258 3191

E-mail: [korembsg@mofa.go.kr](mailto:korembsg@mofa.go.kr)

<https://overseas.mofa.go.kr/sg-ko/index.do>

Open: Mondays to Fridays, 9am to 12.30pm, 2pm to 6pm

**Embassy of Brazil**

101 Thomson Road

#29-01/03 United Square Tower

Singapore 307591

Tel: 6603 9370 Fax: 62566619

E-mail: [brasemb.singapura@itamaraty.gov.br](mailto:brasemb.singapura@itamaraty.gov.br)

<https://www.gov.br/mre/pt-br/embaixada-singapura>

Open: Mondays to Fridays, 9am to 5pm

For a full list of the embassies, visit  
<https://www.mfa.gov.sg/Overseas-Missions/Foreign-Representatives-To-Singapore>