



# Student Handbook

**New Cambridge Education Centre**  
is a Private Education Institution (PEI) incorporated and operating in Singapore since 2005.  
We specialise in English Language training

## NCEDU Contact Information



+65 6344 0852



[dolly.mk72@gmail.com](mailto:dolly.mk72@gmail.com)



188-4 Tanjong Katong Road Singapore 436990



Open on 9am to 6pm for Mon to Fri and 9am to 12pm for Sat & Sun  
Closed on Public Holidays and last 2 weeks of Dec.



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



[www.instagram.com/newcambridge\\_education/](https://www.instagram.com/newcambridge_education/)



[www.facebook.com/NewCambridgeEducationCentre/photos/?\\_rdr](https://www.facebook.com/NewCambridgeEducationCentre/photos/?_rdr)



## Table of Contents

Section 1	Vision Mission Value .....	3
Section 2	Attendance & Classes.....	3
Section 3	School Rules & Discipline.....	3
Section 4	Student Code of Conduct (学生行为准则) .....	4
Section 5	Courses Available & Admission Criteria .....	4
Section 6	Examinations.....	5
Section 7	Progression & Overview of Singapore Education System .....	6
Section 8	Personal Data Protection & Policy .....	7
Section 9	Emergency & First Aid.....	7
Section 10	Student Support Services.....	7
Section 11	Student Contract.....	8
Section 12	Fee Protection Scheme (FPS) .....	8
Section 13	Medical Insurance.....	9
Section 14	Termination & Refund Policy.....	9
Section 15	Transparency & Accuracy of Fees .....	13
Section 16	Course Transfer, Deferment and Withdrawal.....	13
Section 17	Non-Compulsory Purchases from School .....	14
Section 18	Fines & Bidding of Contributed Items.....	14

### Welcome Message

*Welcome to NCEDU. We are dedicated to providing a supportive and enriching environment for our students in their learning journey.*

*Principal, Dolly Shanti*



---

## Section 1 Vision Mission Value

---

### Vision

New Cambridge Education Centre aspires to be one of the best institution providing value-added and quality education in the East of Singapore.

### Mission

New Cambridge Education Centre is committed to provide quality & value added education to our students in a holistic environment of Care, Excellence, Dedication and Unity.

### Value

Acquiring the skill of learning English the right way needs not only a natural but also a supportive environment as well, one which awakens joy and enthusiasm in creativity and knowledge. At New Cambridge Education Centre, the administrators and staff are committed to providing a caring and stimulating community.

---

## Section 2 Attendance & Classes

---

- **90% Attendance Required:** Students who fail to meet 90% attendance for each course will be asked to leave the school. Based on the Student Contract, as class has started, no refund will be issued.
- **Informing NCEDU:** Always call the school early to let us know your valid reasons for being absent or late.
- **Punctuality:** The teacher will mark a student as 'absent' for being 15 minutes late or more.
- **Medical Certificates (MC):** Physical MC must be submitted on the next lesson if student is ill.
- **Leave Application:** Students who need to return to home country for a valid reason must first seek the school approval by requesting a leave application form and then submitting it back to the Principal. It has to be signed by their parent or legal guardian at least one month before their planned leave and/or making any travel arrangement. This can then be sent through email, WeChat, WhatsApp or in hardcopy directly to the Principal. This will then be recorded on our backend if the leave is approved.
- **Replacement Class:** If a student is absent for a lesson/s, there will not be a replacement of lesson or refund of money for that day/s. However, if a teacher is absent, there will be a substitute class or teacher for that day. There will be no replacement of class(es) if the lesson falls on a Public Holiday.

---

## Section 3 School Rules & Discipline

---

- **Dress Code:** No sleeveless shirts & dresses above the knees. Tattoos should be hidden or covered. Sunglasses, caps, nose studs/rings, etc should not be worn in the school premise.
- **Handphones & Food:** Do not use your handphones or consume any food during lessons. You are required to check-in your handphone at the counter when you reach the school.



- **Discipline Strategies:** The school strictly require our teachers NOT to carry out any corporal or physical punishments. We will implement clear rules to maintain order instead. Please contact the Principal immediately if you or any students have been punished physically.

#### Section 4 Student Code of Conduct (学生行为准则)

- **Communication:** Maintain cordial and respectful communication with students and teachers.  
与学生和老师保持互相尊重以及友好的沟通。
- **No Bullying:** Do not use foul or insensitive language including discrimination or bullying.  
不要使用粗俗或敏感的语言，包括歧视或欺凌。
- **Respecting the Rules:** Respect the rules and regulations of the school.  
尊重学校的规则和制度。
- **Homework & Class Activities:** Always submit homework and assignments on time. Always participate actively in class activities  
按时完成作业和其他学术任务。积极参与课堂活动。
- **Values:** Be a kind, hardworking and upright student. Be a useful member of the society.  
成为一个善良、勤奋和正直的学生。成为一个对社会有贡献的成员。
- **Termination:** The school reserves the right to terminate the enrolment of any student if the student is deemed to be disruptive and continues to misbehave after a meeting session with the student and the student's parent or legal guardian by giving a notice of 7 days.  
如果学生在与学生及其家长或法定监护人和学校会面后被认为有扰乱行为并继续存在不当行为，学校保留终止该学生入学的权利，并提前 7 天发出通知。

#### Section 5 Courses Available & Admission Criteria

##### Preparatory Course for Admission to Government Schools

Primary 2	<ul style="list-style-type: none"> <li>• English</li> <li>• Mathematics</li> </ul>	<ul style="list-style-type: none"> <li>• Age of 7 &amp; above</li> <li>• Placement Test</li> </ul>
Primary 3	<ul style="list-style-type: none"> <li>• English</li> <li>• Mathematics</li> </ul>	<ul style="list-style-type: none"> <li>• Age of 8 &amp; above</li> <li>• Placement Test</li> </ul>
Primary 4	<ul style="list-style-type: none"> <li>• English</li> <li>• Mathematics</li> </ul>	<ul style="list-style-type: none"> <li>• Age of 9 &amp; above</li> <li>• Placement Test</li> </ul>
Secondary 1	<ul style="list-style-type: none"> <li>• English</li> <li>• Mathematics</li> </ul>	<ul style="list-style-type: none"> <li>• Age of 12 &amp; above</li> <li>• Placement Test</li> </ul>
Secondary 2	<ul style="list-style-type: none"> <li>• English</li> <li>• Mathematics</li> </ul>	<ul style="list-style-type: none"> <li>• Age of 13 &amp; above</li> <li>• Placement Test</li> </ul>



Section 6 Examinations

- **No Internal Exams:** New Cambridge Education Centre does not conduct any internal examinations for all the courses that it offers. It will only issue a Certificate of Attendance to students who have achieved at least 90% of class attendance for the respective courses attended.
- **External Exams for Preparatory Course for Admission to Government Schools:** For admission to Government schools, students must take the below external tests/exams instead.

**For Admission into a Primary School**

- Cambridge English Qualifications (CEQ) test administered by Cambridge Assessment English (CAE)\*.
- AEIS-Primary Mathematics test administered by Singapore Examinations and Assessment Board (SEAB).

Note\*: CEQ test must be taken 12 months before students register for AEIS-Primary Mathematics test.

**For Admission into a Secondary School**

- AEIS-Secondary test. Subjects tested are English and Mathematics.

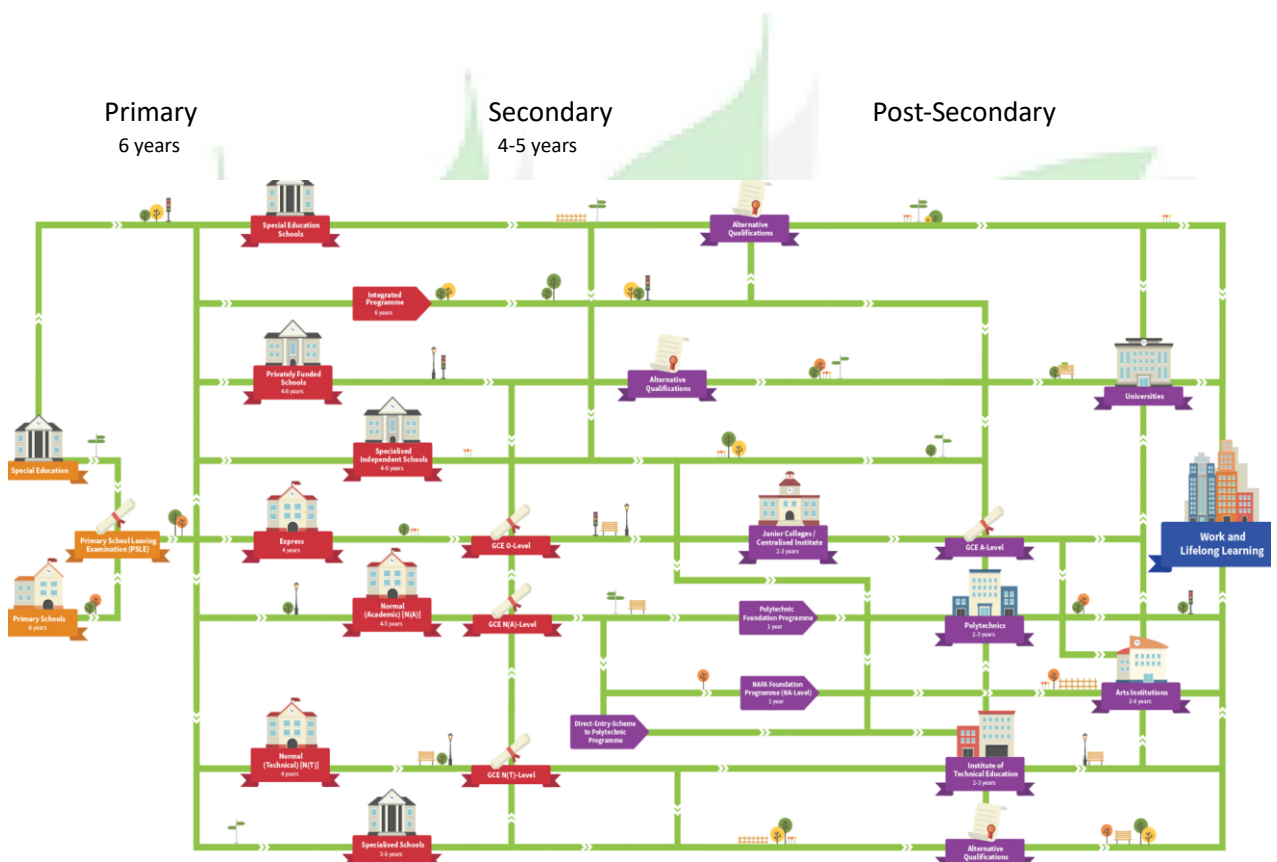
	CEQ	AEIS	Supplementary-AEIS
Websites & Test Details	<a href="http://www.cambridgeenglish.org/exams-and-tests/preliminary-for-schools/">www.cambridgeenglish.org/exams-and-tests/preliminary-for-schools/</a>  <a href="http://www.cambridgeenglish.org/exams-and-tests/key-for-schools/">www.cambridgeenglish.org/exams-and-tests/key-for-schools/</a>	<a href="http://www.moe.gov.sg/international-students/aeis">www.moe.gov.sg/international-students/aeis</a>  <a href="http://www.moe.gov.sg/international-students/aeis/test-details">www.moe.gov.sg/international-students/aeis/test-details</a>	<a href="http://www.moe.gov.sg/international-students/s-aeis">www.moe.gov.sg/international-students/s-aeis</a>  <a href="http://www.moe.gov.sg/international-students/s-aeis/test-details">www.moe.gov.sg/international-students/s-aeis/test-details</a>
Test Dates	Any working days	Early September for admission to the following academic year.	Early March for admissions into the same academic year.
Result Release & Outcome	After 5 to 10 working days. Students need to achieve a minimum Cambridge English Scale (CES) score based on their age and the year they will start school before they can apply to take the AEIS-Primary Mathematics Test.	Log in to the AEIS Internet System (AEIS-IS) in December to view outcome on admission into a government school*.	Log in to the AEIS Internet System (AEIS-IS) in May to view outcome on admission into a government school*.
Enquiry & Appeals	<a href="http://www.cambridgeenglish.org/help/enquiries-and-appeals/">www.cambridgeenglish.org/help/enquiries-and-appeals/</a>	If admitted into government school, the school posting is final. Requests for a school transfer or the release of test results will not be considered.	
External Exam Fees	S\$400 to S\$500 depending on centres	S\$340 for Primary (Mathematics) S\$630 for Secondary (English & Mathematics)	



Note\*: There are no publicly disclosed cut-off scores for passing or failing the AEIS test. Admission is competitive and depends on the student's performance relative to other candidates and the availability of school places.

**Section 7 Progression & Overview of Singapore Education System**

Progression From	Government Website to Visit
Primary School	<a href="https://www.myskillsfuture.gov.sg/content/student/en/primary.html">https://www.myskillsfuture.gov.sg/content/student/en/primary.html</a>
Secondary School	<a href="https://www.myskillsfuture.gov.sg/content/student/en/secondary.html">https://www.myskillsfuture.gov.sg/content/student/en/secondary.html</a>



The above Overview of Singapore Education System is reproduced from:

- <https://www.myskillsfuture.gov.sg/content/student/en/primary/education-guide/education-landscape/landscape-overview.html>
- <https://www.myskillsfuture.gov.sg/content/student/en/secondary/education-guide/education-landscape/landscape-overview.html>





---

## Section 8 Personal Data Protection & Policy

---

- **Updating Your Personal Data (e.g. HP Number):** Please inform the school immediately if there are any updates to your personal data such as any changes in address or handphone number.
- **Personal data.** To find out about your personal data that we collect (e.g. your passport number), how we use it, how we protect it, how long we keep it, and how to withdraw consent, update or correct your personal data with us, please visit our website.
- **Assurance:** We would like to assure you that your personal data is used strictly for legitimate business purposes as described in how we use it and it is used in accordance with the Personal Data Protection Act ("PDPA"). <https://www.pdpc.gov.sg/home>
- **Student Media Release Consent Form:** With your permission, the school will be able to collect your personal data (e.g. taking photographs of class activities) and uses it as described in this form (e.g. posting the photographs of class activities in facebook or Instagram, etc).
- **Closed Circuit TV (CCTV):** The school has installed CCTV in every room of the school, this includes the reception counter, library and the wash basin area but the toilet cubicles are not included. This is to ensure security within the school and not meant to invade your privacy.

---

## Section 9 Emergency & First Aid

---

- **Emergency Procedures:** Please familiarise yourself with the location of the school's emergency exits and inform teachers or staff of NCEDU if you see any emergency. Teachers and members of the school will assist you in exiting the school during emergency. As a young student, do NOT attempt to use the fire extinguisher. Call out loud for help instead.
- **Health & First Aid:** First aid kits are provided in every classroom. If you or your classmates are feeling unwell, please tell your teacher or any members of the school directly. The school will not administer any medication but will refer you to consult a doctor.

---

## Section 10 Student Support Services

---

At NCEDU, we are concerned about our students' emotional and physical well-being. We provide snacks and water for our students when lessons are about near dinner time. We also aim to develop our students holistically through community NCEDU community project 'the Joy of Giving' through buying goodies to put into bags and distributing them to the lower income families. We also organise class activities such as New Year celebration and Mid Autum festival to make learning fun and inclusive.

However, in case you need any help, please feel free to speak to our counter staff, any of your teachers or the Principal directly. Alternatively, you (our international & local students) may choose to contact the below helpline.

1. **Tinkle Friend: 1800 274 4788**

Monday to Friday, 2:30pm to 5:00pm

A helpline for children and youth in need of emotional support.



2. **Singapore Children's Society: 1800 222 0000**  
Monday to Friday, 8:30 am to 5:30pm  
Provides various support services for children and youth.
  
3. **Fei Yue Family Service Centre: 6389 2227**  
Monday to Friday, 9:30am to 6:00pm  
Offers counselling services for individuals and families.
  
4. **National Anti-Violence Helpline (NAVH): 1800 777 0000**  
24 hours  
For individuals experiencing violence or abuse. Also, if someone you know is experiencing violence or abuse, you can also call NAVH.
  
5. **Institute of Mental Health (IMH): 6389 2227**  
24 hours  
Offers mental health services and support.
  
6. **Samaritans of Singapore (SOS): 1767 or 1800 221 4444**  
24 hours  
Suicide Prevention
  
7. **Singapore Police Force: 999**  
24 hours
  
8. **Emergency Ambulance services: 995**  
24 hours

---

## Section 11 Student Contract

---

- **Student Contract:** SkillsFuture Singapore (SSG) requires the Standard Student Contract to be signed for any course that is longer than 2 months to protect both the student and the private education institution (PEI). NCEDU will only collect your school fees after you have signed the student contract.

---

## Section 12 Fee Protection Scheme (FPS)

---

- **Protection:** FPS protect students' course fees in the event that a PEI is unable to continue operating due to insolvency, regulatory closure, or if the PEI fails to return fees to students arising from judgments made against it by the courts.





- **Coverage Duration:** Each student is issued a Certificate of Insurance (COI) when they pay their course fee. Coverage starts after the payment of the course fee until the course end date.
- **Premium Payment:** FPS will be borne by the student.

---

### Section 13 Medical Insurance

---

- **Protection:** The medical insurance scheme must have a minimum coverage of S\$20,000 per student annually, covering up to B2 ward in government and restructured hospitals, and providing 24-hour coverage in Singapore if no overseas activities conducted.
- **Coverage Duration:** Coverage is for the entire duration of the student's course.
- **Premium Payment:** Medical Insurance will be borne by the student.

---

### Section 14 Termination & Refund Policy

---

NCEDU's Termination Policy follows exactly Section 3 of the Standard Student Contract version 4.0. It is reproduced below:

- 3.1** The PEI will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a "**Refund Event**"):
- (a) It cannot commence the provision of the Course on the Course Commencement Date;
  - (b) It cannot complete the provision of the Course by the Course Completion Date;
  - (c) The Course will be terminated before the Course Completion Date;
  - (d) The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
  - (e) The Immigration & Checkpoints Authority of Singapore (the "**ICA**") rejects the Student's application for the Student Pass.
- 3.2** Where any of the Refund Events in Clause 3.1(a) to (c) above has occurred:
- (a) The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
  - (b) If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
  - (c) If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.
- 3.3** Where any of the Refund Events in Clauses 3.1(d) to (e) has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party.



- 3.4** If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- 3.5** If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- 3.6** If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- 3.7** If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- 3.8 Refund for Withdrawal During the Cooling-Off Period:**  
Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.
- 3.9 Refund for Withdrawal Outside the Cooling-Off Period:**  
Without prejudice to Clauses 3.1 to 3.8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.



NCEDU's Refund Policy follows Schedule D of the Standard Student Contract version 4.0. It is reproduced below. Highlighted are what NCEDU has adopted from the template:

**SCHEDULE D**  
**REFUND POLICY**

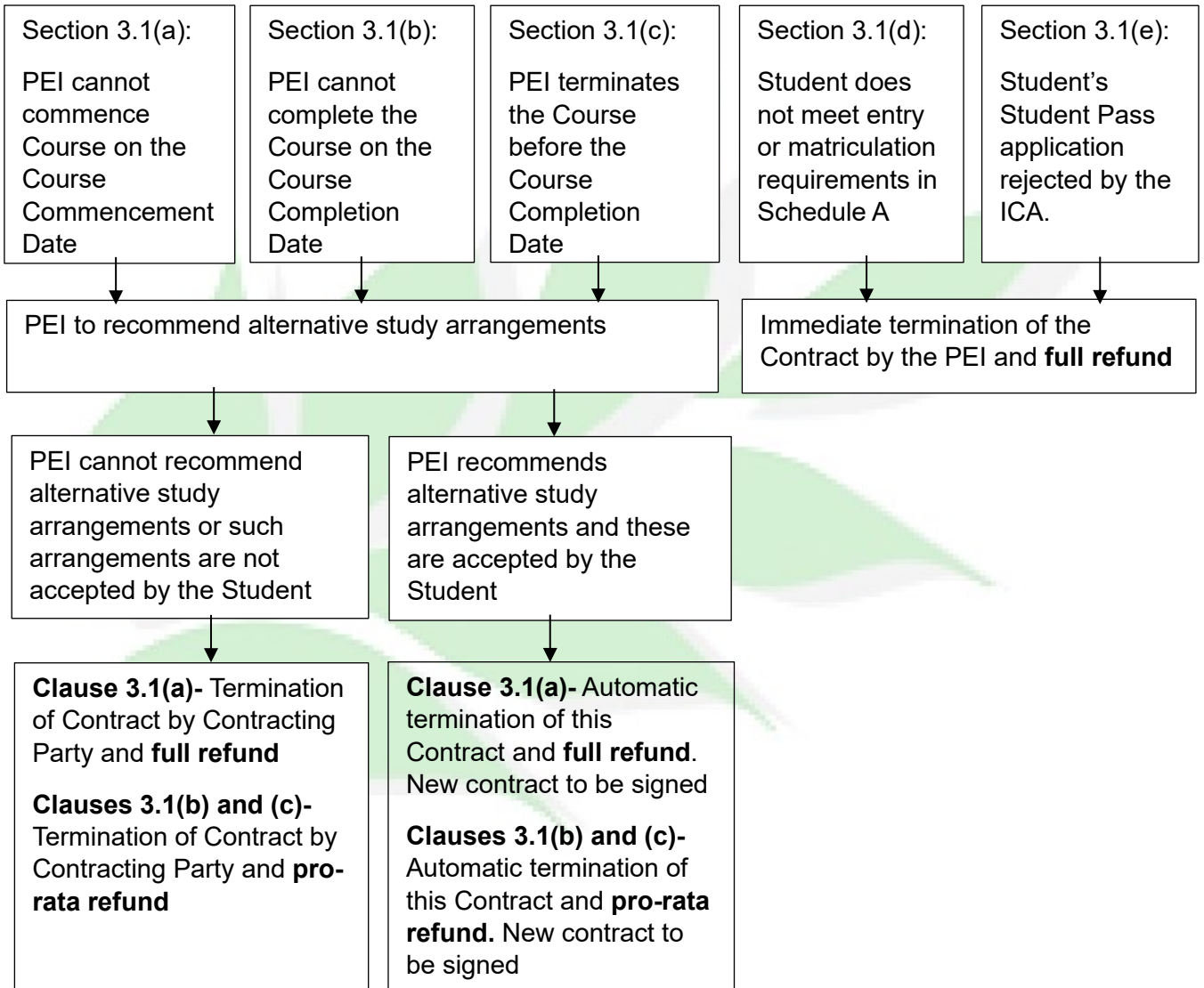
% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
[100%]	more than [7] working days before the Course Commencement Date
[Nil]	on or before, but not more than [7] working days before the Course Commencement Date
[Nil]	after, but not more than [7] working days after the Course Commencement Date
[Nil]	more than [7] working days after the Course Commencement Date



Reproduced from the Standard Student Contract version 4.0 Schedule E

**SCHEDULE E**  
**SECTION 3**

**REFUND EVENTS**





---

## Section 15 Transparency & Accuracy of Fees

---

- **Transparency & Accuracy of Fees:** NCEDU is committed to be transparent and accurate in its charging of all fees. Course Fees & Instalment Schedule are shown in Schedule B while Miscellaneous Fees is shown in Schedule C of the Standard Student Contract. Our website will also show a breakdown of these fees and the Standard Student Contract.

---

## Section 16 Course Transfer, Deferment and Withdrawal

---

- **Terms:**
  - Transfer: Student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of NCEDU.
  - Deferment: Student delays or postpones the course (or module).
  - Withdrawal: Student discontinues all courses with NCEDU.
- **Care:** NCEDU encourages practising due diligence to find out more before enrolling into a specific course because any subsequent Transfer, Deferment or Withdrawal may result in losses from the school fees paid.
- **Consent Policy & Procedure:** If student is under 18 years of age, to request a Transfer, Deferment or Withdrawal, a Parent or Legal Guardian is required to give written consent by filling up and signing up a course transfer & withdrawal form and return it to the Principal via email, WeChat or WhatsApp or in hard copy immediately.
- **Processing Time Policy & Procedures:** Maximum processing time of not more than 4 weeks from the point of student's request to informing student of the outcome in writing, including the processing of refund if any and applicable.
- **Transfer Policy:**
  - Admissions Criteria: Students need to meet the admissions criteria of the new course.
  - Differences in Course Fees: If the new course has a higher course fee, the differences in amount has to be topped-up. If the new course has a lower course fee, the refund for the differences is subjected to the refund policy in Schedule D of the earlier student contract signed.
  - Student Contract: An addendum shall be signed and added to the earlier student contract.
- **Transfer Procedures:** Students may inform NCEDU before, or anytime during the course about their intention for the transfer. If the transfer is successful, students will be allocated to the new course.
- **Deferment Policy & Procedures:**
  - No Deferment: No deferment is allowed. Students are advised to withdraw and enrol for a course at later date instead. Any refund for course fee is subjected to the refund policy in Schedule D of the earlier student contract signed.
- **Withdrawal Policy:**
  - Refunds: Any refund for course fee is subjected to the refund policy in Schedule D of the earlier student contract signed.



- **Withdrawal Procedures:** Students may inform NCEDU before, or anytime during the course about their intention for the withdrawal, including the last day of attending the classes.
- **Note:** Currently, as the courses are not linked to the status of the Student's Pass (STP) if applicable, NCEDU does not need to inform Immigration & Checkpoints Authority of Singapore (ICA) of any change to the status of the Student's Pass (STP).

---

### Section 17 Non-Compulsory Purchases from School

---

- **Transparent & Non-Compulsory Sales Items:** For convenience to students, Pens are sold at a reasonable price of \$1 each. Foolscap paper at \$1.50 each. Facemask at \$0.20 each. Eraser at \$0.80 or \$0.50. Ruler at \$0.80 each. Notebook at \$1 each. It is not compulsory for students to buy from the school. On average, total sales are \$10 or less a month.
- **Records of Sales & Open Audit:** All sales transactions and costs of items are recorded. They are open for audit.
- **Subsidies by School:** Surplus of \$2 or less a month are used to buy bread & snacks for students' consumptions. Purchase of breads & snacks are recorded. On average, the school spends about multiples of the surplus collected on bread & snacks.

---

### Section 18 Fines & Bidding of Contributed Items

---

- **Banker/Class Fine:** Each class appoints a student as a banker to manage and keep records of fines for speaking in other languages or using non-proper English during classes while the Teacher will keep the money. The fine is \$0.60 per word (e.g. okay 'Lah') or \$1.50 per sentence. An average of about \$50 is collected from each class for a 6-month course.
- **Bidding of Contributed Items:** Students may contribute items for sales to fellow students and teachers. Monies collected will be recorded and open for audit. An average of \$10 is raised from each of such activities. 2 such activities are carried out a year.
- **Usage of monies collected:** The money collected will be either spent on NCEDU community project 'the Joy of Giving' (e.g. buying goodies to put into bags for the lower income families) or to fund class activities (e.g. New Year celebration, Mid Autum festival). Parents are aware of this system.
- **Other fines:** If any student should lose or not bring their student card for 3 consecutive times, they will have to pay \$15.00 for the card.
- **Subsidies by School:** On average, the school spends about multiples of the surplus collected on each community project or class activity.
- **Library books:** Students must pay for the cost of the library book in full, according to the price stated by the school, if the book he/she has borrowed is damaged or lost.