

**BAKING INDUSTRY
TRAINING COLLEGE
STUDENT'S HANDBOOK**

烘焙业培训学院
学生手册



Copyright 版权

© Baking Industry Training College, 2014. All rights reserved. No part of this document may be reproduced, stored in a retrieval system or transmitted by any means electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of the Baking Industry Training College. Printed in Singapore.

版权所有：烘焙业培训学院 2014。未经同意，任何人不得再版或将此教材的任何部分自动储存在资讯回收系统里，或利用电子、机械、影印、录音及其他传达方式复制。此教材在新加坡承印。



Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, Baking Industry Training College's products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. Baking Industry Training College cannot accept liability for loss or damage arising from the use of information in this publication.

本学院竭尽所能确保本说明所提供的信息在印刷时是正确无误的。当然，随着本烘焙业培训学院产品和服务与时俱进的需要，本烘焙业培训学院保留对产品和服务不断作出更新的权利。本烘焙业培训学院恕不对由于引用本说明提供的信息所造成的损失承担任何责任。

Handbook

The Student's Handbook is your guide to the support and services available to student of the Baking Industry Training College (BITC).

The handbook contains important policies and procedures that apply to you while you are enrolled here.

It is important that you familiarize yourself with all the information in this handbook.

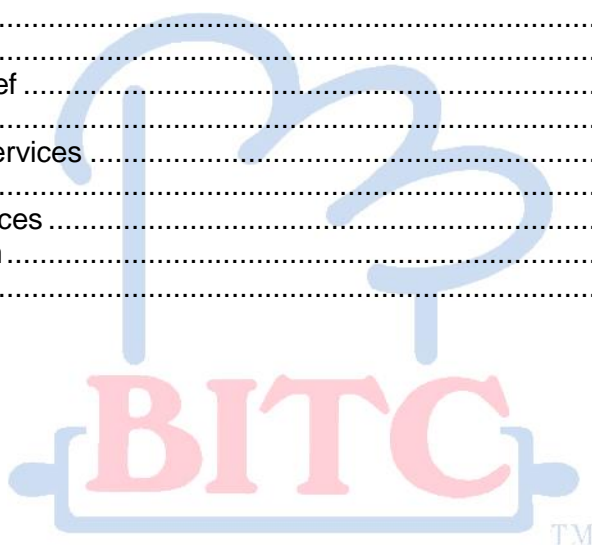
The following listing will help locate the certain section that may interest you.



Table of Content

Introduction	i
Our Vision Statement	i
Our Mission Statement	i
Core Value	i
Our Faculty	ii
Accreditation	ii
Credibility	ii
Our Student's	ii
Confidentiality and Security Policy	ii
Useful Contact Numbers	iii
Our History	vi
GENERAL POLICIES / Support Services	- 2 -
Environment.....	- 2 -
Attendance & Punctuality.....	- 2 -
Respectful Policy.....	- 2 -
Verbal Annoyance.....	- 2 -
Fighting/Assault.....	- 2 -
Pilferage/Stealing.....	- 2 -
Alcoholic Beverages.....	- 2 -
Soliciting in the premises.....	- 2 -
International Student Support.....	- 3 -
Pre-Departure Information for International Students.....	- 3 -
Other Important General information for Students:.....	- 4 -
BITC Student Code of Conduct.....	- 4 -
Student Suspension, Termination & Expulsion Policy.....	- 6 -
BITC Student Refund Policy.....	- 7 -
Miscellaneous Fee Refund Policy.....	- 8 -
Schedule C - Miscellaneous Fees^.....	- 9 -
Student Refund Procedure.....	- 10 -
Student Withdrawal Policy.....	- 11 -
Student Withdrawal Procedure.....	- 12 -
Withdrawal & Refund Procedure flowchart.....	- 13 -
Student Transfer Policy.....	- 14 -
Student Transfer Procedure.....	- 14 -
Student Transfer Procedure Flowchart.....	- 15 -
Student Deferment Procedure.....	- 16 -
Deferment Procedure flowchart.....	- 17 -
Smoke-Free.....	- 17 -
Student Addresses.....	- 18 -
International Students.....	- 18 -
1. Student actions and behaviors.....	- 18 -
2. Abuse of Property.....	- 18 -
3. Other Prohibited Activities.....	- 18 -
4. The Singapore Tourism Board (STB).....	- 19 -
Health Precaution.....	- 20 -
Fee Protection Scheme (FPS).....	- 20 -
Insurance Scheme.....	- 20 -
Medical Insurance.....	- 20 -
Examination/Assessment Result Appeal.....	- 21 -
External Examination/Assessment Appeal.....	- 21 -
Internal Examination Appeal.....	- 21 -
Feedback/Complaint/Dispute/Grievance Mechanism (Student Redress).....	- 22 -
Transportation.....	- 23 -
Our location / Contact Us.....	- 23 -

GENERAL INFORMATION	- 24 -
Dress and Manners	- 24 -
Financial Obligations	- 24 -
Lost and Found	- 24 -
Payment of Courses Information	- 24 -
Telephones	- 25 -
Academic Polices	- 25 -
Academic Misconduct	- 25 -
Practical/Theory Class	- 25 -
Workshops.....	- 25 -
Practical Sessions.....	- 25 -
Tardiness.....	- 26 -
Class Projects.....	- 26 -
Copyright Law.....	- 26 -
Examination/Re-examination Regulations	- 26 -
Examination/Assessment Schedules	- 26 -
Hand washing Policy and Handling of Food	- 26 -
When to wash	- 26 -
Hat Policy.....	- 27 -
Sampling.....	- 27 -
Attire.....	- 27 -
Trainees Uniform	- 27 -
A Trainee Pastry Chef	- 28 -
Grooming	- 28 -
Reference Library Services	- 28 -
Pastoral Care	- 28 -
Job Availability Services	- 28 -
Student's Orientation	- 28 -
Service Quality	- 29 -



Introduction

This handbook contains the most current information available at the time of publication. The BITC Student's Handbook is an outline of the partnership shared by students, the training college and staff at BITC.

This partnership involves establishing, clear expectations for all involved in our core mission of bakery career education.

The BITC student's handbook is not an irrevocable content between BITC and students, and we reserve the right to change any information in this handbook at any time without prior notice.

As you begin or continue at BITC, we encourage you to take ownership of your own success; we will be here to support you

Our Vision Statement

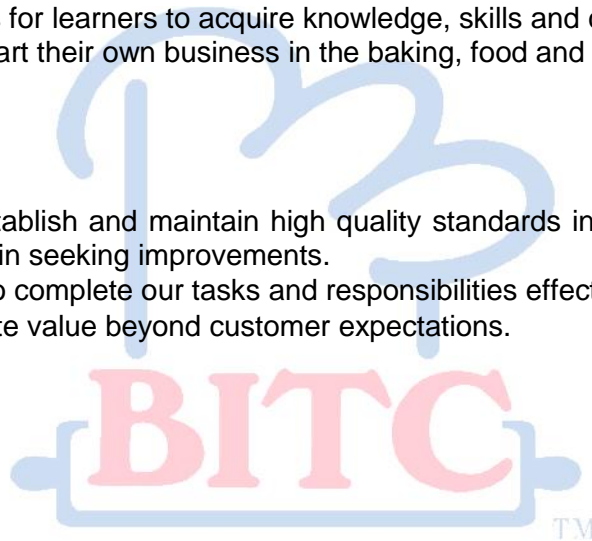
To be a top provider of choice for quality training and education in the baking, food and service industry

Our Mission Statement

To create opportunities for learners to acquire knowledge, skills and competencies so that they can find jobs or start their own business in the baking, food and services industry.

Core Value

- Quality – to establish and maintain high quality standards in services and products, and be curious in seeking improvements.
- Productivity – to complete our tasks and responsibilities effectively and efficiently.
- Value – to create value beyond customer expectations.



Our Faculty

Qualified, experienced and committed professionals are employed to provide effective and efficient services and courses to our students. Our instructors are highly dedicated to assist the students in learning and acquiring the baking and craftsman skills. To ensure and maintain the quality of our teaching staff, we conduct instructor evaluation exercises and review all feedback after the completion of every module. Our instructors are registered with CPE, ITE and WDA and our chef instructors have an average of 20 years of baking experience in the industry or higher level of qualifications.

Accreditation

- BITC is licensed by the ITE Education Services Pte Ltd to conduct training and testing leading to National ITE Nitec in Services in Pastry & Baking.
- WDA's Work Skills Qualification Higher Certificate in Pastry and Bakery

Credibility

All our course brochures, publicity materials and website (www.bitc.edu.sg) are regularly updated to reflect the most current, consistent and accurate information.

Our Student's

BITC provides baking, confectionery, Asian pastry and noodle making courses to both Local and International Students.

- Local Students comprise those who do not need to apply for a Student Pass from the ICA to study in Singapore.
- Conversely, International Students comprise those who require Student Pass from the Immigration and Checkpoints Authority (ICA) to study in Singapore.

Confidentiality and Security Policy

Our commitment to towards Confidentiality and Security at BITC is inspired by below Statement;

“BITC is committed to maintain the confidentiality of the applicant's personal information and undertakes not to divulge in any of the applicant's personal information to any third party without the prior written consent of the applicant”.

We will make sure all our students are aware of our “Confidentiality and Security statement” by transparently displaying our statement in our student's forms, student's related documents and in our websites.

All personal matters provided by the Students shall be kept confidential and for internal use only.

BITC stakeholder shall not divulge any of the student's personal details to any unauthorized third party, unless compelled to do so by laws or any courts of Singapore with respect and confidentiality.

However, there may be unanticipated occasions when it is necessary to contact or disclose to concerned parties such as families, parents or education department such as ITE, Immigration and Checkpoint Authority (ICA) or the Ministry of Education (MOE).

Approved Recruitment Agents are required to abide by the “Code of Conduct for Recruitment Agent” to ensure applicants information collected as part of the application process are securely kept to comply with BITC's Confidentiality and Security Policy.

Our Examination Board ensures the confidentiality and security of examination and answer scripts are addressed. In accepting a place at BITC, students have acknowledged that the responsible staff of BITC may discharge this right.

Useful Contact Numbers

Contact numbers to take note. If you have questions or concerns in any of these areas, the following contacts can help you in the right direction.

Baking Industry Training College (BITC)

Tel 65- 625 63635 (9am – 5pm)
Email bakingskills@bitc.edu.sg
Website www.bitc.edu.sg

Chinese Development Assistance Council (CDAC)

Tel 6603-5555
Fax 6841-4881
Email education@cdac.org.sg
Website www.cdac.org.sg

Eurasian Association (EA)

Tel 6447-1578
Fax 6447-3189
Website www.eurasians.org.sg

Yayasan Mendaki

Tel 6245-5555
Fax: 6449-4492
Website www.mendaki.org.sg
Email mendaki@mendaki.org.sg

Singapore Indian Development Association (SINDA)

Tel 62985911
Fax 6392-4300
Website www.sinda.org.sg

Taxi Booking

Comfort Cablink/Citycab 6552-1111
Premier Cabs 6363-6888
SMRT Taxis 6555-8888

Credit Cards

POSB/DBS 6339 – 6666
Citibank 6225 – 5225
OCBC 6363 – 3333
UOB 6358 – 1000
Standard Chartered 6788 – 3133
HSBC 1800 – 227 - 8889
MasterCard 800-110-113
VISA 800-110-0344

Emergency

Police 999
Police Hotline 1800-255-0000
Fire / Ambulance 995
Samaritans of Singapore 1800-221-4444

Non-Emergency Ambulance Service 1777*
Electricity Service Centre Hotline 1800-778-8888
Flight Information 1800-542-4422
24-hour Tourist line 1800-736-2000

Medical Services

Raffles Hospital 6311-1111
585 North Bridge Road

Singapore General Hospital 6321-4311
Accident and Emergency Department
Outram Road

Committee for Private Education (CPE)

Contact Info

Tel: (65) 6592 2108

Email: CPE_CONTACT@cpe.gov.sg

Operating Hours

Mon – Fri: 9.00am - 5.00pm

Sat, Sun and

Public Holidays: Closed

Committee for Private Education
1 Marina Boulevard, #18-01
Singapore 018989
Tel: (65) 65121140

CPE Student Services Centre
1 Orchard Road #01-01
(YMCA International House)
Singapore 238824
Fax: (65) 6337 1584

Immigration & Checkpoints Authority (ICA)

Address

Immigration & Checkpoints Authority
ICA Building
10 Kallang Road
Singapore 208718
(Beside Lavender MRT. [Click here to view map](#))

Operating Hours

Weekdays 8.00 am to 5.00 pm

Saturdays 8.00 am to 1.00 pm

Sundays & Public Holidays Closed

Busy days to Avoid:

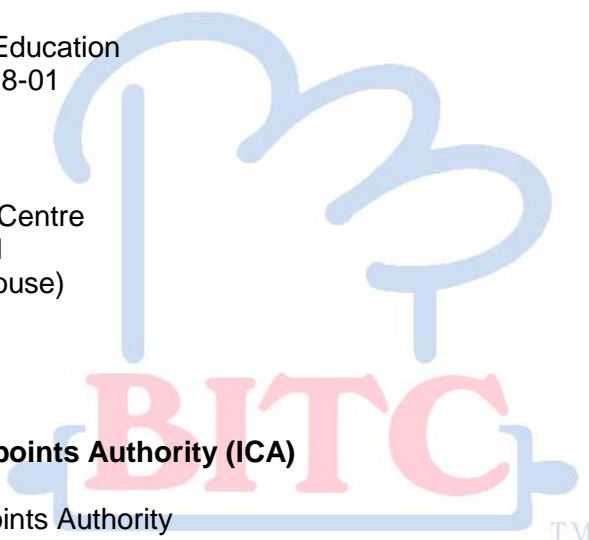
Mondays, Fridays & Saturdays

Eve of / After Public Holidays

Q-Tickets Issuing Hours:

Weekdays 8.00 am to 4.30 pm

Saturdays 8.00 am to 12.30 pm



ICA Call Centre

Tel: 6391 6100

24-hour automated answering service for information on our services and procedural requirements.

You may also wish to speak to ICA Customer Service Officers during the following periods, except Public Holidays:

Weekdays: 8.00 am to 5.00 pm

Saturdays: 8.00 am to 1.00 pm

Fax Number 6298 0837/ 6298 0843

Ministry of Manpower (Headquarters)

Address

18 Havelock Road

Singapore 059764

General Enquiries Tel: 6438 5122

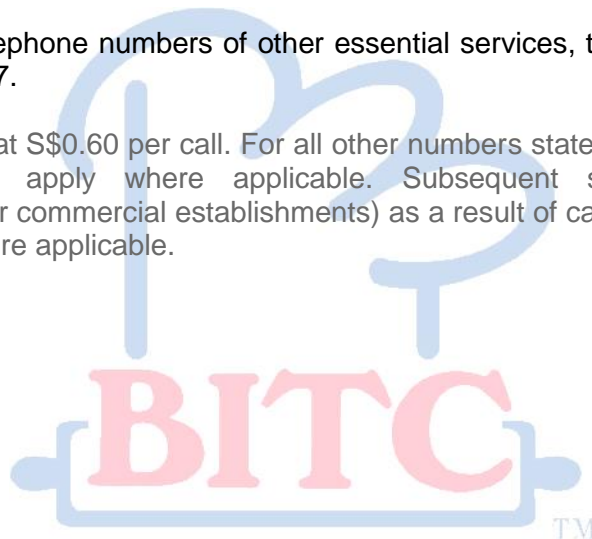
Service Quality Tel: 1800 538 6930

Monday - Friday: 8.30 am to 5.30 pm

Saturday: 8.30 am to 1 pm

For addresses and telephone numbers of other essential services, try Yellow Pages or City Search, 1900-777-7777.

*Calls will be charged at S\$0.60 per call. For all other numbers stated above, standard time-based charges may apply where applicable. Subsequent services provided (by governmental bodies or commercial establishments) as a result of calls made may also incur additional charges where applicable.



Our History

In 1993, SPRING Singapore (then known as the Singapore Productivity & Standards Board) approached Prima Limited to partner them in a mission to upgrade the local baking industry, as there was a need for local bakeries to progress and be competitive against overseas players.

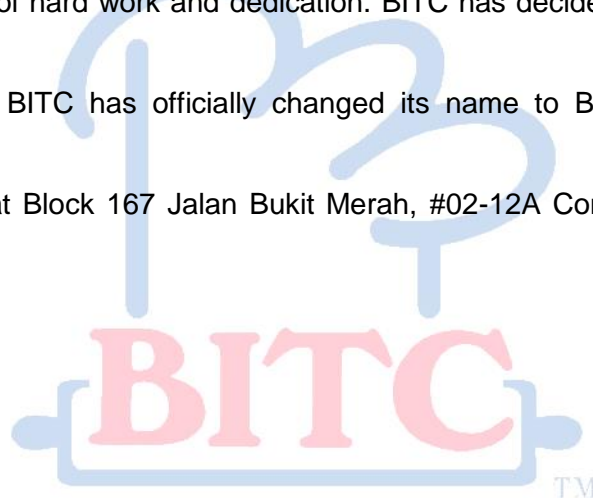
The Baking Industry Training Centre (BITC) was officially opened on 21st September 1993 by Mr Lim Boon Heng, Minister, Prime Minister Office & Second Minister for Trade and Industry, marking a milestone for Singapore's baking industry. BITC is Singapore's first and only full-fledged baking training centre.

Today, BITC's original mission has expanded. BITC now offers higher learning with a wide range of professional programmes including the Diploma in Baking & Pastry Arts. With a fine teaching faculty and extensive resources and facilities, BITC has also successfully marketed itself regionally and is helping Singapore establish herself as a training hub for the region's baking industry.

On 1st October 2010, BITC was incorporated as Baking Industry Training Centre Pte Ltd. Throughout the years of hard work and dedication, BITC has decided to take a step further to change its name.

On 27th March 2014, BITC has officially changed its name to Baking Industry Training College Pte Ltd.

BITC is now located at Block 167 Jalan Bukit Merah, #02-12A Connection One, Tower 4, Singapore 150167.



BITC Student's Handbook

By attending BITC course program, you have agreed to conform to the rules and regulations as outlined in this publication, student textbooks and brochures including any amendments.

You have demonstrated your commitment to development and enhancing your professional career choice as well as your personal life.

You must also demonstrate acceptance of your responsibilities.

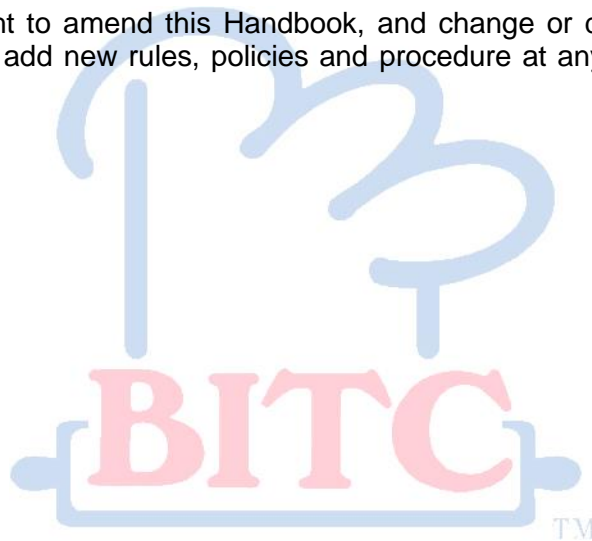
It is expected that you will conduct yourself in a professional and courteous manner in and out of the classroom.

You are encouraged to familiarize yourself thoroughly with the contents of this *Handbook*.

You are required to abide by all the rules and regulations established by BITC. Please be reminded these rules apply to all students and must be strictly followed within the compound facilities and common areas of BITC.

Amendments

BITC reserves the right to amend this Handbook, and change or delete any existing rule, policy or procedure or add new rules, policies and procedure at any time and without prior notice.



GENERAL POLICIES / Support Services

Wireless Connection

Students may set wireless connection within BITC by following the set up below:

1. Turn on Wireless and scan for wireless network
2. Select Coleman Student WiFi
3. Click connect and key in the network password given and wait for connection

Environment

At BITC, food and beverage consumption is limited to designated eating areas only.

Under no circumstances are food and beverages to be consumed in corridor areas or specific areas of the training college without prior approval from the chef-instructor. Food containing lard/alcohol should not be brought or consumed in the practical workshops.

Attendance & Punctuality

- Day Classes are conducted from 0830Hrs – 1700 hrs
- Evening class from 1800Hrs – 2200 hrs.(not for Student Pass holders)

Students are advised to be punctual for lessons

Respectful Policy

Verbal Annoyance

“Verbal Annoyance” and fighting dialog/words directed toward others are inappropriate. When such concern conflicts arise or developed, students are encouraged to seek mediation assistance from the Chef-Instructor in-charge.

Fighting/Assault

Physical assault and confrontational behaviour are not acceptable at BITC. Walk away from the situation until the concerns can be appropriately addressed. If necessary, seek mediation assistance from the Chef-Instructor in-charge.

Pilferage/Stealing

No pilferage or stealing will be tolerated. Any students caught will be reported to the Security Office.

Alcoholic Beverages

The use of alcoholic beverage is strictly prohibited in this training college. All students are to refrain from bring in any form of alcoholic beverages.

Soliciting in the premises

Students are to refrain from soliciting in the premises of the training college.

International Student Support

International students must abide by the rules and regulations set forth by Singapore Immigration Checkpoints and Authority (ICA) and BITC. International students are personally responsible for upholding as follows:

1. You must attend the college for which you are authorized.
2. Keep your passport valid at all times. Any information changes on name; sponsor etc. must be reissued.
3. Check your travel documents to be certain they are in order before leaving Singapore.
4. Report a change of residence to our BITC Administration office within 5 working days.
5. Be aware of the expiration date on your passport. Also know when your required date of departure.
6. Question concerning the above or any other international student issue may be directed to our BITC Administration office or by calling telephone number 63363462 and making an appointment.

Pre-Departure Information for International Students

Before leaving your country to Singapore, kindly ensure that you have done the following:

1. Completed
 - BITC Registration Form with Supporting Documents attached
 - PEI- Student Contract and Student Advisory Note
 - Fee Payment Receipt - Bank Related Counter File (If any / If required)
 - Return the signed - Letter of Acceptance
2. Apply & Picked up
 - A valid Visa for entry into Singapore (kindly contact our friendly Student Service Administrative at bakingskills@bitc.edu.sg for details on visa application)
 - A valid airline ticket to Singapore
3. Ensure that you have
 - a valid passport for international travel with at least 6 months validity
 - bring along all original and Original translated and certified copies of your Academic Transcripts and Certificates
 - Confirmed all housing arrangements and that you have a place to stay upon arrival into Singapore (kindly contact our friendly Student Service Administration at bakingskills@bitc.edu.sg if you need help in accommodation).
 - Bring enough Singapore currency to cover the first few months of your stay in Singapore on arrival.
 - Pack your personal belongings (clothing / toiletries / medications etc.). Most things can be purchased in Singapore though, but if you require regular medication, do get an adequate initial supply and prescription from your doctor and bring any medical documentation you have.
 - As Singapore is generally humid and hot throughout the year, we will advise most Students to be dressed in cotton clothing / T-shirts. Students may want to bring some formal clothing for formal functions/presentations.
4. Checklist of Things to Bring:
 - A passport (with at least 6 month's validity)
 - A photocopy of the bio-data page of the passport
 - Personal identification documents, such as Identity Card and Birth Certificate
 - BITC Letter of Acceptance
 - eForm 16, V36A and V36, where applicable – to be presented when collecting your Student Pass from ICA.
 - All original academic transcripts and certificates
 - At least 6 pieces of passport sized photographs (Size: 35mm x 45mm)
 - Confirmed letter/notification on your accommodation in Singapore (If any)
 - Clothing / toiletries / medications
 - Sufficient Cash for few months

Other Important General information for Students:

- All registration fees paid are non-refundable
- Students, agents and parents should refer to Committee of Private Education website at www.cpe.gov.sg if there are any doubts or queries that they may have regarding the college, Edu Trust certification scheme or Fee Protection Scheme.
- Students are required to go for medical check-up upon arriving in Singapore. The details of the same will be provided by the Administrative Staff at BITC
- Students are required to make payments (S\$90) for the issuance of Student Pass once the medical report is submitted to ICA.
- Student Pass holders are strictly forbidden to be engaged in any form of employment, whether paid or unpaid, unless they are on their internship which they will be issued a Training Pass.
- International Students are required by ICA to maintain a class attendance of at least 90% throughout their period of study here.
- Prior to departure from Singapore to their home countries (After their completion of the course in BITC), Students are required to surrender their Student Pass for cancellation within 7 working days of the date of cessation or termination of studies.
- Upon cancellation, Students will be issued a social visit pass for 2 weeks to 1 month to settle outstanding issues before returning home.

BITC Student Code of Conduct

BITC requires Students to conduct themselves in accordance with the standards of their future professions. BITC has also taken precautions to discourage dishonesty and preserve the academic integrity of its programs. Students will be held accountable for, or should report, the following violations:

- All forms of dishonesty including cheating, plagiarism, forgery, and intent to defraud through falsification, alteration, or misuse of BITC documents. Theft, deliberate destruction, damage, misuse, or abuse of BITC property or the property of private individuals associated with BITC. Any kind of physical abuse, verbal abuse, intimidation, harassment, coercion, stalking, and/or any conduct that threatens or endangers the physical or psychological health/safety of another person will be not allowed.
- Failure to comply with all emergency evacuation procedures, disregarding safety practices, tampering with fire protection equipment, or violation of any other health and safety rules or regulations. All electronic devices must be in the "off/ silent" mode while in the classroom. Inappropriate use of cell phones and other electronic devices may include:
 - Cheating on tests and class work with texting and cameras;
 - Circulation of inappropriate photos taken in restrooms and locker rooms;
 - Video game/music distractions and Ringing/texting during instructional time;
 - Signalling for leaving class/ditching;
 - Loss of instructional time to address cell phone and other electronic device distractions;
 - Setting up fights, making drug deals and impeding emergency efforts;
 - Time spent investigating the theft of cell phones and electronic devices rather than focusing on instructional time.
- Violation of ICA rules & regulations (for International Students)
- Student's Pass holders who have been caught working in Singapore will lead to expulsion and deportation.
- Misconduct - fighting, gambling, smoking or behaving disorderly.
- Defamation - spreading untruth and damaging remarks about the College, its staff, or fellow Students which are deemed to be detrimental to the good name and reputation of the College.

- Vandalism, Mischief and/or theft and all forms of gambling are strictly prohibited.
- Students found to have participated in any wilful or negligent acts that result in damage, loss, theft or activities not befitting the good name of the College.
- Cheating in examinations / tests - Any form of plagiarism or cheating in tests and examinations may result in disciplinary action, not excluding expulsion from the course.
- Attendance - Students who do not meet the attendance requirement as follows may result in termination or expulsion.
 - International Students on Student Pass $\geq 90\%$
 - Local Student or Non-Student Pass Holders $\geq 75\%$
- Inappropriate or profane behaviour that causes a disruption of teaching, administration, disciplinary proceedings, or other activities. Inappropriate or profane behaviour that causes Student to disagree to obey the staff acting within the scope of their employment responsibilities.
- Students are required to be properly attired at all times and to observe a sense of decorum when they are within BITC premises.
- Students are required to adhere to the BITC Dispute and Grievance Resolution Process before escalating the complaint or grievance to the next level. The process is in place to ensure resolution with minimum delay and inconvenience to the Student. A Student who is seeking dispute or grievance resolution should follow the steps outlined in the process.
- Failure to comply with all BITC regulations, whether contained in official BITC publications or announced as administrative policy by a BITC official or other person authorized by the Principal/Management of BITC.
- Abuse, violence or threats of violence toward persons or property of Students, faculty, staff, or the BITC. Misuse Internet access, emails, copying or alteration of copyright protected materials, such as computer programs, music, movies, photographs, written materials and Filming and Video Recording is not Allowed in BITC.
- The use of alcoholic beverages or controlled substances in BITC premises, including the purchase, consumption, possession, being under the influence of, or sale of such items.
- The use of any tobacco products in BITC buildings, and eating or drinking in the classrooms or any location other than designated areas. No animals are allowed on the BITC premises
- Bringing children into the BITC teaching areas. BITC does not provide childcare services and cannot assume responsibility for their health and safety.
- Bringing dangerous items such as explosives, firearms, or other weapons, either concealed or exposed, onto BITC property.
- Rape, including acquaintance rape and/or sexual assault, in any form. Unauthorized presence in, or forcible entry into, a BITC facility or BITC related premises is not allowed.
- Being in the presence of and/or aiding/abetting any of the aforementioned conduct violations. A Student committing any of the violations listed above may receive a written warning concerning the misconduct and may receive disciplinary action up to and including immediate suspension and/or dismissal.

Student Suspension, Termination & Expulsion Policy

1. Suspension

- The suspension of a student is based on the following grounds:
 - Continual Dishonesty and Misconduct
 - Disobedience
 - Aggressive Behavior
 - Misbehavior/Misconduct
 - Physical Violence
 - Possession of a Firearm, prohibited weapon or knife
 - Uses, supplies or in a possession of a suspected illegal substance
 - Engages in serious criminal behavior
- In cases where the student was found to violate the school's rules and regulations or the student's act happen to be within the stipulated grounds an initial meeting will be scheduled with the Principal to discuss on the matter within 3 days after the incident happen.
- Inform the student and his/her parent/guardian that a suspension is considered after the initial meeting (within 4 days after the incident happen).
- The Principal will conduct the process in a fair manner, so student will be given an opportunity to be heard. The presence of the parents/guardian might be requested before the formal suspension is decided.
- Once all sides are heard, the Principal will send a formal letter to the student's parents/guardians when a suspension is decided.
- Suspension will be decided within 7 days upon the receipt of the formal allegations or after the incident happen.
- Notification and letter will be provided to the student and parents/guardians upon suspension within 7 days stating the reasons, actions and the duration of the suspension as well as appropriate actions to be performed by the student within the suspension period.
- The suspension period will be determined by the Principal. The maximum suspension to be given might be one academic year (1 year) depending on the seriousness on the violation of school rules & regulations or student's misconduct.
- If the student is suspended, he/she is not allowed to stay within the school grounds or premises and the school will inform relevant parties and make necessary arrangements with the student.
- All suspensions will be properly documented and recorded. The school will update student's file accordingly.

2. Termination & Expulsion

A Student may be terminated or expelled from BITC under the following circumstances with Principal's approval:

- Violation of ICA rules & regulations
- Student's Pass holders who are caught working in Singapore will lead to expulsion and deportation.
- Misconduct - fighting, gambling, smoking or behaving disorderly.
- Defamation - spreading untruth and damaging remarks about the College, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of the College.
- Any kind of Vandalism, Mischief and/or theft
- If the Student is unable to comply with "BITC Student Code of Conduct"
- Students who are found to have participated in any willful or negligent acts that result in damage, loss, theft or activities not befitting the good name of the College.
- Cheating in examinations / tests - Any form of plagiarism or cheating in tests and examinations may result in disciplinary action, not excluding expulsion from the course.
- Attendance - Students who do not meet the attendance requirement as follows may result in expulsion.
 - International Students on Student Pass $\geq 90\%$

- Local Student or Non-Student Pass Holders $\geq 75\%$

3. Upon Student's termination, Student Contract will be terminated, the Fee Protection Scheme account will be terminated and International Students has to surrender the student pass immediately upon receiving the Course Termination and Expulsion letter.

4. No refund of the course fees will be made for students who have breached the Termination / Expulsion Policy.

BITC Student Refund Policy

- BITC is committed towards maintaining good business and customer practice. We assure current and prospective Students get the best of customer service systems and practices to look after the welfare of both our local and international Students.
- The Refund Policy stated below is applicable to BITC's Full-Time or Part-Time Proprietary Courses.
- All Students must pay their fees due as set out in the respective Standard PEI - Student Contract and by the date(s) stipulated in the Standard PEI - Student Contract and payment reminders.
- The complete Refund Policy relating to both Withdrawals for Cause and Withdrawals without Cause is governed by the Standard PEI - Student Contract entered into between the college and the student.
- Students/Participants are required to abide by the refund policy specified on the application form, website and Standard PEI - Student Contract.

BITC shall have a fair and reasonable refund policy for any payment made. The refund policy shall include, but is not limited to, the following:

- Time taken to process refund request (must not be more than 7 working days)
- Any refund condition (if applicable)
- Any non-refundable fee paid (if applicable)
- When withdrawal application is approved; etc.

The Refund Policy shall be clearly communicated to all its Students via the website, student contract and BITC Student's handbook.

The Refund Policy shall be clearly explained to all Students and prospective Students. BITC shall regularly review the refund policy to ensure that it remains fair to the Students.

All refund applications are subjected to BITC approval & all decisions are considered final. Notification and Arrangement from BITC:

Refund for Withdrawal Due to Non-Delivery of Course:

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

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organization stated in Schedule A within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student 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 should the Student decide to withdraw, within **seven (7) working days of the above notice**.

Refunds for Withdrawal for Cause

Student shall be entitled to immediately withdraw from the Course by giving written notice to BITC of his/her intention to do so if BITC fails to perform its obligation(s) under the circumstances above covering (i) to (v).

- BITC will refund the Students within 7 working days.
- BITC will refund the entire amount of the Fees paid under Schedules B and C of Standard PEI - Student Contract to Student
- BITC reserve the rights to cancel the class if due to unforeseen circumstances such as not meeting the minimum student numbers

Refunds for Withdrawal due to other Reasons

- If the Student withdraws from the Course for any reason other than those under the circumstances above covering (i) to (vi)., BITC will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Refund Table.

Refund Table- "Schedule D" of Standard PEI - Student Contract.

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[50%]	("Maximum Refund") More than [14] days before the Course Commencement Date
[50%]	Before, but not more than [14] days before the Course Commencement Date
[0%]	On and After the Course Commencement Date

Refund During Cooling-Off Period:

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

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

No refund of the course fees will be made for Students who have breached the Termination and Expulsion Policy.

Miscellaneous Fee Refund Policy

Miscellaneous fees, comprising Registration fees, Re-examination Fee, Rental of Locker, Replacement of BITC Student ID Fee and Make-up Lesson Fee are not refundable once service is rendered. There will be no refund of miscellaneous fees for the current month or part thereof that has already been utilized.

In addition, Students may be liable to pay (where outstanding applicable) fees through BITC to government authorities or other external parties (such as ITE or a foreign education institution). Any refund on these fees should be resolved between the relevant parties concerned.

A student seeking a review of a decision regarding an application for a fee refund should apply in writing to the Principal and submit to the BITC Administration Dept. Students dissatisfied with the outcome of the review may appeal to the Principal for consideration.

All requests pertaining to fee refund are subjected to the college Principal's final approval. In accordance with the Student Contract, it takes approximately seven (7) working days for the refund process to be completed.

Schedule C - Miscellaneous Fees^

Purpose of Fee	Amount (with GST, if any) (S\$)
End-Products Sales	0.50 - 10.00
Rental of Locker (For Whole Course)	64.20
Replacement of Student ID card	21.40
Re- Issue Uniform (per set)	139.10
Re- Issue Tool Bag (per set)	171.20
Loan of Jacket	5.00
Digital Thermometer Re-Issue	25.00
Request Letter and Certifying Letter / Statement	21.40
Make-up Lesson (4 Hours)	53.50
Refresher Lesson (5 Hours)	85.60
ITE, Re-Examination Fee (per module)	128.40
BITC, Examination Fees (per module)	53.50
BITC, Examination Appeal Fee (per module)	53.50
BITC, Examination Deferment Fee	26.75
Bakery Management Presentation Assessment Reschedule Fee	85.60
Deferment Fee for Course / Per Module	26.75
Intake Transfer Fee (per module)	16.05
Chef Hat	16.05
Chef Apron	10.70
Student Pass Medical Checkup (Payable Medical Clinic)	*60.00
ICA Student Pass Issuance + ICA Processing Fee (Payable to ICA)	*(90.00 + 30.00)
(On Renewal) ICA Student Pass Issuance + ICA Processing Fee (Payable to ICA)	*(90.00 + 30.00)
Replacement of Diploma in Baking and Pastry Arts	100.00
Replacement of single Modular/Unit Certificate	50.00
Replacement of Certificate of Proficiency in Baking	80.00

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

Note:

All costs are inclusive of the prevailing Goods & Service Tax (GST)

Course Fees not inclusive finished baked products

Total Course Fees paid (except registration fee & GST) by Students are protected under FPS.

Student Refund Procedure

- BITC shall have refund procedures which are aligned with the Refund Policy to execute any refund request.
- If the Refund Policy differs for different types of payments or different modes of payment, then there shall be clearly differentiated procedures.
- The procedures shall be clearly communicated to the Students via the website and BITC Student's handbook.
- Refund records (may be in softcopy) shall be accurate and up-to-date. Records shall be kept according to financial guidelines and are easy to retrieve for audit purposes.
- Relevant staff shall be conversant with the refund procedures and demonstrate strict adherence.

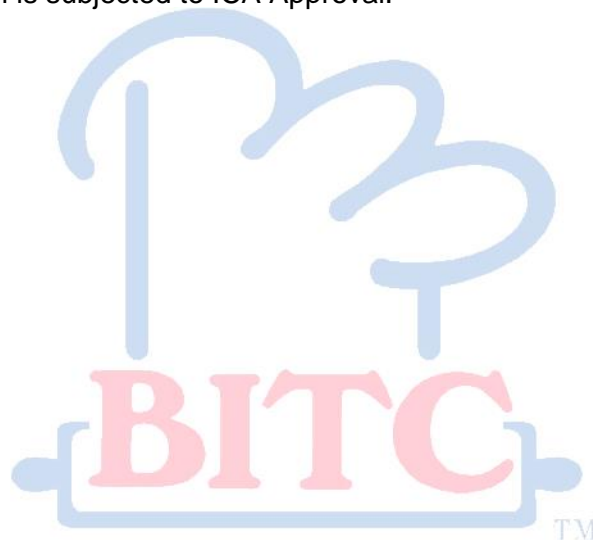
BITC shall regularly review the refund procedure to ensure that it remains fair to the students. This procedure applies when a student submits a request for refund.

- The student will make the request for refund by completing the Refund Request Form and submit it to BITC Administration Office. The student needs to provide supporting documents for the request (if applicable).
- Upon receipt of the Refund Request Form and all supporting documents, the Administrative Team will check and verify the student's record.
- Upon confirmation of the details, the request (together with all the supporting documents) will be submitted to the Principal for approval.
- If the refund request is approved, the BITC Administration office will pass the Refund Request Form to the Accounts Department for processing of the refund. If the refund request is rejected, the BITC Administration office will inform the student in writing of the decision.
- Accounts department processes check refund and passes check to BITC Administration office for Student acknowledge of refund.
- Students will be informed in writing when the check is ready, within 7 days from the date of receipt of request. Students will have to acknowledge receipt of the check.



Student Withdrawal Policy

- BITC shall have a fair and reasonable withdrawal policy. The withdrawal policy shall be clearly communicated to all of BITC students via the website and BITC Student's handbook.
- This policy applies when a student requests to stop his/her study and ceases to be a student of BITC. BITC will take no more than seven (7) working days to process any withdrawal application upon receiving the complete relevant written withdrawal application.
- BITC shall clearly explain the implication of the status of the Student's pass if international students withdraw from the College or are forced to withdraw from the College (e.g. caught for breaking Singapore's law).
- BITC shall regularly review and update the withdrawal policy to ensure that it remains fair to the students.
- Students who wish to withdraw (or terminate) from the Course after commencement shall inform BITC in writing by filling up the relevant Course withdrawal form and state the reason(s) for withdrawal.
- All withdrawal applications are subject to Principal's approval.
- A student who has withdrawn is required to submit a new application, subject to the prevailing fees, in order to resume his/her studies, In case of International student New Application is subjected to ICA Approval.



Student Withdrawal Procedure

This procedure applies when a student requested to stop his/her study and ceased to be a student of BITC.

Student must inform BITC Administration office in writing and/or complete the relevant Course withdrawal request form with reasons for withdrawal accompanied with relevant supporting documents. If the student is under 18 years of age, his parent/guardian must agree to the withdrawal.

All requests for withdrawal are subject to Principal approval.

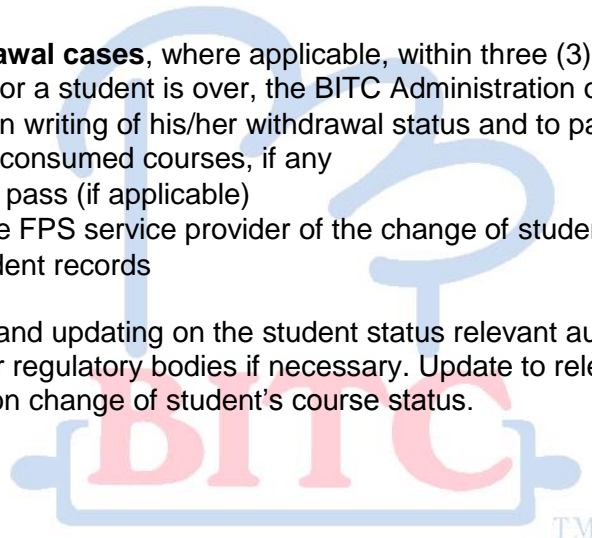
The student concerned will be informed of the final decision in writing within seven **(7) working days**. Upon approval, student will be withdrawn from their course. Where applicable within three (3) working days from the date the outcome is available, the Administrative Team will:

- Cancel Student pass (if applicable)
- Inform to update FPS service provider of the change of student status
- Refund unconsumed course fees (if applicable)
- Inform student to pay outstanding course fees (if applicable)
- Update the student records

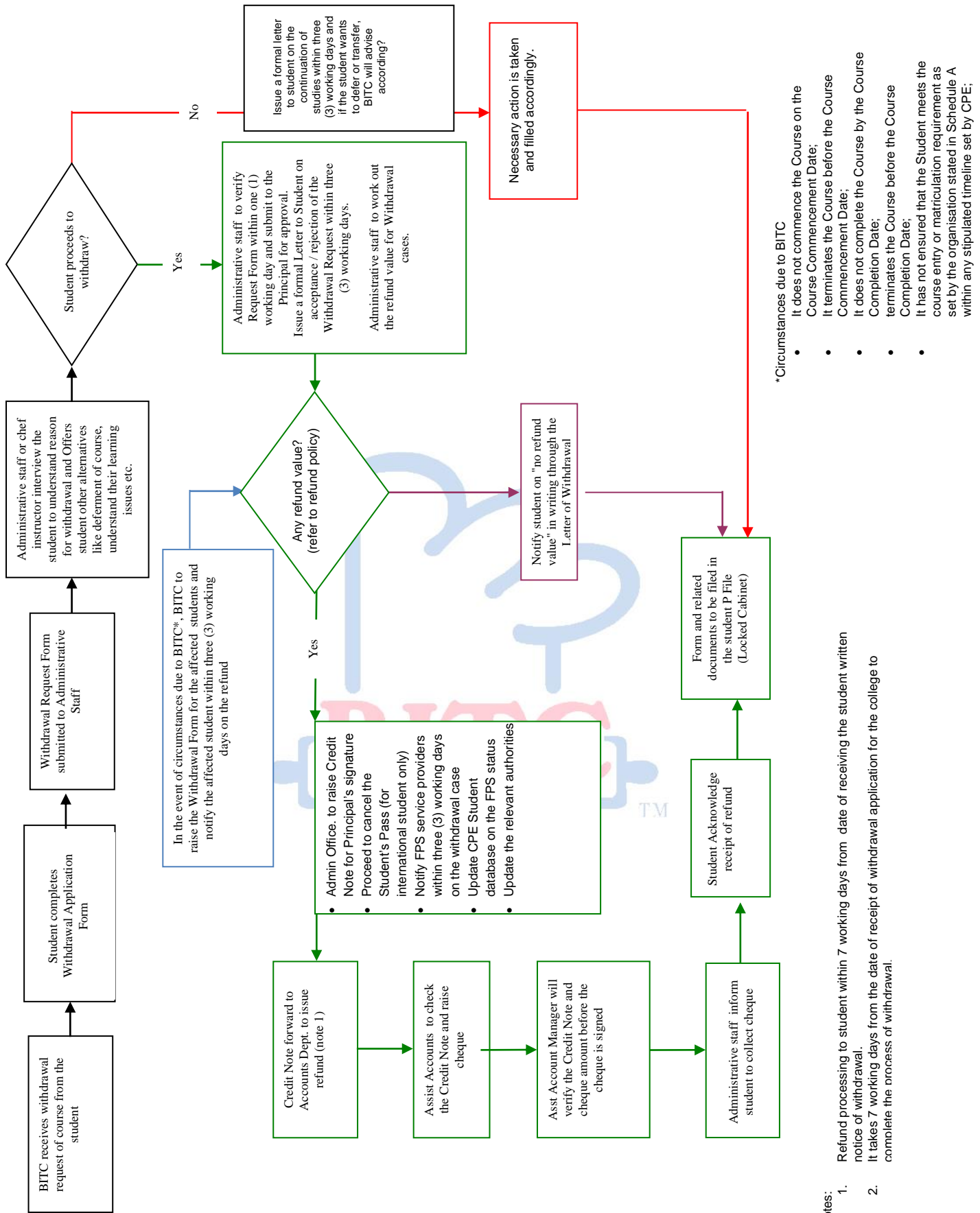
For automatic withdrawal cases, where applicable, within three (3) working days after the 14-day response time for a student is over, the BITC Administration office will:

- Inform student in writing of his/her withdrawal status and to pay the outstanding course fees for consumed courses, if any
- Cancel Student pass (if applicable)
- Inform to update FPS service provider of the change of student status
- Update the student records

BITC will be informing and updating on the student status relevant authorities like, CPE, FPS provider, ICA and other regulatory bodies if necessary. Update to relevant regulatory bodies within 3 working days on change of student's course status.



Withdrawal & Refund Procedure flowchart



- Notes:
1. Refund processing to student within 7 working days from date of receiving the student written notice of withdrawal.
 2. It takes 7 working days from the date of receipt of withdrawal application for the college to complete the process of withdrawal.

Student Transfer Policy

- BITC shall have a fair and reasonable Transfer Policy. The Transfer Policy shall be clearly communicated to all of BITC students via the website and BITC Student's handbook.
- Students who wish to transfer from the current course to another Course shall inform BITC in writing and state the reason(s) for transferring. Verbal notice is not acceptable. BITC shall regularly review and update the Transfer Policy to ensure that it remains fair to the students.
- Transfers will only be allowed if the student fulfils the academic, entry requirements and experience requirements for the new Course. The transfer request is not applicable for foreign/International students.
- Fee Refund is not applicable for this case.
- Outstanding amount has to be paid by students, if any.
- Students who transfer from the current Course to another Course shall be considered to have withdrawn from the current Course and refund policy shall apply as per Standard Student Contract.
- This policy applies when a student changes the course of his/her study but remains as a student of BITC. BITC will take no more than 1 month to process any application for transfer of course upon receiving the complete course transfer application.
- Transfer is the process where by a Student who is admitted and enrolled in one course of study, makes an application to seek transfer to another course, most likely on another day or time re-scheduled.
- Any Student, who so decides to seek transfer, generally makes as application for transfer during the normal admission period, may be considered for normal enrolment.
- The Administrative Staff will inform the student on the student's Course Transfer Request with a "Letter of Transfer" within three (3) working days from the date the outcome is available.

Application for transfer to another class on following:

- The course to which the student wishes to transfer can accommodate another student.
- Student has met the entry requirement of the course they so wish to transfer.
- Senior or Assistant Senior Chef-instructor or BITC Administration Staff recommends the transfer with full knowledge.
- Principal makes the final decision on the approval of the transfer.
- All transfer matters is recorded by the Admin personnel.
- The transfer request is not applicable for foreign/International students.

Fees that are applicable for a refund will be transferred to the new Course. Students will need to top up the remaining balance of the course fees for the new Course.

Student Transfer Procedure

1. BITC will complete course transfer application process within 1 month of written notice to be given by the student for request of course transfer.
2. The transfer request is not applicable for foreign/International applicants.
3. All necessary documents must be attached together with the Course Transfer Request Form.
4. Fee Refund is not applicable for this case.
5. Outstanding amount has to be paid by students, if any.
6. The Administrative Staff will inform the student on the student's Transfer Request with a "Letter of Transfer" within three (3) working days from the date the outcome is available.

The BITC Administration office will inform the student in writing on the following within three (3) working days from the date the outcome is available:

For successful Transfer applications:

- New Letter of Offer (where applicable)
- Exempted module(s), if any
- New Course Fee; Update all records in BITC SMS system
- Arrangement of signing the new Standard PEI- Student Contract
- Timetable of the New Course
- Update of Student's Pass information (if applicable)
- Amount transferable from the previous Course (if applicable)
- BITC Administration office will inform the FPS service provider of the change of student's status within three (3) working days

For unsuccessful Transfer applications:

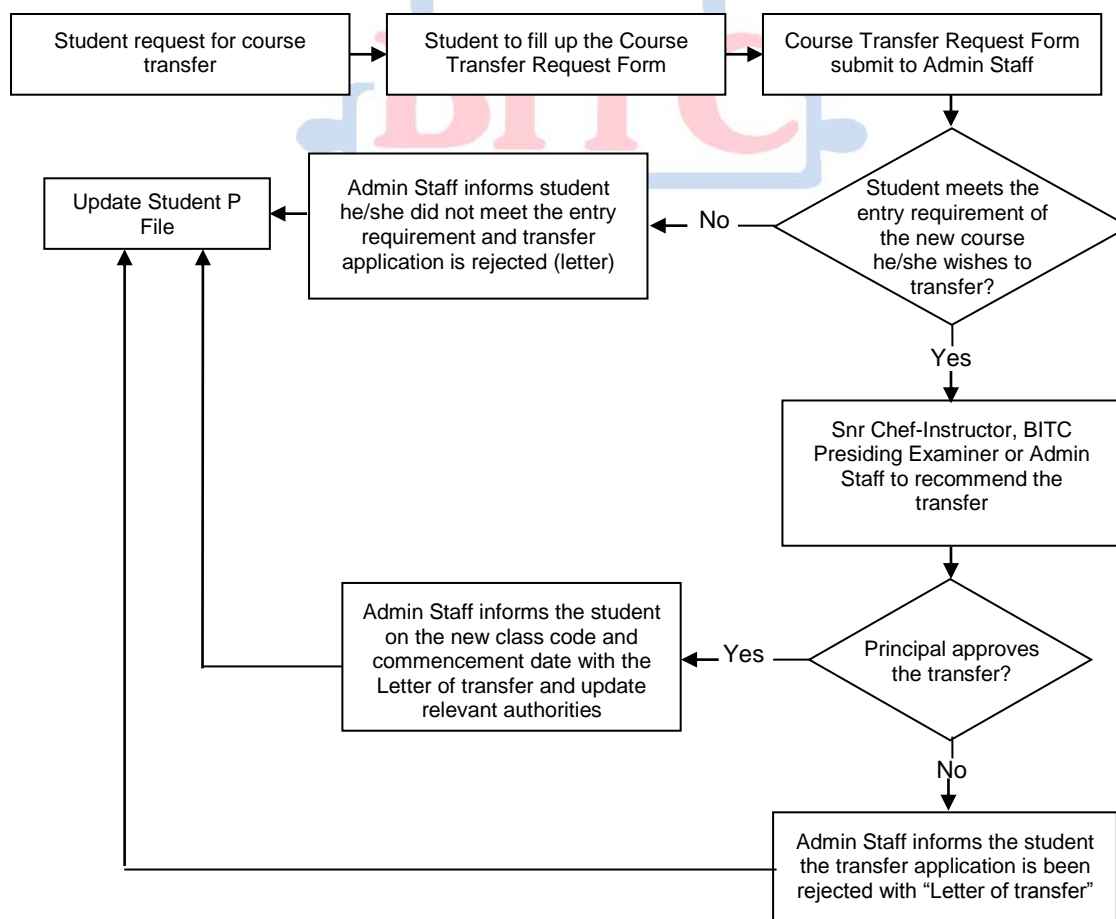
- Reason(s) of being rejected.
Appeal to be submitted to the Principal of the college with the deadline period of (7) working days from the day the student has received unsuccessful transfer outcome.

During the process of Transfer Application, students are strongly encouraged to continue with their studies.

Students must also stay in contact with the BITC Administration office during the Transfer Application process. Failure to do so will cause students to be deemed as un-contactable. BITC would consider the request has been withdrawn and consider that the student has withdrawn from the course.

BITC will be informing and updating on the student status to the relevant authorities like, FPS provider, ICA and other regulatory bodies if necessary. Update to relevant regulatory bodies within (3) working days on change of student's course status.

Student Transfer Procedure Flowchart



Student Deferment Policy

- All requests for course deferment must be made in writing to BITC. Deferment through any other means including email and telephone will not be entertained. All requests must be supported with documentary evidence.
- BITC will complete course Deferment application process within 1 month, student will need to complete the Deferment Request Form, obtainable from BITC Administration office
- Students are allowed to defer only once up to the maximum period of one (1) year, failing which he/she will be deemed to have withdrawn from the course and would have to re-apply as a new applicant if he/she wishes to register on the course again. Deferment on examination is strictly up to six (6) months (only applicable for certificate courses).
- Refund is not applicable for this case.
- Outstanding amount has to be paid by students, if any.
- The deferment request is not applicable for Foreign/ International student applicant.
- All necessary documents (with Substantial Evidence) must be attached together with the Deferment Request Form. Approval for deferment is at the sole discretion of BITC.
- BITC Administrative Staff will inform the student on the student's Deferment Request with a "Letter of Deferment" within three (3) working days from the date the outcome is available.

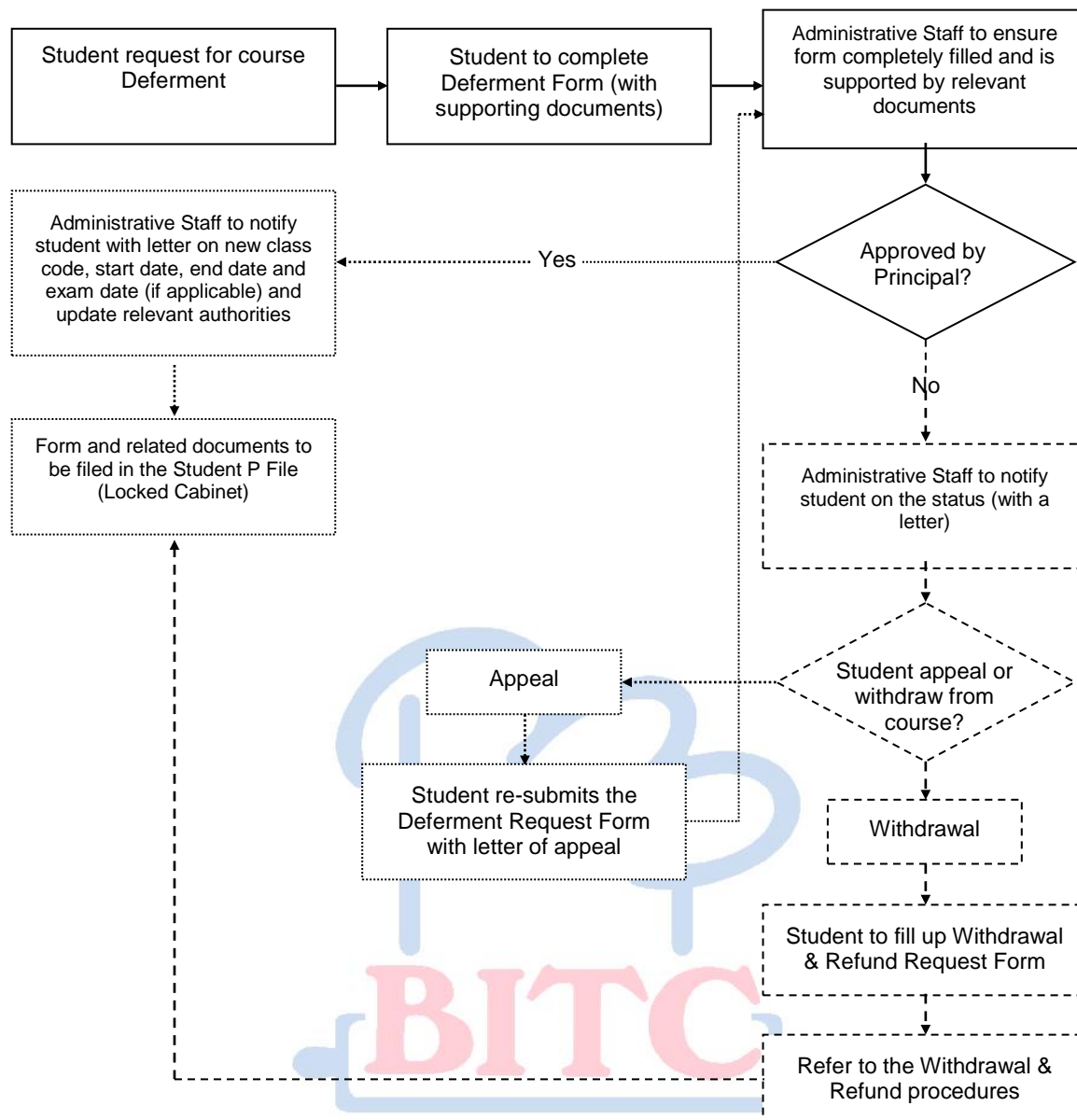
Student Deferment Procedure

- Student is to raise Deferment Request Form with the attachment of Student's explanatory letter for course deferment. Student will submit the form to Administrative staff for necessary action.
- Students are allowed to defer only once up to the maximum period of one (1) year, deferment on examination is strictly up to six (6) months (only applicable for certificate courses) and with valid reason and attachment of proof.
- Student will be counselled to access and verify the information before approval for proceeding. Deferment application process will take within 1 month.
- Upon the request of deferment 'Letter of Deferment' will be issued to the student.
- BITC will be informing and updating on the student status relevant authorities like, CPE, FPS provider, ICA and other regulatory bodies if necessary. Update to relevant regulatory bodies within 3 working days on change of student's course status.
- BITC will update the Student's P-File
- The deferment request is not applicable for Foreign/ International student applicant.
- The Administrative Staff will inform the student on the student's Deferment Request with a "Letter of Deferment" within three (3) working days from the date the outcome is available.

Note: Upon the request of deferment 'Letter of Approval or Rejection for Deferment' will be issued to the student.

Update student records: one copy to be given to student and one to be filed in student's personal file

Deferment Procedure flowchart



Smoke-Free

BITC is a smoke-free college. In compliance with safety measures and BITC policy, smoking is permitted only in specifically designated areas located outside the building. (Please check with your chef-instructors, if unsure.)

Smoking is strictly prohibited in classrooms, restrooms, passages and stair-ways.

Student Addresses

It is BITC student's responsibility to routinely update address information to reflect his/her most current residence or domicile. A copy of the Student's Particulars Update form is available at the BITC Administration Dept.

A mailing address is classified as the student's residence when he/she enrolls. Most correspondence from the training college will be sent to the mailing address as provided.

International Students

Please do notify the BITC Administration Dept. of any address change. Post office box addresses will not be accepted for international students.

1. Student actions and behaviors

- a. The following actions and behaviours are prohibited.
 - Aiding, encouraging or participating in commotion, disturbance or other disorderly conduct.
 - Intentional possession on BITC's property of a dangerous article or material which may be used to injure or cause discomfort to any person.
- b. Observes the conditions as stipulated on the Student Pass card and Disembarkation/Embarkation card issued.
- c. Permitted to attend the course at the college as stated in the Student Pass.
- d. Attend the class regularly
- e. Surrender the Student Pass to Immigration & Checkpoints Authority (ICA) for cancellation within 7 days of the date of cessation or termination of studies.

2. Abuse of Property

- a. Misuses of or tampering with fire safety equipment (e.g. fire extinguishers, ceiling smoke detectors, exit signs).
- b. Intentional or reckless damage to or destruction of BITC property or the property of others.
- c. Actions which obstructs, disrupt or physically interfere use of BITC's premises, class rooms or passages or refusal to vacate a building or facilities when directed to do so by an authorized representative of the training college.
- d. Unauthorized withdrawal or possession of BITC property or services or the property or services belonging to others.
- e. Unauthorized use of BITC property or BITC's name, logo, our vision mission statement or seal.
- f. Disposal of refuse or trash anywhere at BITC except in designated garbage bins.
- g. Unauthorized entry (including force entry) at any premise or facilities without prior approval.

3. Other Prohibited Activities

- a. Possession of drugs (illegal) is absolutely forbidden at BITC.
- b. Possession or use of alcohol anywhere at BITC.
- c. Failure to comply with the directions of a BITC representative acting in the performance of his or her duties or the training college business.
- d. Misuse or failure to present a student identification card upon request from BITC instructor or Administrative staff.

- e. Assessment/Exam dishonesty, such as cheating, knowingly providing false information or unauthorized use of student's records, documents, identification or any form of acts of dishonesty.
- f. Failure to evacuate the premises in which a fire or other emergency alarm has been sounded or when directed to evacuate by a BITC representative or fire warden.
- g Violation of the regulations of the Ministry of the Environment and Water Resource (MEWR).
- h Violation of the regulations of the Immigration & Checkpoints Authority (ICA).
- l Unauthorized removal of food or other items from the practical workshops, throwing food or other objects relating to the operation of BITC's training & delivery program.
- j Possession and/or use of falsified forms of identification.
- k Use of BITC utensils, equipment, computers or AVA systems in a manner which is inconsistent with the policies, rules and regulations of BITC.
- L Actions that violate the rules and regulation of BITC or that have the potential to interfere with student's learning or with the mission of BITC.

4. The Singapore Tourism Board (STB)

The Singapore Tourism Board (STB) provides information on getting around Singapore. Drop by any of the following Singapore Visitors Centres (SVC) for more information about the city, including bookings and trips at selected SVCs.

Singapore Visitors Centre @ Orchard
 Junction of Cairnhill Road and Orchard Road
 Tel: 1800-736-2000
 Open daily 9.30am-10.30pm

4.1 Charge and Credit Cards

They are widely accepted in hotels, restaurants and shops. Some taxi companies accept credit card – but book the taxi in advance so the driver can get the machine ready.

4.2 Drinking Water

Water in Singapore is clean and safe enough to drink from tap.

4.3 Electricity

The voltage here is 220-240 AC, 50 Hertz. Ask your hotel/landlord if you need a transformer to convert it to 110-120 AC, 60 Hertz.

4.4 Lost Passport/Singapore Immigration

Services - You have lost your passport. The first thing you need to do is make a police report; then head to Singapore Immigration and Checkpoints Authority (ICA) at 10 Kallang Road, tel: 6391-6100 to get a temporary visa. Finally, inform your embassy so you can get through customs when you reach home.

4.5 Lost/Stolen Property

Call the Tanglin Police Station (21 Kampong Java Road, tel: 6391-0000) to report your loss. Replace your credit card by calling your credit card company.

Health Precaution

For the well-being of all clients, students are requested to seek medical advice if unwell on the day of training (e.g. Coughing, Flu, Fever symptom).

Fee Protection Scheme (FPS)

The Fee Protection Scheme (FPS) serves to protect students' fees in the event education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects if the private education institution fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts.

The FPS is compulsory for all local and international students taking courses at PEIs seeking Edu Trust certification. Students enrolled in these courses will be required to pay a fee for FPS which varies depending on the fees of the courses insured.

We have in place the Fee Protection Scheme (FPS) to provide full protection to all fees* paid by all students as stipulated by the CPE. The FPS facilities available at BITC are as follows:

Insurance Scheme

BITC has engaged Liberty Insurance Pte Ltd for the Fee Protection Scheme (FPS). The validity period with Liberty Insurance is available at BITC's website at www.bitc.com.sg.

Under the fee insurance scheme, private education institutions will purchase insurance protection from any one of the Council for Private Education-appointed insurance companies for every one of their students to protect their fees.

*All fees refer to all monies that are paid by students to be enrolled in BITC except for course application fee and miscellaneous fee. GST is not inclusive as part of fees to be protected.

Medical Insurance

All registered students attending BITC courses are covered by Medical Insurance (i) Group Medical Insurance (Liberty Insurance Pte Ltd) and (ii) Group Hospitalization & Surgical (GHS) Insurance.

The medical insurance plan shall provide the following as required by CPE:

- annual coverage limit of not less than S\$20,000 per student;
- B1 wards / 4-bedder (all student)
- 24-hours coverage in Singapore and overseas (if student is involved in college-related activities) throughout the course duration

Student who are Singapore citizens or permanent residents and international students holding passes other than the Student's Pass holders may opt out the medical insurance plan if they are already covered by their own medical insurance plan. A copy of their medical insurance policy/certificate is required to be submitted to the BITC Administration Office.

Students may refer to BITC's website at www.bitc.edu.sg for the appointed Medical Insurance service provider (Liberty Insurance Pte Ltd) and the validity period.

Please note that **all pre-existing illnesses** are not covered.

Examination/Assessment Result Appeal

There are two types of examinations appeals namely external examination appeal and internal examination appeal.

External Examination/Assessment Appeal

Different external education partners have different sets of appeal procedures.

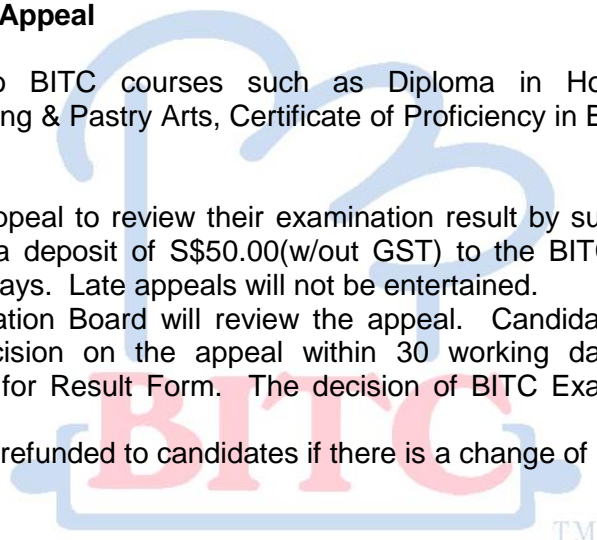
Institute of Technical Education (ITE)

1. Candidates may appeal to review their module results if they have reasons to believe that the module grade awarded for a particular module should have been better. Appeals must be made before the closing date shown on the Statement of Results. Late appeals will not be entertained.
2. Appeals must be made on prescribed forms with payment at any of the ITE Customer Service Centre. If the appeal results in a change of the module grade, the deposit will be refunded.
3. Candidates will be informed in writing of ITE's decision on the appeal. The decision of the ITE for the appeal is final. Please refer to the Miscellaneous fees.

Internal Examination Appeal

This is applicable to BITC courses such as Diploma in Hospitality Management, Entrepreneurship, Baking & Pastry Arts, Certificate of Proficiency in Baking and Certificate in Asian Pastry Making.

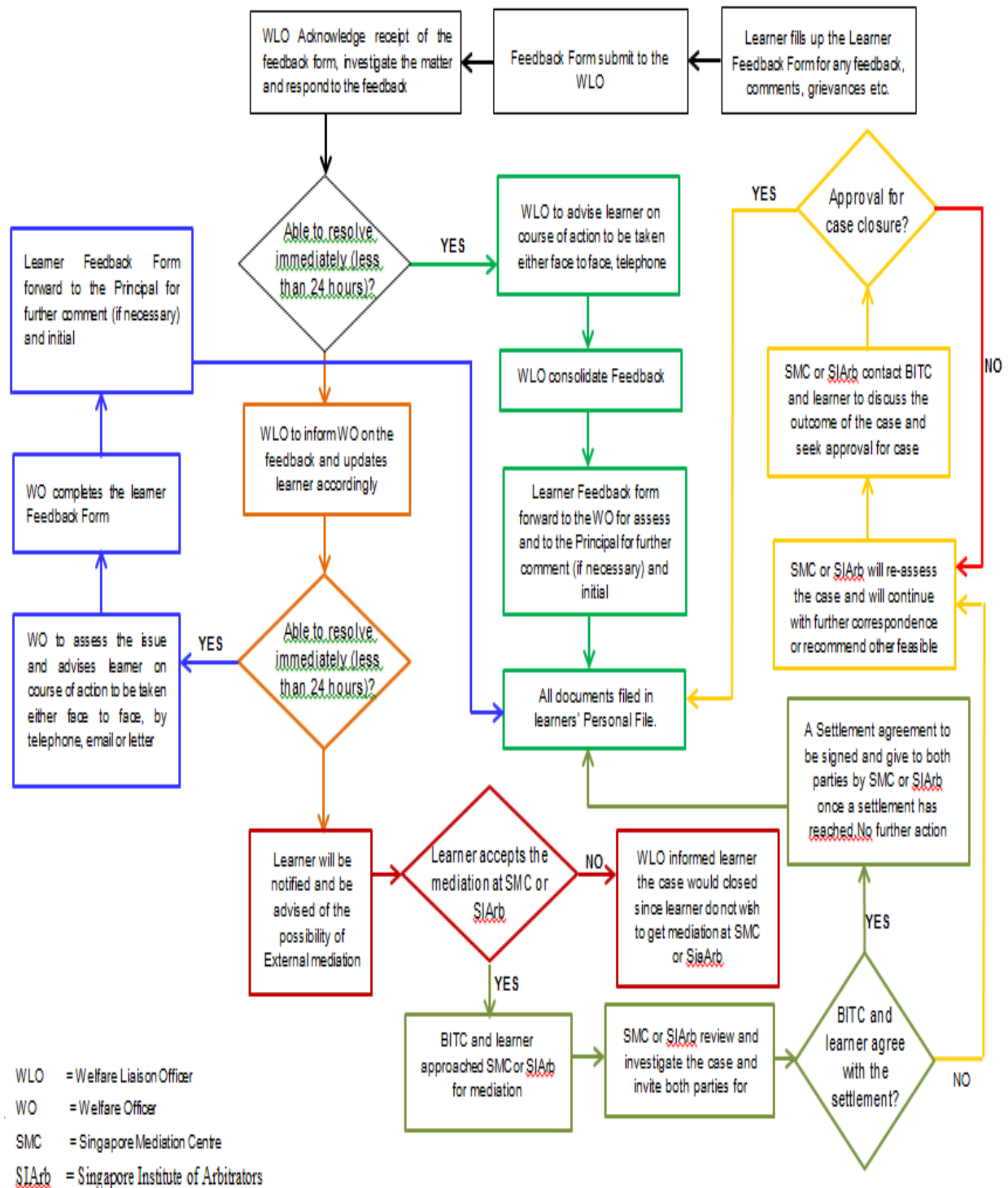
1. Candidates may appeal to review their examination result by submitting the Appeal for Result Form with a deposit of S\$50.00(w/out GST) to the BITC Administration Office within 14 working days. Late appeals will not be entertained.
2. The BITC Examination Board will review the appeal. Candidates will be informed in writing of the decision on the appeal within 30 working days after receiving the completed Appeal for Result Form. The decision of BITC Examination Board for the appeal is final.
3. The deposit will be refunded to candidates if there is a change of result.



Feedback/Complaint/Dispute/Grievance Mechanism (Student Redress)

We give top priority to student's well-being and satisfaction. We welcome your feedback anytime and should you have any issue or concern, please contact us immediately. We will investigate and act to resolve areas of concerns either immediately or within Twenty-one (21) working days, depending on the complexity of each case. If the college is unable to resolve the complaint amicably, Students and BITC can refer to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through CPE Student Services Centre for mediation. All evaluations and feedback will be treated in strictest confidential.

Student's Redress Procedure flowchart



Transportation

Public Transportation

There are various buses that reach BITC. They are bus no. 61,120, 124, 143, 147, 166, 167, 196, 197, 961 and 961C or to Bukit Merah Interchange bus no.5, 16, 57, 123, 131, 131M, 132, 153, 167, 176, 198, 272, 273 and 851. Alternatively, you may take the MRT to Redhill or Tiong Bahru MRT station.

Our location / Contact Us

BITC Administration Dept.
Baking Industry Training College Pte Ltd (BITC)
Block 167 Jalan Bukit Merah, #02-12A Connection One, Tower 4
Singapore 150167

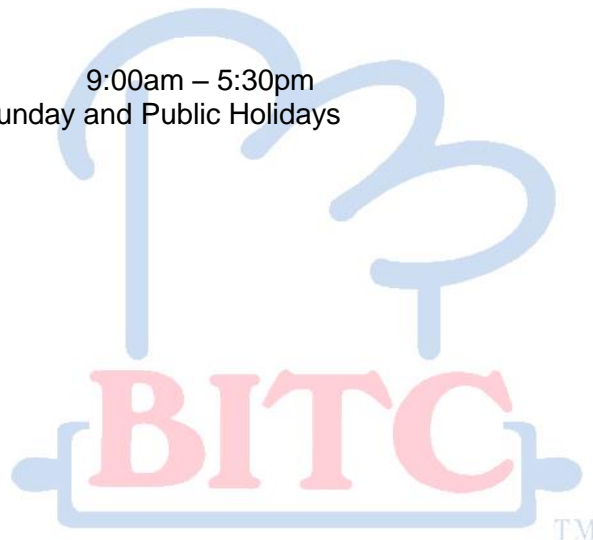
Telephone : +65 62563635
Facebook : <https://www.facebook.com/profile.php?id=100005468474723>

All Enquiries

Please send your emails to: bakingskills@bitc.edu.sg

Operation Hours

Monday – Friday 9:00am – 5:30pm
Closed on Saturday, Sunday and Public Holidays



GENERAL INFORMATION

Dress and Manners

Students should dress neatly, appropriately and display courtesy and a dignified behaviour at all times, especially when you are representing the training college. Various programs may have specific dress codes or other requirements.

Student who dressed inappropriately (some examples include singlet, sport shorts, T-shirt with indecent words or pictures); you can be asked to return only when appropriately attired.

Financial Obligations

Results or certificates will not be granted, nor transcripts released, until a student's financial obligations have been deemed current.

Lost and Found

- BITC is not responsible for loss or damage to personal property; any found items should be taken to the BITC Administration Dept. or handed to the chef-instructors.
- Our staff will make every effort to determine ownership.
- All unclaimed items will be removed after 2 weeks from date of recording.
- Students are advised not to bring any valuable items to the training college. BITC will not be liable for any loss or theft.

Payment of Courses Information

All payments of courses may be paid in person from:

Monday to Friday	9:00am to 5:30pm
Saturday, Sunday / Public Holiday	Closed

Tel: 65-62563635

Modes of Payment

We accept cash, cheque, NETS, credit cards, telegraphic transfer, Cashier's Order and Bank Draft.

Students paying by mail, please mail cheque, Cashier's Order or Bank Draft to:

Baking Industry Training College Pte Ltd
Block 167 Jalan Bukit Merah, #02-12A Connection One, Tower 4
Singapore 150167

All transactions must be in Singapore Dollars only.

Students do not automatically qualify for a position into the next modules if full course fees are not paid by the end of the 16th weeks of their current module.

Telephones

It is not possible to call students to the telephone; therefore, messages will be delivered only in case of emergency.

Mobile or cellular phones, are not allowed to be used in the classroom, production workshops or any academic-related facility, and must be turned off, set to vibrate or otherwise rendered inaudible.

Academic Polices

Academic Misconduct

If you are found responsible for any form of cheating or in any way compromising your exams (academic) integrity, you may be subjected to both academic disciplinary actions (including dismissal from class).

Practical/Theory Class

Students must initial or sign with **consistency** against their names in the Attendance File. Students are required to achieve the minimum attendance rate of 75% for each course/module. International students must achieve at least 90% attendance per module/course as set by the Immigration & Checkpoints Authority (ICA).

Make-up lesson fee will be imposed at \$53.50/- for 3 hours. All costs are inclusive of the prevailing Goods & Services Tax (GST)

Workshops

The practical laboratories are hands-on, skills-oriented learning experiences. The daily exercises in each workshop include exposure to foods, equipment and procedures that are unique and may not be repeated.

Since hands-on training requires consistent student's presence in the workshop, the attendance policy for practical sessions requires maximum student's participation. All absences regardless of reason are recorded and will affect the total attendance.

All equipment, utensils and machineries must be cleaned after used. Cleaning up of workshops after each lesson is compulsory for all courses and the responsibility of each student.

Practical Sessions

BITC student is assessed on the 5 key areas as part of the hidden curriculum:

1. Correct and safe use of tools, knives, mixing equipment and utensils
2. Workplace Safety & Hygiene (WSH)
3. Presentation of finished products
4. Class participation
5. Areas of responsibility

The Administration and training mandate that each student attend every class to maximize their training and education opportunities.

Failure to meet attendance requirements for practical sessions will result in rescheduling and may affect your enrolment/academic standing, and make –up or remedial classes may be recommended by the Chef-Instructor.

Tardiness

All students are expected to be punctual and attend class during the entire schedule period. If you are late for class, it will be at the discretion of the chef-instructor whether or not you will be admitted to class and credited with attendance for that day.

Class Projects

You are responsible for any class project or work missed. You will be marked absence for classes missed and should discuss with your chef-instructors the effect this absence will have on your overall class attendance record.

Class/student activity trips representing BITC, arrangement must be made for a member of BITC to accompany the group. Student who drives vehicles on field trips should discuss all liabilities with the staff member or training college.

Copyright Law

Students are to observe the Copyright law on intellectual properties such as course syllabus and library materials.

Examination/Re-examination Regulations

Students attending the certificate courses are required to sit for the theory and practical examinations at the end of each module and comply with the examination regulations.

Student who fails the examination can request to re-take the examination. A re-examination fee will be imposed. Student will be advised on the examination(s) date and time once he/she is registered for the examination.

Student cannot attend the examination (theory, practical or both) is required to give one (1) month deferment notice. Please refer to the Deferment Policies.

Examination/Assessment Schedules

The dates and times of the examinations/assessments are stated in the course schedule of each individual module or made available in the Student Notice Board.

Award of Certificates

A sample copy of the award of certificate is available on the college Notice board.

Hand washing Policy and Handling of Food

In compliance with the regulation by the Ministry of the Environment and Water Resources (MEWR), BITC has adopted the following policy on the handling of food and hand washing and requires every student to adhere strictly to its policy.

Student must not touch baked items (for sale) with their bare hands. They must use, spatulas, or single-use gloves to prevent contamination from hands.

When to wash

Students shall wash/clean their hands and exposed portions of their arms as indicated above at the following times:

- a. after touching bare human body parts other than clean hands and clean exposed portions of arms;
- b. after using the toilet/rest room;
- c. after coughing/sneezing using a handkerchief or disposable tissue, smoking, eating or drinking;
- d. after handling soiled equipment or utensils;
- e. immediately before engaging in food preparation, including working with exposed food, clean equipment and utensils;

- f. during food preparation as often as necessary to remove soil and contamination and to prevent cross-contamination when changing tasks;
- g. when switching between working with raw foods and working with ready-to-eat foods;
- h. after engaging in other activities that contaminate the hands;
- i. all fingernails trimmed.

Hat Policy

Students are not allowed wearing of hats, such as baseball caps, nylons, as these are not part of the training college uniform and therefore should not be worn. The chef-instructor may at his discretion prohibit the wearing of such hats.

Sampling

Students at BITC may sample liquids and solid foods as part of their course evaluation.

1. A sample is a minute quantity of a liquid or a solid to be examined and tasted for the purpose of learning through sensory evaluation.
2. You must sample all food upon request.
3. Sampling may be done only with supervision with our chef-instructor.
4. Any additional baked products may be purchased at the end of the lessons at the advice of your chef-instructor.

Attire

You must report to class in full attire and remain in uniformed at all times.

All female Muslim students who wear head scarf are encouraged to wear **white coloured** head scarf only.

You are advised strictly against changing in the Lecture Rooms, Workshops or along corridors.

Trainees Uniform

- Chef's hat (standard BITC issue only) – all hair should be contained beneath hat.
- Apron (standard BITC issue)
- Side towel (optional)
- BITC approved hair net if hair touches collar; long hair must be worn beneath the chef's hat
- No jewellery (except for wedding ring)
- No nail polish in workshop

A Trainee Pastry Chef

- Takes care of his or her uniform and tools and respect them
- Avoids touching any part of his or her body while involved in food preparation
- Washes his or her hands frequently in hand sinks only
- Wears a chef uniform with pride, and therefore, commands the respect of everyone
- Exercises self-discipline

Grooming

Your hat must completely cover your hair. If this is not possible, you must first cover your hair with a hair net before wearing your hat.

- Fingernails must be kept short and clean at all times. Nail polishes are not allowed.
- Cut, wounds, scratches or skin “breaks” from fingertips to the beginning of the forearm must be protected by soft, white cotton gloves or surgical rubber gloves.
- All hand jewellery is to be removed by any student wearing his or her uniform before preparing for lesson.
- Clean and ironed uniform are expected daily.

Reference Library Services

BITC offers all students the special privilege to enjoy free access to Reference Library services.

Hours of Operation

Monday to Friday	9am to 4:30pm
Saturday, Sunday / Public Holiday	Closed

Removing any materials which may not be borrowed from the library or defacing materials will result in disciplinary action.

Photocopying of library books is not encouraged.

Pastoral Care

To provide dedicated pastoral care by our Welfare Officer:

- provide personal and emotional support to our students, especially to help them cope with stress relating to a new environment in Singapore, local culture or academic matters.
- Our contact Tel: 63363462

Job Availability Services

As part of post course student support BITC graduates are provided job availabilities by BITC partners.

Such Job postings are also prominently displayed at the main college notice board.

Student's Orientation

All new students are required to attend Student's Orientation on the first day of class. The orientation is for you to get acquainted with BITC's policies and pertinent bakery information and to meet the Chef-Instructors and your classmates.

Opportunities to meet other new students are provided through workshop activities and to prepare new students emotionally.

Service Quality

BITC's brand name is recognised for its commitment to service quality.
BITC service quality deliveries are as follows:

Type of Request / Services	Response Time
To serve customers, with appointments	Within 5 minutes
To serve walk in customers	Within 10 minutes
Resolve all feedbacks and complaints	Within <u>21 days</u>
On Course transfer	BITC will take no more than <u>1 month</u> to process any application for transfer of course
On Course/Module Deferment	BITC will take no more than <u>1 month</u> to process any application for transfer of course
Process refund for course withdrawal (if qualified)	Within 7 working days
Release of Examination results	<u>Internal BITC</u> <ul style="list-style-type: none">• Not more than 3 months from the date of exam
Appeal on Examination Results	<u>Internal (BITC)</u> <ul style="list-style-type: none">• <u>Within 30 days</u> from receipt of application for BITC course, <u>External</u> <ul style="list-style-type: none">• ITE – before the closing date printed on the Statement of Results

