



JR. DESIGNER HANDBOOK

FZD School of Design Private Limited
58 Kim Yam Road #04-01, Singapore 239359 | Tel: (+65) 6702 5328 | Fax: (+65) 6384 1326
Website: www.fzdschool.com | Email: contact@fzdschool.com
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Introduction

This handbook aims to provide all enrolled FZD students with general information of FZD School of Design, along with the School's policies on academic and disciplinary matters.

All information is correct at the time of printing. However, the content may be subjected to change without prior notice.

Contact our office for any enquires you have:

The Registrar Office

FZD School of Design Pte Ltd
58 Kim Yam Road #04-01
Singapore 239359

Operation Hours

Mon – Fri: 10:00 a.m. – 6:00 p.m.

Sat & Sun: Closed

- Office Number: +65 6702 5328
- Fax Number: +65 6384 1326

Email: contact@fzdschool.com

Website: www.fzdschool.com

OUR MISSION STATEMENT

To train versatile designers by the philosophy of Creativity, Quality and Speed

OUR VISION

To provide a world class entertainment design education

VALUES

Creativity, Efficiency, and Diligence

CULTURES

Teamwork, Industry Knowledge and Professionalism

JR. DESIGNER HANDBOOK

1. Service Quality Policy

FZD School of Design Pte Ltd (herein known as the 'School') adheres to a total quality policy with the commitment to realize excellence in quality standards and services. This tenet drives her dedication to delivering high service and teaching standards and pedagogies in a creative and dynamic environment aimed at nurturing top notch talents in the entertainment industry.

The engine that drives this total quality policy: **Drawing from Design.**

2. Service Guarantees

FZD School of Design Pte Ltd and all her academic courses are registered with the Committee for Private Education [CPE], Singapore. The School is committed to ensure that all the FZD School of Design Pte Ltd publicity and communication materials pertaining to the School and her courses are constantly updated to reflect accurate information. This assurance also includes the consistency of information across all marketing and publicity channels.

3. General Policy

All Jr. Designers are responsible for knowing and observing these rules of behavior as listed in this handbook. The School has the right to take disciplinary action against the Jr. Designer as necessitated by the Jr. Designer's misconduct. Violations may adversely affect the Jr. Designers' grades and privileges, or may result in expulsion/ termination. Discipline is to help Jr. Designers become responsible citizens and ensure order and safety in the School. The specific provisions as to offence and penalties that are set out below should not be construed as limiting the general authority of the Principal of the School.

The Jr. Designer agrees to indemnify and save the School against and from all claims including without limitation, any and all claims arising out of the Jr. Designer's misrepresentation of age, and any and all claims for personal injury or property damage arising from any act or omission of the Jr. Designer, or any agent or invitee of the Jr. Designer against and from all costs, counsel fees as between solicitor and client, expenses incurred in or about any such claim or any action or proceeding brought here on.

The Jr. Designer has received and has read in their entirety the following General Rules of the School and agrees to abide by them.

4. School Rules and Regulations

4.1 General

4.1.1 Jr. Designers are required to provide the School written notice of changes to their residence, contact number and mobile number within **3** working days of any change.

4.1.2 Class hours are held between 10am to 6pm, during the school term. Jr. Designers are not allowed to leave unless dismissed by the Art Directors or FZD Staff. Jr. Designers who fail to seek

approval will be considered absent for the day.

4.1.3 In the event of emergency/personal reasons where a Jr. Designer has to leave the School during class hours, he/she is required to request for permission to do so by completing the Permission Slip at the reception counter. The Jr. Designer may then be allowed to leave the School depending on the circumstances.

4.1.4 Jr. Designers are not allowed to use their mobile phones or surf the internet during class time, else the Art Directors or FZD Staff may confiscate the mobile phone and it will only be returned after the class.

4.1.5 Sandals or open-toed shoes are NOT allowed.

4.1.6 NO food (including gum) or drink shall be consumed in classrooms.

4.1.7 The following areas/items within the School are off-limits to Jr. Designers at all times:

- Other terms classrooms;
- Staff room;
- School telephones (except in an emergency).

4.1.8 Littering of any kind is NOT allowed in Singapore. Jr. Designers found littering in the School's compound or at the entrances and exits of the School will be fined S\$2,000.00 by FZD School of Design Pte Ltd.

4.1.9 Smoking is NOT allowed within 5 meters of the building entrances, exits and within the building premise in Singapore. Therefore, any Jr. Designers found violating this rule will be fined S\$2,000.00 by FZD School of Design Pte Ltd.

4.1.10 Jr. Designers will NOT be able to receive their qualifications and transcripts from FZD School of Design until all outstanding penalties and fines are paid to FZD School of Design Pte Ltd.

4.2 Printing Services

4.2.1 The printer is available to Jr. Designers from 9.20am. If Jr. Designers are unable to submit the assignments on time, it will be deemed late.

4.2.2 Prepare the assignment images ahead of time. Save the files in the JPG format only at less than 1MB. Do not submit BMP, PDF, PSD, or other file formats. Place the images in a 'Print' folder to ensure correct files are printed.

4.2.3 Submit the assignment files ahead of time. Jr. Designers will be graded down for not turning in the assignments on time.

4.2.4 Do ensure all USB drives are free of viruses. The printing PC is kept clean of all spy-ware and viruses. If the PC catches viruses on your USB Stick for more than **3** times, you will no longer have access to the school's printer.

4.3 Internet Access

4.3.1 Jr. Designers will have access to the internet on their laptops for research and inspiration.

4.3.2 Do not abuse the internet to socialize or distract you from the program.

4.4 Jr. Design Lounge/Library

4.4.1 Please keep the area clean so all Jr. Designers can enjoy it.

4.4.2 Magazines and reference books are available in the Jr. Designer library. Jr. Designers must

approach the front desk to have the books checked out. All books borrowed have to be returned on the same day.

4.4.3 The School does not provide scanning service for library books. Photocopying is capped at 5% of total pages in each book.

4.5 Cleanliness

4.5.1 All FZD Jr. Designers have an individual work area. Please keep your work area clean and orderly. This is part of the process of developing your professional attitude and manners.

4.5.2 FZD staff will inspect each classroom. Please keep your area clean and do not damage the tables or chairs by putting stickers, tape, trash or etc. Jr. Designer is liable for any damage caused to School property.

4.5.3 Observe personal space and hygiene. Do not leave your belongings, trash, food, drinks, etc. all over the classroom.

4.6 Attendance and Punctuality

4.6.1 Be punctual for all lessons.

4.6.2 For local students, it is mandatory to maintain at least **75%** attendance per month. Students who are under the WSQ course will have their SSG grant revoked if the above is not met.

4.6.3 For International students, as per the regulation by the Immigration & Checkpoint Authority of Singapore (ICA), it is mandatory for all International Students to maintain **90%** attendance per month. Failure to do so will result in the revocation of the student visa.

4.6.4 In addition to above, Jr. Designers with **5 absences** or more per term will constitute as a misconduct (Refer to section 4.14 and 4.15) and will be terminated from the course.

4.6.5 Jr. Designers are required to sign in and out on their respective attendance sheet for School's record and audit per government regulation.

4.6.6 Jr. Designers who do not join their class on time can be refused admission. In case of delays, or inability to join a class due to illness or other unavoidable cause, Jr. Designer must inform the School as soon as possible.

4.6.7 Jr. Designers who are late for lectures will not get his/her assignments critiqued by the Art Directors.

4.6.8 Jr. Designers are required to attend all lessons conducted by the School.

- Punctual – In class at scheduled time.
- Late – In class 10 to 30 minutes past the scheduled time.
- Absent – In class 31 minutes past the scheduled time or miss the entire lesson.

Please be advised the following:

- Late 3 times will equal to 1 Absence.
- An Absence with Medical Certificate will be counted as 1 Late.

4.6.9 Medical Certificate must be submitted for School's record purpose.

4.6.10 If an International student is not contactable for 5 consecutive days, the student will be terminated from the course and the School will cancel the student pass as per the ICA regulation.

4.7 Assignment/Homework Submission

- 4.7.1 Prepare the assignment images ahead of time for submission. Save the files in the JPG format only at less than 1MB. Do not submit in other file formats.
- 4.7.2 Jr. Designers will be graded down for not turning in the assignments on time.
- 4.7.3 Jr. Designers are required to submit their homework on a regular basis for every module of studies. In addition, submission rate must not fall below 50% (more than 6 non-submissions) per module. Non-adherence to assignment submission will result in termination from course (Refer to section 4.14 and 4.15).
- 4.7.4 Jr. Designers with failed grade/s will not be able to progress to next term and/or graduate from the course. (Refer to section 4.14 and 4.15).

4.8 Grading and Award System

Grading System

Score Achieved	Grade
100% - 90%	A
89% - 85% - 80%	B+, B, B-
79% - 75% - 70%	C+, C, C-
69% - 50%	D
49% and below	F

Weightage (Per module)

Week 01 to 09	– 5% per week
Week 10 to 14 (Final Assignment)	– 45%
Conduct and Attendance	– 10%
Total	– 100%

Term Progression Requirement

Student must pass all modules in each term with the grading of D or above to progress to the next term.

Graduation Requirement

Student must pass all modules and meet the attendance requirement as per School policy to be awarded the certificate and transcript.

4.9 Jr. Designer Conduct

- 4.9.1 The School reserves the right to refuse admission/registration at its discretion to any Jr. Designer at any time during the academic term, for behaving in a manner subversive to discipline or for any grave misconduct and for those whose behavior/activity in the opinion of the School may not be considered as conducive to the maintenance of discipline in the School.
- 4.9.2 No posting of signs anywhere in the School premises except on the Jr. Designer bulletin board and only with permission from the School.

4.9.3 Jr. Designers are not allowed to hang out or dine with FZD staff or Art Directors at all times. Jr. Designers are also not allowed to contact FZD staff or Art Directors on any social networking sites for personal or school related issues during or outside of school days/hours. Jr. Designers who violate this rule will be severely dealt with by the School.

4.9.4 Jr. Designers are strongly discouraged from being involved in any romantic relationship with other Jr. Designers. Please do not let personal and social distractions affect your school work.

4.9.5 The School reserves the right to issue a Warning Letter to the Jr. Designer if he/she does not follow the rules and regulations set out by the School.

4.9.6 Jr. Designer will be liable for expulsion if Jr. Designer is caught in any illegal operations or activities either inside or outside the School premise. Intimidating anyone belonging to the School and unauthorized absence from attending classes, taking part in any antisocial activity, any act of similar nature and conviction in court of law for criminal offences can also result in expulsion.

4.9.7 All fees and privileges will be forfeited if Jr. Designer is expelled/terminated for breach of School policies and regulations on academic or disciplinary matters.

4.10 **Copyright and Security**

4.10.1 Video or audio-taping or photography of any kind is prohibited anywhere in the School premises.

4.10.2 All productions created at the School must bear the copyright of the School. Jr. Designers retain complete control over the creative portions for which they are responsible and may use any concepts, dialogue or stories they have created for any purpose they choose.

4.10.3 Jr. Designers may grant the rights and/or use of their artworks to FZD School of Design for marketing purposes, which may include but not limited to the school's website, social media pages, printed books, official video channels and any necessary related advertising or promotional materials. Where appropriate, the Jr. Designers will be credited by the School accordingly.

4.10.4 The School reserves the right to use any of the Jr. Designers' work produced as part of the School curriculum.

4.10.5 All the materials and notes provided are proprietary materials of FZD School of Design Pte Ltd. They belong to the intellectual property and copyright of FZD School of Design Pte Ltd. Any attempt to infringe this copyright or reproduce any of the materials or notes will be handed to the appropriate authority and subject to legal prosecution.

4.10.6 Jr. Designers are not allowed to disclose detailed daily school activities and curriculum matters. All enrolled Jr. Designers are prohibited from disseminating Art Directors' teaching methods, Art Directors' personal information and other Jr. Designers' private information to the general public on forums or any other platforms. Any unauthorized sharing of information will be regarded as an infringement of intellectual property rights. The responsible party/parties will be subjected to expulsion and/or legal action from the school.

4.10.7 Unauthorized copying of software or using illegally copied software is strictly FORBIDDEN.

4.10.8 The School is not responsible for items lost, misplaced or stolen from the classrooms within the School compound. Jr. Designers are advised not to leave their valuables at the School at all times, especially during the term break and after school hours.

4.11 Plagiarism in Design

4.11.1 For any designer, the act of plagiarism is a serious offense which can tarnish their reputation, damage their trust and even lead to financial lawsuits and legal punishments.

4.11.2 FZD School of Design never condones, instructs or tolerates plagiarism. Any Jr. Designer who violates this rule will face expulsion by the FZD School of Design's Academic and Examination Board and the School reserves the right to recover the course fees due or payable from the Jr. Designer.

4.11.3 In addition, Jr. Designers will be personally liable for plagiarism and any consequences following thereof and will also indemnify the School against any and all damages, liability, cost or expenses (including without limitation reasonable attorney's fees and related costs) incurred by FZD School of Design and its directors from copyright infringement lawsuit.

4.11.4 Definition of Plagiarism by FZD School of Design: As designers, we all understand that new shapes and forms are never 100% original. In most cases, they are inspired from other sources and designs. However, there are clear separations between inspirations from plagiarism. In short, plagiarism is the direct and illegal use of somebody else's design within your own work; especially if the context is exactly the same. It is ok to be inspired from somebody's design, but never use these designs directly.

4.11.5 Examples of Plagiarism

- Tracing over another design or drawing
- Copying a design in whole or in parts; especially within the same context
- Designing or painting directly over another design or painting
- Changing an existing design only slightly and calling it your own
- Mixing copyrighted designs together
- End result of your work is clearly copied from somebody's work

Refer to Section 4.14 and 4.15 for disciplinary action(s) that can be taken by the School.

4.11.6 The School encourages all Jr. Designers to avoid plagiarism at all cost and help each other identify "questionable" designs. Raise your concerns to your classmates and FZD Instructors.

4.12 Classroom Regulations

4.12.1 No recording or photo taking is allowed when class is in progress.

4.12.2 Jr. Designers are strictly PROHIBITED from taking out any of the School's equipment/properties from the classroom without permission from the Art Directors/FZD staff.

4.12.3 Respect the classroom and its other users. Noise must be kept to a minimum.

4.12.4 Jr. Designers are to keep the School premises clean. Vandalizing of any equipment or other property will be penalized.

4.12.5 Report immediately to the Art Directors/FZD staff if there are cases of injuries.

4.12.6 Report immediately to the Art Directors/FZD staff if there are damages to equipment/facilities, potential and/or on-going hazards.

4.12.7 Jr. Designers may not enter a classroom when another class other than theirs is in progress.

4.12.8 The class schedule must be followed strictly. The School reserves the rights to make changes to the class schedule when deemed necessary and will be communicated to Jr. Designers on a timely manner.

4.13 Use of Workstations

4.13.1 Jr. Designer's access to School facilities will be limited to designated areas according to the program of study or subject to prior arrangement with the School. Jr. Designers who violate these guidelines may be denied access to the facilities.

4.13.2 The School assumes no responsibility for work that is lost or deleted for any reason. Jr. Designers are strongly encouraged to back up their work on a regular basis.

4.13.3 Jr. Designers are responsible for their personal belongings. The School assumes no responsibility for any item lost or stolen in School premises. Lost and found items may be reported to the School.

4.13.4 Respect the privacy of others by refraining from accessing their files or electronic mails.

4.13.5 Jr. Designers must promptly relinquish from their work for scheduled classes or upon request by FZD Staff.

4.13.6 Computer games are strictly FORBIDDEN in the classroom.

4.13.7 **DO NOT** show, view, copy, download or scan pornographic materials in any form.

4.14 Academic Misconduct/Disciplinary Matters Subject to Expulsion/Termination from the

Course Includes, but Is Not Limited to, the Following Offenses

4.14.1 Assaulting and harassing individuals, including conduct which leads to the physical or emotional injury (or which threatens the physical or emotional well-being) of faculty, staff, Jr. Designers and others associated with the School. This offense is not limited only to events which occur on School premises.

4.14.2 Ingesting alcohol or illegal drugs, or evidencing symptoms of having done so, during class, class assignments or productions.

4.14.3 Damaging, vandalizing, stealing, removing, or making unauthorized use of school property, including pirating software, or the personal property of faculty, staff, Jr. Designers or others at the School. Without restricting the generality of the meaning of "property" it includes information; however, it may be recorded or stored.

4.14.4 Submitting false records or information, in writing or orally, or failing to provide relevant information when requested.

4.14.5 Disrupting instructional activities, including making it difficult to proceed with scheduled lectures, workshops, etc., and with examinations and results.

4.14.6 Disclosure of detailed School information to the general public on forums or any other platforms is prohibited. Any unauthorized sharing of information will be regarded as an infringement of intellectual property rights.

4.14.7 Plagiarism, a form of academic misconduct in which an individual submits or presents the work of another person as his or her own.

4.14.8 Not adhering to assignment instructions intentionally, or by cheating or utilizing other methods otherwise instructed by the Art Directors.

4.14.9 Not meeting the minimum attendance requirement for the Term of studies as highlighted in Section 4.6.

4.14.10 More than 6 non-submissions of homework for any prescribed module in a term of studies.

4.14.11 Failure by the Jr. Designer to meet minimum progress standard or meet the graduation requirement.

4.14.12 Jr Designer receive three (3) or more Warning Letter for not abiding by rules and regulations set out by the School.

4.14.13 Failure by the Jr. Designer to pay the required fees as stipulated in the Student Contract.

4.14.14 Attempting an offence or assisting others to attempt or engage in an offence against Singapore law (refer to Relevant Singapore Laws handout).

4.15 **The Penalties Which May be Imposed Singly, or In Combination, for Breach of School's Policies on Academic and Disciplinary Matters Includes, but Are Not Limited to the Following:**

4.15.1 Termination/deemed withdrawal from the course for academic misconduct due to attendance/homework submission/failed grade(s).

4.15.2 Expulsion for misconduct deemed as major by the School, including the immediate termination of the Jr. Designer's contract with the School. Jr. Designer will not be allowed to be enrollment for future intakes.

4.15.3 Jr. Designers are financially liable for the damage/s caused to the School property and are required to restore the property to its original condition. Jr. Designers will NOT be able to receive their qualifications and transcripts from FZD School of Design until all outstanding penalties and fines are paid to FZD School of Design Pte Ltd.

4.15.4 If Jr. Designer breaches the Student Contract by failing to make any payment as agreed to herein, the Jr. Designer agrees to pay for any legal fees, as between solicitor and client, with or without action, and court costs if action is commenced, incurred by the School in the enforcement of the Student Contract. The Jr. Designer further agrees to pay for any actual and reasonable costs of collection occasioned by the Jr. Designer's failure to communicate with the School for a period of thirty (30) days after any default in making payments due in accordance with the agreement.

4.16 **Appeal**

Upon receiving the term grades, Jr. Designers are given 7 working days to submit an appeal against the grades issued. Jr. Designers have to complete an Appeal Form along with the administration fee of SGD107 (inclusive of 7% GST) to the Student Services Department in order for the Examination and Academic Board's review. Within 3 weeks from the date of appeal, the result will be released to the Jr. Designer.

5 Refund Policy

All application fees paid to FZD School of Design Pte Ltd are non-refundable. Subject to any other terms and conditions contained in FZD School of Design Pte Ltd confirmation letter to you, you are also bound by the terms and conditions as laid out in the Standard PEI-Student Contract. a cooling-off period of seven (7) days is applicable for a maximum refund. You can receive a maximum refund stated in clause 2.2 of the signed student contract if you withdraw from the course within 7 working days after signing of the contract.

5.1.1 **Refund for Withdrawal Due to Non-Delivery of Course:**

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

1. It does not commence the Course on the Course Commencement Date;

2. It terminates the Course before the Course Commencement Date;
3. It does not complete the Course by the Course Completion Date;
4. It terminates the Course before the Course Completion Date;
5. 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
6. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

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

5.1.2 **Refund for Withdrawal Due to Other Reasons:**

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the student contract, FZD School of Design 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 Schedule D.

5.1.3 **Refund During Cooling-Off Period:**

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

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

% of [the amount of fees paid under Schedule B and C]	If Student's written notice of withdrawal is received
100% of course fee	more than [45] days before the Course Commencement Date
40% of course fee	before, but not more than [45] days before the Course Commencement Date
0% of course fee	after, but not more than [0] days after the Course Commencement Date
0% of course fee	more than [0] days after the Course Commencement Date

5.1.4 **No Refund due to Expulsion/Termination:**

Students expelled/terminated for academic or disciplinary misconduct due to breach of School policies will be deemed withdrawn from the course and there will be no refund.

5.2 **Refund Procedure**

5.2.1 The procedure for student-initiated refund (due to Student's withdrawal/change of mind during 7 working days cooling period, etc) is as follows:

- The student gives a written letter to the school requesting a refund with the reasons.
- The letter is passed to the Student Services Department for processing.

- The Student Services Department looks into the students' eligibility for a refund and calculates the amount for refund.
- The Student Services Department talks to the student showing the breakdown of the refund. The student then signs an acknowledgement form.
- The Student Services Department presents the case to Management for approval.
- After Management has approved, the Student Services Department will process to refund the money directly to the student.
- The time frame for the refund is within 7 working days with necessary documentation.

5.2.2 Procedure for a school-initiated refund (due to the school not performing/ICA not approving the student pass, refund of excess payment, etc.) is as follows:

- The Student Services Department in consultation with the Management decides not to run the course.
- Upon receipt of written confirmation that the course will not run, the Student Services Department calculates the amount of refund due to the students and obtains approval from the Management to give the refund.
- In the case where the student pass application is not successful, the Student Services Department calculates the amount of refund due to the student and obtains approval from the Management to give the refund.
- After Management has approved the refund, the Student Services Department will process to refund the money directly to the student.
- The time frame for the refund is within 7 working days with necessary documentation.

5.3 Transfer/Withdrawal Policy

5.3.1 FZD School of Design allows Jr. Designers to withdraw from a course in accordance with its Refund Policy. The school does not have a Transfer Policy as it offers only one course. A transfer to another private school is regarded as a withdrawal from FZD.

5.3.2 Upon notification of a potential withdrawal, the FZD staff will:

- Counsel the Jr. Designer and understand the reason(s) for withdrawal or termination.
- Obtain feedback from the Jr. Designer on his/her studying experiences with FZD School of Design for continuous improvement purposes.

5.3.3 All requests for a withdrawal, deemed as terminating from a course for whatever reasons, must be made in writing. Any requests through telephone calls and verbal conversations will not be acknowledged. The Jr. Designer has to complete the "Withdrawal Request Form" and submit it for an approval. The Jr. Designer is to utilize the FZD Withdrawal Request Form available on the school website.

5.3.4 The School reserves the right to recover any monies properly determined by FZD School of Design that are due or payable to the School.

5.3.5 The school sets a service standard of 4 weeks or less for assessing and replying to any request for withdrawal.

5.4 Transfer/Withdrawal Procedures

The school's procedure for withdrawal/transfer to another school is as follows:

- When the Jr. Designer gives written notice of his/her intention to withdraw using "FZD Withdrawal Request Form",
- an interview will be carried out by the School with the Jr. Designer to understand his/her situation and to administer the end course survey (if necessary).
- Once the withdrawal decision is confirmed, the Student Services Department will initiate the withdrawal process consisting of:
 - Issuance of a letter to Jr. Designer affecting the withdrawal
 - Cancellation of the student pass
 - Termination of the contract
 - Informing the FPS provider
 - Refunding the Jr. Designer, if applicable
 - Issuing the attendance record, if applicable

The school does not have a transfer policy to other courses within the school. Hence the procedure will be the same as the withdrawal/transfer to another school.

5.5 Deferment Policy

Jr. Designers will not be allowed to defer to another FZD course after commencement of course and those doing so will be deemed to have withdrawn from the program and the provisions of the Refund Policy for Withdrawal shall apply as otherwise agreed between the School and the Jr. Designer.

6 Payment Policy

6.1 Fee Protection Scheme (FPS) Insurance

The School has in place a Fee Protection Scheme (FPS) as stipulated by the Committee for Private Education (CPE). FZD School of Design has established (FPS) Insurance with LonPac Insurance BHD.

The insurance protection serves to protect the students' fees in the event a private education institution (PEI) is unable to continue operations due to insolvency and/or regulatory closure; if the school fails to pay penalties or return fees to the student arising from judgment made by the Singapore courts; in the event of death or total permanent disability of the student.

The Fee Protection Scheme (FPS) is mandatory for ALL students as stipulated by CPE.

6.1.1 The course fees and material fees are pegged to the respective courses as reflected in the respective course brochures and student contract.

6.1.2 In the event if payment is not made within 7 working days from the scheduled date, the Jr. Designer will be liable for a late payment fee of \$50.00 to be made payable to the School. If the course fee remains unpaid after 7 working days from the scheduled due date, an interest rate of 12% per annum will be imposed.

6.1.3 Jr. Designers shall assume full responsibility for the payment of Course Fees and agree to be the sole point of contact for the School on all payment-related matters.

6.2 Apart from course fees, a Jr. Designer may incur additional fees which may comprise:

- Late payment fee of S\$50.00 (exclusive of GST)

- Course materials/notes replacement fees of S\$40.00 (exclusive of GST)
- Certificate re-issuance fee of S\$50.00 (exclusive of GST)
- Student card re-issuance fee of S\$50.00 (exclusive of GST)
- Appeal administration fee of S\$100.00 (exclusive of GST)
- Property damage and liability fee of \$2,000.00 (exclusive of GST)

6.3 Jr. Designers shall assume full responsibility for the payment of Course Fees and agree to the sole point of contact for the School on all payment-related matters.

7 Payment Mode

7.1 The School has in place the Student Protection Scheme where payments by Jr. Designers are made according to the Student Contract. It can be made via **cheque, internet banking or bank transfer**.

7.2 All payments have to be made out strictly in Singapore Dollars.

7.3 Failing to make scheduled payments on time as agreed in the Jr. Designer Contract's Financial Scheme Section will constitute a late payment fee chargeable.

8 Course Enrollment – Pre-requisites and Requirements

The school has a policy clearly stating the pre-requisites and requirements (such as academic qualification, age as well as English language requirements) pertaining to the enrolment of the various courses. The pre-requisites and requirements for the courses are clearly and prominently displayed in the publicity and communication materials.

9 Confidentiality of Jr. Designer Data

The School is governed by the Privacy Policy to protect Jr. Designers' personal data and information. All personal data and information shall be kept strictly confidential. Every effort shall be made to ensure that the integrity of Jr. Designers' personal particulars and confidential information entrusted to the School is not compromised. The School also undertakes not to divulge any of the Jr. Designer's personal information to any unauthorized third party without the prior written consent of the Jr. Designer.

9.1 The School may share data you have given us with local Government agencies when necessary. Your information will not be shared with non-Government entities, except where such entities are authorized to carry out specific duties relating to the services provided by the School.

9.2 The School has the absolute and irrevocable right and unrestricted permission from the Jr. Designer to use and publish photographic pictures or videos (collectively known as Images) in any and all media for internal and external school publication and or marketing during and after the study at FZD School of Design. Such as:

- Images of Jr. Designer (s) taken at or during school events and activities for school publication and the school website for promotional purposes;
- Images of Jr. Designer(s) taken at or during school events and activities to be published in external publications such as newspapers and magazines both in print and online.

10 Medical Insurance

All Jr. Designers have to possess medical insurance as required by CPE under EduTrust certificate scheme. This medical insurance scheme shall minimally provide for an annual coverage limit of not less than S\$20,000 per student, at least B2 ward in government and restructured hospitals and 24 hours coverage in Singapore and overseas (if Jr. Designer is involved in school-related activities) throughout the course duration. All FZD School of Design students are covered under the AXA Insurance PTE LTD.

11 Grievance Policy

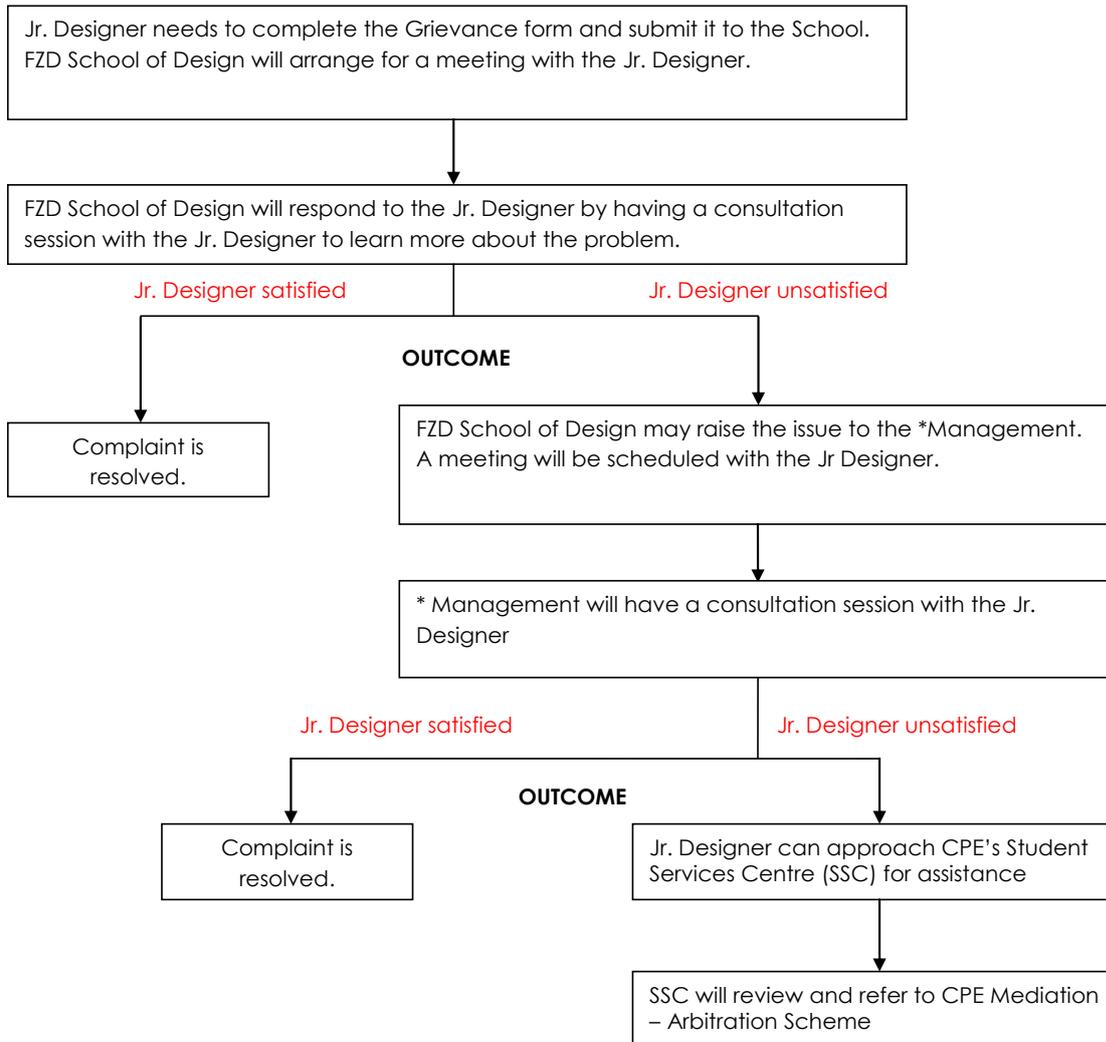
A grievance is defined as any form of unhappiness, displeasure or dissatisfaction relating/arising from the course of study or any issues with the school's conduct or operations that will have adverse impact and effects on the Jr. Designers or/and Jr. Designer concern.

11.1 Guidelines:

- An aggrieved Jr. Designer must abide and follow the grievance procedure, and must represent himself/herself at all stages of the grievance procedure.
- Meetings at each stage of the procedure shall be made, wherever possible, during regular working hours. When circumstance(s) requires meetings outside regular hours, there must be a general consensus between both parties.
- Failure of the School to reply to the Jr. Designer's grievance within the stipulated time specified, grants the Jr. Designer the authority and option to take the grievance to the next step.
- If the Jr. Designer fails to appeal from one step to the next step within the stipulated time period, the grievance shall be considered settled on the basis of the School's last decision and the grievance will not be subject to further appeal or consideration.

11.2 **Grievance Procedure:**

Jr. Designer Grievance Procedure



FZD School of Design targets to resolve the complaint in 21 days.

If the School is unable to resolve the complaint amicably, Jr. Designers can refer to CPE's Student Services Centre (SSC) for further assistance.

The operating hours are as follows:

9.30am to 6.00pm (Mondays to Fridays)

Tel: 6785 5785

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

**Management of FZD School of Design can be the Department Head of Student Services or the Management Representative.*

12 **Third Party Mediation**

If the Jr. Designer and the School cannot settle a dispute using the way arranged by the School, the Student and the School may refer the dispute to the CPE Mediation-Arbitration Scheme (www.ssg.gov.sg).

13 **Feedback Mechanisms**

The School welcomes and values all constructive comments and suggestions pertaining to any issues of concern. You may contact the school through the following avenues:

- Email: contact@fzdschool.com
- Office Number: +65 6702 5328 (during operation hours)
- Fax Number: +65 6384 1326
- Letter to be posted to:

The Registrar Office

FZD School of Design Private Limited
58 Kim Yam Road #04-01
Singapore 239359

Operation Hours

Mon – Fri: 10:00 a.m. – 6:00 p.m.
Sat, Sun & Public Holidays: Closed

Jr. Designers and graduates of FZD School of Design may approach any of our FZD staff for academic and other relevant support. Jr. Designers are encouraged to maintain constant contact with the school.

14 **Student Welfare**

Jr. Designers who need any **emotional support** from any **mental stress** faced at home or school and, etc., are encouraged to approach or talk to any of our **FZD Staff** for pastoral counselling. All information is kept **confidential** between the counsellor and the Jr. Designer.

15 **Miscellaneous**

FZD School of Design Private Limited reserves the right, where appropriate, to include, delete or change any of the above-mentioned policies with or without prior notice.