

Application Form

<p>Completed form to be submitted with supporting documents & registration fee to:</p> <p>ICG School of Casino and Hospitality Management Pte Ltd 200 Turf Club Road, #02-03/09, Singapore 287994.</p> <p>Tel: (65) 6467 1890 Fax: (65) 6469 8801 E-mail: info@icgtraining.com</p>	<p style="text-align: center;">FOR OFFICE USE ONLY</p> <p style="text-align: center;">SALES VOUCHER NUMBER</p> <table border="1" style="width: 100%; height: 20px; margin-bottom: 5px;"> <tr> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> </tr> </table> <p style="text-align: center;">STUDENT IDENTIFICATION NUMBER</p> <table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> </tr> </table>														
<p>COURSE APPLIED FOR</p> <p><input type="checkbox"/> CERTIFICATE IN DEALING CASINO GAMES</p> <p><input type="checkbox"/> CERTIFICATE IN TABLE GAMES SUPERVISION</p> <p><input type="checkbox"/> CERTIFICATE IN CASINO MANAGEMENT (FLOOR OPERATIONS)</p> <p><input type="checkbox"/> CERTIFICATE IN DEALING POKER GAMES</p> <p><input type="checkbox"/> DIPLOMA IN CASINO MANAGEMENT (TABLE GAMES OPERATIONS)</p> <p><input type="checkbox"/> DIPLOMA IN ENTERTAINMENT MANAGEMENT</p> <p><input type="checkbox"/> DIPLOMA IN HOSPITALITY BUSINESS MANAGEMENT</p> <p><input type="checkbox"/> Others: _____</p>	<p>Name & Signature of Student Consultant: <i>I have explained the course information and terms & conditions clearly to the applicant.</i></p>														
<p>Mode:</p> <p style="text-align: center;"><input type="checkbox"/> Full Time <input type="checkbox"/> Part Time</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td rowspan="3" style="width: 20px; text-align: center; vertical-align: middle;">REGISTRAR</td> <td style="text-align: center;">UNCONDITIONAL ACCEPTANCE</td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> </tr> <tr> <td style="text-align: center;">CONDITIONAL ACCEPTANCE</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">REJECTED</td> <td></td> <td></td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 20%; text-align: center;">DATE RECEIVED</td> <td style="width: 80%;"></td> </tr> <tr> <td style="text-align: center;">INTAKE</td> <td></td> </tr> </table>	REGISTRAR	UNCONDITIONAL ACCEPTANCE			CONDITIONAL ACCEPTANCE			REJECTED			DATE RECEIVED		INTAKE	
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ITEMS TO BE SUBMITTED WITH APPLICATION															
<p style="text-align: center;">Local Students</p> <p><input type="checkbox"/> 2 recent passport-size photographs</p> <p><input type="checkbox"/> NRIC (copy of front & rear)</p> <p><input type="checkbox"/> GCE 'N' Level certificate (if applicable)</p> <p><input type="checkbox"/> GCE 'O' Level certificate (if applicable)</p> <p><input type="checkbox"/> GCE 'A' Level certificate (if any)</p> <p><input type="checkbox"/> Other tertiary education graduation certificate & transcripts e.g. diploma (if any)</p> <p><input type="checkbox"/> Medical insurance policy (if any; annual limit not less than S\$20,000, at least B2 ward & 24 hr coverage in Singapore & overseas)</p> <p><input type="checkbox"/> Module details of tertiary education (including module names, synopses, duration, assessment criteria, grading system) for applicants seeking exemptions (if applicable for Diploma applicant only)</p> <p><input type="checkbox"/> Registration Fee (non-refundable)</p>	<p style="text-align: center;">International Students</p> <p><input type="checkbox"/> 4 recent passport-size photographs</p> <p><input type="checkbox"/> Passport (copy of identity page)</p> <p><input type="checkbox"/> Birth Certificate</p> <p><input type="checkbox"/> Bank statement</p> <p><input type="checkbox"/> High School graduation certificate</p> <p><input type="checkbox"/> High School transcripts</p> <p><input type="checkbox"/> Other tertiary education graduation certificate</p> <p><input type="checkbox"/> Other tertiary education graduation transcripts</p> <p><input type="checkbox"/> Proof of English proficiency</p> <p><input type="checkbox"/> Module details of tertiary education (including module names, synopses, duration, assessment criteria, grading system) for applicants seeking exemptions (if applicable for diploma applicant)</p> <p><input type="checkbox"/> Registration Fee (non-refundable)</p> <p>NOTE: If the original copy of the document is not in English, notarised English translated copy is required. Both translated and original copies must be submitted.</p>														
<p>Student Data Confidentiality</p> <p>ICG School of Casino & Hospitality Management is committed to maintaining the confidentiality of the student's personal information and undertakes not to divulge any of the student's personal information to any third party without prior consent of the student.</p>															

A. PARTICULARS OF APPLICANT																											
Full Name as in NRIC/Passport (<i>Underline family name</i>):														Name in Chinese (<i>If applicable</i>):													
Alias (<i>If any</i>):														Marital Status: <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Separated <input type="checkbox"/> Divorced													
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female							Date of Birth (<i>dd mm yyyy</i>):							Nationality:													
Race:							Country & Province/State of Birth:							Physical Disability (<i>If any</i>):													
Religion:							NRIC Numbers:							Weight (<i>kg</i>):							Height (<i>cm</i>):						
Passport Numbers:							Passport Expiry Date:							FIN Numbers (<i>If available</i>):													
Address in Home Country:														Home Telephone Numbers:													
														Mobile Phone Numbers:													
														Email:													
Address in Singapore (<i>Please state if different from the above</i>):																											
														Occupation (<i>If applicable</i>):													
Employer (<i>If applicable</i>):														Office Telephone Numbers:													
Office Address:																											
Correspondence Address : <input type="checkbox"/> Home <input type="checkbox"/> Office																											
If others:																											
National Service Liability: <input type="checkbox"/> Yes <input type="checkbox"/> No														If YES, ORD date (<i>dd mm yyyy</i>):													
Name of Parent/Guardian (<i>If applicant is below 21 years of age</i>):														Nationality:													
Relation to Applicant:							NRIC/Passport Numbers:							Contact Numbers:													
Address:														Email:													
														Occupation:													

B. NEXT OF KIN (NOK) PARTICULARS (If different from above parent/guardian details)													
Name of NOK:										Nationality:			
Relation to Applicant:					NRIC/Passport Numbers:					Contact Numbers:			
Address:										Email:			
										Occupation:			

C. HIGHEST ACADEMIC QUALIFICATION				
School/Institution	Country	Certification Attained	Period of Study	
			From (mm yyyy)	To (mm yyyy)

NOTE: Please list the highest qualification attained and submit all your graduation certificates and transcripts with this form for verification. If the certificates and transcripts are not in English, notarised English translated copies are also required.

D. ENGLISH LANGUAGE PROFICIENCY
<p>i. Please tick your appropriate level of English proficiency attained:</p> <p><input type="checkbox"/> GCE 'O' Level English as First Language, please specify grade attained: _____</p> <p><input type="checkbox"/> GCE 'N' Level English as First Language, please specify grade attained: _____</p> <p><input type="checkbox"/> TOEFL (Test of English as a Foreign Language) band score of minimum 550* (computer-based score of minimum 213*/Internet-based score of minimum 79*)</p> <p><input type="checkbox"/> IELTS (International English Language Testing System) band score of minimum 6.0*</p> <p>* Taken during the last 2 years</p> <p>ii. Applicants who do not meet the minimum English requirement for the course applied for will be advised to take ICG's English Diagnostic Test on: _____</p>
<p>NOTE: Applicants whose native language is not English must submit evidence of proficiency in the language.</p>

E. EMPLOYMENT (If Applicable, Current or Last Position)			
Name of Company	Position	From (mm yyyy)	To (mm yyyy)

F. APPLICANT'S FINANCIAL SUPPORT DETAILS

Source of Financial Support: Self Parent/Guardian Employer
 Name of Person or Organisation Paying Fee (For invoicing purpose):

Address:	Contact Numbers:	E-mail:
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G. DECLARATION

- I affirm that I have received and understood the course information and agree to the admission requirements.
- I declare that to the best of my knowledge, the information provided by me is true and complete in every particular. I acknowledge that ICG School of Casino and Hospitality Management may vary or reverse any decision regarding admission or enrolment made on the basis of incorrect or incomplete information provided by me.
- I understand the terms and conditions (p.6 to 10) and am prepared to accept them in full. In particular that I, or my sponsor, will be responsible for the full costs of the course for which I am seeking admission.
- I agree to abide by ICG Rules and regulations of governing conduct of students.

Dated the _____ Day of _____ 20 _____

Signature of Applicant:	Name:
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Signature of Guardian/Parent (If applicable):	Name:
Date:	

Endorsement by Employer (If sponsored by company)

Signature of Authorised Person:	Company Stamp:
Name:	
Position:	Date:

H. BANK DETAILS			
Please note that the payment of the non-refundable registration fee can be made through:			
Account Name:	ICG School of Casino and Hospitality Management Pte Ltd		
Bank, Branch & Address:	69 Serangoon Garden Way, Singapore 555965.		
Bank Code:	7375	Branch Code:	024
Account No.:	1243080172	Swift Code:	UOVBSGSG
Mode of Payment:	Cash, cheque, credit cards, NETS or Telegraphic Transfer (T/T)* in <u>Singapore Dollars</u> * All bank charges from T/T shall be borne by the remitter.		
I. HELP US KNOW			
How did you know about ICG and this course?			
Advertisement	<input type="checkbox"/>	ICG Mailers	<input type="checkbox"/>
		ICG Website	<input type="checkbox"/>
Radio/TV	<input type="checkbox"/>	Friend/Relative	<input type="checkbox"/>
		Press	<input type="checkbox"/>
Others	<input type="checkbox"/>	Please specify:	
J. FOR OFFICIAL USE ONLY [SALES DEPARTMENT, TRAINING DEPARTMENT]			
Special Course Request Made by Applicant (<i>Indicated by Student Consultant</i>):			
Remarks by Training Department:			Name & Signature of authorised Officer:
			Date:
K. FOR OFFICIAL USE ONLY [REGISTRAR]			
Approved By (<i>Name & signature</i>):		Remarks (<i>If any</i>):	
Date:			

L. TERMS & CONDITIONS *(Please read carefully & check with us on any unclear aspects)*

Acceptance Policy

Acceptance into the applied course/programme is based on the entry requirements specified by ICG School of Casino and Hospitality Management ("ICG" or "the School") and is regardless of gender, race, religion and nationality. ICG reserves the rights to review the entry requirements of its courses/programmes as deem appropriate at time to time. The School also reserves the rights to reject an application and to review a student's progress periodically. The School may at its discretion cancel a student's enrolment for lack of academic progress, misconduct, failure to honour fees payable or abide by the School rules and regulations as stated in the Student Handbook and Standard PEI-Student Contract.

Course Commencement

ICG reserves the right to delay or cancel the commencement of a course/programme should the minimum class size is not met which thus, affecting the delivery of training or class interaction. Should such situation occurs, the School shall give sufficient notice to affected students. ICG's Refund Policy shall also be observed as our commitment to protect our students' rights.

Standard PEI-Student Contract

All students will be required to enter into the Standard PEI-Student Contract with ICG School of Casino and Hospitality Management. The Standard PEI-Student Contract is a requirement stipulated by the Council for Private Education (CPE). The Standard PEI-Student Contract is a legally binding contract between ICG School of Casino and Hospitality Management and the student that embodies clear definition of programme details, full disclosure of all costs, the School's Commitment to Fee Protection Scheme (FPS), clear definition of refund policies, provision of medical insurance and clear definition of dispute resolution mechanism. Please read and fully understand the content of the contract before signing 2 copies of which an original copy will be given to you. You may seek ICG's assistance to explain the terms and conditions of the contract in your native language. The Standard PEI-Student Contract between ICG School of Casino and Hospitality Management and the student shall be governed by, and construed in accordance with the laws of the Republic of Singapore.

Cooling-off Period

Students will be provided with a cooling-off period of 7 business days to change their mind about enrolling in the programme after signing the Standard PEI-Student Contract and regardless whether the course/programme commencement date has passed. A written notification from the student is required to be given to ICG by submitting the Request for Withdrawal Form and receive the maximum refund amount (less any Course Fees consumed by the student if the withdrawal date is later than the course/programme commencement date and the student has started the course/programme, Withdrawal Administrative Fee and any bank services charges) as stipulated under ICG's Refund Policy.

Fee Protection Scheme (FPS)

Course Fees paid by our students to be enrolled in ICG are covered under the FPS, escrow scheme automatically with the School. Please note that Course Fees by definition as stipulated by the Council for Private Education (CPE) exclude the course/programme registration fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable), and Goods and Services Tax (GST).

Course Fees and Charges

Applicants will receive an official price list from ICG before application. It is important for the applicant to check with ICG on any unclear aspects regarding the fees and charges reflected on the price list. They should check with ICG on any unclear aspects before enrolment.

Students are required to make payment of their course fees according to their Payment Schedule. A S\$30 surcharge will be assessed on all default payments after the due date and within 14 days following which shall subject to 10% per annum interest charges on outstanding balance after the due date.

A S\$30 surcharge will be assessed on all returned cheques. Any late payment which may be caused by the returned of cheques will also be subject to the late payment penalty as abovementioned.

ICG reserves the rights to barred students from attending classes or sitting for examinations should any financial obligations for the course of study is not fulfilled.

ICG reserves the rights to regularly review and make changes to the course fees without prior notice. Students will be informed accordingly should there be any changes of fees affecting them.

Medical Insurance Scheme

ICG has in place a medical insurance scheme for all of our students as stipulated by the CPE. 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 student is involved in school-related activities) throughout the course duration, and the student is encouraged to seek advice on whether more comprehensive insurance cover is required or desired. A Singapore Citizen/Permanent Resident or a non-Student's Pass international student who is protected by his own medical insurance coverage in Singapore can opt out from the medical insurance scheme arranged for by the School.

Refund Policy

Notification and Arrangement

- ICG will inform all of our students immediately within 3 business days:
 - if the School fails, for any reason, to commence the course/programme on the course/programme commencement date;
 - if the School terminates the course/programme, for any reason, prior to the course/programme commencement date;
 - if the School fails, for any reason, to complete the course/programme by the course/programme completion date;
 - if the School terminates the course/programme for any reason prior to the course/programme completion date; or
 - the Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The School shall, within 7 business days of notifying students in writing of abovementioned circumstances, provide the student with information and details of the alternative confirmed course/programme arrangement to allow the student to make timely and appropriate decision on the alternative arrangement.

Withdrawal for Cause

- Subject to the force majeure clause below, students shall be entitled to immediately withdraw from the course/programme by giving written notice to the School of his/her intention to do so if the School is in breach of any obligations under the Standard PEI-Student Contract or fails to perform its obligation(s) under the circumstances listed under the Notification and Arrangement section above.

Refunds for Withdrawal for Cause

- For circumstances under the Notification and Arrangement section above, the School shall within 7 business days after notifying the student, refund to the student the entire amount of the Course Fees. The School shall also, as soon as practicable after receiving the student's notice of withdrawal under the Withdrawal for Cause section above, refund to the student the entire amount of the Course Fees.

Refunds for Withdrawal without Cause

Where the student withdraws from the course/programme for any reason other than withdrawal for cause (abovementioned) or force majeure (refer to below), the School shall, as soon as practicable after receiving the student's written notice of withdrawal (and in any event no more than 7 business days after receiving such notice) refund to the student the following sums (less any applicable bank administrative charges paid/payable under the Fee Protection Scheme (FPS)):

% the aggregate amount of the Course Fees & Miscellaneous Fees paid	If Student's written notice of withdrawal is received
100% - S\$374.50 ¹	("Maximum Refund") More than 14 days before the Course/Programme Commencement Date
75%	Before, but not more than 14 days before the Course/Programme Commencement Date
50%	After, but not more than 14 days after the Course/Programme Commencement Date
No refund	More than 14 days after the Course/Programme Commencement Date

¹ *Withdrawal Administrative Fee (including GST)*

- To withdraw from the course/programme of study, a written notification from the student is required to be given to ICG by submitting the Request for Withdrawal Form.
- The Registration Fee is non-refundable.
- All students applying for a refund must complete the Refund Request Form and submit to the School for verification and approval.
- For an international student paid the Course Fees to the Escrow bank but Student's Pass application being rejected by the Immigration and Checkpoints Authority (ICA), ICG will deliver a duly executed Rejection Refund Letter to the Escrow bank to refund the Course Fees minus any bank administrative charges to the student directly in accordance to the Form of Student Escrow Confirmation.

Force Majeure

In the event that any party shall be rendered unable to carry out the whole or any part of its obligations under this Agreement for any reason beyond the control of that party, including but not limited to acts of God, strikes, war, riot and any other causes of such nature, then the performance of the obligations hereunder of that party or all the parties as the case may be and as they are affected by such cause shall be excused during the continuance of any inability so caused, but such inability shall as far as possible be remedied with all reasonable despatch. For the avoidance of doubt, this clause shall not apply to cases where:

- (i) the School is declared to be insolvent and/or a winding-up order made or bankruptcy issued by the Singapore court against the School (or, any partner of the School if the School is a partnership); and
- (ii) the relevant authority(ies) issue(s) an order to cease and/or terminate the operations of the School, or the happening of anything of a similar nature under the laws of Singapore.

Practice Time Prior to Employment

Graduates may return to practice so that they retain the skills acquired during training, the following practice policy will be observed:

- The School will set the time and state the training facility subject to the student registering for such refresher. A 30 days advance notice is required.
- The practice is limited to current ICG students and graduates only.
- Guests are not permitted into the casino training centre.

Attendance

Class Attendance

- All ICG's courses/programmes require at least an attendance rate of 80%. Most courses also require at least an attendance rate of 90% to qualify for final assessments. However, students are strongly encouraged to attend ALL classes following the class schedule provided for their course of study.
- Students may be barred to sit for examinations should the compulsory attendance rate is not achieved.
- International students on Student's Pass are required by ICA to attend a minimum of 90% of classes.
- Should any international student fail to meet this ICA requirement, their Student's Pass may be revoked once it is evident that any international student is unable to meet the 90% attendance rate.
- Should a student be absent for consecutive 4 scheduled class-days without notice but contacts the School within 7 business days after the fourth scheduled class-day, the student shall not be allowed to continue or complete the module/part of the course and subject to partial deferment at the discretion of the Director of Operations.
- A student absent for 4 consecutive scheduled class-days without notice and did not contact the School within the next 7 business days after the fourth scheduled class-day shall be deemed as has withdrawn from the course/programme.
- Student with poor attendance and habitual absenteeism shall be subjected to counselling and/or disciplinary action which may lead to suspension or expulsion from the School.

Medical Leave

- A Student absent from class due to medical reason must obtain a Medical Certificate (MC) issued by a practicing medical doctor or dentist in Singapore and must submit it to the Student Affairs Department within 2 business days from the last day of medical leave.
- The Student must telephone and inform the Student Affairs Department of a medical leave on the same day.
- If the MC is not submitted accordingly to the School, the Student shall be deemed absent from class resulting in disciplinary action leading to expulsion from the course/programme. This may also cause the attendance to fall short of the required minimum rate.

Authorised Leave

- Student may apply for authorised leave for valid reasons other than medical by completing the Student Leave Application Form and submitting to the Student Affairs Department at least 7 business days before the date of leave.
- The School shall be furnished with documentary proof to substantiate the application. The application shall be subject to approval by ICG on a case-by-case basis provided that the leave will not affect the minimum attendance rate and student's academic achievement.
- ICG reserves the right to reject any application of leave or advise student for deferment at its own discretion. Absence from class without formal approval from the School may result in disciplinary action leading to expulsion from the course/programme.

Deferment

- Student may apply to defer his/her studies due to exceptional circumstances (e.g. medical grounds, national services, compassionate grounds or work related matters) by submitting the Request for Deferment Form together with documentary proof (e.g. medical certificate, notification from the authority, death certificate or company letter) to the School. The request shall be subject to approval by ICG.
- The School will formally revert on the request status within 7 days upon receipt of the application.
- A S\$350 non-refundable Deferment of Course Administrative Fee will be charged to any student who applies for deferment of course/programme. The payment of the deferment fee shall be made upon the request for such deferment.
- If the student is only required to defer a module/part of the course as per the Director of Operation's advise and not affecting the other modules/parts of the course in the original duration of the course/programme, a S\$100 non-refundable Partial Deferment Administrative Fee will be charged instead. The payment of the deferment fee shall be made upon the application for such deferment.
- Should a student be absent for consecutive 4 scheduled class-days without notice but contacts the School within 7 business days after the fourth scheduled class-day, the student shall not be allowed to continue or complete the module/part of the course and subject to partial deferment at the discretion of the Director of Operations.
- The Student shall be required to resume and complete deferred course/programme by the next academic year subject to the availability of class openings.
- Deferment is however, not applicable to international students due to the restriction imposed by Student's Pass regulations.

Transfer of Course/Programme

- A Student who wishes to transfer to another course/programme offered by the School shall ensure that the entry requirements of the course/programme requested would be met before submitting the Request for Transfer of Course/Programme Form.
- Please note that request for transfer of course/programme will not be considered by ICG for any student who has any outstanding payment due to ICG. Student is required to settle and pay in full all outstanding payment (if any) upon request.
- Students should then consult the Principal for academic advice.
- A non-refundable Transfer of Course Administrative Fee of S\$100 will be levied upon request of course/programme transfer.
- The School will formally revert on the request status within 14 days upon receipt of the request.
- Course Fees paid for the current course/programme shall be transferable to the new course/programme. The amount transferable shall be the pro-rated value based on the balance of the current course/programme not completed by the student as stipulated by the School subject always that the Request for Transfer of Course/Programme Form is submitted to the School 14 days before the commencement of the new course/programme.

- International students will need to apply for a new Student's Pass upon approval of transfer of course/programme by the School. The approval of the Student's Pass will be subjected to the decision of ICA. All ICA charges incurred will be borne by the student.

Withdrawal

- Student who wishes to withdraw from a course/programme must notify ICG in writing by submitting the Request for Withdrawal Form.
- Student withdrawing from a course/programme shall be liable to settle and pay in full any outstanding payment due to ICG.
- The School will formally acknowledge and reply within 5 business days upon receipt of the written request and a consultation session provided by the Director of Operations.
- For international student, the Student's Pass will be cancelled upon the acceptance of the withdrawal request.
- Please refer to ICG's Refund Policy on the eligibility to any refund upon withdrawal.
- A student who has withdrawn from the course/programme, re-applies to return to the same course/programme will be considered as a new student and acceptance of any previous course-study fulfilments as credit would be subject to ICG's consideration and discretion. Full course fee charges shall be applicable.

Deemed Withdrawal

- A student absent for 4 consecutive scheduled class-days without notice and did not contact the School within the next 7 business days after the fourth scheduled class-day shall be deemed as has withdrawn from the course/programme.
- Student's Pass of any international student who is deemed withdrawn from the course/programme will be cancelled immediately.
- ICG reserves the right to forfeit the Course Fees paid should a student is deemed withdrawn (without notice) from the course/programme shall not be permitted to continue with the course/programme of study.
- Should a student is deemed withdrawn from a course/programme, he/she is liable to settle and pay in full any outstanding payment due to ICG. ICG reserves the right to institute legal action in recovering the outstanding payment from the student.
- Any student who has been deemed withdrawn and wishes to return to the same course/programme will be subjected to re-application and acceptance of any previous course-study fulfilments as credit would be subject to ICG's consideration and discretion. Full course fee charges shall be applicable.

Plagiarism

ICG School of Casino and Hospitality Management seeks to encourage the maintenance of the highest levels of academic integrity. Acts of cheating and plagiarism will be regarded as serious offences.

Redress

Addressing and resolving student grievance immediately

- Students can provide feedback directly to our Student Affairs Department via face-to-face, phone call, email, letter or fill up our Customer Feedback Form. The staff are authorised to resolve any minor grievance directly with the student, before it escalates to a major grievance. They will acknowledge the receipt of feedback and attempt to resolve any issue within 1 business day.
- In the event where students are still dissatisfied after resolution by our Student Affairs Department, they will report the case to the Director of Operations immediately.
- The Director of Operations will contact the student by the next business day. The Director of Operations and other relevant personnel from the School will attempt to resolve the grievance with the student within 2 business days. In cases which corrective actions will require more than 2 business days, the Director of Operations will monitor and ensure that the case is resolved within 21 days.
- The Director of Operations must ensure that the resolution is recorded in the Feedback/Complaint Record Form for future reference and/ or service operational improvements.

Escalating the Case to the CEO for Corrective Actions

- When the need arises, the Director of Operations will escalate the case to the CEO within 3 business days which the grievance is raised if the student is still not satisfied with the alternative solution(s) provided by the Director of Operations.
- The CEO shall delegate to the Director of Operations or any other middle management for implementing within the same business day which the case is escalated.
- The Director of Operations shall contact the student to inform on the solution by the next business day (within 4 business days which the case is raised).
- The CEO may contact the student if necessary with the same business day which the case has been escalated.
- The Director of Operations should monitor the progress of the actions taken. The case should be resolved within 21 days.

Third Party Mediation

- In the event of any dispute which is unable to be resolved by the School, the case should be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre for mediation prior to instituting any legal action or proceedings. The student and the School hereby agree to such procedures and to pay such fees as the SMC and SIArb may prescribe from time to time for the purpose of resolving the dispute.
- In the event that if SMC or SIArb is unable to successfully settle the dispute, the student and/or School may take proceedings the jurisdiction of the court of the Republic of Singapore.

Curriculum Review

ICG reserves the rights to regularly review and make changes to the curriculum as deem appropriate taking into consideration for the benefits of our students without prior notice.

Graduation Requirements

To receive the certification award of the course of study, students are required to successfully complete various course work, examinations, assignments and other forms of evaluation deemed appropriate by the School. Such requirements will be specified in the Module Outline of each module. Students must also meet the class attendance requirement, as well as ALL financial obligations for the course of study. The School reserves the rights to barred students from sitting for the examination should the class attendance or financial obligations are not met.

Please note that graduation from ICG School of Casino and Hospitality Management does not guarantee employment or licensing by the Singapore Casino Regulatory Authority.

Student Handbook

ALL students will be given access to ICG's Student Handbook. It is the responsibility of students to read and observe the School policies, rules and regulations stated in the latest version of the Student Handbook.

Important

Please refer to ICG's Student Handbook and Standard PEI-Student Contract for the official set of School Policies.

Keeping Students Informed of Change in Ownership or Management

ICG will inform all of our students of any change in our ownership or management within 14 days of such a change.

Indemnity

Student hereby agrees to indemnify ICG for all costs, damages, expenses and compensation whatsoever incurred by ICG (including but not limited to the solicitors fees and expenses) as a result of breach of any terms and conditions stated in the Application Form, Standard PEI-Student Contract and Student Handbook.