



Tourism Management Institute of Singapore
A member of EASB Education Group

STUDENT HANDBOOK

(TMIS Tourist Guide Training Programme)

Our Mission:

To upskill the tourism workforce through education and training to enhance their professionalism, productivity and employability in the tourism, hospitality and travel industries.

Perennial Business City, 1 Venture Avenue, #02-06, Singapore 608521

Tel: (65) 6238 8688

Email: info@tmis.edu.sg Website: www.tmis.edu.sg

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TMIS Commitment

Our Vision

To be the preferred training institute in Singapore and Asia providing education and training for the tourism industry.

Our Mission

To upskill the tourism workforce through education and training to enhance their professionalism, productivity and employability in the tourism, hospitality and travel industries.

Our Core Values

Quality Academic and Training Standards – We are committed to providing the highest standard of education and training through quality and recognized courses relevant to and meeting the changing needs of the industry.

Enterprise, Innovation and Creativity – We promote and encourage critical thinking to excite enterprise, innovation and creativity in our staff and students.

Sustainability Efforts – We embrace sustainability in our practices, academic and training outcomes.

Staff / Student Welfare – We value and care for the well-being of our staff and students.

Service Guarantees

Tourism Management Institute of Singapore (TMIS) has a fair and reasonable refund policy which spells out the terms and conditions for refund of course fees.

Customer Service Statement

As our valued customers and students, you will experience the services of our dedicated staff who are caring, efficient, professional and reliable.

Our objective is to maximize your potential and help you achieve your desired goals.

Confidentiality

TMIS is committed to maintaining the confidentiality of the student's personal information and undertakes not to divulge any student's personal information to any third party without the prior written consent of the student.

TMIS Facilities and Services

TMIS provides its students with a conducive learning environment to enable them to feel happy and safe.

The following are the facilities and services that facilitate the efficient and smooth operations of TMIS:

Our Premises

Our premises are certified by Singapore Civil Defense Force Fire Safety & Shelter Bureau (FSB). We participate in the building's fire drill exercises regularly and when we do, we appreciate your cooperation. The staff will be on hand to brief and guide you.

TMIS co-shares the classroom facilities with East Asia Institute of Management (EAIM). A total of thirty-two well-equipped training rooms, a student lounge and an admin office is registered with SWDA for use by TMIS.

TMIS is located within the premises of EAIM which is a non-smoking campus.

Our address is as follows:

Perennial Business City
1 Venture Avenue, #02-06
Singapore 608521

Tel: (65) 6238 8688 Fax: (65) 6238 8088
Email: info@tmis.edu.sg Website: www.tmis.edu.sg

Business Hours: 9.00am to 6.30pm, Mondays – Fridays
Closed on Saturdays, Sundays and Public Holidays

Student Services

Enhanced Registration Framework

TMIS is registered as Private Education Institution (PEI), under the Skills and Workforce Development Agency (SWDA), Singapore Ministry of Education Enhanced Registration Framework (ERF). You may refer to [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/enhanced-registration-framework-\(erf\)/about-enhanced-registration-framework-\(erf\)](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/enhanced-registration-framework-(erf)/about-enhanced-registration-framework-(erf)) for more information on Enhanced Registration Framework for Private Education Institutes (PEIs).

All students are required to enter into a **Standard PEI-Student Contract**, which specifies important terms and conditions that both the school and students are to observe.

Student Advisory Services

Students registering for our courses will be advised of all application procedures, terms & conditions and course information by our trained staff.

TMIS Trainers

We have a pool of part-time associate trainers, who are industry practitioners, experienced and qualified to deliver all TMIS courses.

Trainer-Student Ratio

We maintain an average trainer-student ratio of 1:20 for all WSQ Programmes, 1:20 for TMIS Tourist Guide Training Programme (English and Mandarin) 1:30 for other non-WSQ Programmes.

Advisory, Counseling and Student Support Services

In the course of their studies, student can seek advice and help from our Student Services Executive. These can include problems and issues relating to:

- Academic Studies/Assessments
- Communications & Feedbacks
- Student Welfare

Alternatively, students with any concerns pertaining to stress or mental health issues may wish to contact:

Hang On. Life's Awesome (H.O.L.A) under Silver Ribbon (Singapore)
Blk 208 Serangoon Central #01-238, Singapore 550208
Tel: (65) 6386 1928
Email: info@silverribbonsingapore.com

Internet Service

Students can access free wireless connection within the EAIM/TMIS campus.

Student Outcomes

Students and graduates may write to Student Services info@tmis.edu.sg to request for the following information from the institute:

Student and Performance Outcome

- Passing Rate
- Quality of Passes (% Competent for TMIS Tourist Guide Training Programme)
- Attrition Rate

Graduate Outcome

- Graduation Rate
- Employment Rate
- Trainees' Feedback on the Quality of Course (TRAQOM)
- Trainees' Feedback on the Outcome of Course (TRAQOM)

Change in TMIS ownership/management

In the event that TMIS changes its ownership or management, TMIS will inform SWDA and all its students within 14 days of such change.

Information to Students

Admission and Administration

Please note that admission into TMIS Tourist Guide Training Programme (English and Mandarin) is based on the following:

- Compulsory to attend the Course Preview
- Fulfilment on the Entry Requirements
- Passing the Interview Assessment (Applicants who do not meet admission criteria will be allowed to appeal. The applicant will be informed via email; an offer for a second attempt for an interview by another set of interviewers will be arranged if applicable.)
- Availability of course (subject to meeting minimum class size)
- The student must achieve competency for all assessment within nine calendar months from the start of class or 3 attempts whichever is earlier.

Students must inform the school in writing of any changes in personal particulars.

TMIS is committed to maintaining the confidentiality of the applicant's personal information and undertakes not to divulge any applicant's personal information to any third party without the prior written consent of the applicant.

Student may request for deferment of course up to a period of 6 months subject to approval and availability of course schedule.

Course Schedule

The TMIS Tourist Guide Training Programme (English or Mandarin) will begin according to the course schedule, unless otherwise stated.

For more details, please refer to the detailed schedule.

Classroom Scheduling

- A schedule is located at the gantry of Student & Faculty Entrance A and Entrance B, indicating the course title and the assigned room for the day.
- TMIS will adhere to the course schedule as provided. However, in the event of unforeseen circumstances, TMIS reserves the right to make any necessary adjustment as it deems fit.
- Students will be informed of these changes as soon as they are made.

Classroom Norms

- Smoking, eating and drinking are not allowed in the classrooms.

Attendance

- All students are encouraged to achieve 100% attendance rate. A student is required to attain at least 75% attendance per module.
 - International students are required to maintain a minimum of 90% attendance. International students who do not meet this requirement will be reported to the Immigration and Checkpoint Authority.
- If a student is late for more than 30 minutes, he/she will be marked as 'absent' for that day. Please note that this will affect the student's attendance rate if the student is absent regularly.
- Students who are absent for class lessons must produce proof of absenteeism (e.g. Medical Certificate) within two working days to the Student Services Executive.
- Please note that any student who does not meet the attendance requirements will be barred from the assessment. He/she will be required to re-take the module at full course fee.

Conduct of Students

Students are expected to conduct themselves in a professional manner at all times. Please adhere to the following guidelines:

- Be punctual for all lessons.
- Dress appropriately. The following are not allowed: slippers or shorts, bare midriffs, skin-tight outfits or clothes which are too revealing.
- Do not smoke, consume food snacks or drink in classrooms.
- Put your mobile phones on silent mode during lessons.
- Extend your fullest cooperation to TMIS trainers throughout the training.
- Seek permission from the respective trainer before recording any lessons.

Note: Training is a means of preparation for a career. This includes practicing to project a professional image in terms of dressing, general behavior, punctuality, diligence in your assignments, responsibility in notifying those in charge if you expect to be late or absent, etc.

Payment

Students are required to promptly pay for the course and examination/ assessment fees by the stipulated date given by the school. TMIS reserves the right to bar students from attending classes or examinations/ assessments if the payment is not made promptly.

Students are also advised to request for an official receipt upon payment.

Please refer to the stated miscellaneous fees for your information.

Late Payment Fee

Time Frame	Late Payment Charge / Action
After five days	\$80 + 9% GST = \$87.20 per month or part thereof
On the 6 th day after payment due date	Student may be barred from classes and assessments until payment is made. If the payment and late payment penalty are not received after 1 month, the student will be asked for a meeting. If payment is not made after the meeting, TMIS may expel the student.

Note: Late payment fee will not be waived unless with management's approval.

Withdrawal/Refund Policy

Withdrawal policy applies to students who wish to stop pursuing the current course taken.

A student who wishes to withdraw must fill in the "Student Request Form" available at the reception. The completed form with the student's explanatory letter must be submitted to Student Services Executive.

All withdrawals are subjected to TMIS's approval and students will be informed of the outcomes in written notification within 14 working days from the time of the student's written request. The student contract shall be terminated and he/she will no longer be a student of TMIS.

Refund, if any will be in accordance to the refund policy as stipulated in the PEI-Student Contract Clause 3.

Transfer/Withdrawal Procedures

- Student is to raise 'Student Request Form' with the attachment of student's letter/email for course transfer or withdrawal. Student will submit the form to Student Services staff for necessary action.
- Student will be interviewed to access and verify the information before approval for proceeding. Approval for transfer or withdrawal will take seven (7) working days.
- Student will be charged for all modules consumed and any outstanding fees incurred.
- For Transfer: Any excess payment will be refunded to the student. If there is insufficient payment, student will have to make the balance payment upon signing the new student contract.
- For Withdrawal: Refund will be made based on the TMIS refund policy.
- 'Letter of Confirmation for Transfer' or 'Letter of Approval for Withdrawal' will be issued to the student within fourteen (14) working days from the student's written request to transfer or withdraw.
- For successful transfer, a new student contract will need to be signed. Existing contract of current course will be terminated.

Deferment Procedures

- Student is to raise 'Student Request Form' with the attachment of student's letter/email for course deferment. Student will submit the form to the Student Services staff for necessary action.
- Student can only defer the course to a maximum period of six (6) months, for extension to another 6 more months, management approval is needed and is on a case by case basis, and with valid reason and attachment of proof.
- Student will be interviewed to access and verify the information before approval for proceeding.
- Outstanding amount is to be made by the student, if any.
- The written notification of the Deferment Letter to the student will be issued within 14 working days from the student's written request to defer.
- Upon resumption of the class, the student must sign a new student contract or addendum to the original contract.
- For deferment request, Finance will invoice a deferment fee in accordance with the deferment policy.

Appeal Policy and Procedures

- Students who wish to appeal against an academic or administrative decision must submit their appeal via email, stating the reason(s) for the appeal.
- Upon receipt of the appeal request, TMIS will provide the Student Request Form for completion.
- The completed form, together with any supporting documents, must be submitted to TMIS for review and pay \$272.50 within 7 working days from release of results.
- All appeals will be assessed by TMIS Management on a case-by-case basis.
- It will take 7 working days for us to complete the investigation and you will receive a reply through email whether you are Competent or Not-yet-Competent.
- The outcome of the appeal will be communicated to the student via email.
- The decision of TMIS Management shall be final.

Refund Policy

Refund for Withdrawal Due to Non-Delivery of Course

Refund for Withdrawal Due to Non-Delivery of Course:

- It cannot commence the provision of the Course on the Course Commencement Date;
- It cannot complete the provision of the Course by the Course Completion Date;
- The Course will be terminated before the Course Completion Date;
- The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
- The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass

TMIS shall notify the Contracting Party within three (3) working days in writing upon knowledge of the above circumstances (each a "**Refund Event**").

Where any of the Refund Events in 3.1(a) to (c) of the student contract has taken place, TMIS shall use reasonable efforts to provide alternative study arrangements for the students and shall propose such alternative study arrangements in writing to

the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.

If the Contracting Party accepts the alternative study arrangements

- Reference Student Contract Clause 3.1(a)), The Existing contract will automatically terminate on the date a New written contract is issued,
- All Course Fees and Miscellaneous Fees paid on the existing contract will be refunded within seven (7) working days of the termination,
- Reference Student Contract Clause 3.1 (b) to (c)), if the Contract is terminated, TMIS shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party with seven (7) working days of the termination.

If the Contracting Party does not accept the alternative study arrangements

If TMIS does not propose any alternative study arrangements within 10 working days, or the contracting Party does not accept such alternative study arrangements, the contracting party may terminate the contract by way of a written notice to TMIS.

- Reference Student Contract Clause 3.1 (a)), Existing contract will be terminated,
- TMIS shall refund all Course Fees and Miscellaneous Fees paid within seven (7) working days of the termination,
- Reference Student Contract Clause 3.1 (b) to (c)), if the Contract is terminated, TMIS shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party with seven (7) working days of the termination.

Where any of the Refund Events in Student Contract clause 3.1(d) to (e) has occurred, TMIS shall forthwith terminate the Contract by way of a written notice to the Contracting Party. TMIS shall refund all Course Fees and Miscellaneous Fees paid by the contracting Party within seven (7) working days of the termination.

Refund for Withdrawal Due to Other Reasons

All application fees paid to TMIS are non-refundable. If the student withdraws from the Course for any reason other than those stated above, TMIS will, within 7 working days of receiving the student's written notice of withdrawal, refund to the student an amount based on the table below:

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
50%	more than 20 working days before the Course Commencement Date
25%	on or before, but not more than 20 working days before the Course Commencement Date
0%	after, but not more than 0 working days after the Course Commencement Date
0%	more than 0 working days after the Course Commencement Date

Note:

- A student who wishes to withdraw from the Programme will have to approach the Student Services Department.
- TMIS will review the requests for refund on a case-by-case basis.
- Refund, if any, will be paid within seven (7) working days after receiving the written notice.

Refund During Cooling-Off Period:

The PEI will provide the Student with a cooling-off period of ten (10) calendar 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 student contract) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

Refund Procedure

- Finance will proceed with refund processing upon receiving bank details form (from Cashier counter), the student's written request and approved student request form from the student services executive.
- The refund process for withdrawal requests will be completed within seven working days from the time of the student's submission of documents to the Student Services/Sales & Marketing Dept.
- For a transfer request, Finance will calculate and issue credit note to the student's account for the pro-rated amount of the course fee, including the transfer charge during the process.
- On receiving the new student's signed contract, Finance will issue an invoice for the course fee payable by the student.
- Receipts will be issued upon collection of payment.
- All refunds will be paid via cheque/GIRO based on the name as indicated on the "Student Request Form".

Student Support Services

Advisory, Counselling and Student Support Services

TMIS offers a variety of programmes and activities to support our students in their learning journeys. These include:

- Pastoral Counselling (Silver Ribbon)
- Alumni Support (Emails on Job Opportunities)
- Industry Talks
- Monthly Newsletters
- Student Lounge
- Orientation
- Holistic Programmes (Community Involvement Programmes)

In the course of their studies, students can seek professional advice and help from our Student Services Executive for minor academic problems and issues. For complex pastoral issues, you may refer to Silver Ribbon (Singapore).

Fee Protection Scheme (FPS)

Student course fees are protected under the Fee Protection Scheme (FPS) in accordance with Skills and Workforce Development Agency (SWDA) regulations. Students pay an insurance premium of \$21.80.

FPS is not required for miscellaneous fees or non-standard fees. Courses with duration less than 30 days or 50 hours are exempted from FPS. In the event of course deferment, additional FPS will be purchased to cover the extended course duration.

FPS fees are subject to revision by the FPS providers and will be charged accordingly to the students.

The Fee Protection Scheme protects the unconsumed course fees paid by the students in the event that TMIS is unable to continue its operations.

TMIS has adopted the FPS Insurance Scheme with the following service provider appointed by SWDA:

FPS Provider: LONPAC INSURANCE BHD

TMIS collects up to 12 months of course fees at any one time.

For more details on FPS, please visit

[https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/protection-of-course-fees](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/protection-of-course-fees)

Rules & Regulations

As TMIS is a professional institution, we seek full cooperation from all our students to adhere to our rules and regulations to avoid disciplinary consequences.

	Rules	Consequences of violation
1	<u>Attendance</u> Students are to attend classes regularly. All local students need to maintain at least 75% attendance per unit/module. International students are required to maintain at least 90% attendance per unit/module. The student is required to inform the school if he/she is to be absent from any lessons or school organized activities. a. Students on sick leave are to produce medical certificates immediately upon returning to school. b. Students who are absent for valid reasons need to inform the school through writing immediately upon returning to school.	Students will receive warning emails when their class attendance falls below the thresholds of 90% and 80%. A warning letter will be sent to official address of the student via mail if student does not respond to calls or emails. Students who do not respond within 7 working days of the warning letter will be referred to the PM/SS Director/Manager. A second warning letter will be sent by the PM/SS Director/Manager via registered mail if they do not respond to the first warning letter. If the student does not respond to the second warning letter, by a date given by the institute ranging from 7 to 14 working days. He/she will be automatically terminated from the school if he does not reply within the specified deadline. International students which have missed 7 consecutive days of classes will be expelled and reported to the Immigration and Checkpoint Authority. Your attendance will be considered as absent even with MC or company letter.
2	<u>Punctuality</u> a. Students are expected to be punctual for all classes. You will be considered absent if you are late for more than 30 minutes.	• 1st offence: Verbal warning • 2nd offence: warning letter to be issued • 3rd offence: student will be sent for coaching with PM

		Subsequent offence – may be referred to disciplinary board for decision
3	<u>Dress Code (classroom sessions)</u> Dress appropriately; slippers or shorts are not allowed. Bare midriffs, skin-tight outfits or clothes that are too revealing do not reflect a professional image.	• 1st offence: Verbal warning and student will be sent home to change, • If the students commit the same offence again, he/she will be sent for coaching and written warning may be given. Subsequent offence – referred to disciplinary board for decision.
4	<u>Serious Offences</u> TMIS take a very serious view of the following negative behaviors and offences: a. Fighting / Assault / Gangsterism b. Gambling c. Intimidation of teachers/students d. Molest/Sexual harassment e. Rowdy, disruptive behaviour, and disruption of lessons. f. Rudeness / Bullying g. Defiance towards teachers h. Truancy i. Using Abusive/vulgar language or signs j. Vandalism k. Theft l. Cheating during tests/examinations m. Collusion by allowing others to cheat or copy during tests/examinations. n. Plagiarism o. Falsification of data for assessments p. False citation for assessments q. Contract cheating for assessments r. Smoking within school premises	1st offence: Verbal Warning. Prohibited materials might be confiscated. 2nd offence: students will be sent for coaching with PM and written warning might be given. Subsequent offence – referred to disciplinary board for decision. (Serious Criminal offences will also be referred to the Police and disciplinary board will be convened for decision). For academic misconduct like cheating during tests/examinations, allowing others to cheat or copy during tests/examinations and plagiarism, the disciplinary board will be convened for decision within the 1st offence.

5	<u>Other Offences</u> a. Littering, eating and drinking in the classroom. b. Use of personal electronic equipment (i.e. mobile phones and music devices) is strictly prohibited during lesson time.	• 1st offence: Verbal Warning • 2nd offence: students will be sent for coaching with PM and written warning might be given. • Subsequent offence – referred to disciplinary board for decision
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Study Guides/ Trainee Manual/Textbooks

- Study guides or learner's guides (where applicable) shall be issued to every student at the first session of each unit/module. The guide or manual is solely to be used for the Programme. You need to sign to acknowledge receipt of a copy.
- Students who did not receive their books or study guides on their first session may request a copy from the administration office.
- Students are expected to bring along the guide books and stationeries for every class lesson as the institute will not provide extra copies of books or stationeries

Course Evaluation & Feedback

- A periodic course evaluation will be carried out by the school. Students are encouraged to complete the evaluation forms.
- Feedback can also be channeled through email via info@tmis.edu.sg
- The school will also conduct regular student surveys. We encourage all students to participate in the survey and your feedback are valuable to the institute for improvements.

Liaisons / Correspondences

- For all correspondences and liaisons, please call our Student Services Executives (SSE) at their DIDs, from Mondays to Fridays at 9.00am to 6.30pm.
- You may also correspond with us via email. Our Student Services Executives shall respond within 2 working days.

Change of Address, Employment and Contact Number(s)

- Please inform TMIS immediately of any changes in address and contact number(s) so that we are able to maintain effective communication with you.

Assessment Regulations and Policy

- Candidates are allowed to take the final unit/module or level of the examination or assessment only if all coursework and assignments are completed and submitted.
- Local students must achieve at least 75% attendance (per unit/module) to be eligible to take their assessments. International students must achieve at least 90% attendance to be eligible to take their assessments.
- It is the responsibility of the Candidates to be aware of their assessment dates, times and venues.
- Candidates are permitted to enter the assessment room at least 10 minutes before assessments start. If the student is late for 30 minutes or more for any assessment, he/she is not allowed to enter the assessment room.
- Candidates must sit in the places allocated for their particular assessment. For oral assessment, the assessor will call the candidate individually.
- Instructions given by the invigilators/ assessors are to be followed at all times during assessments.
- Candidates are to switch off their mobile and/or any audio devices. They are not allowed to place their mobile and/or any audio devices on their desk during the written assessments.
- Only the necessary stationery for the examination/ written assessment are allowed to be placed on their desk. All unauthorized books, reference materials, handbags and other personal belongings must be placed in front or at the back of the assessment room.
- Candidates are not allowed to bring personal electronic dictionary or any other materials/gadgets into the assessment venue.
- Candidates are to sign the Assessment Attendance Sheet.
- Candidates must write their full names and NRIC Numbers clearly on the front of the assessment papers and answer scripts.
- Food and drinks, except bottled water, are not allowed during the written assessment.
- The candidate's proof of identity (NRIC) should be placed on the desk for inspection. Those who fail to produce such document will not be permitted to proceed with the written assessment.
- Candidates are reminded to write all answers in **blue or black INK** only. The assessment answer booklets will not be marked if the answers are written in pencil.
- Candidates must not behave in any manner which may disturb other candidate or disrupt the smooth progress of an assessment. Candidates causing such disturbances or disruptions may be required by the invigilator to leave the assessment room.
- Each candidate will be given only one assessment answer booklet. Additional assessment booklets will be given upon request.

- Candidates are not allowed to remove any pages from the assessment answer booklets. All booklets (used or unused) and the question paper must be surrendered to the invigilator at the end of the assessment.
- Candidates must not talk to or use any other form of communication with other candidates during the assessments. Candidates are to remain silent at all times during the assessments, whilst the answer booklets are being collected and until they are dismissed from the assessment room.
- Candidates who need to use the washroom should raise their hands, and they will be accompanied by an invigilator or the Coordinator-in-charge. Only one (1) student is allowed to go to the washroom at any one time.
- Any student found cheating will be dealt with severely, in accordance with the rules and regulations on assessment misconduct.

Assessment Misconduct

- If the candidate is suspected of breaching assessment regulations, the student will be reported to the Disciplinary Board in writing for further investigation.
- If the candidate is found guilty, he/she will be penalized in accordance with the severity of misconduct as follows:
 - a) Marks will not be awarded for the assessment. The student will be considered to have failed the course and have a record of assessment misconduct in their student record;
 - b) Failure of course and suspension from the Programme;
 - c) Student will not attain the qualification from TMIS. Any misconduct will be reported to SWDA and STB.

Absence or Lateness from Assessment

- Candidates who are late for more than 30 minutes for the assessment are not allowed to enter into the assessment room.
- Candidates with genuine reason(s) for their lateness or non-attendance, will be required to submit appropriate documentary evidence through email to the Student Services Executive in support of a case of mitigating circumstances.
- Candidates who are absent from assessments will need to sit for re-assessments.

Release of Assessment Results

- All assessment results will be given to the candidate within fourteen calendar days from assessment date.

Student Feedback and Grievances

In order to serve you better, we truly value your feedback. We will make every effort to address your feedback and reply to you as soon as possible.

Upon receipt of your feedback, we will take the following actions:

- (i) Acknowledge feedback within **48 hours (two working day)**
- (ii) Initiate our investigation and conduct interviews for verifications if necessary within **seven working days**
- (iii) Resolve complaints within a maximum of **21 working days** upon receipt of complaint.

A student who does not accept the resolution by the Senior Management may bring up the issue directly with the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).

The students may contact the Student Services Executive at Tel: 6238 8688.

Skills and Workforce Development Agency (SWDA)

Skills and Workforce Development Agency (SWDA) is the statutory board that directly regulates the private education sector in Singapore. With effect from 1 October 2024, SWDA assumed direct responsibility for exercising the functions and powers outlined in the Private Education Act 2009 and its subsidiary legislation. All Private Education Institutions (PEIs) are required to comply with the regulations under the Private Education Act in order to continue operations.

For more information, please refer to

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

Administrative Guide For Students

Please see the following information on the assessments, re-assessments and re-course of TMIS Tourist Guide Training Programme:

- TMIS TOURIST GUIDE TRAINING PROGRAMME
- TMIS TOURIST GUIDE TRAINING PROGRAMME (MANDARIN)

(The guidelines will assist you while you are undergoing the course with us. Please keep this for easy reference at all times)

Assessment Administrative Guide

Assessment Methodologies

The assessments consist of the following:

Module 1

- CA1.1 Continual Assessment
- FA1.1 Written Tour Itinerary
- FA1.2 Walking Tour Presentation

Module 2

- CA2.1 Continual Assessment
- FA2.1 Multiple Choice Assessment
- FA2.2 General City Tour Presentation

Assessment Grading

C = Competent **NYC = Not Yet Competent**

- Student will be awarded either a 'Competent' or 'Not Yet Competent'
- Local students **must** meet at least 75% attendance in order to proceed for any assessment. International students **must** meet at least 90% attendance in order to proceed for any assessment.
- Students who failed to meet the minimum attendance shall re-take the course as new student. They have to pay the Re-course fee. Refer to page 19.
- **Important note:** The TMIS student card is not a Tourist Guide badge. If the student is found guiding, the school will report this incident to the Singapore Tourism Board for immediate investigation. Student might be barred from continuing with the course.
- All students must adhere to the instructions from the trainer. The trainer has the right not to award grades if students are found to have infringed trainer instructions.

Re-assessment

- It is **compulsory** for all students to take the assessments before the end of the module. A student who does not pass the assessment for the module is required to take the re-assessment.
- Student should fill in 'Student Request Form' from Student Services Department and pay the re-assessment fee upon registration.
- Re-assessment will be arranged after the re-assessment fee is paid.
- The student will be awarded either a 'Competent' or 'Not Yet Competent' for re-assessment.
- Students are only allowed to have two (2) attempts of re-assessment for each assessment activity. Students, who fail to obtain 'Competent' in re-assessment, will be required to re-course.

- Students who are absent from any assessment must produce valid proof of absence (e.g. Medical Certificate) in order to be considered for a re-assessment.

Re-assessment fee may be waived upon submission of documentary evidence for above mentioned grounds and subject to Management Approval.

- Registration and payment for re-assessment fee must be done within one (1) week prior to re-assessment date for the “NYC” unit.
- Notwithstanding prior approval, students who are unable to attempt the assessment (due to sudden illness, emergency or other unavoidable circumstances etc.), must inform TMIS in writing within 3 working days after the date of assessment in order to be considered for a re-assessment. All such applications must be supported by documents.
- **Important note:** Students can only proceed to the next module after he/she has received ‘Competent’ for module’s assessment activities.

Re-course

- A student who does not pass any assessment after three (3) attempts (1 main, 2 re-assessments) will be deemed to have failed the course. Student may choose to re-course if he or she desires. Re-course enrollment is subject to TMIS management approval.
- A student who fails to attain the minimum attendance requirement of 75% or 90% for International students will not be permitted to sit for Assessment FA 2.2 and will be deemed to have failed the course. Student may choose to apply for re-course if he or she desires.
- A student who re-course has to fill in ‘Student Request Form’ from Student Services Department, and pay the re-course fee.
- Re-course will be arranged after the re-course fee is paid. The re-course schedule is subjected to the availability of course schedule and class vacancy.
- Students are only allowed to re-course once.
- **Please note that all re-course fees are not eligible for SWDA funding. An addendum to the main contract will be issued for all re-course.**
- Re-course fees are as follows:

Course	Re-course Fees
TMIS Tourist Guide Training Programme (English and Mandarin)	S\$ 3900.00

* The above re-course fees are not inclusive of 9% GST. The information is correct from the time of printing. TMIS reserves the right to change the re-course fees.

** Additional cost might be imposed, eg: FPS and translation fee (for foreign guiding language).

TMIS Tourist Guide Training Programme

- A certificate – TMIS Tourist Guide Training Programme will be issued to all students who achieve minimum attendance and pass all assessments.

Student Course Rules / Regulations and Guidelines

ON-SITE TUTORIAL, DAY TOUR, FIELD PRACTICE and ASSESSMENTS

- Students must be appropriately dressed for their field trips. Any student who continues to flout the grooming standards in subsequent field trips will not be allowed to join in the field trip sessions.
- Students are encouraged to arrive 15 - 30mins early for each field trip and assessment.
- Any student who is more than 30mins late is considered as absent for calculation of attendance. However the student is allowed to join the class and recorded as "Late" in red ink,(with the time of arrival).
- After each field trip, students are only allowed to be dismissed at Newton Circus Car Park. They are not permitted to leave at the last site for reasons of security, safety and accountability.
- Students are not allowed to use any video or audio recording devices at all sessions, eg; classroom, field trips as well as assessments, unless granted permission by TMIS.
- Students are NOT allowed to write any information on their palms or slips of paper to assist them in their site commentaries during Field Trips and Assessments.
- Students are required to prepare adequately for their field trip sessions by prior reading of their notes. Trainer/s will only provide demonstrations for the first field trips, with students actively participating and delivering their own commentaries in each subsequent field trip session.
- Students must understand the importance of introducing coach captain, effective use of microphone and safety stand points on coach and site. You should inculcate good habits from the very beginning.
- Students need to know that the field trips are merely an introduction to the attractions, sites and routes. You must find opportunities to visit the listed itineraries a few more times to gain in-depth knowledge as well as familiarity with the area. Ultimately you will be more confident, translating to a smooth and convincing commentary.

GENERAL TOUR PRESENTATION OBSERVATION CHECKLIST

- Students will be observed and rated on each fieldtrip session by trainers. A Competent candidate must achieve 70% in scores.
- This is an unofficial rating. The purpose is to for students and trainer to monitor performance progressively. In addition, you can gauge your performance throughout the course to apply relevant strategies to improve your performance.

USEFUL INFORMATION

- Students are encouraged to speak to trainers on their weaknesses especially during field trips so that pointers may be given to correct their mistakes, eg.

- Speaking too softly
- Straying away from the theme
- Commentary delivered in direct sunlight or rain
- Bad habits like giving commentary while walking or walking backwards should be avoided at all times
- To understand on every field trip the importance of introducing coach captain, effective use of microphone and safety pointers on bus and site
- During field trips be mindful of positioning for commentary, especially in crowded malls, churches or lift lobby areas.
- Students are to be versatile at the various locations they may be required to provide commentary, e.g
 - to consider road works or other distraction or
 - a change of route due to roadblock like Singapore Marathon or road closures.
- During the FA2.2 General City Tour Presentation, students are
 - **NOT** supposed to have any discussion with their course mates.
 - **NOT** to chit chat even if they have finished their assessment.
 - **NOT** to have scripts or any information written anywhere including the palm of their hands.
 - **NOT** to prompt fellow course mates with answers or gestures.
 - **NOT** to stray away from the group
 - To respect each course mate and “help” by being attentive and considerate.
- Students are encouraged to provide honest constructive feedback on their fellow course mates to spur motivation. These feedbacks can prove to be effective on both field trips and class sessions. This can be done via
 - Small slips of paper written anonymously, collected after each commentary and passed on to the trainees for self-reflection and correction.
 - Small groups can be formed for informal discussion and reflection.

PERSONAL GROOMING

- Student's hair is to be kept neat and tidy at ALL times. Long hair needs to be neatly pulled back and tied up. They must look presentable and befitting of a guide.
- No visible facial or body piercing other than earrings or nose studs for the females. No excessive jewelry.
- A student will be given a stern warning on the first field trip if he/she is deemed to be inappropriately dressed (See Appendix A for TG Student Grooming Guidelines). Subsequently, if students still flout Grooming Guidelines, he/she will not be allowed to join in the field trip.
- Students seeking any deviation from the grooming guidelines and standards, must apply for exemption on a case-by-case basis with valid reasons and supporting documents i.e doctor's certification.

TO ACHIEVE THE BEST RESULTS ONE HAS TO ADOPT THE RIGHT ATTITUDE!

TOURIST GUIDE TRAINEE GROOMING STANDARDS
(To be observed during field trips and assessments)

Student is to maintain a professional image at ALL times

ATTIRE

The following is applicable to both males and females. Students are to wear clean, neat, smart and appropriate attire, eg,

- No collarless, round neck, unbuttoned and sleeveless T-shirt / shirt.
- No tattered jeans, bermudas and shorts.
- No track pants or cargo pants.

Ladies: Avoid any see through and revealing clothing.
 Skirts are to be kept at knee length.

Gentlemen: Plain and neatly pressed short sleeve shirt are acceptable (tucked in &
 buttoned except first two buttons)

FOOTWEAR

All students are to wear clean, neat and appropriate footwear suited for the role and task. No Croc shoes, revealing open toes and shoes that are of bright colors which are too distracting. No slippers or track shoes at all times.

Ladies: Dark – covered shoes or sandals with stripes (at least 1" heel).
 No stilettos / wedges or high heels above 3"

Gentlemen: Leather/PVC/Casual dark colored shoes with dark colored socks.

Below are pictorial guidelines as to the **"DO's and DON'Ts** with regards to your attire and grooming. These are examples and are **NOT** limited to the illustrations below only.

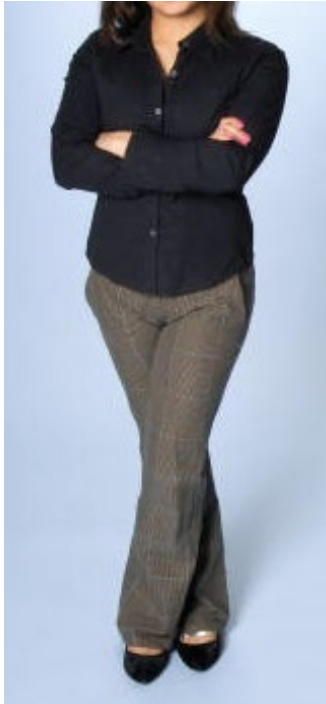
MALE – Dos



MALE – DON'Ts



FEMALE – DOs



FEMALE – DON'Ts





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