



马光中医学院
MA KUANG COLLEGE OF TCM



MA KUANG COLLEGE OF TCM STUDENT HANDBOOK

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Welcome Message

Welcome to Ma Kuang College of Traditional Chinese Medicine!


Dear Students,

On behalf of the entire Ma Kuang College of Traditional Chinese Medicine community, it is with great pleasure that I extend a warm and heartfelt welcome to all our students.

At Ma Kuang College of Traditional Chinese Medicine, we believe that education is not just about acquiring knowledge; it's about nurturing the minds and hearts of our students to become responsible, compassionate, and lifelong learners. Our college is committed to providing a safe, inclusive, and inspiring learning environment where each student can flourish and reach their full potential.

As we embark on this new academic year, we are excited to continue our journey together, creating meaningful experiences and fostering a love for learning. We have an exceptional team of educators and employees who are passionate about their work and dedicated to guiding our students on their educational paths.

Sincerely,

A handwritten signature in black ink, appearing to be 'Huang Chuan Sheng' in a stylized cursive script.

Huang Chuan Sheng
Principal

About Ma Kuang College of Traditional Chinese Medicine

Centrally located in the heart of Singapore, MA KUANG COLLEGE OF TCM (MKTCM) caters to students from many different nationalities. Since 1992, students and parents have valued the college's dedication to its mission of holistic quality education and development of every student.

MKTCM was an International School authorised to offer both young and adult students an inspired inquiry-led learning experience. The students' journey at MKTCM is full of explorations to the world. In return, they grow to become passionate and responsible individuals seeking to contribute to tomorrow's world with a positive attitude. Our students progress with the guidance and care by our committed teachers throughout their learning journey. MKTCM aims to equip our students with both the academic knowledge and 21st Century skillset.

MKTCM has been an IB World School, authorized by the International Baccalaureate (IB) to offer the Primary Years Programme (IBPYP) in 2020 and the Diploma Programme (IBDP) in 2021².

MKTCM had a strategic shift in the course offering and announced from 2023 MKTCM is to transform into a tertiary education provider, aiming to offer courses in Traditional Chinese Medicine (TCM), healthcare and wellness for adult learners who seek to enhance skills and have a career change. The new chapter in our College's history represents a significant milestone and a natural progression towards providing the best possible education for our students.

Our team is dedicated to creating a dynamic and stimulating learning environment for students. We believe that we will be able to provide students of tertiary education with even more opportunities to develop their skills and achieve their goals.

Milestones

Year	Achievements
2024	<ul style="list-style-type: none"> ● Rebranded and name changed from Ascensia International School to Ma Kuang College of TCM ● Withdraw IB Authorization ● Obtained CPE approval to start offering Diploma in TCM TUINA (Mandarin)
2023	<ul style="list-style-type: none"> ● Obtained CPE approval to start offering VTCT (ITEC) Level 3 Diploma in Holistic Massage and VTCT (ITEC) Level 3 Diploma in Holistic Massage (Mandarin) courses
2022	<ul style="list-style-type: none"> ● Obtained VTCT (ITEC) Authorization as an Approved Centre in Singapore ● Renewed successfully bizSAFE Level 3 Certification for 3 years ● Renewed successfully 4-Year ERF ● Successfully passed the EduTrust Guided Interim Assessment
2021	<ul style="list-style-type: none"> ● Obtained IB DP Authorization
2020	<ul style="list-style-type: none"> ● Obtained IB PYP Authorization ● Granted EduTrust 4-Year award
2019	<ul style="list-style-type: none"> ● Obtained IB DP Candidacy ● Granted EduTrust Provisional 1-Year award
2018	<ul style="list-style-type: none"> ● Obtained IB PYP Candidacy ● Awarded Cambridge International School status
2016	<ul style="list-style-type: none"> ● Renewed bizSAFE Level 3 Certification for 3 years
2015	<ul style="list-style-type: none"> ● Granted EduTrust 4-Year award
2013	<ul style="list-style-type: none"> ● Awarded bizSAFE level 3 Certification for 3 years
2011	<ul style="list-style-type: none"> ● Granted EduTrust 4-Year award ● Granted EduTrust Provisional 1-Year award
2010	<ul style="list-style-type: none"> ● Granted EduTrust Provisional 1-Year award among the first 13 Private Education Institutions
2008	<ul style="list-style-type: none"> ● Both Hua Language Centre and Hua Business School were the 2 Finalists out of 3 Finalists for the Best Enrichment Programme at the Singapore Education Awards
2007	<ul style="list-style-type: none"> ● Winner of Singapore Education Awards – Best Enrichment Programme
2005	<ul style="list-style-type: none"> ● Awarded Singapore Quality Class (SQC) for Private Education Organizations (PEOs) ● Awarded Case Trust for Education
2004	<ul style="list-style-type: none"> ● Awarded Singapore Quality Class (SQC)
1995	<ul style="list-style-type: none"> ● Started to conduct AEIS / O-Level / A-Level preparatory courses for International Students who are enrolling into government schools in Singapore
1992	<ul style="list-style-type: none"> ● Established in 1992

Vision, Mission, Culture and Core Values

Vision

A unique TCM College that promotes and develops Traditional Chinese Medicine knowledge and skills to the benefit of the individual and the community.

Mission

Providing quality TCM education where students are shaped and nurtured to be competent TCM therapists and contribute to the well-being of the society.

Culture

To foster a culture of excellence through our **UNIQUE** values.

Core Values

- **Unity**: We work closely with our stakeholders to achieve common goals.
- **Nurturing**: We develop students holistically to become better professionals and individuals.
- **Innovative**: We embrace change and explore new ways of doing things.
- **Quality**: We keep our promises to our stakeholders. We do what we say, and say what we do.
- **Understanding**: We show empathy, compassion and respect for the community.
- **Excellence**: We strive to provide the best value to our students and stakeholders.

General Information

Service Guarantee

We are committed to provide the following:

- Full refund in the event that the college is unable to continue business due to insolvency and/or regulatory closure and/or termination of course before completion date.
- Easy access to our pool of teachers and staff.

College Facilities

- 4 Air-conditioned classrooms
- 2 Air-conditioned practical room
- 1 Meeting Room
- 1 Reception

- 1 General Office
- 1 Pantry
- 1 Lounge
- Wireless Internet
- Hot/Cold Water Cooler
- Garden

Nearby Amenities

- Macdonald's (Delta Sports Complex) opening soon by August 2023
- Delta Sport Centra (ActiveSG Gym, Dance Studio, Hockey Pitch, Sports Hall, Swimming Complex)
- Hawker Centers : Bukit Merah View Food Centre, REDHILL Food Centre
- Tiong Bahru Adventure Playground
- Tiong Bahru Plaza
- Artra (Supermarket & 16 F&B Units) next to Redhill MRT Station
- Evergreen Minimart (Opposite MKTCM)

College Contact Details

Address	106A Henderson Crescent, #01- 01, Singapore 151106
Contact No.	(65) 6884 4772
Email	enquiry@mktcm.edu.sg
Website	http://www.mktcm.edu.sg
Business Hours	Mon-Fri, 8.30am–5.30pm
Getting to College	By MRT: 10 minutes' walk from Tiong Bahru or Redhill MRT station By Bus: 32, 33, 63, 64, 120, 132 and 145

College Rules

Student Code of Conduct

As a student at Ma Kuang College of Traditional Chinese Medicine, I recognize the importance of consistently:

- Strive for excellence in both behavior and academics.
- Remain attentive during class.
- Ensure mobile phones are turned off or set to silent mode while at college.
- Bring all necessary books, materials, dictionaries, etc., for lessons.
- Complete and submit all assignments on time.

- Attend classes regularly.
- Achieve 90% attendance to complete the course and be eligible for a certificate of attendance.
- Provide Medical Certificates (MCs) from certified health practitioners if unable to attend college due to illness. Sick leave applications without an MC may be approved, subject to college verification.
- Inform or attempt to inform the college of any absences within 24 hours before or after the missed class.
- Submit leave of absence applications (for reasons other than illness or injury) with genuine reasons and seek prior approval from the college.
- Submit MCs and leave of absence application forms on the day of returning to college.
- Be punctual at all times.
- Maintain a neat and presentable appearance, avoiding shorts, mini-skirts, slippers, casual sandals, rings, earrings, heavy makeup, and dyed hair.
- Refrain from smoking within college premises, including restrooms, and surrounding areas.
- Maintain a quiet and orderly demeanor at all times.
- Be honest.
- Show courtesy and respect to all college authorities, including lecturers, and follow their instructions and advice.
- Uphold the college's good reputation.
- Take good care of public and college property.
- Keep the classroom clean and tidy.
- Do not bring food or drinks, except plain water, into the college compound.
- Do not leave textbooks or course materials in the classroom after lessons.
- Avoid bringing valuables (such as electronic dictionaries, tablets, large sums of money, etc.) to college. If I do and lose an item, it is solely my responsibility, and the college will not be liable.
- Consistently demonstrate and uphold the college values.

Undesired Behaviors of Student

Students who commit infractions of a certain severity will receive warnings, either verbally or in writing, for the following unacceptable behaviors:

- Academic dishonesty during tests or exams
- Disobedience towards college authorities
- Physical altercations
- Bullying or threatening behavior

- Smoking on college premises
- Property damage or vandalism
- Failure to complete assignments
- Sleeping during class
- Use of inappropriate language
- Use of mobile phones during lessons
- Absence from college for more than half a day
- Tardiness exceeding three days
- Non-compliance with dress code or attire standards

Malpractice Policies and Procedures

- Examination malpractice encompasses any irregular, improper, or unethical behavior observed during examinations or practical assessments, whether intentional or unintentional, aimed at gaining an unfair advantage over other students.
- Examples of malpractice include but are not limited to:
 - Impersonation, where an individual takes an exam on behalf of another student.
 - Copying from another student during an exam or practical assessment.
 - Possession or use of unauthorized materials, such as textbooks or electronic devices, during exams.
 - Altering or adding answers after the designated exam/practical assessment period.
 - Collusion among students to cheat during exams or practical assessments.
- Sharing or leaking exam questions prior to the scheduled examination or practical assessment is also considered malpractice.
- Attempting to influence examiners or invigilators through bribery to obtain favorable scores or exam content constitutes malpractice.
- Any student suspected of malpractice during an examination may be temporarily paused or prevented from continuing the exam. There will be no opportunity for makeup exams or additional time granted.
- Following the examination, the student will be required to participate in a personal interview conducted by Academic Department Staff or an External Partner Educational Institution. A written statement detailing the incident must be submitted immediately after this interview.
- The investigation into any malpractice incident typically concludes within approximately one month. Students can expect to receive the outcome of the investigation, including any sanctions imposed (e.g., warning letters, grade reduction, failing grades, prohibition from future exams), within 30 working days after the incident occurs.

Student Disciplinary Appeal Process

- The student will have the opportunity to appeal the decision of the Disciplinary Committee within 3 working days by submitting an appeal letter to the Principal. The decision of the appeal will be final.
- The Principal of the College will serve as the Chairperson of the Disciplinary Committee, with selected members from the Management Team comprising the Committee.
- This includes a designated representative from the Academic and Examinations Board (e.g., Chairman) and senior academic staff.
- The Chairperson will articulate the rationale for convening the session and prompt the student to address any inquiries from the Committee regarding attendance or other disciplinary matters.
- Subsequently, the Disciplinary Committee will deliberate on the case's outcome and present their recommendation to the Principal for final approval.
- Upon approval, the Disciplinary Committee will issue a formal letter to the student, notifying them of the decision.
- Any appeals must be submitted within 3 working days upon receipt of the letter to the Principal, after which the College's dispute resolution process will proceed accordingly.

Administrative Information

Pre-Course Counselling and Student Orientation Programme

As part of the College's admission process, all new students are required to undergo Pre-Course Counseling and Student Orientation sessions. These sessions encompass comprehensive briefings on the following topics:

- College history, including its vision, mission, values, and culture.
- College location, highlighting physical and academic facilities/resources available to students.
- Organizational chart outlining the management team.
- Introduction to academic and examination board members.
- Fee Protection Scheme details.
- Dispute resolution process.
- Procedures for appealing academic results.
- Range of student support services available.

- Attendance procedures and requirements.
- College calendar and course timetable.
- Process for leave applications.
- Course fees, duration, schedule, and materials.
- Criteria for course completion and award.
- Post-course guidance opportunities.
- Guidelines for deferment/extension and associated procedures.
- Other essential details found in the student handbook.

Student Contract

Execution of Student Contract

The execution of the Student contract shall follow the procedures outlined below:

- Each enrolled Student at the College will sign two copies of the standard Student Contract, with one copy retained by the Student and the other retained by the College.
- Each Student contract pertains to admission for a single course, and individual contracts will be executed for each admitted Student.
- The terms and conditions of the student contract will be clearly explained to each Student, and it is the responsibility of the College to ensure their full understanding.
- Any amendments to the Student contract must be acknowledged and signed by both the College and the Student.
- Students have a 7 working day cooling off period from the date of signing the Student contract. During this period, if they decide to withdraw from the course, they will be entitled to a refund as per the highest percentage stated in Schedule D.
- Should a Student wish to repeat a module, a new Student contract or addendum must be issued if permission is granted.
- A copy of the student contract is available for prospective Students on the College's website.

Confidentiality of Student Data

All students' personal information will be maintained in strict confidence and will not be disclosed to any third party without prior consultation with the student.

Change of Student Particulars

Students are required to inform the College promptly of any updates to their personal information, such as contact numbers, addresses, and changes to parental or legal guardian contact details. This can be completed by submitting the "Information Update Form."

Refund Policy

- The College ensures accessibility of its refund policy and procedure to all Students, including prospective ones, through various channels:
 - College's official website
 - Pre-Course Counselling materials
 - Student handbook
 - Student contract
- The College is committed to providing a fair and reasonable refund policy for all Students.
- The College guarantees that the maximum processing time from a Student's withdrawal or refund request to the issuance of the refund will not exceed 7 working days.
- The College adheres to the Refund Policy outlined in the standard Student contract set by CPE. This policy serves as a framework for guiding detailed refund processes and procedures in the following areas:
 - Refund for Withdrawal Due to Non-Delivery of Course
 - Refund for Withdrawal Due to Other Reasons
 - Cooling off Period

Refund for Withdrawal Due to Non-Delivery of Course

The College will notify the Student within 3 working days upon becoming aware of any of the following:

- Failure to commence the Course on the Course Commencement Date;
- Termination of the Course before the Course Commencement Date;
- Failure to complete the Course by the Course Completion Date;
- Termination of the Course before the Course Completion Date;
- Inability to ensure that the Student meets the course entry or matriculation requirements as specified by the organization in Schedule A of the standard student contract within any stipulated timeline set by CPE;
- The Student will receive written notification of any alternative study arrangements (if available) and is entitled to a full refund of all Course Fees and Miscellaneous Fees already paid should the Student choose to withdraw, within 7 working days of receiving the aforementioned notice.

Refund for Withdrawal Due to Other Reasons

- If the Student chooses to withdraw from the Course for reasons not covered in Clause 2.1 of the standard student contract, the College will promptly refund the Student according to the terms outlined in Schedule D of the standard student contract, within 7 working days of receiving written notice of withdrawal from the Student.

Refund during Cooling-Off Period

The College will notify the Student within 3 working days upon becoming aware of any of the following:

- The College will offer the Student a 7-working day cooling-off period following the signing of the Contract by both parties.
- During this period, if the Student submits a written notice of withdrawal to the College, regardless of course commencement, the Student will receive a refund based on the highest percentage specified in Schedule D of the Standard Student Contract for fees already paid.

Non-Refundable Fees

- Application Fees
- Miscellaneous Fees

Refund Procedure

- Students seeking a refund should submit the Refund Request Form to the Student Services Department for processing.
- All required supporting documentation, such as the Withdrawal Request Form or Transfer Request Forms, must accompany the Refund Request Form.
- The reasons for requesting a refund must be clearly documented on the Refund Request Form.
- The Student Services Department will acknowledge receipt of the refund request by signing the form within 2 working days of submission.
- Subsequently, the Student Services Department will refer to the Student Contract to determine eligibility for a refund.
- Based on the refund policy outlined in the Student Contract, the Student Services Department will calculate any applicable refund amount, which will be noted on the Refund Request Form.
- Approval of the refund amount by the Head of Student Services, as part of the Management Team, is required before issuance.
- Management approval will be documented on the Refund Request Form.
- All refunds will adhere strictly to the refund policy stated in the student contract, unless otherwise determined by the college's management.
- Upon approval by the Management Team, the Student Services Department will forward the request form to the Finance Executive for final processing.
- The Student Services Department Executive will notify students of the refund status and arrange for the collection of approved refund payments.

Transfer / Withdrawal / Deferment Policy

- The processing time for transfer, withdrawal, or deferment requests, from submission by the student to notification of the outcome in writing, should not exceed 4 weeks.
- All requests must be submitted in writing using the Course Transfer Request Form,

Course Withdrawal Request Form, or Course Deferment Request Form, accompanied by relevant supporting documents. Verbal requests will not be accepted.

- For students under 18 years of age, written consent from a parent or legal guardian is required.
- Each request will undergo individual review, and the college retains the authority to make final decisions on outcomes.
- The college's refund policy applies to all eligible refunds. Students are advised to consult the college's refund policy and their Student contract for detailed information.
- The college will communicate its transfer, withdrawal, and deferment policies and procedures to all students via the following channels:
 - Students Handbook
 - Orientation Programme materials
 - College's official website

Transfer Policy

- Transfer refers to a student changing their course or study schedule (e.g., from full-time to part-time or vice versa) while remaining enrolled at the college.
- Conditions for Granting Transfer:
 - All outstanding fees must be settled before submitting a transfer request.
 - The student must meet the admission criteria for the new course and comply with the college's student selection and admission procedures.
- Internal College Transfers: A student transferring within the college must terminate their current contract. Subsequently, a new student contract will be executed according to the college's procedures for student contracts.

Withdrawal Policy

- Withdrawal occurs when a student discontinues all courses with the college.
- Conditions for granting withdrawal:
 - All outstanding fees must be settled before submitting the request.
- Students who withdraw will have their student contract terminated.

Deferment Policy

- Deferment occurs when a student chooses to delay or postpone their course or module.
- Conditions for deferment include:
 - Students may apply for deferment due to childcare responsibilities only once.
 - Request for deferment extensions will be reviewed case by case.
 - When applying for deferment, students must consider the course completion

timelines.

- Students should note that the maximum duration allowed to successfully complete a course should not exceed twice the normal registered course duration. For instance, if a course is typically one year long, students have up to two years to complete it.
- Deferment depends on the availability of units or courses offered. The college reserves the right to provide similar units or courses in place of discontinued ones.
- If the student's contract is still valid, an addendum will be signed to document the deferment. For terminated student contracts, a new contract will be signed according to the established procedures.

Transfer / Withdrawal / Deferment Procedures

- Students interested in transferring, withdrawing, or deferring must submit the respective forms (Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form) to the Student Support Services Executive for processing.
- All required supporting documentation must accompany the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form for the request to be processed.
- Additionally, in cases requesting a refund, students must also submit the Refund Request Form along with the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form.
- The reasons for the request should be clearly stated in the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form.
- For students under the age of 18, written consent from a parent or legal guardian is mandatory. Consent can be provided by signing the student's request form or through separate email or letter correspondence. Documentation of consent must be included in the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form.
- Upon receiving the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form (along with supporting documents), the Vice Principal / Principal will meet with the student within 2 working days to discuss the request further, based on the date of application.

Course Transfers

- The Vice Principal/Principal is responsible for informing the student of the following conditions and information:
 - Students must meet all minimum entry requirements for the new course they wish to transfer to.
 - The standard student contract for the current course will be voided upon

- approval of the course transfer.
 - A new standard student contract for the new course must be signed upon approval of the course transfer.
 - All outstanding fees must be paid.
- The Student Support Services Executive will conduct pre-course counselling with the students to ensure that all relevant course information is communicated.
- Both the Student Support Services Executive and the student must sign the Course Transfer Request Form to confirm that all information has been fully communicated and understood.
- Upon completion of the pre-course counselling, the Student Support Services Executive must ensure that the student has met the entry requirements for the course they are transferring into.
- A Letter to Effect or Reject the Transfer Request will be provided to the student.
- For approved course transfer requests, the student must proceed with the application process for the new course.

Course Withdrawals

- If, following a meeting with the student, viable solutions for the student's retention are not found, the Student Support Services Executive must seek approval from the Vice Principal or Principal as part of the management approval process. This approval should be documented in the Course Withdrawal Request Form.
- A Letter to Effect Withdrawal Request will be provided to the student.

Course Deferments

- The Student Support Services Executive must inform students of the following conditions:
 - Approval of deferment also depends on the availability of the course/module offered.
- After consulting with the student, and if the student decides to proceed with the deferment, the Student Support Services Executive must seek approval from a member of the Management Team.
- For university partner courses, the Student Support Services Executive must inform the university partner and obtain their permission for the student to defer studies.
- A written notification will be issued to the student to inform them of the status of their deferment request.

Follow Up Actions Upon Approval of Student Request

Upon approval of the student requests, the Student Support Services Executive is responsible for the following tasks:

- Processing any applicable refunds.
- Terminating the existing student contract upon signing a new contract, or issuing a contract addendum to the existing student contract.
- Issuing past attendance records to students enrolling in another course at a different Private Education Institute (for course withdrawals).

Student Support Services

The College offers a comprehensive range of learner support services designed to meet students' needs and enhance their educational experience.

- Academic and career guidance, including advice and recommendations.
- Course counselling.
- Pastoral counselling, offered in partnership with CARE Singapore.
- Orientation programme for new students.

List of Comprehensive Services Available in the College

For all new Students

The College is committed to facilitating a seamless transition for students moving to Singapore by offering the following services:

- Accommodation Support Service
- Student Orientation Programme for all enrolled students

The College is committed to delivering an exceptional academic education to all enrolled students by offering the following services:

- Wireless internet access
- Academic assistance programs
- Career guidance

Please note that this list of student support services is not exhaustive. The College is dedicated to continuously enhancing its efforts to meet the welfare and needs of all students, facilitated through ongoing college-student engagements at various touchpoints.

For enhancing overall Student Experience

To ensure an exceptional student experience, the College is committed to providing the following services:

- Progress reports on student performance and attendance
- Pre-course counseling and orientation satisfaction surveys
- Student satisfaction surveys
- Feedback channels

- Dispute resolution processes
- Student intervention support
- Graduate employment surveys

Student Feedback / Complaint Procedure

The College employs a comprehensive strategy to manage feedback from all stakeholders, including staff, students, and the general public. Multiple platforms, channels, and avenues are available for stakeholders to voice their concerns or provide constructive feedback to the College.

The following are some of the channels through which the College can receive feedback or complaints:

- Pre-course counseling
- Student Orientation Programme
- Emails
- College's official website
- Student Handbook
- Student Satisfaction Survey
- Graduate Employment Survey

To submit official complaints, students should follow this procedure:

- Students should request a Feedback Form from the Student Services Department. Alternatively, they can fill out the Feedback Form and send it via the College's official email, which will then be forwarded to the appropriate departments for investigation and follow-up actions.
- The Student Services Department will acknowledge receipt of the feedback or complaint within three working days.
- The Student Services Department will review the feedback or complaint, discuss the issue with relevant parties, and conduct a formal investigation if necessary.
- Relevant parties will propose a solution, and the Student Services Department will clearly communicate this to the student within seven working days of receiving the complaint.
- The student, parent, or guardian should acknowledge the proposed solution within 14 working days, indicating whether they accept or are satisfied with it.
- If the student is not satisfied with the proposed solution, they can escalate the matter to the Vice Principal, who will investigate and take necessary actions to resolve it.
- If the student is still dissatisfied with the outcome, they will be referred to the Singapore Mediation Centre (SMC) or the Singapore Institute of Arbitrators (SIArb).

- The entire process should not exceed 21 working days unless otherwise specified. If it does, the student must be informed of the reason, and the justification must be recorded on the Feedback Form under the Remarks section.
- Suggestions and compliments, which are generic and/or positive, are not covered under the Dispute Resolution Policy and Procedure. The College has the discretion to determine the need to reply to students in these cases.

Useful Information

Secrets of Academic Success

Develop Good Study Habits

- Daily Revision:
 - Regularly review class materials and complete assigned homework consistently.
- Be Your Own Teacher:
 - Take charge of your learning. Cultivate a passion for your subjects and enjoy the learning process.
- Develop a Remarkable Memory:
 - Understand that memory is a skill that can be trained and strengthened, much like a muscle. With practice, your memory can become extraordinary.
- Maximize Classroom Instruction:
 - Attend lessons prepared with all necessary materials. Focus and actively engage in class activities.
- Establish a Routine:
 - Organize your study space to keep track of your books, files, and other materials. Ensure you have a dedicated workspace. Prioritize completing homework promptly, especially on Fridays to utilize the weekend effectively.
- Collaborate with Peers:
 - Form study groups of four to five members. These groups can help you clarify concepts, enhance understanding, and reduce anxiety about your studies.

Study Skills

- Comprehend Your Daily Lessons:
 - Skim through textbooks or notes to identify keywords, main ideas, and important examples.
- Organize Information:
 - Utilize mind-mapping or note-taking techniques to structure the topic you have studied.
- Recall Key Points:

- Jot down brief points from memory, then cross-reference with your notes to identify any missed details.
- Master the Material:
 - For subjects that require applied knowledge, practice numerous problems to enhance your skills.

Keeping A Healthy Lifestyle

- Aim for 7 to 8 hours of sleep daily.
- Maintain a balanced diet:
 - Increase consumption of vegetables and fruits while minimizing oily and fried foods. Consider taking vitamins if needed.
- Incorporate at least 30 minutes of exercise into your daily routine.

Do's and Don'ts in Singapore

Fines will be levied for engaging in the following offenses:

- Spitting and littering
- Violating the Prohibition on Smoking in Certain Places Act, which restricts smoking in public areas including public transport, clinics, hospitals, public libraries, Changi International Airport, air-conditioned shopping centers, public queues, pedestrian underpasses, bus shelters, bus interchanges, public pools, public toilets, and open-air stadiums.
- Trafficking or consuming drugs
- Engaging in illegal employment
- Jaywalking
- Engaging in the buying or selling of chewing gum
- Failure to flush the toilet after each use

Police Posts/Stations

For prompt police assistance, please dial 999. Our officers aim to respond to your call within 10 seconds and will arrive within 15 minutes for urgent incidents, and within 30 minutes for non-urgent matters. Alternatively, you can visit the nearest Police Station or Neighborhood Police Centre to seek assistance or file a report. For a comprehensive listing of Police Stations and Posts, as well as additional information, please visit the Singapore Police Force website at <https://www.police.gov.sg>.

Transportation

- Various transportation options are available including buses, Mass Rapid Transit (MRT) / Light Rail Transit (LRT), trains, and taxis. Information on bus and MRT routes, as well as fares, can be accessed at: [TransitLink](<https://www.transitlink.com.sg>).

- Fares can be paid either in cash or with an ez-link card, which is valid for both MRT/LRT and bus services.

Health

If medical attention is required, there are four avenues available:

- Visit a polyclinic.
- Visit a nearby private clinic.
- Go to the Accident and Emergency (A&E) section of any hospital in case of emergencies.
- Dial 995 for urgent ambulance services, or 1777 for non-urgent medical assistance.

Personal and Medical Insurance

All Singaporean Permanent Residents to provide their personal medical insurance to the college (proof).

Useful Contacts

EMERGENCY	
Police	999
Emergency/Ambulance/Fire Brigade	995
IMPORTANT	
Police Hotline	1800 255 0000
Emergency/Ambulance/Fire Brigade	995
Non-emergency ambulance	1777
COUNSELLING SERVICES	
Samaritans of Singapore (SOS)	1800 221 4444
Care Corner Counselling Centre	1800 353 5800

College Safety and Health Policy

Safety and Health Commitment

The safety and well-being of our students are of paramount importance at MKTCM. This policy outlines guidelines and expectations for ensuring a safe and respectful learning environment during practical classes, particularly concerning gender issues and physical contact inherent in TUINA.

- **Respect and Sensitivity:**

- Foster an inclusive environment where all students and staff are treated with respect, regardless of gender identity.
- Recognize and accommodate any gender-specific considerations to ensure comfort and support in practical sessions.
- **Supervision and Monitoring:**
 - TUINA practical sessions will be conducted under supervision, with another experienced trainer or staff member present to monitor interactions and intervene if necessary.
 - TUINA practical sessions will take place in a room with adequate lighting and visibility.
 - No one-on-one sessions is allowed; always have at least one other student, experienced trainer or staff member present.
- **Training and Feedback:**
 - Train teaching assistants to handle gender-related issues sensitively and effectively.
 - Provide tools for prompt intervention in cases of misconduct or discomfort.
 - Establish confidential feedback mechanisms for students to express concerns and improve supervision quality.
- **Safety and Hygiene Practices:**
 - Ensure provision and use of safety equipment like gloves in practical sessions.
 - Provide comprehensive training on safe TUINA practices and hygiene protocols.
 - Emphasize hand washing and maintain cleanliness of equipment and treatment areas.
- **Emergency Preparedness and Environment:**
 - Develop and communicate emergency response protocols specific to TUINA practical rooms.
 - Regularly inspect and maintain practice areas for safety, lighting, ventilation and ergonomic considerations.
- **Health and Compliance:**
 - Encourage reporting of health concerns related to TUINA practices.
 - Provide access to health services and resources as needed.
 - Regularly review and update safety policies in compliance with regulatory requirements and best practices.