

## **IMPORTANT INFORMATION REGARDING ADMISSION AND ENROLMENT TO XCL WORLD ACADEMY**

**2026-2027**

### **English as an Additional Language Program**

- English language proficiency requirements vary depending on a student's grade level.
- The English as Additional Language (EAL) program will become mandatory\* for students in Grades 1 – 9 if, after conducting the English proficiency assessment, the School determines that the Student requires this support program.
- Our EAL Program supports students with limited English language skills to develop their written and spoken English capabilities so that they can make the most of their time here at the school.

\*EAL Programme is not included in the tuition fees and will be charged separately.

### **Learning Support**

- XWA values a strong partnership between the School, Parents, and the Student in supporting the Student's learning and wellbeing throughout their time at the School.
- Should the School have concerns about a Student's progress or behaviour, the School will initiate dialogue with Parents to determine how best to support the Student.
- Where the School has concerns about a Student's learning or language needs, the School will conduct assessments and/or observations. The School may require Parents to arrange, at their own expense, a full evaluation by an educational psychologist (or other relevant specialist), and to share the resulting report with the School.
- Where an assessment or observation indicates that additional learning or behavioural support is required, the School will discuss the recommended support with the family and agree a way forward.
- Should the School determine that it is unable to adequately support a Student's educational needs, or should the family not agree to the recommended support plan or decline the required assessment, Parents may be asked to withdraw the Student.
- Please contact our Admissions Team at [admissions@xwa.edu.sg](mailto:admissions@xwa.edu.sg) to discuss more.

## Immunisations

- Immunisations are one of the prerequisites for application and subsequent enrollment. All applicants are required to submit a copy of vaccination records via the online application form as part of the admissions process.

### Foreign-born children aged 12 years

- All foreign-born children aged **up to 12 years and 0 days** are required to provide documentary proof of vaccination or evidence of immunity for diphtheria and measles to the Health Promotion Board (HPB) for verification before they can proceed with their applications to the Ministry of Manpower (MOM) or Immigration & Checkpoints Authority (ICA) for their long-term stay in Singapore. This requirement applies only to first-time applicants.
- Please note that immunization against both measles and diphtheria is mandatory in Singapore under the Fourth Schedule of the Infectious Diseases Act (Cap 137). For more information, please refer to the [HPB website](#).

## Disclosure of Nationality

- Parents are required to fully disclose the nationality/citizenship status of all applicants – including dual nationality. Specifically, any applicant who holds Singapore citizenship, either by birth or registration, must declare this information at the time of the application, as approval from the Ministry of Education is required before the course commencement.
- Enrolled families must immediately notify the Registrar Department of any change in their nationality and residency status.

### MOE Exemption

- The School will provide personalized assistance for your application for exemption status to the Singapore Ministry of Education (MOE) to guide you through the application process.

### Application for an Exemption to the MOE

- XWA will liaise directly with the MOE on the application's progress and update the family accordingly once an outcome has been reached.
- The MOE will take approximately eight weeks to review the application and inform the School thereafter.
- You are encouraged to provide all the relevant documents in your application, as incomplete applications will delay the processing time. A completed application and the full set of required documents will be passed to the Admissions Committee for review. Once an application has been reviewed, parents will be advised of their child's eligibility to be considered for admission. Successful applicants will be contacted by the School.

If your child requires an exemption from the MOE, please contact our Admissions Team ahead of the admission date, and we will guide you through the application process.

## Student Pass

No Student Pass Required: Students holding a Dependant's Pass, Immigration Exemption Order (IEO), Long Term Visit Pass (LTVP) or Singapore Permanent Residency (PR). All other international students must apply for a Student Pass. XCL World Academy will process a Student Pass registration only after receiving formal enrolment confirmation from The School. If your child requires a Student Pass, please contact our Admissions Team ahead of the admission date, and we will guide you through the application process.

### Student Pass Application Process:

- The parent will be contacted by the School Registrar and receive instructions on the Student Pass Application procedure. Submission of the Student Pass application is via Immigration Checkpoint Authority (ICA) online submission portal (SOLAR+).
- A place will be reserved for the student until the ICA has issued the Student Pass.
- The student will be eligible to start School only when the Student Pass has been approved and a copy of the card displaying the front and the back has been submitted to the School Registrar before the course commencement date.

### Additional information for Student Pass Holders:

- Working in Singapore – Student Pass Holders aged 14 years and above can work during vacation without a Work Pass as XCL World Academy is an approved Institution under the Ministry of Manpower. Student Pass Holders are **NOT** allowed to work during School Term or engage in any form of Employment without a valid Work Pass issued by the Ministry of Manpower.
- Cost of Living in Singapore
- Relevant Singapore Laws
  1. Alcohol Abuse – Any offense committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.
  2. Driving – All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.
  3. Drugs – Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.
  4. Littering – Littering, spitting and vandalism (with graffiti) in public areas are serious offences.
  5. Employment – International students are not allowed to work in Singapore without a Work Pass Exemption from the MOM (Ministry of Manpower).
  6. Smoking – Smoking in specific public places and indoor restaurants is prohibited.
  7. Vaping – Possession, purchase and use of e-cigarettes, e-pipes and e-cigars is illegal in Singapore. Offences are punishable by fines.
  8. Traffic – Jay-walking is an offence.
  9. Immigration – All international students studying in Singapore must have a valid passport and a Student Pass from the ICA (Immigration and Checkpoint Authority).
  10. False Identification – If teenagers in Singapore show false identification to enter discos and clubs limited to those over 18 or 21 years old to purchase alcohol, a court hearing can land them in jail.

## Skills and Workforce Development Agency

The Skills and Workforce Development Agency (SWDA), a new statutory board under the Ministry of Manpower and jointly overseen with the Ministry of Education, has been established as of 1st July 2026, through the merger of Skillsfuture Singapore Agency (SSG), and WorkForce Singapore Agency (WSG). With effect from 1st July 2026, SWDA will exercise the functions and powers under the Private Education Act 2009 and its subsidiary legislations. It will also administer the EduTrust Certification Scheme (EduTrust). The School is registered as a Private Education Institute with SWDA.

To find out more regarding the SWDA please visit <https://www.swda.gov.sg>

PEI Registration Number: 200803726H

Period of Registration: 19 March 2025 to 18 March 2029

The School has been granted the EduTrust (four-year) award:

EduTrust Certificate No: EDU-2-2082

Validity Dates: 27 October 2024 - 26 October 2028

For more information about SWDA, including details of the Private Education Act, related regulations and additional clarity on the EduTrust Certification, please visit [this link](#).

## Student Contract

The Student Contract is an important document that binds the school and the student. This legal document protects the rights and conditions of the Student whilst enrolled at a Private Education Institution (PEI), in this case, The School. It is a legal requirement from SWDA that all students must enter into the Student Contract prior to commencing at The School. This contract ensures that there is a transparent arrangement in place between the student, their legal guardians, and the PEI.

The Student Contract will be issued following the acceptance of the placement offer and the meeting of the relevant statutory requirements. Invoicing for the appropriate school fees occurs once the Student Contract has been signed.

Please visit the website to view a sample of the XCL World Academy's Student Contract.

## **Fee Protection Scheme**

The Fee Protection Scheme (FPS) serves to protect students' fees in the event The School is unable to continue operations due to insolvency and/or regulatory closure. Furthermore, the FPS protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

The FPS is a prerequisite that PEIs have to meet to apply for EduTrust certification. It provides fee protection for each and every student studying in EduTrust-certified PEIs. FPS is compulsory for both local and international students studying at the school except for short courses with a waiver granted by SWDA. The School has adopted the FPS insurance scheme with Lonpac Insurance BHD.

## **Medical Insurance**

The School has in place a medical insurance scheme for the Students. This medical insurance scheme provides an annual coverage limit of S\$20,000 per Student, at least B1 ward in government and restructured hospitals and 24-hour coverage in Singapore and overseas (if a student is involved in school-related activities) throughout the course duration. The School has appointed Income Insurance Limited as the Students' medical insurance provider.

## **Course Fee Payment**

Parents/guardians are required to follow the amount payable due as stated in the Student Contract to pay the course fees directly to the school by the expected payment date stated. Payment of course fees should only be made after signing the Student Contract.

Parents/guardians whose payments have not been received after the scheduled due dates may be considered for withdrawal from the course until outstanding accounts are fully paid. If any amount remains due upon withdrawal of a student from The School for any reason, no transcripts, transfers, or other records will be released until full payment is received.

Non-payment of any fees may result in the withholding of the school reports, references and/or examination results and temporary or permanent exclusion from The School.

## Student Support Services

This comprehensive list of student support services is not meant to be exhaustive. The school undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points as listed.

- Orientation
- Fee Protection Scheme (FPS)
- Medical Insurance
- English as an Additional Language (EAL)
- Bilingual Programme
- Sports Programme
- Arts Programme (Visual Art, Music, Drama)
- Scholarships
- Extra-Curricular Activities (ECA)
- Student Council
- House System
- University & Career Guidance
- Counsellors
- Learning Support
- Field Trips / Excursions
- Feedback and Complaint
- Health Office
- Bus Transport (by 3rd party provider)
- School Canteen (by 3rd party provider)
- Parent Portal
- Student-Parent-Teacher Conference
- Parent Engagement

## Scholarships

XCL World Academy strives to identify the most talented students worldwide. Students in Grades 6 – 11 with exceptional potential are encouraged to apply for scholarships in their area of excellence. Our scholarship offering spans academics, specialisation (arts, sports, academic achievements) and community service. Only new joiners may apply for scholarships. Existing scholars are reviewed annually to ensure they are meeting scholarship criteria for the award of the scholarship in the subsequent year.

All applications go through a rigorous selection process. In order to apply for a scholarship, students must also submit an application for a specific type of scholarship together with a personal statement that describes their accomplishments and goals and is accompanied by other evidence of excelling in the chosen scholarship area.

If the applicant is considered potentially eligible for scholarship consideration, the applicant will be invited to complete a CAT-4 assessment and, if relevant, a WIDA English language proficiency test. The scholarship committee reviews the strength of each application against a set of criteria, and shortlisted applicants are invited for a personal interview with the scholarship committee. For more information on XWA scholarships, please [click here](#)

## Termination and Refund Policy

The PEI will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a “**Refund Event**”):

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

Where any of the Refund Events in Standard Student Contract Clause 3.1(a) to (c) above has occurred:

- (c) The PEI shall use reasonable efforts to make alternative study arrangements for the Student 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.
- (c) If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
- (c) If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.

Where any of the Refund Events in Clauses 3.1(d) to (e) has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party.

If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c), the PEI 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 within seven (7) working days of the termination.

If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c), the PEI 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 within seven (7) working days of the termination.

**Refund for Withdrawal During the Cooling-Off Period:**

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period (10 calendar days) by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

**Refund for Withdrawal Outside the Cooling-Off Period:**

Without prejudice to Clauses 3.1 to 3.8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

**ADDITIONAL INFORMATION**

This Contract shall be interpreted in accordance with the laws of Singapore. Subject to the *Private Education (Dispute Resolution Schemes) Regulations 2016*, the courts of Singapore shall have exclusive jurisdiction to settle any claim, dispute or disagreement arising out of or relating to this Contract.

If any provision of this Contract is adjudged to be illegal, invalid or unenforceable, in whole or in part, such provision or part of it shall, to the extent that it is illegal, invalid or unenforceable, be deemed not to form part of this Contract and shall not affect the validity, legality and enforceability of the remainder of this Contract.

The PEI shall treat all personal information provided by the Student or Contracting Party as strictly confidential and shall not disclose any such personal information to any third-party, unless it has obtained the prior written consent of the Contracting Party or such

disclosure is required under the law.

This Contract contains the whole agreement between the parties in respect of its subject matter and supersedes all previous discussions, correspondences and understanding between the parties in respect of such subject matter.

In no event shall any delay, failure or omission on the part of either party in exercising any right, power, privilege, claim or remedy arising under or pursuant to this Contract constitute a waiver of that right, power, privilege, claim or remedy, unless expressly given in writing. No waiver of a breach of this Contract shall be deemed to be a waiver of any other or subsequent breach of this Contract.

If this Contract is also signed in or translated into any language other than English, the English language version shall prevail in the event of any inconsistency.

A person who is not a party to this Contract shall have no right under the *Contracts (Right of Third Parties) Act 2001* to enforce any of its terms.

| <b>% of [the amount of fees paid under student contract Schedule B]</b> | <b>If the student's written notice of withdrawal is received</b>                                                                                                                                                                                                 |
|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 75%                                                                     | On or before 1st June in relation to students due to commence during Semester 1 (August to December);<br><br>OR<br><br>on or before 1st December for students due to commence in Semester 2 (January to June).                                                   |
| 0%                                                                      | After 1st June in relation to students due to commence during Semester 1 (August to December);<br><br>OR<br><br>after 1st December for students due to commence in Semester 2 (January to June).                                                                 |
| 0%                                                                      | After the commencement of a semester. If a student has attended school during Semester 1 or Semester 2, there will be no refund of tuition fees for early withdrawal regardless of when notice of withdrawal is given (unless during the 'cooling- off' period). |

Notes:

- Refunds during Cooling off Period: 100% of course fees and miscellaneous fees will be refunded during the cooling-off period of ten (10) calendar days commencing from and including the date of this Contract regardless of whether withdrawal occurs before or after Course Commencement Date. The Application, Enrolment and Miscellaneous Fees are non-refundable.
- Conditions where a course may be cancelled (The intake does not meet a minimum enrolment, or the teacher is suddenly hospitalized and a substitute teacher cannot be

found).

**Non-refundable fees**

The Application fee non-refundable and non-transferrable in all circumstances. The Enrolment fee is non-transferrable in all circumstances, and only refundable during the cooling-off period.

## Refund procedure

- A written request for a refund (stating reasons and supporting documents) must be submitted to the Registrar Department.
- Within three (3) working days of receipt of the request, the Registrar Department will issue an acknowledgement. Should the request be submitted AFTER 3:00 pm (SGT), it will be considered as received on the NEXT working day.
- The Refund Policy, as stated in the Student Contract, will apply to all refunds. All eligible refunds will be disbursed within seven (7) working days of the receipt of the request.
- The Registrar or Finance Department will inform the student/parent of the refund amount, including the computation of the refund amount. If the refund request does not qualify for a refund amount, the Registrar Department will inform the student/parent of the outcome.
- For a student/parent who wishes to make an appeal against the decision for a refund, an official letter stating reasons for appeal must be submitted to the Superintendent, who will make a final decision.
- All appeals must be submitted within seven (7) working days upon notification of the refund request outcome.

## Student Transfer Policy

This policy applies when a student changes the course of his/her study but remains a student of the school.

The school will take up to four (4) weeks to review a transfer application. The terms and conditions of a transfer:

- Student fulfils the admissions criteria of the new course and the school assesses that the student is more suited academically and emotionally to that grade.
- There is available place in the grade level.
- All outstanding fees must be settled before the transfer request will be processed.
- Course fees paid for the current course may be transferrable to the new course, subject to the school's approval. Any transfer of fees will be prorated on the unconsumed fees. The school reserves the right to not grant transfer for course fees.
- The refund policy shall apply for qualified cases. Parents/students are to refer to the school's refund policy and the standard student contract for further details.
- Students under the age of 18 years old, who wish to transfer a course, must have the written consent from their parents/guardian.
- Should the final outcome not be in favour of the applicant, the respective staff member will handle each situation according to the school's dispute resolution policy.

## Transfer procedure

- Parent / Guardian (for students under the age of 18) who wishes to transfer from the current grade level/programme to another grade level/programme shall submit a Transfer Request Form or email their request to the relevant school office as well as necessary supporting documents (if applicable). Verbal notice/request will not be accepted.
- The Divisional Principal will review the request and seek inputs from the teachers if necessary. This will include checking that the student fulfils the admissions criteria of the new course, and determining if the student is more suited academically and emotionally to the new course. A family meeting may be scheduled to ensure that the student meets all the minimum requirement of the new grade.
- Transfer requests will be reviewed and approved by the Divisional Principal and/or Head of School.
- The form will then be sent to the Registrar who will check that all the terms and conditions for transfer request has been met before informing them of the approval of the transfer request. The process from request till informing the parent / guardian of the outcome in writing will take not more than 4 weeks.
- The Registrar requests from Finance the fees payable for the new course and will prepare an addendum or new student contract with the new course information. Any course fees that are transferrable or refundable will be calculated by the Finance department.
- The addendum or new student contract will be sent to the parent / guardian to sign. Upon receipt of the signed addendum or student contract, Registrar will inform the Finance Department.
- Finance Department will update the FPS with the new details in the following month and invoice the family if necessary.

### Student Pass Status

- When a Student's Pass holder transfers a course at The School, the existing Student Pass remains valid

## **Student Withdrawal Procedure**

A student who withdraws from The School (i.e. discontinues all its courses with the school) shall be deemed to have withdrawn from The School, and the refund policy and procedures will apply. The school will take up to four (4) weeks to process withdrawals.

When a Student's Pass holder withdraws from The School, the Registrar Department must lodge an e-cancellation with the ICA (Immigration & Checkpoints Authority) within seven (7) working days of the student's final day at the school.

### **Withdrawal Terms & Conditions**

- All outstanding fees must be settled before the withdrawal request will be processed.
- Student/Parent must inform the Registrar Department in writing, on or before June 1st for semester 1, or on or before Dec 1st for semester 2, otherwise the next instalment may be liable for payment.
- The refund policy shall apply for qualified cases. Parents/students are to refer to the school's refund policy and the standard student contract for further details.
- Students under the age of 18 years old, who wish to withdraw from the course, must have the written consent from their parents/guardian.
- Should the final outcome not be in favour of the applicant, the respective staff member will handle each situation according to the school's dispute resolution policy.

### **Withdrawal procedure**

- Parent / Guardian (for students under the age of 18) who wish withdraw the student will need to complete the withdrawal form or email the Registrar. Should the request be submitted AFTER 3:00pm (GMT+), it will be considered as received on the NEXT working day.
- The Registrar Department will check if the terms and conditions of the withdrawal has been had and will refer to the student contract and refund policy to establish if the student/parent is eligible for any refund. If the student/parent is eligible for a refund, the Registrar Department will inform the Finance Department who will process the refund within 7 working days according to the refund policy and procedure.
- The Registrar Department will inform the student / parent / guardian in writing of the outcome of the withdrawal within 4 weeks of the request. For student's pass holders, student / parent / guardian will be informed that the student's pass will be cancelled within 7 working days of the student's final day at school.

## Deferment Policy

- Deferment is where a student delays or postpones the course.
- The school only accepts deferment of the course commencement date.
- Terms and Conditions of Deferment
- Students under the age of 18 years old, who wish to defer the course start date, must have the written consent from their parents/guardian.
- The refund policy shall apply for qualified cases. Parents/students are to refer to the school's refund policy and the standard student contract for further details.
- Should the final outcome not be in favour of the applicant, the respective staff member will handle each situation according to the school's dispute resolution policy.

## Deferment Procedure

- Parent / Guardian (for students under the age of 18) who wish to transfer defer the course commencement date will need to email the Registrar Department. Should the request be submitted AFTER 3:00pm (GMT+), it will be considered as received on the NEXT working day.
- Registrar Department will prepare a new student contract or addendum reflecting the new date of commencement and any change in fees (if applicable) and send it to the parent / guardian for signing.
- Upon receipt of the signed Addendum or student contract, Registrar will inform the Finance Department.
- Finance Department will amend the invoice as necessary before re-invoicing the parent / guardian and update the FPS if required in the following month.
- When a student's pass holder defers the course commencement date, the existing student's pass remains valid, unless it has exceed the IPA validity period, in which case a renewal or new student pass application will need be carried out by the Registrar Department.

## Dispute Resolution Policy and Process

The School aims to provide an exceptional school environment where learning can take place in a safe and secure atmosphere.

The School uses a closed-loop feedback and complaint management system to gather and address all feedback and /or complaints received from stakeholders (students, parents and external parties). In this definition, external parties refer to parents, the public and suppliers. Within the school environment, various forms of feedback are encouraged, and we uphold the longstanding open-door policy that has been a tradition at The School.

The School will respond/acknowledge all feedback and complaints within three (03) working days and will aim to resolve the issue within twenty-one (21) working days. Please send in your feedback or complaints to [feedback@xwa.edu.sg](mailto:feedback@xwa.edu.sg).

### **Step 1 - Go to the source by contacting our staff in person by phone or email**

- Response time is three (03) working days from the date of receiving feedback/complaint
- If the issue is resolved, the case is closed
- If no resolution is drawn, the case is referred to the respective Division Secretary to schedule an appointment with the Divisional Principal.

### **Step 2 - Discussion for Resolution by the Divisional Principal**

- Response time is seven (7) working days from the date of receiving feedback/complaint
- If the issue is resolved, the case is closed
- If no resolution is drawn, the case is referred to the Head of School.

### **Step 3 - Discussion for Resolution by the Head of School**

- Response time is ten (10) working days from the date of receiving feedback/complaint. If the issue is resolved, the case is closed.
- If no resolution is drawn the party can choose to undergo mediation or approach the SkillsFuture Singapore for advice.

### **Mediation process**

- If the case remains unresolved or the aggrieved is dissatisfied with the outcome of the process, the case will be referred to a third-party organisation for mediation:
- For clear-cut fee refund issues of less than SGD\$10,000.00, the case can be lodged with the Small Claim Tribunal (SCT)
- For cases of other nature, the case can be referred to SWDA's appointed Dispute Resolution Scheme
- For stage 1 - mediation, the case can be referred to the Singapore Mediation Centre (SMC) for mediation. If there is no settlement reached through mediation, the case can be referred to the Singapore Institute of Arbitration (SIA) for arbitration. Once a settlement is reached, The School will take necessary actions in accordance with the mediation/arbitration instructions.

### **Useful links - Third-party organisations for mediation:**

- [Sinngapore Mediation Centre](#)
- [Singapore Institute of Arbitrators](#)

## **Appeal Process**

### **Internal Examinations**

- Upon the release of internal examination results, students who are dissatisfied with the outcome may submit an Appeal Request to their Teachers, who will then pass it on to the Divisional Principal. This is to be done within seven (7) working days of the release of examination results.
- The Subject Leader is to acknowledge the receipt of the Appeal Request within three (3) working days and proceed to submit the appeal to the Curriculum Coordinator.
- The Curriculum Coordinator is to review the appeal request and decide if it is a valid appeal. Based on the inputs from the Subject Leader and Curriculum Coordinator, if the paper is not standardised, the Divisional Principal will decide if there is a need for standardisation. All decisions made by the Examination Board are final.

### **External Examinations**

- For external examinations, appeals will follow the examination body's appeal procedure.