

STUDENT HANDBOOK

May 2019

INTERCULTURAL
THEATRE
INSTITUTE

PREFACE

This student handbook provides pertinent information on structures, policies and administrative procedures of the Intercultural Theatre Institute (ITI), in conducting the Professional Diploma in Intercultural Theatre (Acting).

The information contained in this Handbook is correct at the time of publication and may be subject to change. It is the responsibility of every student to check their email for notices on changes to regulations and procedures.

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Contact Information

Main office and campus: Emily Hill, 11 Upper Wilkie Road
Singapore 228120

T: +65 6338 5133
admin@iti.edu.sg
www.iti.edu.sg

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Enrolment Procedures

Admission Criteria

- 2.1 Applicants applying for a place in the Professional Diploma in Intercultural Theatre (Acting) must:
- Be above 18 years of age
 - Have a GCE 'A' Level certificate, or equivalent cultural literacy
Note: Graduates from junior colleges, polytechnics and universities, as well as current theatre practitioners are all welcome to apply
 - Demonstrate artistic talent and ability, maturity and commitment, at audition(s), interview(s) and in a writing exercise
 - Be proficient in English
This means a GCE 'O' Level pass in English, or its equivalent, or a pass (score 50% or higher) in an English Proficiency Test, administered at the time of the audition

Other General Requirements

- 2.2 As the Professional Diploma in Intercultural Theatre (Acting) is highly demanding, students must be in good health in order to undergo stringent, full-time training and study over three years. They must inform the Curriculum Coordinator or the Director, without delay, of any injury, illness or adverse health condition that they may suffer from or develop at any time while undergoing the training.

Application

- 2.3 There is only one intake of students every year. The application period is usually from February to June. The actual closing date may be found on our website and in other publicity materials.
- 2.4 Applications may be submitted through ITI's online application form or using application forms downloaded from the website or obtained from ITI's administration office. Hard copy forms should be submitted to:

Curriculum Coordinator
Intercultural Theatre Institute Ltd
Emily Hill, 11 Upper Wilkie Road
Singapore 228120
admissions@iti.edu.sg

- 2.5 Shortlisted applicants must undergo a selection process that includes an audition, a proficiency test in English as a foreign language (if necessary), a writing exercise to gauge cultural literacy as well as artistic ability and maturity, and an interview. Auditions will be conducted by the Director, faculty and/or appointed representatives. Selected applicants will be admitted to the Professional Diploma in Intercultural Theatre (Acting) programme as students, and decisions made are final.

Registration

- 2.6 Successful applicants will be notified in writing at least thirty (30) days or, for non-Singaporeans, sixty days (60) before the course commences, with a written offer of a place in the Professional Diploma in Intercultural Theatre (Acting) programme, and a Student Contract.
- 2.7 To accept a place, the successful applicant must return a signed copy of the Student Contract within 30 days of the date of the offer or by the stipulated deadline. There is also a non-refundable registration fee of S\$214 (inclusive of 7% GST). Please refer to 8.1 for details.
- 2.8 For non-Singaporean students, registration is subject to the applicant obtaining a Student's Pass from the Immigration & Checkpoints Authority (ICA), Singapore. This is subject to passing a medical examination.

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Academic Year and School Hours

- 3.1 Each academic year consists of two semesters of 22 weeks (which includes a 1-week recess break within each semester) and two 4-week vacation breaks. The semesters are typically Jan-May (or early Jun) and Jul-Nov (or early Dec).

Academic Year 2019:

Semester 1	2 Jan to 31 May
Semester 2	1 Jul to 29 Nov

Academic Year 2020:

Semester 1	2 Jan to 29 May
Semester 2	29 Jun to 27 Nov

Academic Year 2021:

Semester 1	4 Jan to 4 Jun
Semester 2	5 Jul to 3 Dec

- 3.2 Public Holidays:

2019 +	2020 +	
Tue, 1 Jan	Wed, 1 Jan	New Year's Day
Tue & Wed, 5 & 6 Feb	Sat & Sun, 25 & 26 Jan *	Chinese New Year
Fri, 19 Apr	Fri, 10 Apr	Good Friday
Tue, 1 May	Fri, 1 May	Labour Day
Sun, 19 May *	Thu, 7 May	Vesak Day
Wed, 5 Jun	Sun, 24 May *	Hari Raya Puasa
Fri, 9 Aug	Sun, 9 Aug *	National Day
Sun, 11 Aug *	Fri, 31 Jul	Hari Raya Haji
Mon, 28 Oct	Sat, 14 Oct	Deepavali
Wed, 25 Dec	Fri, 25 Dec	Christmas Day

* The following day, Monday, will be a public holiday. + some dates may change

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Introduction to the Professional Diploma in Intercultural Theatre (Acting)

- 4.1 The Professional Diploma in Intercultural Theatre (Acting) is a distinctive, three-year, full-time professional training programme for actors in contemporary theatre. It immerses students in traditional theatre forms from Asia, and juxtaposes these intense interactions with both Stanislavskian and post-Stanislavskian actor training techniques.

The programme is constituted basically of training modules comprising Acting for the Contemporary Stage, Voice & Speech, Movement for Acting & Performance, Technical Theatre for Acting & Performance, Taiji for Actors: Natural Conditioning for Open Applications and Humanities/Cultural & Literary Theory, as well as modules for the traditional forms.

The skills, techniques and approaches acquired by the student are then framed and re-contextualised through a series of ongoing, original theatremaking projects. This process of skills acquisition and recombination takes place in a plural, intercultural environment marked by a variety of languages, a multiplicity of cultures and a broad, inclusive, theatrical palette. The application of performance skills in intercultural contexts, integrated with the generation of original work in theatre and performance, forms the through-line that characterises the programme.

- 4.2 The programme is inspired and informed, in general, by the experience of contemporary theatre in Singapore over the last 40 years, and in particular, by the artistic vision and multicultural practice of its founder Kuo Pao Kun.

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Assessment Approach

- 5.1 The requirements and assessment mode for each module are clearly communicated to the students at the beginning of the course by the Director and faculty. The information is also provided in the Programme Details handout given to all new students on the first day of school. Students are expected to meet the requirements of every module.
- 5.2 Students will be assessed and evaluated by the Director and the faculty (including visiting directors). This may be done in two ways: (1) continual evaluations of studio and class work and (2) assessments of semester-end presentations or performances. Some modules adopt one mode of assessment and evaluation or the other. Others adopt a proportion of both.
- 5.3 Students are assessed continually in relation to their preparedness for class, attendance, effort, attitude, discipline, consistency, quality of project work and exercises, and the level skills and technical competence demonstrated. Assessments of semester-end presentations are based on artistic or aesthetic quality of performance, depth and integrity of the playing, credibility, consistency and effort in characterization or embodiment and the level of technical difficulty demonstrated by the student during the performance.
- 5.4 The faculty members aim, at all times, to maintain an ongoing dialogue with each student that allows for the identification of the student's strengths and weaknesses, progress or lack of progress in the work.
- 5.5 ITI aspires to help each student discover his or her own way of learning and working. The faculty endeavours to help each student shape a personal "journey".
- 5.6 Students are not given marks or grades. Faculty may use objective, numerical strategies and formulae to arrive at the collective assessment of students, but seek to focus the ongoing

conversations with students on the substantial issues above and beyond such numbers.

- 5.7 The individual student's attendance record will be weighed as part of his/her assessment. Students should bear in mind that an attendance of less than 90% for the semester can constitute cause for being asked to leave the programme (see 6.1 to 6.14).
- 5.8 Students receive a verbal and written report on their performance for the relevant modules and also for their Final-Year Public Performances. The verbal assessments take place at the end of the semester for the modules and after each production for the Final-Year Public Performances. The written Evaluation Reports will be handed to the students by the beginning of the next semester or within one month after each production.
- 5.9 Students are awarded 'Pass' or 'Fail' or, in exceptional cases, 'Pass with Distinction'. Students who pass all their modules will be allowed to progress to the next semester. Those who have a 'Fail' grade will be asked to leave the programme or given an opportunity to be re-evaluated, at the discretion of the Director.
- 5.10 Students who are to be re-evaluated will be informed of the conditions they have to fulfil, and allowed to progress to the next semester. If they fulfil those conditions within the stipulated time in the next semester, they will be given a 'Pass' for the module(s) in question.
- 5.11 For students who are permitted to defer a Final-Year Public Performance, the Final-Year Theatremaking Project or a traditional theatre module, s/he will sign a letter confirming the deferment and its conditions, including assessment and the timing for completion (see Annex 2 on deferment policy).
- 5.12 To be awarded the Professional Diploma in Intercultural Theatre (Acting), students must fulfil the following criteria:
- Pass all the modules in Year 1 and Year 2
 - Complete all Final-Year Public Performances and pass the assessments
 - Complete the Final-Year Theatremaking Project
- This includes any module/production/project deferred (see Annex 2).
- 5.13 The Examination Board will give their endorsement of the Director's recommendation on the students' suitability to be awarded the Professional Diploma. Upon graduation, students will receive the Professional Diploma in Intercultural Theatre (Acting) together with a record of their training throughout the programme.
- 5.14 Students who wish to appeal any assessment result may do so by writing to the Director within two (2) weeks of receiving their results, specifying clearly the grounds of appeal. Each appeal will be considered by either the Director or a member of the Examination Board, who will have regard to the student's grounds of appeal, records relating to the student's development, and records of assessment. At his/her discretion, the Director or Examination Board member may also review any other relevant material. Students will be informed about the result of the appeal three (3) weeks after the submission. The decision of the appeal must be endorsed by the Examination Board before the appeal results are released to students.

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Student Attendance

- 6.1 Students are required to attend all scheduled classes in the timetable as well as any other approved classes arranged by the faculty (see 5.7).
- 6.3 Teachers keep an attendance register for all classes.

- 6.4 Students are expected to be punctual for all classes. Students who turn up more than five minutes late for any class may not be allowed to attend the class. The teacher has full discretion in deciding whether a student may attend his/her class.
- 6.5 A student who is absent from class must inform the Curriculum Coordinator and all teachers concerned on the same day and give the reason, prior to start of class if possible.
- 6.6 A student is allowed to be absent 3 classes per module per year, without needing to submit supporting documents. Beyond this, all absences considered as having a valid reason must be supported by official documents such as a medical certificate issued by a registered medical practitioner or a letter from an authorised party.
- 6.7 Students must submit supporting documents for their absences to attendance@iti.edu.sg or hand them in to the Curriculum Coordinator by the following working day.
- 6.8 Absences for other reasons may be considered on compassionate grounds. The student must submit the reason for his/her absence to the attendance email and the Director, by the following working day. This is subject to approval by the Director.
- 6.9 If students wish to request for special leave of absence from classes (including for pre-approved external projects – see 7.3), they must submit their request to the attendance email and the Director, at least five working days prior to commencement of the leave period. Approval for such leave will only be granted under exceptional circumstances.
- 6.10 If a student is found to be absent without valid reasons or if the attendance is below 90% (actual or with valid reason) for the month or semester, s/he may receive a warning. The student shall be warned that if s/he is again absent without a valid reason and/or attendance continues to be below 90%, it can constitute cause for being asked to leave the programme (see 5.7).
- 6.11 ICA requires regular attendance and will cancel the Student's Pass if a student fails to attend classes for a continuous period of seven days or more without any valid reason or his/her percentage of attendance for the programme in any of the months is 90% or below without any valid reason. ITI is required to inform ICA should this occur.
- 6.12 Students may be required to stay after or outside timetable hours to rehearse or do project work in the evenings, during weekends and on public holidays, when reasonably necessary to achieve training objectives.
- 6.13 All student records of absence and tardiness will be reviewed regularly.
- 6.14 Any student who is consistently absent or late will be referred to the Director.

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General Regulations

- 7.1 All students are to observe the rules, regulations and procedures contained in the Student Contract and in this Handbook, as well as those set out by the Director or the school from time to time.
- 7.2 Students may neither elect the modules, courses nor instructors during their period of study, nor are they entitled to any particular roles in showings, presentations or productions.
- 7.3 Students are not to undertake any performance or performance-related work, paid or unpaid, without the prior and express approval of the Director. This applies in vacation time as well as term time. Approval should be sought by writing to the Director, with a copy sent to the

Curriculum Coordinator, at least one term in advance.

- 7.4 Students on Student's Pass are not allowed to take up employment unless granted an exemption under specific schemes. Working without a valid work pass is an offence under the law.
- 7.5 Students must not continue with, nor enter into, any agreement with an agent or agents or performing arts companies while enrolled.
- 7.6 Students may not attend classes outside of the programme, or enroll in any other educational institution, without the prior and express approval of the Director. Approval should be sought by writing to the Director, with a copy sent to the Curriculum Coordinator.
- 7.7 Students may not give interviews to the press, television, radio or other media without the prior approval of the Director.
- 7.8 Students agree that ITI may take and use photographs, video and sound recordings of them, and also to use their names, likeness and biographical information, for publicity and archival purposes.
- 7.9 Unless otherwise agreed in writing, ITI shall have the right to use, in perpetuity and in any media, any work of any media, undertaken by a student while enrolled.
- 7.10 No video/audio recording or photography by students is allowed in closed assessment presentations and during final-year performances (including the full-dress and other rehearsals). Recordings/photography may be allowed during class and during open presentations only if permission is obtained from the teacher for the former and from the teacher and the Director for the latter.
- 7.11 If students intend to use the recorded material, they must seek ITI's approval for every intended use (including on Facebook, elsewhere online, reports to funders in home countries, etc). Please obtain permission from the ITI Administration Office (Marketing). Permission may be granted for appropriate use that reflects the source(s) accurately, including appropriate titling and credits. If any other person appears in your recording, students must also seek their permission to use the recording in any way. Permission must also be obtained from copyright holders, for use of any copyrighted material (eg background music, sketches, set designs) in the recording.
- 7.12 If a student suffers from any infectious disease or if any infectious disease occurs in the house in which a student is living, he/she should report this to the Administration Office and should not return to class until permission is granted by the Director.
- 7.13 Students are to adhere to the class rules and studio usage regulations put up in each studio.
- 7.14 Smoking is strictly prohibited in all studios, tutorial rooms and all enclosed, air-conditioned or indoor areas, as well as other designated areas.
- 7.15 The consumption of alcohol is strictly prohibited in all premises of ITI, except at official events or receptions at which the institute has arranged for alcohol to be served. Students are not permitted to be under the influence of alcohol during class, rehearsals and prior to and during a performance.
- 7.16 Students are not permitted to stay overnight at ITI's premises.
- 7.17 Students shall observe and comply with all laws and regulations of the Republic of Singapore.

- 7.18 The penalty for not observing any of the rules, regulations and procedures as set out in this Handbook and in the Student Contract may be dismissal from the programme or it may, at the sole discretion of the faculty and Director, be a verbal reprimand, a written warning, a probation or suspension.

Please refer to Annex 1 for the school's formal feedback procedure.

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Fees

- 8.1 The total course fees payable will be shown in the Student Contract (Schedule B or 2.1). This includes:
- (1) Tuition fees of S\$54,000.00 (inclusive of 7% GST)
 - (2) Registration fee (non-refundable) of S\$214 (inclusive of 7% GST)
 - (3) Medical insurance premium (non-refundable) of S\$117.70 per year (inclusive of 7% GST), as charged by insurance company
 - (4) Fee Protection Scheme insurance premium of 3% of insured amount (comprising per instalment of items 1 to 3), as charged by insurance company. In the event of cancellation of the FPS insurance before it expires, the unused portion of the premium will be refunded by the insurance company

Please refer to 10.9 to 10.14 for more information on insurance for students.

Course fees are payable in six instalments over three years as shown in the Student Contract. Course fees shown above are correct at time of publication and may be subject to change.

- 8.2 Each instalment is to be paid the last week of December or the last week of June, before the commencement of the January and December semesters respectively. The payment schedule is shown in the Student Contract and students will receive an invoice for each instalment.
- 8.3 Please refer to Annex 2 and 3 for our withdrawal/deferment policy and refund policy respectively, and Annex 4 for the payment method.
- 8.4 Please note that under regulations imposed by the Committee for Private Education (CPE) and EduTrust, all students must purchase the Fee Protection Scheme insurance (see 10.10 to 10.14).

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Student's Pass Application for International Students

- 9.1 All international students are required to apply for the Student's Pass from the Immigration & Checkpoints Authority (ICA), Singapore. Students should submit their applications online 6-8 weeks before the course commencement date, as advised by the Administration Office. Processing takes 4-8 weeks. Students may obtain more information on the procedures from ICA's website as well as ITI's International Students Guide. ITI will assist by providing advice, appropriate letters of support if required, and some administrative assistance.
- 9.2 When in-principle approval is given by ICA, the student is required to undergo a medical examination. ITI will provide assistance if necessary.
- 9.3 ICA requires regular attendance and will cancel the Student's Pass if a student fails to attend classes for a continuous period of seven days or more without any valid reason or his/her percentage of attendance for the programme in any of the months is 90% or below without any valid reason. ITI is required to inform ICA should this occur.

- 9.4 Students should also take note of the terms and conditions of the Student's Pass, which they are required to abide by when issued the Student's Pass.

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Student Services

Orientation and General Support

- 10.1 New students will participate in an orientation programme and be provided with an orientation pack. Orientation comprises a school meeting that involves all faculty members, administrative staff and students (including current cohorts), a tour of the premises and an administration briefing and a welcome lunch. The Director will chair the meeting and introduce all the staff to the students and vice versa. This will be followed by an introduction to the school curriculum by the various faculty members to the new students.
- 10.2 International students will be provided with assistance with immigration matters, advice and information on accommodation and any other off-campus information. The administrative staff will also accompany the students to the clinic for the medical check-up required by ICA, if required and to complete their formalities for the Student's Pass at ICA. If requested, they will be met at the airport by administrative staff and brought to their respective accommodation.
- 10.3 All students may approach the Curriculum Coordinator for curriculum matters and the Administration Executive for administrative matters, or any staff at the Administration Office. Students may also contact CPE (see Annex 5) for enquiries on studying in Singapore and assistance during their course of study.

Facilities

- 10.4 School facilities are available to students for their own course-related training and rehearsal sessions, at no charge. Bookings must be made through the Administration Executive in charge of facilities.
- 10.5 ITI also offers students computer and internet access, lockers for their belongings at no charge.
- 10.6 The ITI Library has a specialised collection of performing arts-related books and audio-visual resources and a general social science collection of books that are accessible to all enrolled students, at no charge.

Accommodation

- 10.7 ITI does not have any dormitory or hostel facilities. The Administration Office can assist students with information and advice in their search for private housing.

Insurance for Students

- 10.8 Students attending the Professional Diploma in Intercultural Theatre (Acting) do so at their own risk, and ITI shall not be liable in respect of any personal injury, damage to property, loss, expense, or cost whatsoever, and howsoever caused, save only if directly caused by the willful default or gross negligence of ITI.
- 10.9 Students are provided with group medical insurance coverage with an annual limit of S\$20,000 per student, as charged in B2 wards (6-bedder) in Singapore Government/Singapore Government Restructured Hospitals and 24 hours coverage. Students may opt out if they can show they have insurance coverage at least for accidents. The premium shall be collected with other fee payments as shown in the course fees schedule of the Student Contract (see 8.1). Details of the coverage will be provided to the students at the

start of semester. Please check with the Administration Office on how to make claims.

- 10.10 All students, under regulations imposed by CPE for the EduTrust scheme, are required to purchase the Fee Protection Scheme (FPS). FPS serves to protect students' fees in the event ITI is unable to continue operating due to insolvency, and/or regulatory closure. It also protects students if ITI fails to pay penalties or return fees to the students arising from judgement made against it by the Singapore courts.
- 10.11 FPS provides full protection to all fees paid by their students. All fees refer to *all* monies paid by the students to be enrolled in a private education institution, *excluding* the course application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the re-exam fee or charges for credit card payment, etc) and GST.
- 10.12 ITI has adopted the fee insurance scheme for its FPS. Under the fee insurance scheme, ITI will purchase insurance protection from Lonpac Insurance Berhad (a CPE-appointed insurance company) for every student. The premium for the insurance, payable by the student, is 3% of the total amount of fees protected (plus GST), as charged by Lonpac.
- 10.13 FPS Procedure
FPS insurance will be purchased for each instalment paid. The premium will be collected with every instalment of the course fees (see 8.1). ITI will purchase the insurance for the student, with the premium paid fully to the insurance company. A certificate of insurance issued in the student's name will be sent by the insurance company to the student. The period of the insurance is from the date the course fee instalment is paid to the next scheduled payment date. If the insurance is terminated prematurely, such as when a student withdraws from the programme, the amount of premium refunded will be determined and made by Lonpac. It shall be paid to the student within 7 working days of ITI receiving the refund from Lonpac. To check their fee protection status, students may enquire with the Administration Office for the documentation.
- 10.14 Full details of the medical insurance policy and Fee Protection Scheme may be obtained from the Administration Office.

Student Care

- 10.15 ITI is committed to creating a nurturing environment that maximises the developmental potential of all students. Students are welcome and encouraged to speak to the Director, faculty or administrative staff anytime they need help coping with mental stress relating to a new environment or course demands. Senior cohort students and alumni may also be asked to give guidance and support to new students if necessary. ITI may refer students to external trained counsellors at their request or if deemed necessary.

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General Information

Administration Office & Library Operating Hours

- 11.1 The official working hours are as follows:

Monday to Fridays, 0930 hrs to 1830 hrs

Change of Address

- 11.2 The Administration Office should be notified in writing of any change of postal and email addresses as soon as possible. Failure to do so could lead to delays in your receipt of

important documents or even loss in transit.

- 11.3 Students are also required by ICA to update the authority of any change in their local addresses. They may do so online through the ICA website (e-Update of Address <https://ltpass.ica.gov.sg/eltsvp/eupdate.do>) or through the ITI Administration Office.

Lost and Found Service

- 11.4 Items found on the institute's premises should be handed to the Administration Office. Students are to note the following:
- Students are responsible for their own belongings and advised to carry their money, purses, wallets, jewellery and other valuable items with them. ITI will not be responsible for any items that may be missing from wallets, bags, lockers or anywhere on the premises.
 - All items handed over to the Administration Office will be kept for only three months after which they will be disposed off in any manner deemed fit by ITI.
 - ITI will take steps to inform the students of items found containing the respective students' particulars. Students are requested to check with the Administration Office.

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About Intercultural Theatre Institute

- 12.1 Intercultural Theatre Institute (ITI) is an independent theatre school for contemporary artists, conceived as a unique and unprecedented enterprise in theatre training, social and cultural interaction, and human understanding. It currently offers a three-year, practice-based, professional actor training programme founded on a rigorous, intercultural learning methodology with a view to producing original, contemporary theatre.

ITI began as the Theatre Training & Research Programme (TTRP), founded in 2000 by renowned dramatist, Kuo Pao Kun (1939–2002), and the current Director, T. Sasitharan. ITI is founded on the belief that theatre would have little meaning if it is not connected to life and society. Good theatre, like all good art, must have social impact. It must make a difference to life as it is lived by ordinary people. Through the espousal of intercultural theatre practice, ITI aims to train artists who are capable of working across cultural, linguistic, social and national boundaries, unleashing the immense potential of theatre to bring together, empower and ultimately harness the energies of diverse communities throughout the world.

ITI is a registered charity and an approved Institution of Public Character under Singapore's laws governing the charity sector, and registered as a private education institution with the Committee for Private Education (CPE), part of SkillsFuture Singapore (SSG), under Singapore's laws governing the private education sector.

- 12.1 Vision
To nurture the next generation of theatre artists, teachers and leaders with the hearts, minds and abilities to create art that embraces the values of cultural and social diversity, and celebrates humanity and life.
- 12.2 Mission
To nurture skill, technical competence, critical awareness, social engagement and artistic autonomy in theatre artists so that they are capable of contributing significantly to the theatremaking processes and cultures of their own communities.

12.3 Values

All staff are expected to conduct themselves in line with the ideals of the organisation and with integrity, professionalism in their work, and openness to one another and to students, as well as to different aspects of theatre, arts and culture.

12.4 Culture

ITI is founded on the belief that theatre would have little meaning if it is not connected to life and society. Good theatre, like all good art, must have social impact. It must make a difference to life as it is lived by ordinary people. Through the espousal of intercultural theatre practice, ITI aims to train artists who are capable of working across cultural, linguistic, social and national boundaries, unleashing the immense potential of theatre to bring together, empower and ultimately harness the energies of diverse communities throughout the world.

Formal Feedback Procedure

Should a student choose to lodge a formal complaint or feedback to the school, the procedure is as follows:

Step 1

Submit the Student Feedback Form to the Curriculum Coordinator. This form may be obtained from the Administration Office.

Step 2

Within two (2) working days from the date of receipt of the Student Feedback Form, the Curriculum Coordinator will acknowledge the receipt of the feedback or complaint.

Step 3

Within seven (7) working days from the date of receipt of the Student Feedback Form, if the student has lodged a complaint, s/he will be informed of his/her meeting with the Feedback Panel comprising:

- a. one representative from the Board of Directors
- b. one representative from the Faculty
- c. one representative from the Administration

Step 4

At the panel meeting, a decision will be made as to the measures and time schedule required to resolve the complaint, if a complaint is lodged.

Step 5

The student will be informed of the school's response within twenty-one (21) working days of the panel meeting.

Step 6

In the event the complaint is still not resolved within twenty-one (21) working days of the aforementioned meeting, the dispute will first be referred for mediation at the Singapore Mediation Centre, subject to the student's agreement.

Step 7

If the dispute is not resolved through mediation, it will be referred for arbitration by an arbitrator appointed by the Singapore Institute of Arbitrators. This stage of the dispute resolution will be done through the CPE Mediation-Arbitration Scheme. More information may be found on the CPE website <https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>.

Withdrawal & Deferral Policy & Procedure

Withdrawal Due to Non-Delivery of Course

The student is entitled to withdraw from the programme under any of the following circumstances.

- i. ITI does not commence the Course on the Course Commencement Date;
- ii. It terminates the Course before the Course Commencement Date;
- iii. It does not complete the Course by the Course Completion Date;
- iv. It terminates the Course before the Course Completion Date;
- v. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE;
or
- vi. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

Withdrawal Due to Other Reasons

The student may withdraw from the programme for reasons other than those set out above.

Cooling-Off Period

The student is entitled to withdraw from the course during the cooling-off period of 7 working days after the signing of the Student Contract.

For withdrawal due to non-delivery of course, ITI will notify the student within 3 working days upon knowledge of these circumstances.

For withdrawal due to other reasons or during the cooling-off period, notice of withdrawal must be made in writing to ITI. The student shall be informed in writing of the outcome within 7 working days of the receipt of the notice of withdrawal.

The Student Contract is terminated once the withdrawal request has been approved. The student shall no longer be a student of ITI. For international students, the Student's Pass will be cancelled within 7 working days of the termination of the Student Contract.

ITI shall cancel the FPS coverage with the insurance provider within 3 working days of the student ceasing to be with ITI. Any refund of the premium made by the provider shall be paid to the student within 7 working days after ITI receives it from the insurance provider.

If there is a refund involved under the above circumstances, the refund shall be made according to the refund policy & procedures (see Annex 3).

Deferral

Students are to adhere to the programme structure and are not allowed to defer any part of the course. An exception may be made for participation in a production for the Final-Year Public Performance, the Final-Year Theatremaking Project or a traditional theatre module. These may be deferred only if:

- i) the student was prevented from completing the production/project/module by illness or other circumstance and not as a result of their own default, and
- ii) in the opinion of the Director they are likely to be able to complete/pass the deferred production/project/module and thus complete the programme.

Students are to discuss their possible deferment with the Director. If the Director agrees, s/he will issue a letter confirming the deferment and its conditions including assessment and the timing for completion, to be acknowledged by the student.

The deferred production/project/module will take place in a subsequent year, and if the subsequent year is after the course completion date in the Student Contract, the student will have to either extend their Student Contract or sign a new one for the appropriate period. No additional fee shall be charged to the student.

The Final-Year Public Performance may be undertaken at ITI or in a production approved by the Director. The Final-Year Theatremaking Project may be undertaken at ITI. The traditional theatre module may be undertaken at ITI or with the Master teacher directly.

Refund Policy & Procedure

ITI has a refund policy in line with the Student Contract (Clause 2). The three situations for a refund are:

- i. Refund for Withdrawal Due to Non-Delivery of Course
- ii. Refund for Withdrawal Due to Other Reasons
- iii. Refund for Cooling-Off Period

Withdrawal Due to Non-Delivery of Course

ITI will notify the student within 3 working days upon knowledge of any of the following:

- i. It does not commence the Course on the Course Commencement Date;
- ii. It terminates the Course before the Course Commencement Date;
- iii. It does not complete the Course by the Course Completion Date;
- iv. It terminates the Course before the Course Completion Date;
- v. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE;
or
- vi. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The student is entitled to a refund of the entire amount of Course Fees and Miscellaneous Fees already paid within 7 working days of the issue of the above notification from ITI.

The refund shall be made to the student in cash or cheque or bank transfer.

Withdrawal Due to Other Reasons

Notice of withdrawal must be made in writing to ITI.

Refund to the student is made within 7 working days from the date of the receipt of the notice of withdrawal.

The refund shall be made to the student in cash or cheque or bank transfer.

The refund is based on the following percentages and according to the time frames below. The amount is to be less the non-refundable portions stated in the Student Contract:

Percentage of the total amount of fees paid under Schedule B and C in the Student Contract	If student's written notice of withdrawal is received:
80%	More than 60 days before the Commencement Date
10%	Not more than 60 days before or 15 days after the Commencement Date
0%	More than 15 days after the Commencement Date

Cooling-Off Period

The student is entitled to withdraw from the course during the cooling-off period of 7 working days after the signing of the Student Contract, regardless whether the course has started.

Notice of withdrawal must be made in writing to ITI.

Refund to the student is made within 7 working days from the date of the receipt of the notice of withdrawal.

The refund amount shall be the highest percentage (shown in table above and stated in Schedule D of the Student Contract) of the fees already paid.

The refund shall be made to the student in cash or cheque or bank transfer.

Payment Method

All fees are to be paid in Singapore dollars only.

Course fees are payable upon receipt of an invoice for each instalment. Payment may be made in the following ways:

1. Cheque/Cashier's Order in SGD from a Singapore bank (made payable to "Intercultural Theatre Institute Ltd")
2. Cash (made at the ITI Administration Office)
3. Singapore bank transfer
4. Telegraphic transfer (for international students only; all bank charges are to be borne by the student)

The institute's bank account payment information for bank transfer and T/T is:

Bank: United Overseas Bank

Bank No: 7375

Branch: Rochor

Branch No: 047

Branch Address: 149 Rochor Road #01-26, Fu Lu Shou Complex, Singapore 188425

Bank Account Name: Intercultural Theatre Institute Ltd

Bank Account No: 354-302-123-5

SWIFT Code: UOVBSGSG

Useful Telephone Numbers and Contacts

Committee for Private Education (CPE)

1 Marina Boulevard
#18-01 One Marina Boulevard
Singapore 018989
6512 1140
CPE_CONTACT@cpe.gov.sg

<https://www.ssg.gov.sg/cpe/student-services/student-resources.html>

Immigration and Checkpoints Authority (ICA) Hotline

6391 6100
(24-hour automated hotline for information on their services and procedures. Customer service officers are available from 8am - 5pm, Mon to Fri and 8am - 1pm, Sat)

www.ica.gov.sg

Samaritans of Singapore (SOS)

1800 221 4444 (24hours)

www.sos.org.sg

Singapore Association of Mental Health Counselling Hotline

1800 2837019

<http://www.samhealth.org.sg/>

Institute of Mental Health

6389-2222

<https://www.imh.com.sg/>