

Q&M COLLEGE OF DENTISTRY

STUDENT HANDBOOK

VERSION 04



Q&M College of Dentistry Student Handbook

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1. About the School

Q&M College of Dentistry was incorporated on 14 December 2018 and registered as a Private Education Institute. Continuing education and training form an integral part of a dentist and dental assistant's life-long learning throughout their professional career. Q&M College of Dentistry aims to provide a platform for dentists and dental assistants to upgrade their skills and learn the best practices in dentistry, including performing and/or assisting dental procedures with the latest technologies and materials.

2. Welcome Message

Dear Students,

It is with great pleasure that I extend a warm welcome to each of you as you embark on this new academic journey with us.

As the Principal, I am committed to providing you with a supportive and enriching learning environment where you can thrive both academically and personally. Our dedicated faculty and staff are here to guide and mentor you every step of the way, ensuring that you have access to the resources and support you need to succeed.

I encourage you to embrace the opportunities that come your way, to challenge yourself, and to make the most of your time here. Remember that your education is a valuable investment in your future, and I have every confidence that you will excel in your studies and achieve your goals.

I wish you a successful and fulfilling journey ahead. Thank you for choosing us as a part of your learning journey.



3. Vision, Mission and Values

Vision

Continuing education and training form an integral part of a dentist's and dental assistant's life-long learning throughout their professional career. Q&M College of Dentistry aims to provide a platform for dentists and dental assistants to upgrade their skills and learn the best practices in dentistry, including performing dental procedures using the latest technologies and materials.

Mission

Promote a culture of nurturing dentists and dental assistants to achieve professional integrity and excellence. Advance dentistry as a whole through collaboration across the nation and region.

Values

Q&M College of Dentistry embraces benevolence, honesty, trust, and professional excellence in its teaching.



4. Student Support Services

a. New Students

- a. The School will provide the following services to ensure a smooth transition for students to the School:
 - i. Student Orientation programme

b. Current Students

- a. The School aims to provide all students with an academic education of the highest standards through the provision of these services:
 - i. Student Activities
 - ii. Orientation
 - iii. Study Club
 - iv. Library Access for References
 - v. College Portal
 - vi. Academic and Pastoral Counselling
 - vii. Wi-Fi Services
 - viii. Printing & Photocopy Services
 - ix. Collaboration with Guardians

c. Student Experience

- a. To enhance students' experience, the School provides the following services:
 - i. Student Surveys (Pre-Course Counselling and Orientation Satisfaction Survey, Student Satisfaction Survey, End of Course Survey, Graduate Survey)
 - ii. Feedback Forms (Refer to Section: Feedback Management)
 - iii. Dispute Resolution Process (Refer to Section: Dispute Resolution Process)
 - iv. Student Intervention (Refer to Sections: Student Conduct, Attendance and Learning)

d. Holistic Learning

- a. The School develops holistic programmes that are aligned and integrated to its overall student learning framework.
- b. The Student Learning Framework takes into accounts the following elements, and ensures that these elements are well integrated:
 - i. Values
 - ii. Formal Learning
 - iii. Informal Learning
 - iv. Curriculum
 - v. Academic Resources and Support
 - vi. Activities and Programmes



e. Career Guidance

- a. The School will organise optional workshops and seminars to provide career guidance and enhance the students' employability skills. The workshops and seminars provided may cover topics such as:
 - i. Career Guidance Workshops
 - ii. Preparation of CV/Resume
 - iii. Interview Skills
 - iv. Essential Workplace Skills



5. Fee Protection Scheme (FPS)

Q&M College of Dentistry has appointed Great Eastern General Insurance Limited to be the provider of FPS for the protection of total course fees paid by all students.

FPS protects the course fees paid by students in the event that a PEI is unable to continue operating due to insolvency and/or regulatory closure.

For more details on the adopted insurance policy, please visit the school website (<https://qandm.edu.sg/Student>)

6. Refund Policy and Procedures

a. Refund Policy

- a. The School shall have a fair and reasonable refund policy for any payments made.
- b. The School shall have a maximum processing time of not more than 7 working days from the student's withdrawal/refund request for the issuing of refund.
- c. The School adopts the Refund Policy as per Clause 3 and Schedule E of the Student Contract as set out by SSG. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:
 - a. Refund for Termination of Contract due to "Refund Event" as stated in Clause 3 and Schedule E of the Student Contract
 - b. Refund for Withdrawal During the Cooling-Off Period
 - c. Refund for Withdrawal Outside the Cooling-Off Period
- d. **Refund for Termination of Contract due to "Refund Event"**
 - a. The School will notify the Student in writing within (3) working days after becoming aware of any of the following (each a "Refund Event"):
 - i. It cannot commence the provision of the Course on the Course Commencement Date;
 - ii. It cannot complete the provision of the Course by the Course Completion Date;
 - iii. The Course will be terminated before the Course Completion Date;
 - iv. The Student does not meet the course entry or matriculation requirements as stated in Schedule A;
 - v. The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass
 - b. The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.
- e. **Refund for Withdrawal During the Cooling-Off Period**
 - a. Notwithstanding anything herein contained, the Student shall be entitled to, without any liability whatsoever to the School, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the School. The School shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

f. Refund for Withdrawal Outside the Cooling-Off Period

- a. The Student may terminate the Contract at any time before the Course Completion Date by providing a written notice to the School. Upon receipt of such notice, the School shall within seven (7) working days, refund to the Student such amount (if any) as determined in accordance with Schedule D of the Student Contract, as shown below:

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
[90%]	more than [14] working days before the Course Commencement Date
[60%]	On or before, but not more than [14] working days before the Course Commencement Date
[0%]	After, but not more than [7] working days after the Course Commencement Date
[0%]	More than [7] working days after the Course Commencement Date

- g. The School will communicate to Students on the computation of the refund amount.

b. Refund Procedures

- a. All the Refund Policy statement conditions must be satisfied before the School can proceed with the applications. The whole refund process should not take more than 7 working days, from date of application to issuance of funds to the student.
- b. Date of application will refer to the date that the School receives the duly executed Student Request Form with all supporting documents.
- c. The refund policy can also be found and updated (in the event of any changes) on the following platforms: -
- a. School's Website
 - b. Student Handbook
 - c. Student Contract
 - d. Orientation Programme Materials
- d. Reasons for Refund are based on the following:
- a. Refund for Termination of Contract due to "Refund Event"
 - b. Refund for Withdrawal during the Cooling-Off Period
 - c. Refund for Withdrawal outside the Cooling-Off Period
 - d. Excess Payments
 - e. Any other reasons approved by the School

- e. Students who would like a refund must complete and submit the Student Request Form to the Course Manager for processing.
- f. Any supporting documentations that are required to process the refund must be submitted along with the Student Request Form.
- g. Reasons for refund must also be clearly documented in the Student Request Form.
- h. The Course Manager is to meet with the student to find out further the student's intention of the request within 3 working days. This would be part of the processing of student request and details would need to be documented in the Student Request Form.
- i. The Course Manager would need to approve or acknowledge all requests in the Student Request Form.
- j. The Course Manager is to acknowledge the receipt of the refund request by signing on the form. This is to be done within 2 working days from the date of application.
- k. For students under the age of 18, the parent / legal guardian's written consent must be obtained. Written consent may be obtained through signing the Student Request Form, or a separate email or letter correspondence would suffice.
- l. After which, the Course Manager is to refer to the student's contract to establish if a refund is to be made to the student.
- m. The Course Manager is to work out the refund amount (if any) based on the refund policy stated in the student contract. This amount is to be indicated on the Student Request Form.
- n. Upon establishing the refund amount, the Course Manager is to seek the approval of a member of the Management Team before the refund amount can be issued.
- o. The Management approval will be documented in the student request form.
- p. All refund amounts will strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the School's Management.
- q. Upon the acknowledgement by the Management Team, the Accounts-in-charge is to issue the refund amount through the student's preferred refund option.
- r. The Course Manager is to communicate to the Student on the computation of the refund amount through email or letter.
- s. Subsequently, the student is to acknowledge the receipt of the refund amount and the explanation of the computation on the Student Request Form.

7. Course Transfer, Deferment and Withdrawal Policy and Procedures

a. Overall Policy

- a. The maximum processing time for transfer, withdrawal and deferment process, from the point of student's request to informing the student of the outcome in writing, shall not be more than 4 weeks.
- b. All requests must be made in writing through the submission of the Student Request Form and any supporting documents. Verbal notice is not accepted.
- c. For students under the age of 18, written consent from the parent / legal guardian must be obtained.
- d. All requests will be reviewed on a case-by-case basis and the School will have the final decision on the outcome.
- e. The School's refund policy shall apply for all qualified refunds. Students are to refer to the School's refund policy and the Standard Student Contract for further details.

b. Course Transfer

- a. The definition of transfer is when a student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the school.
- b. Conditions for granting the transfer:
 - i. All outstanding fees must be settled prior to request
 - ii. Student must fulfil the admission criteria of the new course and will be subjected to the School's student selection and admission procedures.
- c. A student who transfers within the School must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.

c. Course Withdrawal

- a. The definition of withdrawal is when a student discontinues his or her course with the School.
- b. Conditions for granting the withdrawal:
 - i. All outstanding fees must be settled prior to request.
- c. A student who withdraws will have their student contract terminated

d. Course Deferment

- a. The definition of deferment is when a student delays or postpones the course (or module).
- b. Conditions for granting the deferment:
 - i. Students can apply for deferment only once.
 - ii. Requests for deferment extension will be considered on a case-by-case basis.
 - iii. In applying for deferment, student has to take note of the course completion timelines.
 - iv. The maximum deferment period granted will be computed based on the difference between the maximum duration allowed to complete a course and the date of the deferment application.
 - v. The maximum duration allowed to complete a course is defined as TWICE that of the registered course duration. For example, if a course is registered as 1-year duration, the maximum time allowed to complete the course successfully is 2 years.
 - vi. Deferment is subjected to the number of places available for the course applied for. The School reserves the right to offer a similar course in replacement of discontinued courses or modules for the course applied for, should there be no availability.
 - vii. If the student contract is still valid, an addendum would be signed to reflect the deferment. For terminated student contracts, a new student contract will be signed based on the procedures for executing student contracts.

e. Course Transfer Withdrawal and Deferment Procedures

- a. Students who would like to transfer, withdraw, or defer, should submit the Student Request Form to the Course Manager for processing.
- b. Any supporting documentation that are required to process the request must be submitted along with the Student Request Form
- c. For eligible refund cases, the 'Refund' section of the Student Request Form will be completed as well.
- d. Reasons for the request should be documented in the Student Request Form.
- e. For students below the age of 18, the parent / legal guardian's written consent must be obtained. Written consent may be obtained through

signing on the Student Request Form, or a separate email or letter correspondence would suffice.

- f. Upon receipt of the Student Request Form (including supporting documents), the Course Manager is to meet with the student to find out further the student's intention of the request within 3 working days.
- g. Students will then be informed of the final outcome of their request within 4 weeks from the point of their request.

8. Student Code of Conduct – Academic Honesty Policy

- a. There is an expectation for students to be authors of their own work, and to acknowledge when they use other authors' words or ideas. This will be communicated to the students through the student handbook.
- b. Any examples of inappropriate use of sources or use of others' work in place of your own, will then be penalised. Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or terminated from his/her course.
- c. Definitions

- i. Plagiarism

Plagiarism involves the incorporation by a student in an assessment, material which is not their own in the sense that all or a substantial part of the work has been copied without any attempt at attribution or has been incorporated as if it is the student's own work when it is wholly or substantially the work of another person.

Plagiarism includes the use of Generative AI tools (e.g., ChatGPT, Gemini, etc.) for completing of academic assignments.

- ii. Collusion

Student A copies Student B's work with B's knowledge.

- iii. Commission

Paying someone else to prepare coursework for you.

iv. Cheating under examination, including contract cheating

Any form of communication with other students or external sources. Bringing unauthorised materials / technology into the examination.

v. Fabrication/Falsification of Information /False citation

This refers to instances where a student makes up or “invents” data or manipulates data to support a specific hypothesis or makes up citations. This can also result in either failure or a reduction in the marks.

d. It is not always possible to find the source of the work, but a judgement may be made as to whether the work is original or not by using other evidence. The following are acceptable forms of evidence of plagiarism:

- i. Text from a known source
- ii. Unusual writing structure
- iii. Changes in font
- iv. Work not in keeping with the student’s usual standard.
- v. Uses American spelling when convention is English.
- vi. Changes in referencing convention
- vii. Old references
- viii. Inappropriate referencing style
- ix. Excellently written essay with poorly written introduction and conclusion
- x. Web addresses still attached.
- xi. Doesn’t answer the question.
- xii. No personal view
- xiii. Student unable to discuss the work in a way that shows satisfactory understanding when asked by a lecturer in a meeting.

- e. The use of Generative AI tools is strictly prohibited under all circumstances. This is inclusive of but not limited to the following:
 - i. Submitting AI-generated text, code, images, or other content as original work. This includes copying and pasting any content produced by an AI tool.
 - ii. Paraphrasing or modifying AI-generated content.
 - iii. Using AI tools to generate content that fulfills the core requirements of an assignment.
 - iv. Using AI to synthesize, summarize, or rephrase existing uncredited sources to avoid detection by traditional plagiarism tools or to bypass genuine engagement with the teaching-learning material provided.
- f. Students are solely responsible for the originality, accuracy and integrity of all work submitted. Any use of generative AI tools, regardless of intent, will be considered a violation of the Academic Honesty Policy. Submitting work that has been generated, assisted, or influenced by generative AI tools, even if subtly, will be treated as academic misconduct.
- g. Any violation of this Academic Honesty Policy, including any form of use of generative AI in academic assignments, will be subject to disciplinary action in accordance with the School's established procedures for academic misconduct.



9. Student Disciplinary Policy

- a. The following are categories of misconduct: -
 - i. Minor Misconduct
 - ii. Major Misconduct
- b. Minor misconducts are considered as follows: -
 - i. Frequent Lateness for Classes / Leaving Class Early / Absent from Class Without Valid Reasons
 - Warning Letter and Counselling shall be given to students who are frequent latecomers, leave classes early or absent from class without valid reasons.
 - ii. Foul / Abusive Language / Rumours Mongering / Slanderous allegations directed at Fellow Students / Staff / Office Bearers / Business Associates with the School
 - All students are required to practice courtesy to all fellow students, staff, office bearers, or business associates at all times.
 - Students shall avoid arguments, use of foul or abusive language, threats, insults, defamation, slandering etc.
 - iii. Consumption of Alcohol
 - Students shall not be allowed to consume alcohol in the School.
 - iv. Smoking on Campus Grounds
 - As this is a smoke-free campus, students are expected to adhere to the policy during their course of study.
 - Those who are caught smoking inside the campus will be subjected to disciplinary action.
 - v. Disruptive Behaviour / Mischief During Lessons
 - Students are expected to be attentive during class at all times. Should they create a nuisance or disturb students in class or disrupt Lecturers from lecturing, the Lecturers reserve the right to warn the students or send them home if the warning is not taken seriously.
 - Lecturers shall report the students to the Course Manager. The Principal shall determine if a Counselling Session is needed.
 - vi. Inappropriate Dress Code

- Students are expected to adhere to the dress code policies during their course of study. They should ensure appropriate dressing in order to project a professional image. Outlandish, revealing dressing and untidiness are not acceptable
- c. Major misconducts are considered as follows: -
- i. Criminal Offences / Theft
 - Criminal offences include, but not limited to: -
 - Creating fights or injuries on another party in the School's premises
 - Conduct which is likely to endanger the life or injure other classmates
 - Drugs possession / consumption
 - Any other serious offences, criminal or otherwise
 - International Students who work / moonlight illegally
 - Stealing of School properties or student valuables
 - ii. Vandalism or Mishandling of Office Premises / Assets / Properties (Major)
 - In the event if the student has vandalized or mishandled the School's premises, assets or properties for whatsoever reason, the student shall compensate the School or replace the damaged items.
 - iii. Falsification of Information
 - Information provided to the School for the purpose of Course Application Procedures, attendance administration must be accurate, complete and truthful.
 - Falsification of information is a serious offence which may result in expulsion.
 - iv. Cheating
 - Any form of plagiarism or cheating in assignments, projects or examinations will result in fail grade for the unit and administrative fee may apply.
 - v. Students caught signing / marking attendance for friends
 - Disciplinary actions shall be taken on students who are found to have cheated in their attendance taking.
 - Both students would be dealt with seriously and may be subjected to expulsion.
 - vi. Infringement of Policies and Procedures

- All policies and procedures can be obtained from the Student Handbook and will be updated periodically. Students are expected to observe strict adherence to each and every policy and procedure of the School.

d. Disciplinary Committee and Hearing

- i. Based on the discretion of the School, it can hold disciplinary hearings which will discuss and review on misconducts by the Students.
- ii. The School shall ensure a fair hearing for all students without any form of discrimination.
- iii. Depending on the severity and at the sole discretion of the Institute, actions can and will be taken against students with misconduct and in violation of the Student Disciplinary Policy.

10. Attendance Policy and Procedures

a. Attendance Policy, Procedure, and Information

- a. The School encourages all its students to be regular and punctual for their daily classes. Please note the attendance requirement and leave application guidelines as mentioned below:
 - i. All students should have a minimum attendance of 80% per month.
 - ii. Any absenteeism should be supported by Medical Certificates / Approved Student Leave.
 - iii. Student Pass holders are required to maintain 90% attendance per month otherwise ICA will be notified by the school where attendance is less than 90%.
- b. Attendance will be taken once per class.
- c. Students that attend lessons via virtual meeting will have their attendance recorded accordingly.
- d. For part-time courses, the School recognizes that students may be unable to attend lectures in person due to their work commitments and schedules. In such cases, attendance will be recorded via students' full viewing of the recorded lectures within **7 days** of the date of the lecture.

b. Intervention Measures for Poor Attendance

- a. The following actions shall be taken for students who fail to meet the minimum attendance required:

Attendance Rate	Action to be Taken
< 80% in any month	1 st Warning Letter to be issued Parent / guardian is to be informed (if student < 18)
< 80% in any subsequent months	2 nd Warning Letter to be issued Parent / guardian is to be informed (if student < 18)
< 75% at any given time during the course	May result in termination of student contract Parent / guardian is to be informed (if student < 18)

- b. Students who receive 3 consecutive warning letters may result in the termination of student contract.
- c. The following actions shall be taken for Student Pass Holders who fail to meet the minimum attendance required:



Attendance Issue	Action to be Taken
< 90% in any month	1 st Warning Letter to be issued ICA to be informed Parent / guardian is to be informed (if student < 18)
< 90% in any subsequent months	2 nd / Subsequent Warning Letters to be issued ICA to be informed May result in termination of student contract and cancellation of Student Pass Parent / guardian is to be informed (if student < 18)
Missing 7 consecutive days of lessons without notice/prior approval	Immediate termination of student contract and cancellation of student pass Parent / guardian is to be informed (if student < 18)



11. Learning Support Process

- a. As part of ensuring the academic standards of the college are being adhered to, students who underperform or fail to meet the required minimum academic standards for their respective courses may undergo Academic Counselling with their lecturers/the college Principal.
- b. The trigger points for Academic Counselling are as follows:

No. of Academic Components Failed in a Module	Action to be Taken
1	Academic Counselling
2	Academic Counselling The Parent / Guardian is to be informed (if Student < 18)
≥ 3	Academic Counselling Student to be given Academic Assistance The Parent / Guardian is to be informed (if Student < 18)

- c. The relevant lecturers / Principal will set interim targets with the student to monitor their academic progress, to ensure that the student improves. Targets shall clearly be stated in the Academic and Pastoral Counselling Record Form.
- d. Should students fail 3 or more assignments / tests within a term, they may be recommended for after-class study sessions or remedial classes conducted by the relevant Lecturers. Details of the recommendation should be documented in the Academic and Pastoral Counselling Record Form.
- e. If the student fails to show adequate improvements and/or fail to meet interim targets, the relevant Lecturers may recommend the following actions: -
 - i. Pastoral Counselling
 - ii. Recommend change in Course / Academic Level

12. Examination Appeal Policy and Procedures

a. Assessment Results, Appeals and Awards

- a. All assessment results, including awards (if students are graduating) shall be disseminated to all relevant students within 3 months from the date of the examination.
- b. Dissemination of awards can be in the form of information provided to students. Actual graduation may not fall under the 3 months' timeframe.
- c. Information about appeals, including period and timeframe of any appeals, would be disseminated to students upon the release of examination results at the latest.
- d. All appeals shall be managed in a fair and impartial manner.
- e. Appeals are to be submitted in writing, within 7 working days from the release of assessment results and the results of the appeals are to be made known to the students within 4 weeks

b. Assessment Appeal Procedure

- a. Upon release of results, students who are dissatisfied with the outcome may submit an Appeal Request Form to the Course Manager. This is to be done within 7 working days of the release of examination results.
- b. The Course Manager shall acknowledge receipt of the Appeal Form within 3 working days and submit the appeal to the Principal.
- c. The Principal will review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will re-mark the paper. Comments in relation to the re-mark must be stated in the Examination Appeal Form, which would be circulated to the AEB Chairman for his/her review and approval.
- d. All decisions made by the AEB are final.
- e. The Course Manager will inform the student of the final decision within 4 weeks from the date of the appeal.

13. Dispute Resolution Policy and Procedures

- a. The School adopts an integrated approach to managing various feedback provided by any stakeholders and external partners (i.e. staff, students and general public). There are several platforms, channels, and avenues whereby stakeholders can voice their issues and/or provide constructive feedback to the school.
- b. The following are some of the channels that the School can receive Feedback: -
 - i. Emails / letters
 - ii. Feedback Form
 - iii. In-person
- c. Upon receipt of the feedback compliment or complaint, the Course Manager or Principal will acknowledge receipt within 3 working days.
- d. The complaint will be investigated with the appropriate department or personnel to review and discuss the feedback with relevant parties. A formal investigation will be carried out where necessary.
- e. For complaints, the School will respond with:
 - i. Specific action to resolve the matter; or
 - ii. Dismissal of the complaint in which case reasons will be given in writing
- f. Follow up action is to be documented and communicated to the person that gave the feedback. Where possible, acknowledged by the person that gave the feedback.
- g. If the person is not satisfied with the proposed solution / outcome, he/she can escalate the matter to the Principal.
- h. The Principal will review the complaint and provide a response.
- i. If the complainant is still not satisfied with the outcome / decision, it will be escalated into the dispute resolution procedure.

- j. The person should be notified by the relevant department of the decision and full response of the outcome of the complaint within twenty-one (21) working days.
- k. Should the school and complainant be unable to come to an agreement or the complainant does not accept the final decision made by the school, the complaint will be escalated into a dispute and the complainant can choose to seek redress via:
 - i. SWDA Mediation-Arbitration Scheme; or
 - ii. Small Claims Tribunal (SCT), for clear-cut fee refund issues of equivalent or less than @\$20,000); or
 - iii. Complainant's own legal counsel
- l. The school will refer the complainant to SWDA to start the Mediation-Arbitration Scheme once it has been escalated into a dispute case.
- m. The dispute procedure generally has 2 stages.
- n. Stage 1: Mediation
 - i. SMC is the appointed provider for mediation services.
 - ii. After the feedback / complaint channel has been exhausted with the school, the complaint filed with SWDA, SWDA will refer your case to the SMC for mediation.
 - iii. SMC, together with the school and complainant, will select a mediation date and time, before appointing a mediator. If mediation is successful, a settlement agreement will be drawn up by SMC and endorsed by the respective parties.
 - iv. If mediation is unsuccessful, the complainant may opt to progress to Stage 2, which is arbitration, for a resolution.
- o. Stage 2: Arbitration
 - i. SI Arb is the appointed provider for arbitration services.

- ii. The complainant will be required to submit specified forms to SI Arb, before SI Arb appoints an arbitrator.
 - iii. The school will submit a defence and counterclaim (if any) to SI Arb.
 - iv. The complainant will then submit a reply and defence to counterclaim (if any) to SI Arb.
- p. The arbitration will be conducted via document submissions only. A hearing will be conducted only if a party specifically requests for a hearing and the appointed arbitrator determines that a physical hearing is necessary. For a documents-only arbitration, the arbitrator will publish a written award within 60 days from the commencement of the arbitration. If a hearing is held, the written award will be published within 90 days from the commencement of the arbitration.