

STUDENT HANDBOOK & ORIENTATION SLIDES

ATTACHMENT

FEE PROTECTION SCHEME

The School shall ensure that the implementation of the Fee Protection Scheme (FPS) is in line with the requirements stated in the FPS Instruction Manual by CPE.

All enrolled students of the School will have their fees protected under the FPS once payment has been received by the School.

The following are ways for students to be ensured that their fees are well-protected:

- For **all** local and international students taking courses at the school
- Applies to all courses with duration of more than 1 month or 50 hours
- To provide full protection to fees paid by **all** students as stipulated by CPE
- All fees refer to all monies that are paid by student to be enrolled in the school, except for the course application fees and miscellaneous fees
- To protect the students' fees in the event a PEI is unable to continue operations due to insolvency, and/or regulatory closure.
- The student is advised that the premium is borne by the student.
- Students will receive a copy of the COI through the FPS Insurance Provider through email.
- Provider of the Scheme – Lonpac Insurance BHD
- FPS Certification Number – Z/ 20/ BM00/ 000858
- Period of Insurance - 30 September 2020 to 29 September 2021

TRANSFER, WITHDRAWAL AND DEFERMENT POLICY

- a. The maximum processing time for transfer, withdrawal, deferment process, from the point of student's request to informing student of the outcome in writing, should 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 cases 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.
- f. Communication of the school's transfer, withdrawal, deferment policies and procedures to all students will be through the following platforms:
 - [Student Handbook](#)
 - [Orientation programme materials](#)
 - [School's official website](#).
- g. Transfer Policy
 - 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.
 - 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.
 - For Student Pass holders, course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.
 - 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.

h. Withdrawal Policy

- The definition of withdrawal is when a student discontinues all courses with the School.
- Conditions for granting the withdrawal:
 - i. All outstanding fees must be settled prior to request.
- ICA will be informed through the cancellation of the student's pass. Student's pass holder is required to submit his/ her student's pass to the school for cancellation of the student's pass with ICA.
- A student who withdraws will have their **Student Contract** terminated.

i. Deferment Policy

- The definition of deferment is when a student delays or postpones the course (or module).
- Conditions for deferment:
 - I. Students can apply for deferment only once.
 - II. Students are to note that maximum duration allowed to complete a course should not be more than TWICE the normal 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.
 - III. However, should the student be unable to complete the course within the stipulated period, their deferment application will be considered on a case by case basis with the additional supporting documents provided by the student.
 - IV. Deferment is subjected to the availability of units / courses offered. The school reserves the right to offer similar units / courses in replacement of discontinued units / courses.

j. ICA will be informed through the application of the new Student's Pass. The course deferment is subjected to ICA's approval of the new Student's Pass.

k. 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.

TRANSFER, WITHDRAWAL AND DEFERMENT PROCEDURE

Procedures Note(s):

- All transfer, withdrawal, deferment policy statements are detailed in the 'Transfer, Withdrawal and Deferment Policy' section. All conditions must be met before the School proceeds with the application.
 - The entire process should not take **more than 4 weeks** from the date student's request to informing student of the outcome writing.
 - Date of request will refer to the date that the School receives the duly executed student request form with all supporting documents.
 - The transfer, withdrawal, deferment policy and procedures can be found on the following platforms:
 - [Student Handbook](#)
 - [Orientation Programme materials](#)
 - [School's official website](#)
 - Definition of transfer: 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.
 - Definition of withdrawal: student discontinues all courses with the school.
 - Definition of deferment: student delays or postpones the course (or module).
- a. Students who would like to transfer, withdraw or defer, submits the [Student Request Form](#) to the [Student Experience Ambassador](#) 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 also 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 **Student Experience Ambassador** is to meet with the student to find out further the student's intention of the request. This is to be done **within 3 working days** upon receipt of the Student Request Form (based on the date of application).
- g. For Course Transfers
 - The **Student Experience Ambassador** is to inform student on the following conditions and information:
 - i. Student must meet all minimum entry requirement of the new course they wish to transfer to
 - ii. The standard **Student Contract** of the current course will be voided upon approval of the course transfer
 - iii. A new standard Student Contract for the new course will need to be signed upon approval of the course transfer
 - iv. All outstanding fees must be paid
 - v. For Student Pass holders, the student's existing pass will be cancelled and course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.
- h. After which, the **Student Experience Ambassador** is to conduct the pre-course counselling with the student to ensure that relevant course information is communicated to the student.
- i. Both the Student Experience Ambassador and the student are required to sign off **Pre-course Counselling Form** to confirm that the former has fully communicated and the latter has understood all information communicated.
- j. Upon completion of pre-course counselling, the Student Experience Ambassador is to seek the approval from a member of the **Management Team**. This is to ensure that the student has met the entry requirements of the course transferred into. The member of the **Management Team** is to sign off on the Student Request Form to indicate the approval of the student's request for a Course Transfer.
- k. A written notification will be given to student to inform them of the student request status.

- l. For approved course transfer requests, the **Student Experience Ambassador** is to proceed with the student's application process for the new course. Refer to [C5.3.2 Student Selection and Admissions manual](#).
- m. For Course Withdrawals
 - If after meeting the student and possible solutions for student retention are not possible, the **Student Experience Ambassador** is to seek approval from a member of the **Management Team**.
 - The member of the **Management Team** is to sign off on the Student Request Form to indicate the approval of the student's request for a Course Withdrawal.
- n. A written notification will be given to the student to inform them of the student request status.
- o. For Course Deferment
 - The **Student Experience Ambassador** is to inform student on the following conditions:
 - i. For Student Pass holders, their deferment is subject to the approval of their student's pass by ICA.
 - ii. Approval of deferment is also subjected to availability of the course / module offered.
- p. After meeting the student and should he/she decide to proceed with the deferment, the **Student Experience Ambassador** is to seek the approval from a member of the **Management Team**. The member of the **Management Team** is to sign off on the Student Request Form to indicate the approval of the student's request for a Course Deferment.
- q. For university partner courses, the **Head of Student Experience** is to inform the university partner and seek their permission for student to defer his or her studies.
- r. A written notification will be issued to the student to inform them of the student request status.

REFUND POLICY

- a. The School's refund policy and procedure are available to all students, including prospective ones, on the following platforms:
 - School's website
 - Student handbook
 - Student contract
 - Orientation programme materials
- b. The School shall ensure a fair and reasonable refund policy is detailed for all students.
- c. The maximum processing time from the student's withdrawal / refund request to the issuance of the refund shall not exceed **7 working days**.
- d. The School adopts the Refund Policy as per the standard **Student Contract** as set out by CPE. This policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:
 - Refund for Withdrawal Due to Non-Delivery of Course
 - Refund for Withdrawal Due to Other Reasons
 - Cooling off Period
- e. Refund for Withdrawal Due to Non-Delivery of Course:
The PEI will notify the Student **within three (3) working days** upon knowledge of any of the following:
 - It does not commence the Course on the Course Commencement Date;
 - It terminates the Course before the Course Commencement Date;
 - It does not complete the Course by the Course Completion Date;
 - It terminates the Course before the Course Completion Date;
 - It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by CPE; or
 - The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).
- f. 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 paid should the Student decide to withdraw **within seven (7) working days** of the above notice.

- g. Refund for Withdrawal Due to Other Reasons:
 - If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the PEI will, **within seven (7) working days** of receiving the Student’s written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the standard student contract.

- h. Refund during Cooling-off Period:
 - The PEI will provide the Student with a cooling-off period of **seven (7) working days** after the date that the Contract has been signed by both parties.
 - The Student will be refunded the highest percentage (stated in Schedule D of the Standard **Student Contract**) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

i. Schedule D - Refund Table:

% of [the amount of fees paid under Schedules B and C]	If Student’s written notice of withdrawal is received:
[90%]	more than [60] days before the Course Commencement Date
[75%]	before, but not more than [60] days before the Course Commencement Date
[10%]	after, but not more than [7] days after the Course Commencement Date
[0%]	more than [7] days after the Course Commencement Date

- j. Should a course be cancelled due to, but not limited to the conditions below, the School will decide on the status of the fees paid with the students’ interest in mind. Conditions where a course may be cancelled:
 - The intake does not meet a minimum enrolment of 4 students.
 - The teacher is suddenly hospitalised and a substitute teacher cannot be found.

- k. Non-Refundable Fees: -
 - Application Fees
 - Administrative Fees
 - All fees under Schedule C

- Student Pass Processing Fee
- Student Pass Issuance Fee
- Multiple Journey Visa Fee
- Lost Student Pass Card Replacement Fee (1st replacement)
- Lost Student Pass Card Replacement Fee (2nd and subsequent replacements)
- Damaged/ Updating Student Pass Card Replacement Fee
- Course Transfer Fee
- Course Deferment Fee
- Instalment Administration Fee
- Late Payment Fee
- Re-examination Fee
- Make-up Lesson Fee
- Re-module Fee
- Credit by Exemption Fee

REFUND PROCEDURE

Information notes on student refunds:

- a. All refund policy statements are detailed in the School's Refund Policy. All conditions must be satisfied before the School can proceed with the applications. The whole refund process should not take **more than 7 working days** (timeline to be monitored by the **Student Experience Ambassador**), 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 on the following platforms: -
 - **School's website**
 - **Student handbook**
 - **Student Contract**
 - **Orientation Programme Materials**
- d. Reasons for Refund are based on the following: -
 - Refund due to Non-Delivery of Course
 - Refund due to Other Reasons
 - Refund during Cooling off period
 - Excess payments
 - Any other reasons approved by the School
- e. Students who would like a refund, submit the **Student Request Form** to the **Student Experience Ambassador** 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 **Student Experience Ambassador** 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.

- i. After which, the **Student Experience Ambassador** is to refer to the student's **Student Contract** to establish if a refund is to be made to the student.
- j. Thereafter, the **Head of Student Experience** 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**.
- k. Upon establishing of the refund amount, the **Head of Student Experience** is to submit the **Student Request Form** and supporting documents to the Management Team for approval.
- l. All refund amounts will strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the school's management.
- m. Upon the approval by the **Management Team**, the **Student Experience Ambassador** is to pass the student request form to the **Finance Executive** for issuance of the refund amount through the student's preferred refund option.
- n. The **Student Experience Ambassador** is to contact the student to inform the on the refund status and collection of the refund payment if approved.
- o. During the collection of the refund, the **Student Experience Ambassador** is to communicate to the student on the computation of the refund amount.
- p. Subsequently, the student is to acknowledge the receipt of the refund amount and the explanation of the computation as indicated on the **Student Request Form**.

DISPUTE RESOLUTION POLICY

- a. For purpose of the School's **Dispute Resolution Policy** and procedures, it will cover any students' official complaints that the School receive from any channels and should be communicated to students and aligned with the Private Education Regulations.
- b. All complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the School and the complainant must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
- c. In the event of any appeals for retention, suspension, expulsion and awards, the School's Dispute Policy and Process shall follow.
- d. **Student Experience Department** is to respond to respective students **within 3 working days** of receipt of any complaints received. This is to ensure that students are aware that the School is aware of the Complaint received and is in the process of handling it.
- e. All feedbacks / complaints must be resolved **within 14 working days**. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
- f. In the event that the School and the student cannot come to an agreement or the student does not accept the final decision made by the School's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).

DISPUTE RESOLUTION PROCEDURE

Students who wish to provide any official complaints to the School should adhere to the following procedure:

- a. Students are to approach the **Student Experience Ambassadors** to request for a **Feedback Form**. Alternatively, students can fill up the **Feedback Form** and send it via email or via the School's Cognito Forms link.
- b. The **Student Experience Department** is to acknowledge the feedback / complaint received. This should be done **within 3 working days**.
- c. **Student Experience Department** will review the feedback / complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary.
- d. Relevant parties will then propose a solution for the issue raised and the **Student Experience Department** will explain it clearly to the student. This should be done **within 7 working days** upon receipt of the Complaint.
- e. The student should acknowledge the situation whether he / she accepts or is satisfied with the proposed solution.
- f. If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the **CEO** (for non-academic issues) or the **Head of Academic** (for academic issues). The respective person will investigate the case and take necessary actions to resolve it. This should be done within 14 working days upon receipt of the Complaint.
- g. If the student is still not satisfied with the outcome / decision, he / she will be referred to the **Singapore Mediation Centre (SMC)** or **Singapore Institute of Arbitrators (SIArb)**.
- h. The entire process should not take **more than 21 working days** unless otherwise specified. Students need to be informed of the reason as to why it is so and justification needs to be provided by the School. Justifications need to be recorded on the **Feedback Form** under the Remarks section.
- i. For suggestions and compliments, they can be generic and / or positive. This would not be covered under the Dispute Resolution Policy and Procedure.

DISCIPLINARY POLICY

- a. The following are categories of misconduct:
 - Minor Misconduct
 - 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 / Slandering allegations directed at Fellow Students / Staff / Office Bearers / the School's business associates
 - 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 and 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 instructors from teaching, the instructors reserve the right to warn the students or send them home if the warning is not taken seriously.
 - Instructors shall report the students to the Student Experience Ambassadors. The Head of Student Experience 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 Institute's premises, assets or properties for whatsoever reason, the student shall compensate the Institute 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 a fail grade for the unit and administrative fee may apply.
 - v. Working while on Student Pass
 - Students on Student Pass that have been caught working will be immediately expelled and reported to ICA.
 - 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 Institute.
- d. Disciplinary Committee and Hearing



- Based on the discretion of the School, it can hold disciplinary hearings which will discuss and review on misconducts by the Students.
- The School shall ensure a fair hearing for all students without any form of discrimination

CODE OF CONDUCT FOR STUDENTS DURING EXAMINATION

1. Students sitting for an examination must conduct themselves in a proper manner and observe all the rules regulations governing the conduct of the examination.
2. Absence on the day of examination without any valid reason will be deemed as an immediate failure for the student.
3. During the course of examination, Students are to switch off their mobile phone and must be kept in their bags. Silent and/ or Vibrating mode will not be allowed to avoid any disturbance to the course of examination.

Practical Examination

4. Students must be aware that there are examination time slots allocated to each student on the day of examination and it should be strictly adhered to.
5. Students are responsible in finding their scheduled time slot before the examination day.
6. Any latecomers will be up to the Instructor's discretion to determine whether the examination shall be conducted on the same day or postponed to another day.
7. Latecomers will not be allowed to enter the examination room 10 minutes after the commencement of the allocated time slot as it may affect the next candidate in line taking the exam.
8. Students are not allowed to leave the exam room after the Instructor has commenced the examination.

Written Examination

9. Late comers will only be allowed to enter the examination room 10 minutes after the commencement of the examination. Latecomers will not be given extra time to complete the examination.

10. Students will not be allowed to leave the examination room during the first 30 minutes of the examination and the last 15 minutes before the end of the examination.
11. Communication among students is strictly not allowed during the course of examination. Any student who wishes to communicate with the Instructor must raise his/ her hand.
12. Students must stop writing when they are instructed to do so. Students must ensure that all the relevant information is filled in before handing in their answer scripts as SOMA will not accede to any requests from students to do any checking, amendments or insertions of any kind after the exam script have been handed in. Answer scripts which are not submitted to the instructors at the time of collection will not be accepted for grading.
13. No answer scripts, used or unused will be taken out of the examination room.
14. Any action by the student rendering failure to comply, whether discovered during the examination or afterwards will subject the student to be disqualified from the examination and certification.

POLICY ON APPEAL OF AWARDS AND RESULTS

1. Assessment results (including courses with external partners) are to be approved by the Head of Academic before dissemination and are to be disseminated to all relevant students within 3 months from the date of the late examination of the term.
2. Post-assessment analysis should be conducted and utilized as part of the course review.
3. All appeals shall be managed in a fair and impartial manner.
4. Appeals are to be submitted in writing, **within 14 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**.
5. Outcome of appeals are to be approved by the Examination Board before notifying the student.
6. For appeals to the external partner, the Examination Board is to endorse the outcomes before notifying the student of the outcome.

PROCEDURE FOR APPEAL OF AWARDS AND RESULTS

1. Upon completion of the marking and moderation of examination papers, the **Student Experience Ambassador** will release the examination results to all students via **Progress Reports** for the term or **Transcripts** for the Academic Year.
2. If students have met all the graduation requirements, their names would also be submitted to the Examination Board and / or academic partners for their approval.
3. Final examination results and awards must be released within three months upon completion of the final examination and/or assignment of the course for both in-house courses and courses with **External Partners**.
4. Dissemination of awards can be in the form of information provided to students. Actual graduation would not fall **under the 3 months'** timeframe.
5. The following is the appeal procedure:

Courses with External Partners

- Upon release of results, students who are dissatisfied with the outcome may submit an **Examination Appeal Form** to the **Student Experience Ambassador**. This is to be done **within 14 working days** of the release of examination results.
- The **Student Experience Ambassador** is to acknowledge the receipt of the **Examination Appeal Form** **within 3 working days**, and proceed to submit the appeal to the **External Partner**.
- All decisions made by the **External Partner** are subject to their appeal processes, and approved decisions are final.
- The **Examination Board** is to review and endorse the appeal results before the **Student Experience Ambassador** informs the students of the appeal outcome (to be done **within 8 weeks** of the date of the appeal).
- Should there be changes required, the **Student Experience Ambassador** will make the necessary amendments to the results slip and submit to the **Head of Academic** for approval.

In-house Courses

- Upon release of results, students who are dissatisfied with the outcome may submit an **Examination Appeal Form** to the **Student Experience Ambassador**. This is to be done **within 14 working days** of the release of examination results.
- For internal courses, the **Student Experience Ambassador** is to acknowledge the receipt of the **Examination Appeal Form** **within 3 working days**, and proceed to submit the appeal together with all related documents (e.g. exam paper, assignments) to the **Head of Academic** for review.
- The **Head of Academic** is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to 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 **Examination Board Chairman** for his/her review and approval.
- In the event that this is not possible due to the nature of the examination (e.g. if the exam is a practical one), the student may be allowed to take the examination again.
- All decisions made by the **Examination Board** are final.
- The **Student Experience Ambassador** will inform the student of the final decision **within one month** from the date of the appeal.
- Should there be changes required, the **Student Experience Ambassador** will make the necessary amendments to the progress report/ transcript based on the appeal result.

COUNSELLING HELPLINES

Here at SOMA, we hope that all students will have an exciting learning journey in a fulfilling environment. At any time, should you feel a need for someone to talk to, do approach out kind and helpful staff for a chat. However, if you should feel uncomfortable talking face to face, here is a list of counselling helplines you can contact for additional support

Counselling helpline	Contact information	What it is
AWARE helpline	Call 1800-774 5935	A helpline for women
Care Corner Counselling Centre	Call 1800-353 5800	A Mandarin counselling helpline
Fei Yue eCounselling Centre	Visit www.ec2.sg or www.egen.sg , or email admin@ec2.sg .	An online counselling channel for youths
Samaritans of Singapore (SOS)	Call 1800-221 4444 (24 hours)	A suicide prevention helpline
Singapore Association for Mental Health (SAMH)	Call 1800-283 7019	A helpline for all mental health-related help