



School of Engineering and the Built Environment

# STUDENT HANDBOOK 2021/22



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## Message by Associate Dean International

Dear Student,

A very warm welcome to you from all the team here at Birmingham City University (BCU) in Birmingham, UK and all the staff at our collaborative partners at GSTM, Singapore. I hope you have an enjoyable and rewarding experience on your chosen programme of study.

We are proud to have been working with GSTM since 2013 to provide exciting opportunities for students to study our programmes in the beautiful city of Singapore. Many of these programmes are recognised by professional bodies and we take great effort to ensure all programmes are designed to meet your future career needs and to equip you with key skills, attributes and understanding to allow you to prosper in your chosen profession. Our close links to big-name companies and organisations help to ensure our programmes are at the cutting edge of the discipline and remain highly relevant to their needs.

Many of the teaching staff at GSTM come from and maintain their links with industry, ensuring you are given an insight into the latest thinking. We are constantly looking for new ways to enhance the learning experience, with inspiring visiting lecturers and learning environments that are designed to replicate the workplaces you aim to enter.

We are also committed to delivering high quality learning opportunities and were delighted when GSTM were awarded the EduTrust Certification by the Committee for Private Education (CPE). This prestigious award is given to institutions in recognition of their commitment to maintaining an excellent level of performance and in providing high-quality education standards and welfare for their students. So, you can be assured that you will experience the best possible education that satisfies the UK and Singaporean quality benchmarks and standards.

On behalf of the entire BCU team, I wish you every success with your studies and hope you have an enjoyable and inspiring experience with us. Remember, *you are BCU!*

**Professor David Proverbs**  
**Associate Dean International**  
**Faculty of Computing, Engineering and the Built Environment**  
**Email: [David.Proverbs@bcu.ac.uk](mailto:David.Proverbs@bcu.ac.uk)**



Welcome to Birmingham City University. You are now part of one of the largest Universities in the United Kingdom that attracts students from all backgrounds from across the region, the country and the rest of the world. With 25,000 students from 80 countries, Birmingham City University is a university with an international outlook.

The University also works in partnership with other higher education institutions and organisations not only in the United Kingdom but in countries throughout the world. These partnerships provide opportunities for students to study at a centre local to them on a programme that leads to an award of the University.

You too are studying for a Birmingham City University award through one of our partnerships. Throughout this Handbook we will refer to the place where you are studying i.e. Global School of Technology and Management, as either the 'partner organisation' or as GSTM.

This Handbook is one of several important documents that you will receive during your time as a Birmingham City University student. We urge you to read this Handbook and to keep it as a reference tool for the duration of your studies

## Our Vision

To be the leading university for creative and professional practice inspired by innovation and enquiry

## Our Mission

To transform the prospects of individuals, employers and society through excellence in practice-based education, research and knowledge exchange

## Our Values



### Excellence

We take pride in ensuring the highest quality standards of academic achievement and professional service delivery.



### People Focused

We value everyone, recognising that what we do is for the benefit of all those connected with the University.

### Partnership Working

We work with students and the wider University community to create strong and successful relationships.



### Fairness and Integrity

We take a fair and balanced approach to our activities and are mindful of the impact of our actions.



# About CEBE & SEBE



## The Faculty of Computing, Engineering and the Built Environment (CEBE)

CEBE comprises of two schools that, together, are able to respond dynamically to the multiple modern technological challenges posed by fast-paced industries. Their shared vision is to create a powerful **centre of technological excellence and innovation**, to **educate** to the **highest quality** in technologies and engineering and equip students with the technical skills to contribute to the workplace as well as to the wider industry.

Our close links to industry allow students to become involved in the latest research or make a real contribution to business.

We also offer international links that allow us to explore further the **emerging technologies**, which are crucial for knowledge-sharing. They also offer opportunities for overseas exchange.

Students can find out what to expect from life at the university and how they can contribute by viewing our student partnership agreement.

Through a vast choice of **accredited courses** supported by more than 300 staff, plus vigorous research activities, CEBE has gained a reputation as the West Midlands' **chief hub of knowledge, technology** and **skills-transfer** into industry.

## School of Engineering & the Built Environment (SEBE)

We are a recognised **leader in education, training and business solutions**, offering a wide range of courses that benefit from active engagement with regional, national and international industry - giving students the best possible introduction to modern engineering.

Our high-quality programmes combined with industry engagement have earned the School accreditation by world-leading professional bodies, such as the Institution of Engineering and Technology and the Institution of Mechanical Engineers (IMechE). Well-equipped laboratories enhance our students' educational experience, providing a bridge between theoretical learning and hands-on teaching to prepare them for a career in industry.

Our courses are tailored to meet the needs of employers through partnerships with professional bodies and industry. For example, each new programme is approved, or existing programmes re-approved, by a panel that includes a representative from a relevant industry or professional body.

About the University Policy and Procedures, please visit <http://www.bcu.ac.uk/about-us/corporate-information/policies-and-procedures>

# Getting Started

## Induction & Enrolment

Global School of Technology and Management ('GSTM') will arrange a Welcome Orientation Session which will be followed by an induction session. Attendance is compulsory for all new students.

Welcome Orientation Sessions will provide you with important information about your programme including the learning, teaching and assessment methods that will be used and what will be expected of you. You will receive an introduction to your institution, the facilities and the learning resources as well as meeting the members of the teaching and support staff and your fellow students

You will also be required to enroll as a student of GSTM as well as Birmingham City University ('the University'). In order to enrol, you will need to provide the following:

- Original certificate or official results notification of all qualifications that are listed on your application form;
- Original NRIC or passport;
- Completion of application form
- Payment for your fees as stipulated in Standard Student Contract or a sponsor letter confirming payment.

Once your application is approved by Birmingham City University (BCU), you will receive the following documents from GSTM:

- Offer letter,
- Advisory Note
- Standard Student Contract

As part of the enrolment process, GSTM will complete an enrolment form from BCU. The information is including details of your legal name, home and term time addresses and all previous qualifications. Other personal details will be required for statistical purposes.

Your enrolment forms will be sent to Birmingham City University so that we can then enroll you as a student of the University. Once we have set up an electronic record for you on our database, you are required to complete an online enrolment for confirmation of your registration as BCU student. Once you completed this process, you will be issued with a unique identification number, a Birmingham City University Network ID and password, and a personal Birmingham City University email account. This email address will be used by the University to communicate useful and official information. You will also need your password to make use of and to access the online learning facilities on the University's intranet (called iCity) and Moodle.

The amount of fees due will be recorded on your Standard Student Contract and you will be expected to pay or make arrangements to pay at enrolment. It is a condition of enrolment that you accept full responsibility for the payment of all programme fees and any other fees that you incur while registered as a student on the programme.

## Campus Information

GSTM is located at 420 North Bridge Road, North Bridge Centre, #02-06 Singapore 188727. All programmes offered at GSTM is registered with Singapore Committee Private Education (Reg No: 201007405K). Please visit the Official CPE website at [www.ssg.gov.sg/cpe/pei.html](http://www.ssg.gov.sg/cpe/pei.html) for details.

Most classes will be conducted at this location, but, where necessary, classes may be held in other locations. Students should refer to their respective timetable for the location of classes.

# Your Key Contacts

Purpose (s)	Contact Persons	Contact Details
Student Support Services Academic / Examinations	Ms Aida Ms Joanne Ms Alyssia (Link Tutor)	Tel: (65) 64239618 HP: (65) 81890101 Email: <a href="mailto:info@gstm.edu.sg">info@gstm.edu.sg</a>
Fees Payment and Enquiries	Ms. Grace Ms. Liza	Tel: (65) 64239618 HP: (65) 81890101 Email: <a href="mailto:info@gstm.edu.sg">info@gstm.edu.sg</a>
Course Enquiries / Marketing	Mr Gavin Ms. Liza Ms. Alyssia	Tel: (65) 64239580 / 64239590 HP: (65) 97204769 Email: <a href="mailto:info@gstm.edu.sg">info@gstm.edu.sg</a>
Corporate Marketing	Ms. Liza Mr. Linus Ms. Alyssia	Tel: (65) 64239580 / 64239590 Email: <a href="mailto:info@gstm.edu.sg">info@gstm.edu.sg</a>

# Your Programme

## Programme Specification

Every course offered by the University has a programme specification. A programme specification is a concise description of the knowledge, understanding and skills you should have gained on successful completion of the programme as well as information about how you will be taught and how you will be assessed (for example by written examination or coursework assignment).

The programme specification for your course can be found at [www.bcu.ac.uk/courses](http://www.bcu.ac.uk/courses) or [www.gstm.edu.sg](http://www.gstm.edu.sg)

## Programme Timetable

A timetable will be issued to you during your induction. The timetable will include your assessment deadlines.

## Student Portal Account

You will receive a Student Portal Account via email for the User ID and Password from GSTM.

You can log in to your Student Portal Account for programme timetable.



## Learning and Teaching Methods

Key concepts will be introduced through lectures and will be explored further during seminars, workshops, lectures from visiting speakers, in-class and forum debates and through self-directed/independent study. Case studies are used to explore concepts applied to real-world scenarios. Experiential learning is encouraged via project-based assignments.

Analysis, synthesis and evaluation are developed as themes throughout the programme. Information and discussion forums will be available on Moodle (see Section 5: Resources) for participants to provide a support network to complement lectures, seminars and workshops.

One of the key aspects of higher education study is self-directed/independent learning and you will be expected to undertake a lot of work outside of your timetabled lectures and seminars. Don't rely on your lecture notes for all the information you'll need for an assessment. It is important that you do some independent research, for example, by reading through some of the additional textbooks suggested by your teaching team.

## Language of Delivery and Assessment

All of your programme will be taught and assessed through the medium of English. English language support sessions will be made available to any student seeking supplementary support. More information about the language support sessions is available from your Programme Director or tutor.





# Assessment Information

## How you will be assessed?

A wide variety of assessment approaches are used throughout the programme. These include structured tasks, presentations, practical work, academic writing (articles, business reports and academic papers), individual or group projects and examinations. Your lecturer will issue you with assessment briefs that contain the specific details of individual assessments. The assessment briefs are changed annually and therefore cannot be published in the Handbook. More detailed information about how a particular module will be assessed can be found in the module specifications.

## Assessment Regulations, Policies & Procedures

The University has a series of regulations, policies and procedures that govern your academic experience and all members of staff and all students are required to observe these during their time at the University. It is therefore important that you familiarise yourself with these regulations, policies and procedures. You can find the full set of University regulations, policies and procedures on the iCity at: <https://icity.bcu.ac.uk/Quality-Enhancement-and-Inclusion/Quality-Assurance-and-Enhancement/Academic-Regulations>

It is important that you familiarise yourself with the Academic Regulations: Assessment, Progression and Award. You can find the full version of [Academic Regulations: Assessment, Progression and Award](#) at iCity.

The way in which your work is assessed is covered by the University's Assessment Regulations. The regulations include information about:

- modules, levels of modules and the credits which attach to them;
- requirements for passing modules;
- requirements for progression to the next level of your course;
- how to achieve an award with Commendation or Distinction and how degree classifications are calculated;
- what happens if you fail a module.

### Key features

#### 1. Number of assessment opportunities

You will have two assessment opportunities for each module. If, at the first assessment attempt, you fail a module or an item of assessment in a module you will have one opportunity to be re-assessed. And If you fail the re-assessment attempt in a core module, you will be withdrawn from the course.

If you fail to submit work for re-assessment in a core module, you will fail the module and be withdrawn from the course. Please note that if there is something outside your control that is affecting your ability to complete an assessment you can ask the University for an extension or to take the assessment at a later date, by making a claim under the University's Extenuating Circumstances procedure. Click here for further information at <https://icity.bcu.ac.uk/Student-Affairs/Appeals-and-Resolutions/Extenuating-Circumstances-Procedure>

If you fail an optional module, you can choose to substitute an alternative optional module if one is available after failure at the first attempt or failure at the re-assessment attempt. You will have two assessment attempts at the new optional module. However, if you fail the re-assessment attempt in the new module, you will be deemed to have failed and no further optional modules can be taken in its place.

#### 2. The pass mark for a module

The pass mark for a module with one item of assessment is 40% for undergraduate course and 50% for postgraduate course. In modules where there is more than one item of assessment, a pass mark will be awarded where the overall weighted average of the marks achieved for the items of assessment is 40% or more for undergraduate and 50% or more for postgraduate.

#### 3. Non-discretionary compensated credit

Compensation is automatically applied at each stage of study at the level of the module for a marginal fail of up to 40 credits provided the stage mean has been achieved, on the basis that a strong performance by a student in one part of the curriculum may be used as the basis for the award of credit in respect of a marginal fail elsewhere. Compensation can be applied to both core and optional modules where the following criteria are met.

Where a student has not achieved the credit requirement for progression or award but has met the following criteria, then up to 40 credits will automatically be granted by compensation provided that the remaining credits in the stage meet the pass threshold:

- a stage mean of 40% for an undergraduate course, with the exception of integrated Master's courses where the stage mean requirement in the final stage is 50%, or a stage mean of 50% for a postgraduate course (excluding the research project/dissertation);
- a marginal fail on the module/s (35-39% for undergraduate modules or 45-49% for a level 7 module). Compensation cannot be applied to awards consisting of fewer than 120 credits.

The regulations for your course are the [Assessment Regulations Third Version \(2020\)](#). You'll receive information about the University's regulations from your programme team, and if your programme is governed by Standard University Regulations, you can access them along with other useful policies and procedures, on the [Academic Regulations and Policies page](#) on iCity.

You may be asked for a 'username' and 'password', which is just your University network ID and password. Under 'username', you'll need to type: STUDENTS\ before adding in your University network ID. Once you've added in your details, a SharePoint page will open up: Click on the 'Academic Regulations and Policies' folder to access our standard regulations.

# Assessment Information

## Maximum Registration Periods

For **Top-up Degrees**, the maximum registration period is three years.

For **Master of Science**, the maximum registration period is five years.

Extensions of registration periods require the approval of the Director of Academic Services in consultation with academic staff. When previous study is no longer current, students may be required to take current versions of the nearest equivalent modules.

## Assignment Submission

You will be submitting several pieces of coursework work over the academic year and it is important that you keep the following in mind:

- Prepare your work so that your assignment is ready in advance of the submission date (see My Assignment Planner in Section 5: Resources for help with planning your assignment);
- Each assignment must be submitted with a standard cover sheet showing your name, full student number and programme of study, module title and the name of your tutor. You will be given a receipt on submission of your coursework;
- Collect several cover sheets from the office at the start of the term so you can complete one before you hand in your work;
- Ensure that your assignment is ready for submission when it is handed in i.e. the work is secured in the file and the cover sheet has been completed;
- All coursework is due by 5pm on the day of submission; any work submitted after this deadline will be regarded as a late submission and will be subject to the appropriate penalty (see below Late Submission);
- Only submit complete assignments. You cannot submit missing sections after the submission date. If you wish to add to an assignment that has been handed in and the submission date has not yet passed, you must submit a new assignment.

## Extenuating Circumstances/Mitigating Circumstances and Extension to Deadline

If you can't submit an assignment or attend an exam for valid reasons beyond your control (for example, if you are ill) you can apply under the University's procedures for the consideration of exceptional circumstances for either:

- A deferral (which means that you will take the assessment at the next available opportunity); OR
- A coursework extension of 10 working days to the coursework deadline

You must make sure you submit your request, with evidence (i.e. a doctor's note if you are ill), at least 7 working days before the exam/assessment deadline. The full procedures are available on iCity at <https://icity.bcu.ac.uk/Student-Affairs/Appeals-and-Resolutions/Extenuating-Circumstances-Procedure>

## Late Submission

Students are responsible for submitting coursework on time and in the way specified in Module Guides. Marks for assessments submitted:

1. Up to 1 hour late = no penalty
2. 1 –24 hours late = reduced by 5%
3. 24 hours – 5 working days = reduced by 10%
4. More than 5 working days = not marked – 0% recorded

If you do not have exceptional circumstances but submit your first attempt of an assessment after the published deadline, the maximum mark you can be awarded will be the pass mark for the module, provided you submit your work no more than 5 working days after the published deadline.

Work submitted more than 5 working days after the published deadline will be given a mark of zero and you will be deemed to have failed an attempt at the assessment. Where you submit a reassessment attempt after the published deadline you will be deemed to have failed the re-assessment and the coursework will be returned to you unmarked.

If you have longer term problems which you think are likely to last more than three weeks, you should ask your personal tutor whether you should apply to withdraw temporarily from the course – this is called 'taking an interruption of studies'. Further information is available in Frequently Asked Questions Section.

## Re-Assessment

If you have not passed a module at the first attempt, you may be eligible for re-assessment. If you do re-sit a module without extenuating circumstances, your mark will be capped at the pass mark i.e. the maximum mark that you can achieve will be the pass mark (this is usually 40% for Undergraduate and 50% for Postgraduate).

Students who fail modules are permitted a second attempt at each failed assessment, provided this can be completed within their maximum registration period.

Reassessments submitted after the deadline will be given a mark of zero. Students may not be reassessed on modules they have passed.

Reassessments must be attempted on the next occasion the assessment takes place unless an interruption of study has been granted. Marks for modules that include reassessments are capped at 40%. When reassessment results in a lower mark, the original mark is used.

Students who do not attend a reassessment event or miss a coursework deadline will fail the assessment unless a deferral or extension is granted.

If reassessment using the same methods as the initial assessment is not practicable, the Examination Board will make special arrangements for re-assessment.

## Academic Misconduct

Academic Misconduct is often referred to as 'cheating' or 'plagiarism' and can take a variety of forms and although it may be intentional or unintentional, the University takes allegations of academic misconduct very seriously. Cheating is considered a disciplinary offence if a student attempts to gain or helps someone else to gain an unfair advantage over other students. Students who are suspected of cheating will have to attend a formal hearing to explain their case, and if found guilty of cheating the penalties can be severe, including the removal of academic credit or even your permanent expulsion from the University.

Some examples of academic misconduct are included below, but the list is not exhaustive and cheating in assessed work may take other forms:

### Cheating in examinations:

- Attempting to access confidential information before an examination, including trying to get sight of the examination paper before it is published;
- Taking or attempting to take unauthorised material, including blank paper, electronic devices and mobile phones, into an examination room;
- Communicating or attempting to communicate in any way with another candidate or any other person (other than the invigilator) during an examination;
- Copying, or trying to copy, the work of another student;
- Allowing or assisting another student to copy;
- Impersonation – taking an assessment on behalf of, or pretending to be, another student, or allowing another person to take an assessment on behalf of a student;
- Attempting to remove script books, including blank script books, from an examination room.

### Cheating in relation to other forms of assessed work – including:

**Plagiarism:** This is the submission of an item of assessment, which all or in part, contains work produced by another person (s) in such a way that it could be assumed to be the student's own work. Plagiarism also includes a lack of 'in-text' referencing. Information on avoiding plagiarism can be found on the [Centre for Academic Success](#) web pages Centre.

**Collusion:** This is where there has been improper collaboration (or working together) in the production of a piece of work, which is then submitted as entirely the work of an individual. It is important to note that except where written instructions state that work for assessment may be produced jointly and submitted as the work of more than one student, (often referred to as 'group work'), students must not collaborate with other students to produce a piece of work jointly. Furthermore, students should not copy or share another student's work, lend their work to another student or allow another student to copy their work.



# Assessment Information

## Marking, Feedback and the External Examiner

When you hand in your work or sit an exam, your work will be marked as quickly as possible by the teaching team. Their marking will then be moderated within the Department or Faculty, to ensure that marks have been awarded fairly. Marking is carried out anonymously, wherever possible, so don't worry, personal feelings are never taken into account when your work is being graded. To make sure that you are assessed fairly in relation to other students on the same course and to ensure the quality and standards of our courses are comparable to similar courses in other Universities, the University employs an External Examiner. An External Examiner is a qualified subject specialist who works in a UK university other than Birmingham City University. External examiners won't be marking your work, but they will see a sample of assessed work to check the appropriateness of the standards and the marks awarded.

The External Examiner will visit your centre at least once a year and you will have the opportunity to talk to them about your experience – good and bad! - on the programme. Following the visit, the External Examiner will write a report that tells the University about the good practices at your centre and of any concerns they might have. External Examiner reports are made available to students and you can request a copy from your Programme Director. You'll get feedback on your assessments, so make sure you go and collect your work once it's been marked. Feedback is really useful as it includes the markers' constructive comments on your assessment, including aspects of your work that could be improved, and it can also provide guidance and advice for future assessments. Please note that when you collect your work, you will receive an indication of how well you have done in your assessment and you may receive a mark for the work. However, remember that the mark is only indicative and is subject to change. You will receive the final mark after the meeting of the Examination Board.

## Grading criteria

Statements of grading criteria for each of the assessment criteria describe performance associated with the assessment criteria. The grading criteria are the basis upon which marks are accorded. Grading criteria for each module assessment are provided in the relevant assignment briefs.

## Error in the Conduct of an Assessment or an Examination Board

If you consider that there has been an error or irregularity in an assessment, or at an examination board, you may submit a claim under the "Procedure for Considering Claims of Error in the Conduct of Assessment Processes". To submit a claim you should complete a form called "Academic Appeal Form" which is available on iCity at <https://icity.bcu.ac.uk/Student-Affairs/Appeals-and-Resolutions/Extenuating-Circumstances-Procedure>

### Procedure

If you wish to make a claim, you must submit your academic appeal within 20 working days of the decision that you are questioning being published or received. If, for good reason, you cannot submit a claim within this timescale you should speak to your Tutor or Programme Director. If you are still not happy with our response to your academic appeal, you can ask for a review. You shall complete the "Academic Review Form" which is available on iCity at <https://icity.bcu.ac.uk/Student-Affairs/Appeals-and-Resolutions/Extenuating-Circumstances-Procedure>

This stage should be completed within 20 working days of us receiving the request for a review and we will give you our decision in writing.

# Assessment Information

## Interruption of Studies

Students may apply for permission to interrupt their studies for between 20 working days and one academic year. This requires the approval of the Director of Academic Services. See the Student Withdrawal and Interruption of Studies Policy for more details. Students who interrupt withdraw from all current modules and may not attend classes or submit work for assessment. Existing assessment marks (including failures) are carried forward when the modules are resumed. Students who fail to resume their studies at the time agreed with the University will have their registration terminated.

## Programme Transfers

Students may apply to transfer between programmes. This requires the approval of the Programme Directors of both the old and new programmes, who will take account of the availability of places, admissions criteria, ability to transfer credit, maximum registration periods and timing.

## Withdrawal and Termination

Students have the right to withdraw at any time. Those considering this should seek advice as soon as possible from the appropriate academic staff and student support services. See the Student Withdrawal and Interruption of Studies policy for more details. The University may terminate a student's registration due to assessment failure, failure to engage, exclusion, failure to complete re-enrolment, breach of visa conditions or breach of regulations.

After withdrawal or termination:

- students are not permitted to attend teaching sessions or take assessments;
- Library and network access are withdrawn;
- there may be a tuition fee liability.

Assessments submitted before termination or withdrawal will be considered by Examination Boards in the normal way and may contribute to the granting of an Exit Award.

## Borderline for Degree Classification

Rounding of marks may result in a grand mean mark coming close to but below a degree classification boundary. Students falling within a borderline area of one percent below each classification boundary as follows will be eligible for reclassification:

- 69-70 Boundary for 2:1/1st and for postgraduate merit/distinction
- 59-60 Boundary for 2:2/2:1 and for postgraduate pass/merit
- 49-50 Boundary for 3rd/2:2 and for postgraduate borderline fail
- 39-40 Borderline fail for undergraduate

## Classification of Honours Degrees

Classification of Mark	Honours Classification
First Class	70% or above
Second Class Honours Division I	60 – 69 %
Second Class Honours Division II	50 – 59%
Third Class	40 – 49%

## Classification of Postgraduate Programmes

For the master programmes, modules are assessed independently of each other. A mark, or in some cases a pass/fail, is given for each module and credit is awarded to students who pass. The pass mark for assessments where marks are awarded is 50%.

The pass mark for modules is a weighted average of 50% across all assessments in the module. To qualify for awards, students need the following credits:

Award	Minimum Credit Needed
Postgraduate Certificate	60 credits of which at least 40 must be at level 7
Postgraduate Diploma	120 credits of which at least 100 must be at level 7
Master's Degree	180 credits of which at least 160 must be at level 7

# Assessment Information

## In term of commendation and distinction:

- The award of Postgraduate Certificate is not available with Commendation or Distinction.
- The award of Postgraduate Diploma with Commendation will be made to students who satisfy the requirements for the award and achieve an overall average mark of 60 – 69% in the 120 credits required for the award.
- The award of Postgraduate Diploma with Distinction will be made to students who satisfy the requirements for the award and achieve an overall average mark of 70% or above in the 120 credits required for award.
- The award of Master's Degree with Commendation will be made to students who satisfy the requirements for the award and achieve an overall average mark of 60 - 69% in the 180 credits required for award.
- The award of Master's Degree with Distinction will be made to students who satisfy the requirements for the award and achieve an overall average mark of 70% or above in the 180 credits required for award.
- Where a student has been admitted with academic credit, eligibility for an award with Commendation or Distinction will be based solely upon the marks achieved in the modules the student was required to complete on the programme in order to qualify for the award.
- Where students have more than the required number of credits, their best marks will be used up to the number of credits required for the award.

## The classification award for Postgraduate:

Award	Less Than	Greater Than
Distinction	Not applicable	70% threshold plus 50% of credit at 70 or above
Merit	70% plus 50% of credit at 70 or above	60% threshold plus 50% of credit at 60 or above
Pass	60% plus 50% of credit at 60 or above	50%

## Certificates and Transcripts

Certificates and Transcripts are issued to all students who pass all modules and receive awards.

## Aegrotat Awards

An Aegrotat undergraduate degree is a degree that may be awarded where a student has achieved 60 credits in the final stage and is unable to complete their studies in the foreseeable future because of serious illness or other valid cause. A student achieving 60 credits in the final stage may be eligible for an Aegrotat degree on the credit achieved and/or on work completed to that date. The Aegrotat degree will be reserved for those circumstances in which the PAB recognises higher level academic achievement, subject to the approval of the Deputy Vice Chancellor (Academic) following a recommendation from the PAB. An undergraduate Aegrotat degree may be an unclassified honours or an Ordinary degree (without honours). Alternatively, a Diploma/Certificate of Higher Education may be awarded.

A postgraduate Aegrotat degree may be awarded at Master's, Diploma or Certificate level depending on the credit achieved, subject to the approval of the Deputy Vice Chancellor (Academic) following a recommendation from the PAB. A postgraduate Aegrotat may be classified where academic performance at the higher level has been demonstrated.

An Aegrotat degree does not provide eligibility for registration with a Professional Statutory and/or Regulatory Body (PSRB).

## Revocation of an award of the University

The University may, on the recommendation of the Vice Chancellor as Chair of Academic Board, revoke an award if it is discovered at any time and proved to the satisfaction of the University that there is good cause to do so. Good cause may include (but is not limited to) the following:

- Discovery, subsequent to the conferment of an award, of academic misconduct in work submitted for the qualification;
- Discovery, subsequent to the conferment of an award that it was obtained by fraud and/or deception.

The revocation of any award which also carries professional registration/recognition will be reported to the appropriate professional body.

## Concerns and Complaints

The University is committed to valuing and learning from concerns and complaints. See the [Concerns and Complaints Procedure for more details](#)

# BCU Resources

## Birmingham City University Network

The Information and Communications Technology team is responsible for the data network, email and access to the Internet. To be able to access these you require a Network ID and password. These will be issued to you before or soon after you enrol. When you have access to the network you will have a personal email address (account) available to you. This email address will be used by the University to communicate useful and official information. You will also need your password to make use of and access the online learning facilities, including Moodle (see below).

You can access this email address from anywhere on the internet at <http://owa.bcu.ac.uk>. You should check this email account on a frequent basis.

## Moodle

Moodle is a Virtual Learning Environment for all University students and staff and is a great place to look for information to help you with your programme. Not only are there useful links to key resources and websites, but it also brings together different forms of e-learning to enhance your learning experience. This includes quizzes, forums that enable you to ask tutors questions or to share experiences with fellow students as well as glossaries to explain complex terms. Other features include blogs which are personal spaces that allow you to reflect upon your own learning privately; Wikis which allow you to work collaboratively with other students and workshops which allow students to review each other's work.

Most modules are supported by Moodle; this means that Moodle will provide access to all sorts of resources such as lecture notes, PowerPoint presentations and, where available, video lectures and multimedia scenarios. Moodle is available 24 hours a day, 365 days a year and from anywhere in the world. You can access Moodle through the main Moodle website (link below). You will need your network ID and password to log-in to Moodle: <http://moodle.bcu.ac.uk>

## Library Resources

As a student of the University you have access to a range of resources and learning support from the University's Library and Learning Resources Team. You will have access to an extensive range of electronic information sources. You will again need your network ID and password to access the resources which are available at: <https://icity.bcu.ac.uk/Library-and-Learning-Resources/ElectronicResources>

## Library and Information Literacy Skills

A wide range of study guides is available giving advice on academic writing, study skills, math and statistics, and grammar. These are available at the following link: <http://library.bcu.ac.uk/learner/Guide%20Index.htm>

## My Assignment Planner (MAP)

Being faced with your first assignment at University can be a daunting task. The University has put together an on-line easy step by step guide to help you plan your assignment. There are 11 straightforward steps to follow, which will allow you to plan your time effectively. This is available at the following link: <http://library.bcu.ac.uk/MAP2/freecalc-mail/>

The screenshot shows the Moodle LMS interface for a course titled 'GridTest'. The top navigation bar includes 'Messages', 'Admin User', and 'GridTest'. Below the navigation bar, there is a search box and a 'Turn editing on' button. The main content area is divided into sections, with a 'General' section visible. Under 'General', there is a 'News forum' and a grid of six sections, each with a thumbnail image. The right-hand sidebar contains several widgets: 'Search forums' with a search box and 'Go' button; 'Latest news' with a 'Add a new topic' button and a note that no news has been posted yet; 'Upcoming events' with a note that there are no upcoming events and a 'Go to calendar' button; and 'Recent activity'.



# About GSTM

Global School of Technology and Management (GSTM) established in July 2007, in Singapore. GSTM is a dynamic, modern learner centre provider dedicated to provide quality programmes that are academically stimulating and rewarding careers in the building, construction and the built environment industry and in the ever-changing world economy. There are currently more than 300 students studying at GSTM, with students from Singapore, Malaysia, China, Myanmar, India and other Asia Pacific region countries. All programmes are registered with Committee for Private Education Singapore (Reg No. 201007405K).

GSTM has recently attained EduTrust 4 Years certification on 10 May 2018 (Certification no: EDU-2-2114).

GSTM Organisation Structure can be found at <http://gstm.edu.sg/>

## **Vision**

We strive to be the leading construction and management education provider locally and globally

## **Mission**

To provide learners with continuous lifelong learning and enhance their knowledge and performance paving the way for career opportunity/advancement to meet the industrial needs and expectation.

## **Values**

We prepare our learners to excel in their respective fields from a holistic learning environment.

## **Culture**

**G** – Go the extra mile for learners  
**S** – Serving learners is our priority  
**T** – Treat learners as our vital stakeholders  
**M** – Meet learners' needs

## Quality Assurance

### Committee Private Education (CPE)

CPE governs private education in Singapore is charged with ensuring academic standards and quality of service to students. All programmes offered by GSTM is registered with CPE (Reg no.: 201007405K).

The CPE was appointed by SkillsFuture Singapore (SSG) Board in October 2016 to carry out its functions and power relating to private education under the Private Education Act. The CPE is charged with ensuring academic standards and quality of service to students in the private education sector in Singapore are world-class.

For further information, please visit the [SkillsFuture \(SSG\) website](#) or direct your enquirer to the SSG One Class Centre at 67855785

### Enhanced Registration Framework (ERF)

ERF sets the minimum standards that all Private Education Institutions (PEIs) must meet through the mandatory registration requirements.

### EduTrust Certification

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered by CPE for Private Education Institutions in Singapore. GSTM is proud to be awarded the EduTrust 4 Years Award.



Cert No.: EDU-2-2114  
 Validity : 10/05/2018 - 09/05/2022

For more details about the EduTrust Certification Scheme or Private Education in Singapore, please visit website of Committee for Private Education (CPE): [www.ssg.gov.sg/cpe/pei.html](http://www.ssg.gov.sg/cpe/pei.html)

# About GSTM

## Management of GSTM

The manager of GSTM is Linus Wang Ann Ning

## Academic Board

GSTM Academic Board is set up to govern its academic quality and excellence. The Academic Board responsibilities include:

1. Developing policies and procedures to ensure academic quality and rigour such as:
  - a. Ensuring that the content and duration of the modules or subjects, as well as the entry and graduation requirements, of the course are appropriate
  - b. Approving the deployment of teachers based on the requirements stipulated by the CPE
2. Facilitating the PEI to implement and comply with the policies and procedures developed
3. Reviewing at least once a year, the academic policies and procedures

## Examination Board

GSTM Examination Board is set up to govern its assessment quality and excellence. The Examination Board is in-charge of the development of examination and assessment procedures, such as to develop and facilitate the implementation of procedures to:

1. Ensure the security of examination and answer scripts.
2. Ensure the proper conduct of examinations and assessments.
3. Define and ensure the proper discharge of duties and responsibilities of invigilators and markers.
4. Conduct moderation of examination and assessment marks.
5. Handle appeals from students with regards to examination or assessment matters
6. Reviewing at least once a year, the examination policies and procedures

Members of the Academic & Examination Board can be found at <http://gstm.edu.sg>

## Privacy Policy

At GSTM, we understand that your privacy is important and we endeavour to protect your personal information. We hope that this Policy helps you to understand how we handle and use any personal data after collection.

- GSTM compiles this information into a statistical aggregate and uses this information for internal business and administrative purposes which includes improving our products and service offerings and enhancing our customer service level.
- GSTM will use your personal data from time to time to send you notices about special information, new programmes, and other similar information.
- GSTM will not reveal customer information to any external organisation unless required by law.
- GSTM does not sell, trade or rent your personal information to others.
- GSTM understands and respects the privacy of individuals. Personal information is collected with your consent. The purpose for collecting this information varies depending upon your request and will include:
  - o helping us to improve our service to you;
  - o processing your application and/or registration and/or enquiry;
  - o informing you of upcoming events;
  - o updating your records in our databases;
  - o monitoring and maintaining a copy of your record of academic achievement (including all information arising from investigations of misconduct);
  - o planning the provision of educational courses;
  - o monitoring and enhancing the provision of educational courses;
  - o purposes incidental to each or all of the above.
- While the supply of the information by you is voluntary, if you cannot provide or do not wish to provide the information sought, GSTM may be unable to meet the purposes for which the information was collected.
- Although every reasonable effort has been made to ensure that all personal information will be so protected, GSTM cannot be responsible for any unauthorised use or misuse of such information and from risks which are inherent in all internet communications.
- GSTM reserves the right to change this Policy with or without notice from time to time.

## Service Quality & Standard

“GSTM provides timely and courteous customer service in advocating quality service standards to its student”.

Type of Request / Service	Response and processing time
Receive, acknowledge and process to update Student Personal Particular (e.g. Contact details) in Student Management System	Within 3 working days
Receive and acknowledge of feedback/ complaint	Within 3 working days
Receive, acknowledge and process of email enquiries	Within 3 working days
Receive, acknowledge and process of refund application	Within 7 working days
Receive, acknowledge and process of Course Completion Letter application	Within 7 working days
Receive, acknowledge and process of confirm enrolment letter form application	Within 7 working days
Receive, acknowledge and process of verification of Award Letter application	Within 7 working days
Receive, acknowledge and process of certification letter application	Within 7 working days
Receive, acknowledge and process of NS Deferment Letter application	Within 7 working days
Receive, acknowledge and process of Replacement of Lost Student Card application	Within 7 working days
Receive, acknowledge and process of Leave of Absence Application	Within 7 working days
Receive, acknowledge and process of change of Payment Plan application	Within 7 working days
Receive, acknowledge and process of course deferment application	Within 7 working days
Replacement of certificate or transcript	Requests for replacement award / degree certificates / transcripts must be made through the University's Academic Services Department at <a href="https://www.bcu.ac.uk/alumni/keep-in-touch/contact-us/certificates-and-transcripts">https://www.bcu.ac.uk/alumni/keep-in-touch/contact-us/certificates-and-transcripts</a> Email: <a href="mailto:certificates@bcu.ac.uk">certificates@bcu.ac.uk</a> Telephone: +44 (0)121 331 7777
Receive, acknowledge and process Dispute Resolution from the day of feedback/complaint received	Within 21 working days
Receive, acknowledge and process of Course Transfer / Withdrawal/Deferment application	Within 4 weeks
Receive, acknowledge and process of Examination Results Appeal	Within 4 weeks

### Details & Operating Hours:

*Nearest MRT Service:*

EW12 / T14 Bugis MRT Station (Exit C) & NS25  
EW13 City Hall MRT Station (Exit A)

*Nearby BUS Service:*

Middle Road – 56; Beach Road  
– 57, 100, 107  
North Bridge Road – 7, 32, 51, 63, 80, 145, 175, 197

*Operating Hours:*

<b>Monday – Sunday</b>	<b>10.30 am to 7.30 pm</b>
<b>Public Holidays</b>	<b>Closed</b>

Main Staff Contact:

Type of services	Contact number
<ul style="list-style-type: none"> <li>• Student Support &amp; Services</li> <li>• Academic / Examination</li> <li>• Fees Payment &amp; Enquiries</li> </ul>	Tel: (65) 64239618 HP: (65) 81890101
<ul style="list-style-type: none"> <li>• Course Enquiries/ Marketing</li> <li>• Corporate Marketing</li> </ul>	Tel: (65) 64239580/90 HP: (65)97204769 HP: (65) 83398528

## Classroom

Three fully equipped classrooms with free WIFI, Computers and Projectors

Name of Classroom	Floor (SQM)	Areas	Seating Capacity
Classroom 1	23.3		15
Classroom 2	23.3		15
Classroom 3	24		16
Classroom 4	15.8		10
Classroom 5	44.2		29
Resource Room	13.55		9

All of classroom space is 1.5 square metres for every student.

Five fully equipped classrooms with free WIFI, Computers and Projectors. A resource room equipped with computers, WIFI, and laboratory equipment (e.g. to support the student's learning. Students also can access to the pantry, library collections and resources.

All classroom is also with Closed Circuit Television (CCTV) security systems monitoring for GSTM to deter crime and vandalism and to assist in the protection, safety and wellbeing of the students, staffs, visitor and GSTM property and its associate equipment such as portable aircon, projector, computer, chair, table, and etc. especially after working hour, e.g. 7:30pm. Access to the CCTV system must be restricted to authorised personnel only. i.e. CEO, Deputy CEO and Head of Academic.

## Discussion & Meeting Room

The computer can be used by all students. Students also may book this discussion room, classroom or meeting room for group discussion with Student Support/Services staffs.

## Wireless Internet Connection

Wireless internet is available in our school. Please approach our staff if you would like to know the User ID and Password.

## Water Dispensers

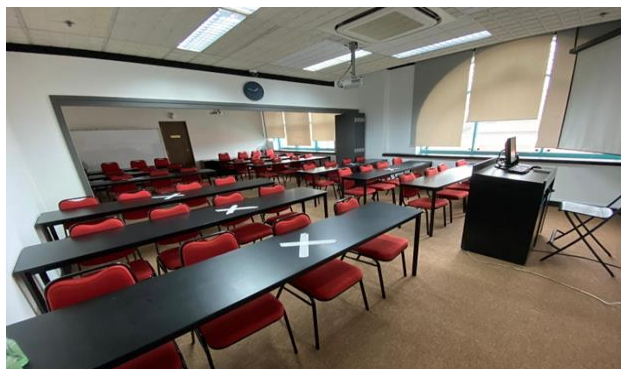
We have installed hot and cold-water dispensers in classroom. You are welcome to use these facilities. Please bring your own water bottle if you wish to make use of this facility. We seek your cooperation to keep water dispensers' stations clean at all times.

## GSTM Library

GSTM has a library in Room 03-12. The list of books available for borrowing is published in Student Portal. Students may approach our Student Support/Services staff for the borrowing services.

## National Library

The National Library Singapore is conveniently located near to Wisma Alsagoff.



# Course Information

## Course Schedule

The course schedule is available at Student Portal. Please log in to your Student Portal for details. For course intake, please write an email to [info@gstm.edu.sg](mailto:info@gstm.edu.sg)

International students should be aware that they are only able to undertake full time programs and must not take part in any form of employment while residing in Singapore on a student pass

For more information, visit: [www.ica.gov.sg](http://www.ica.gov.sg)

## Course Information

For more information, visit <http://gstm.edu.sg/maincourse-listing.php>

## Course Application Procedures

During application, the applicants will be advised by the Education Consultant/ Recruitment Agents (refer to the List of Approved Agent at <https://gstm.edu.sg/page.php?name=about-us>) on the appropriate course to apply in, and rules and regulations while studying at GSTM. All students must fill in the relevant information in the GSTM Application Form and any other forms required by the Singapore Government (where applicable).

Application form can be downloaded from <http://gstm.edu.sg/student-information>

Students should pay particular attention to ensure that all required documents are attached to the application form and that the application form is accompanied by the prescribed application fee.

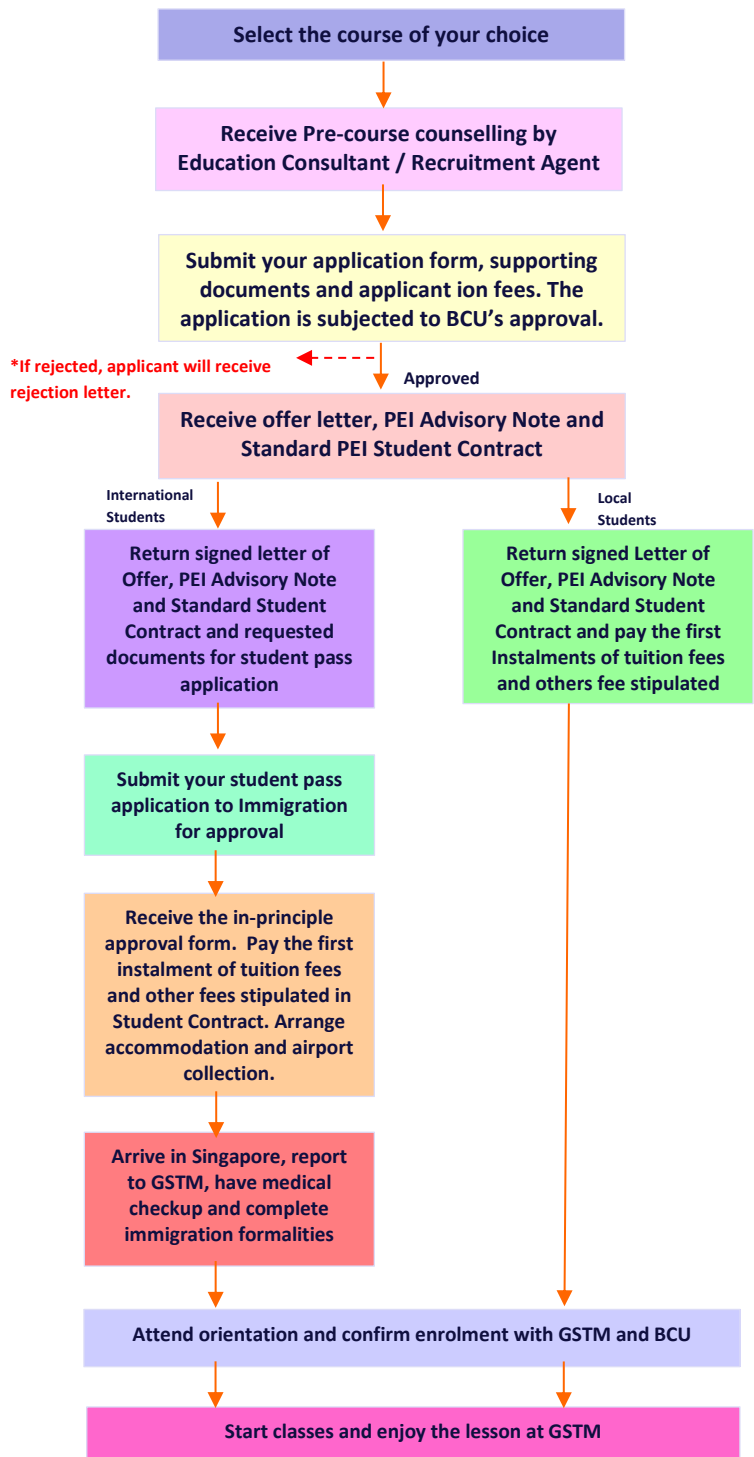
Each application form must be completed and submitted together with supporting documents. The application process generally takes up to 1 month and includes the following stages

- Application received and checked for completeness
- Application assessed
- Letter of offer and student contract sent to student
- Student signs contract
- Application for student pass\*
- Approval in principle received from Immigration and Checkpoints Authority and forwarded to student\*

On receipt of their approval in principal letter students should make arrangements to arrive at the GSTM prior to the reporting date advised in the correspondence accompanying their immigration approval in principle document.

\*Applicable to international students.

## Admission Procedure



## Accommodation

You should arrange suitable accommodation before arriving in Singapore. This is extremely important as this will give you plenty of time to complete all the other necessary post-arrival formalities. For instance, medical check-up, student pass application & collection, opening of bank accounts, student administration etc. There is quite a bit to do before you start studying.

You may also approach our Education Consultant or Student Support/Services for hostel information in Singapore.

## Orientation Programmes

Orientation for new student is conducted every intake before course commencement. The Orientation covers the Academic and Examination Rules and Regulations, Course Administration Procedure, Student Support Services and other important highlights that can facilitate your course of studies

## Complete ICA Formality

The GSTM will arrange a in principal approval letter for the student. This will be sent to the student prior to arrival in Singapore, allowing the student to enter the country. In the week prior to the commencement of your first semester our student services area will arrange for ICA officers to come down to campus for ICA formality.

During the day, you will need to present the following document:

- Original passport
- Embarkation card
- One passport photo
- Medical report if applicable
- Any other original document as required in IPA letter

Once these are checked by ICA, a student pass will be issued on an assigned date. Upon reaching Singapore student service staff will advise students when and where to collect Student pass. Please note that all international students who attend the university must have a valid student pass prior to attending classes.

## ICA Requirement for Special Pass Holder

For students who are under special pass holders such as dependent pass or long-term visit pass, to apply for full time study in the GSTM, student will need to get the letter of consent from ICA. The letter of consent allows foreign students who are under special pass to study full time in GSTM. Student pass is not required for Special pass holders. As long as the letter of consent is granted by ICA, students can attend the class. In case the dependent pass or long-term pass is expired within the study period, students need to either extend their special pass or apply for student pass in advance.

## Student Fees

GSTM is committed to provide a fair and reasonable fee structure. All Fees are stated in our marketing collaterals, Standard Student Contract and Student Handbook. GSTM however reserves the right to impose additional fees or charges due to any omission, neglect, and error or government statutory increase without prior notice.

### Fee Payable:

1. **Application Fees** refer to the fee for the purpose of processing the application and is payable at the point of application. This fee is non-refundable, except in the event where the course is cancelled by GSTM.
2. **Course Fees** refers to the entire sum of money consisting any tuition fee (s), examination fee (s) in which a student will need to pay if he/she is enrolling for a course. This fee is protected under the Fee Protection Scheme and is refundable according to GSTM Refund Policy (stated in Schedule B of the contract).
3. **Miscellaneous Fees** refers to non-compulsory and non-standard fee which the students will pay only when necessary or applicable (stated in Schedule C of the contract).

### Miscellaneous Fees

Miscellaneous Fees are normally collected on an ad-hoc basis by the when the need arises.

Purpose of Fees	Amount (Inclusive GST)
Application Fees	\$267.50
Course Transfer	\$214.00
Deferment of Study	\$214.00
Appeal of Examination Results	\$107
Enginuity Competition Registration Fees	\$107
Late Payment Interest	4% per month
Reassessment for Assignment /Examination (2 <sup>nd</sup> Attempt)	\$428 per module
Re-module of Honour Research Project (2 <sup>nd</sup> Attempt)	\$3,477.50
Re-module of Master Individual Project (2 <sup>nd</sup> Attempt)	\$3,477.50
A Replacement of Lost Student Card	\$10.70 per card
Course Completion Letter	\$10.70 per letter
Confirm Enrolment Letter	\$10.70 per letter
Certification Letter	\$10.70 per letter
Verification of Award Letter	\$10.70 per letter
NS Deferment Letter	\$10.70 per letter
Change of Payment Plan Administration Fees	\$53.50
Credential Evaluation Fees	\$107
Reprint Official Letter	\$10.70 per letter
Reprint Tax Invoice/ Receipt	\$10.70 per print
Reprint of Certificate	\$10.70 per copy
Reprint of Transcript	\$10.70 per copy
Replacement of Transcript/ Certificate	Requests for replacement award/ degree certificates/ transcripts must be made through the University's Academic Service Department at <a href="https://www.bcu.ac.uk/alumni/keep-in-touch/contact-use/certificates-and-transcripts">https://www.bcu.ac.uk/alumni/keep-in-touch/contact-use/certificates-and-transcripts</a>  Email: <a href="mailto:certificates@bcu.ac.uk">certificates@bcu.ac.uk</a> Telephone: +44(0)1213317777
Administration charge for late collection of certificates (collection after 1 year from result release date)	\$160.50
**International FT Students Admin Fees	\$214
**Administrative Fees for Student Pass Application	\$85.60
* Medical Insurance	\$107
** ICA Application Processing Fees	\$30
** ICA Issuance Student Pass Application Fees	\$60
** ICA Student Pass Renewal Application Processing Fees	\$30
**Administrative Fees for Renewal of Student Pass Application	\$21.40

\* Applicable to Full Time Local and International Students  
\*\* Applicable to Full Time International Students

## Payment Methods

GSTM provides student with various convenient modes of payment. Payment of course and miscellaneous fees could be made in the form of:

1. Cash / NETS/ PAYNOW
2. Crossed Cheque, payable to "Global School of Technology & Management Pte. Ltd"
3. Credit Card (Visa/ MasterCard)
4. Bank Transfer to GSTM (DBS Current Account: 001-906006-0)

## Receipts

Students must insist that official receipts are issued by the school upon payment of fees.

Please note that all official receipts must be kept for verification of payment status when required. Students are advised to make payment before the due date. Any tuition fees overdue will be subjected to 4%% per month late-payment penalty charge (stated in Schedule C Miscellaneous Fees of the Standard Student Contract). The school also charges late payment fees on all balances that are overdue:

## Fees Protection Scheme (FPS)

GSTM adopt FPS to provide protection for all fees paid by all students.

GSTM purchase insurance protection from an appointed insurance company from the CPE.GSTM appointed insurance company is Lonpac Insurance Bhd as the provider of all policies taken out as part of the fee protection scheme. Please refer to GSTM's website at [www.gstm.edu.sg](http://www.gstm.edu.sg) for the FPS policy number.

Students may also like to know that the insurance will protect the students against the following events:

- Loss of fees paid in advance by the insured student due to insolvency or regulatory closure of the school.
- Private Educator's failure to pay sum awarded by Singapore courts to the insured student

For more details, please visit website of Committee for Private Education (CPE): [www.ssg.gov.sg/cpe/pei.html](http://www.ssg.gov.sg/cpe/pei.html)



## Medical Insurance

EduTrust requires that students must have medical insurance for the duration of their course. This coverage is to include hospitalization, surgery and treatment costs. International students holding passes other than the Student's Pass, and students who are Singapore citizens or permanent residents, and already covered by their own medical insurance plans, can opt out of the medical insurance scheme.

GSTM had discussed with Aegis Insurance Agencies Pte Ltd about the EduTrust Group Medical Insurance for Students. The benefits which comply to EduTrust requirements is as follow:

For Group Hospital & Surgical Insurance:

- B2 ward entitlement in Government Restructured Hospitals
- Ability to upgrade to higher wards or private hospitals subject to pro-ration factors
- Annual Limit of \$20,000 per student on "As Charged" basis

It is a student support services to be provided by the GSTM for students: -

- Medical insurance coverage for hospitalisation and related medical treatment for the entire course duration.
- Exemption for Singaporean/PR students if they are already covered by their own medical insurance plan.

## Enrolment Policy for New Students

All students are required to sign a Standard Student Contract at the point of enrolment and before payment of the course fees. The validity of the Standard Student Contract is tied to the duration of the course the student has enrolled for. Students who have not signed the Standard Student Contract with GSTM will not be permitted to attend classes with the school.

**GSTM Staffs are not allowed to collect course fees from the students until they had signed the Standard Student Contract.**

## Enrolment policy for GSTM Continuing Student (Deferral) or Transfer of Course

Students continuing their studies with GSTM are required to sign a Standard Student Contract at each Intake, according to classes they are enrolled in. For International Student, they need to apply the Student Visa and it is subjected to ICA approval. Once the Student Visa is approved by ICA, student is required to sign a new Standard Student Contract. **For details, please refer to Deferment Policy.**

A student wishes to change to another course offered by the GSTM, they will need to discuss the matter with Education Consultant. **For details, please refer to Course Transfer Policy.**

## Student Portal Account, Student Card and Course Materials

Within two weeks, all students will be issued a student card, which will be used as a form of identification throughout their study in GSTM. Student will also receive a student portal account and password. Student can log in his/her account for the following information:

- GSTM Form
- School Policies
- Fee Protection Scheme (FPS)
- CPE Student Services Centre
- Class Schedules
- Examination Results
- Personal Particular
- Receipt and Invoices
- Documents - Harvard Referencing, Guidelines to use Student Portal
- Resources, etc.

Course material is issued on the first day of class in each term. Additional material is upload on Student Portal – Learning Resource.

**Note: Please do not share your password with others.**

## Forms

All form is available at Student Portal. Please log in to your account.

## Student Pass for International Students

Your Student Pass is your primary Identification here in Singapore and it is very important to carry on your person at all times. Students should take good care of the Student's Pass Card and prevent loss through negligence.

If you lose your Student's Pass in Singapore or overseas:

1. Make a police report with the local police
2. Submit the police report to Student Services who will then assist you to re-apply for a new Pass.

You will be required to pay for the application and visa fees accordingly. Please go to Student Support/Services staff with the police report and passport.

- Not engage in any form of paid employment or in any business, profession or occupation in Singapore during the validity of your Student's Pass.
- Remember that Overstaying is a punishable offence under the Immigration Act. Please take note of the expiry dates of your Social Visit Pass and your Student's Pass and apply for an extension one month before they expire if you have not completed the course.
- Surrender your Student's Pass to ICA for cancellation within seven days of the date you complete or terminate your full-time studies, go on leave of absence or withdraw from the GSTM. Please see <https://www.ica.gov.sg/> for details.

## Important Contact Numbers in Singapore

### Emergency Services

Police	999
Ambulance	995
Fire Brigades	995

### General

Call Assistant (International)	104
Call Assistant (Local)	100
Samaritans of Singapore (SOS)	1800-2214444
Drug & Poison Information Centre	64239119

### Transport

Taxi (City Cab)	6552 2222
Taxi (Comfort Cablink)	6552 1111
Taxi (TIBS)	6481 1211



# Teaching & Learning

## Quality of Teaching

GSTM is committed to ensuring services and course delivery system are suitable, adequate and effective through continual improvement. Our school will conform to applicable statutory and regulatory requirements without exception. GSTM will take immediate corrective action to control any non-conformity that may arise during the delivery of our services.

## Teaching and Learning Strategies

Lecturers will provide guidance and knowledge and choose appropriate instruction methods to the subject matter, learning outcomes, convey the subject matter affectively and involves students in the learner center environment process. The teaching method is focused towards learner centered. There will be continuous Formative assessment during class session, i.e. presentation, group work and Summative assessment will their final assignment submission (group work or individual work).

## Reading

Successful completion of the course requires reading regularly and in-depth around the main subject area as well as engaging with academic literature. You will be given reading lists for each module and you should use the materials appropriately. You are recommended to read widely and not just limit yourself to the prescribed textbook. Make use of the resources available in the National Library.

## Private Study

Each module requires you to undertake different tasks such as tutorials, presentations, case studies, report writing, etc. Make full use of your private study time to prepare for these tasks, reflect on taught material and assessed work, and prepare for coursework and examination by reading required materials, doing research, etc.

## Study Groups

Very often you would be required to work as groups and teams for a piece of written work or presentation. It is important that you acquire skills to work collaboratively in study groups which is a good platform to check understanding of difficult issues or concepts and can be a good morale booster.

## Good Time Management

Good time management is critical for successful learning. Planning a workable timetable helps you to evaluate and prioritises the demands of your studies, work, social and family commitments. When executed, it helps to avoid unnecessary stress of not being able to meet deadlines

## Language of Delivery and Assessment

All programme will be taught and assessed through the medium of English.

## Academic Teaching and Support

Lecture is most widely used methods of instruction. It has the advantage of being able to convey the largest amount of knowledge in the least amount of time. Lectures are made more effectively by:

- 1) Setting clear objectives at the beginning of the lecture
- 2) Use of board and other aids to reinforce important concepts and ideas
- 3) Encourage use of examples to keep delivery interesting and move towards learner centered environment.

Student are encouraged share their experiences or problems on the related their study in the class to promote learner centered environment to apprehend subjects in a deeper understanding of the subject.

## Teacher – Student Ratio

- The teacher to student ratio is 1: 40 for all modules.
- The teacher to student ratio for Honours Research Project is 1:6

## Data Protection Scheme

GSTM undertakes to maintain the confidentiality of all students' particulars and not to divulge the information to any third party unless required by law or other statutory regulations. Students can choose to opt-out of any mode of contact from GSTM by informing the school of their decision.

## Non-Discriminatory Policy

GSTM complies with the relevant Singapore non-discrimination laws and government policies. This policy applies to student selection, admission, retention, expulsion, appeal and treatment in its programs and activities.



# Refund Policy

GSTM implements a fair and reasonable refund policy for any payment made by all prospective and current students. All prospective students are briefed on the refund policy during the pre-course counselling, at the point of enrolment (before signing Standard PEI Student Contract) and again during Orientation program. The refund policy shall be clearly explained to all prospective and current students. Full details of the policy are also available on the GSTM's website, Standard PEI Student Contract and student handbook. The refund policy is also available in the students' native languages where applicable.

Prospective and current students are required to abide by the refund policy specified on the course application form and Standard PEI Student Contract.

Refunds are based on the following terms and conditions:

<b>% of [the amount of fees paid under Schedules B and C of the Student Contract]</b>	<b>If Student's written notice of withdrawal is received</b>
100%	Refer to Standard PEI Student Contract point 2.1
75%	("Maximum Refund") More than 30 days before the course commencement date
50%	Before, but not more than 7 days before course commencement date
25%	After, but not more than 7 days after course commencement date
0%	More than 7 days after the course commencement date

## Refund for withdrawal due to non-delivery of course (refer to Standard PEI Student Contract point 2.1)

GSTM will notify the Student within three (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; or
- 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.
- VI. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

Application Fee and Student Pass Application Fee are non-refundable except for circumstances (I) to (VI) listed above. GSTM might cancel a course due to insufficient intake numbers and other reasons.

Under circumstances (I) to (V), 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 any Miscellaneous Fees already paid should the student decide to withdraw, within seven (7) working days of the above notice. For (VI), full refund of all fees paid when Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

## Refunds for Withdrawal Due to Other Reasons (refer to Standard PEI Student Contract point 2.2)

As per the Standard Student Contract, a Student who transfers from the course to another course with the GSTM shall be deemed to have withdrawn from the course and the provisions and refund policy will be applied in the same terms and conditions as withdrawal.

GSTM will refund the student within 7 working days of receiving the Student's written notice of withdrawal. The refund to the student an amount based on the table in Schedule D Refund Table as stipulated at Standard PEI Student Contract.

## Refund During Cooling-Off Period (refer to Standard PEI Student Contract point 2.3)

GSTM will provide students with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

Within these 7 days, and regardless whether the course commencement date has passed, student can submit a written notice of withdrawal to GSTM and receive the Maximum Refund as stated in Schedule D of the Standard PEI Student Contract whether the Student has started the course or not.

Written notice of withdrawal received after 3.00 pm will be considered as submission on the next working day.

## When the transfer/ withdrawal application is approved

The maximum processing time of not more than 7 working days from the student's withdrawal/ transfer/refund request for the issuing of refund. GSTM Informs FPS Insurance provider on student refund and status.

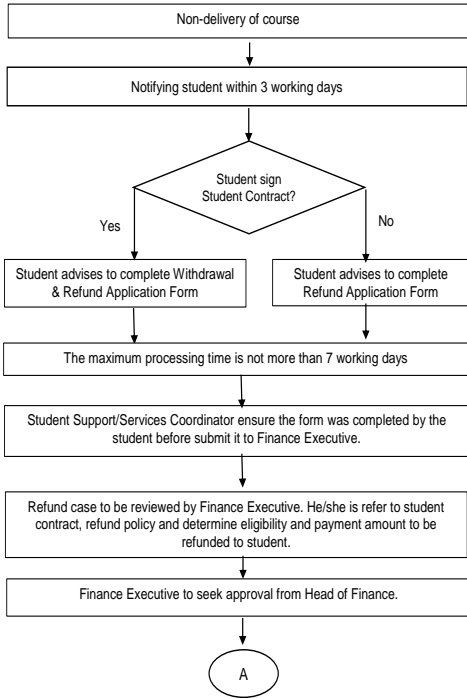
GSTM will communicate to student on the computation of the refund amount. The refund to the student an amount based on the table in Schedule D Refund Table as stipulated at Standard PEI Student Contract. GSTM will refund student in the form of a cheque. GSTM will notify the student via email or phone to collect the cheque when it is ready. When the student collects the check, they are to sign the Cheque Voucher to verify receipt of the cheque.

### Note:

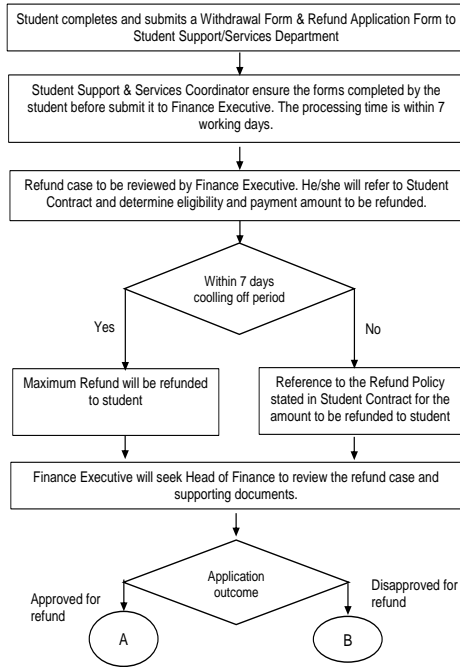
- Processing time of refund is seven (7) working days from the complete receipt of the supporting documents. Refund received after 12pm is considered as submission on the next working day.
- Refund, when approved, will be made via Crossed Cheque, made to student's name. If cheque is to be made to a 3<sup>rd</sup> party, please provide the 3<sup>rd</sup> party details in the 'Refund Application Form'.
- Request for reissuance of cheque (due to expired cheque, error in details provided by student, loss of cheque, et.) will be treated as a new refund application. Bank administrative charges (if applicable) are borne by the student.
- Student must collect the refund personally from the school with their Student's Card or Identification card for verification. Student may authorise a 3<sup>rd</sup> party to collect on their behalf by way of an authorisation letter signed off by the student.
- Any decision relating to refund will be made at the sole discretion of GSTM and that shall be final.

# Refund Policy

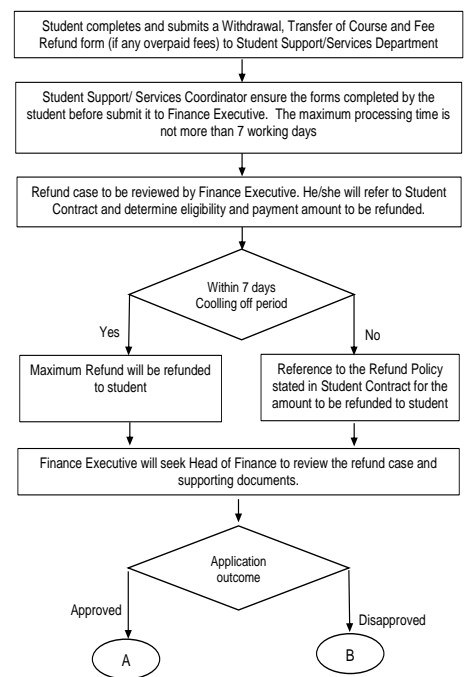
## Refund for withdrawal due to non-delivery of course



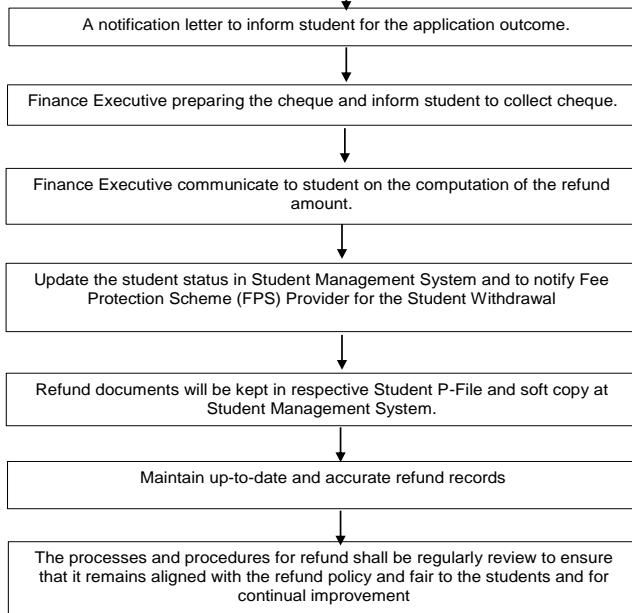
## Refund for withdrawal course



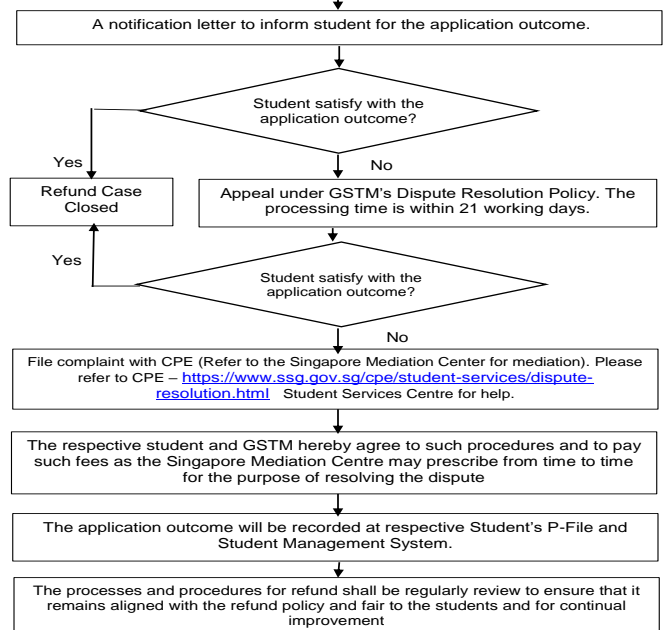
## Refund for transfer of course



A



B



# Course Transfer Policy

## Course Transfer Policy

This policy applies when a student changes the course of his/her study but remains as a student of GSTM. Circumstances in which a transfer/withdrawal application will be granted if student apply for transfer to another course.

### Transfer to another course

A student changes from one course to another course within the school will be treated as withdrawal from existing course (refer to withdrawal terms and conditions).

For student under 18 years of age, parental / guardian approval is required before the course transfer application will be processed. For student who is under Company's sponsorship, company representative must indicate approval for transfer in the designated section of "Course Transfer Application Form". The student is required to submit a copy of approval letter from their company together with the course transfer application form. Requests for transfer of course must be through the submission of the Course Transfer Application Form and handed to the Student Support/ Services Department. Form received after 3.00pm will be considered as submission on the next working day. An administrative fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees is applicable for all transfer requests. The administrative fee is non-refundable and non-transferable.

Requests for transfer of course are treated as a new application for a new intended course. The application will be officially assessed by GSTM and/or the University Partner to ensure the student fulfils the academic requirement of the new course. Student must meet the entry requirements of the new course they are applying for.

Approval for transfer will be granted on a case-by-case basis subject to the student meeting the admissions requirements of the new course and approval from the GSTM and/or University Partner where applicable. In the event, student who wishes to transfer to a new intake/ term will be treated as withdrawal from the course. Request for transfer are treated as a new application for the new intake/term. Students are required to fill in a new Course Application Form.

Application fee of S\$107.00 (inclusive of GST) is applicable for Global School of Technology Management's course or application fee of S\$214.00 (inclusive of GST) for university partner programme applies. The application fee is non-refundable and non-transferable.

Approval for transfer to a new intake/term will be subjected to the approval from the Global School of Technology and Management and/or University Partner where applicable. Upon approval of the transfer, the original student contract must be terminated and a new contract must be signed for the new courses. A new Fee Protection Scheme (FPS) policy will be purchased for the new course.

For Refund Policy (Refer to Schedule D in Standard PEI Student Contract), any unconsumed course fees that are applicable for a refund, if any, from the existing course will be transferred to the new course. Students will need to top up the remaining balance of the course fees for the new course. Students who are granted course discounts, waivers etc. are to abide by the terms and conditions of these grants, and they are non-transferable to the new course.

For International students who wish to transfer to another course offered by GSTM and/or University Partner will also need to submit their Student's Pass re-application to Immigration and Checkpoints Authority of Singapore (ICA) for approval. The course transfer will only take effect after ICA approves the transfer of the Student's Pass.

## Conversion from Full-Time to Part-Time Study (or vice versa) for existing students

If a student's course of study is offered on both a full-time and part-time basis, he or she may apply to change his/her mode of study from full-time to part-time (or vice versa) once during his/her studies. The conversion of status is permitted once only during the entire period of study. For student under 18 years of age, parental / guardian approval is required before the conversion from full-time to part-time Study (or vice versa) application will be processed. For student who is under Company's sponsorship, company representative must indicate approval for conversion of status in the designated section of "Conversion from Full-Time to Part-Time Study (or vice versa) Form". The student is required to submit a copy of approval letter from their company together with the Conversion from Full-Time to Part-Time Study (or vice versa) Form. Applications must be made using the Conversion from Full-Time to Part-Time Study (or vice versa) Form with supporting documents to GSTM at least one month before the intended date of conversion. The student must also give the reason for the change and the term of effect. Conversion from Full-time to Part-time study (or vice versa) will be subjected to the approval from the GSTM and/or University Partner where applicable. Approval for conversion from Full-time to Part-time study (or vice versa) is normally not allowed for students unless appropriate grounds for an application for change of mode would include employment or a significant change in personal circumstances. A change of mode of study for health reasons should not be approved unless medical evidence indicates that part-time study is feasible and full-time study is not. Otherwise, the students are advised to remain no change of the study mode or withdrawal from the study. Any approval for conversion from Full-time to Part-time study (or vice versa) will affect course fees and completion dates. The maximum period of registration allowed for all programme is 36 months. All students should complete their programme of study within the maximum registration period.

For International students who wish for conversion from Full-Time to Part-Time status must hold valid pass to stay in Singapore to work and study part time. When the request for the conversion of mode of study is approved, the original student contract must be terminated and a new contract must be signed for the new mode of study. A new Fee Protection Scheme (FPS) policy will be purchased for the new mode of study. The International students also required to surrender their student's pass to GSTM at the Student Support/ Services Department for cancellation with ICA. Students will be notified for successful cancellation of the Student's Pass. [Cross reference to Transfer Procedure]. For local students who is no longer holding a valid pass (e.g. work permits, social visit pass, long term visit pass, etc.) and wish to change mode of study from Part-Time to Full-Time need to submit their Student's Pass application to Immigration and Checkpoints Authority of Singapore (ICA) for approval. The changes to mode of study will only take effect after ICA approves the Student's Pass. When the request for the conversion of mode of study is approved, the original student contract must be terminated and a new contract must be signed for the new mode of study. A new Fee Protection Scheme (FPS) policy will be purchased for the new mode of study. For Refund Policy (Refer to Schedule D in Standard PEI Student Contract), any unconsumed course fees that are applicable for a refund, if any, from the existing mode of study will be transferred to the new mode of study. Students will need to top up the remaining balance of the change of mode of study. Students who are granted course discounts, waivers etc. are to abide by the terms and conditions of these grants, and they are non-transferable to the new change.

## Timeframe for assessing and reply to any request for transfer

The entire transfer process, from point of application to the final outcome will be made known in writing within 4 weeks from the date of submission of the Course Transfer or Conversion from Full-Time to Part-Time Study (or vice versa) Form to the student.

# Withdrawal Policy

This policy applies when a student requests to stop his/her study and ceases to be a student of Global School of Technology and Management and / or University Partner. The Student's Pass of international students will be cancelled upon withdrawal. Students who wish to withdraw from the course after commencement shall inform Global School of Technology and Management in writing by filling up the Course Withdrawal Form and state the reason(s) for withdrawal and/or Request to Withdraw or Take an Interruption of Study form (if applicable)

## Course withdrawal

Course withdrawal is defined as discontinuing of a course prior to completion of the current course. Student request for course withdrawal must be made in writing by completing the "Course Withdrawal Form" and/or Request to Withdraw or Take an Interruption of Study form (if applicable) must be accompanied with valid reason (s) and supporting document. For student under 18 years of age, parental / guardian approval is required before the Course withdrawal application will be processed. For GSTM's proprietary courses, withdrawal application is subject to the approval of GSTM. For university courses, withdrawal application is subject to withdrawal policy of the respective universities.

The student has to pay all outstanding fees per Standard PEI Student Contract before the request will be processed. All refund (if applicable) will be according to the GSTM's refund policy as per Standard PEI Student Contract. For all withdrawn students, the Fee Protection Scheme (FPS) will be cancelled and Student PEI Student Contract will also be terminated upon final confirmation of the approval to withdraw by GSTM.

For international students, they are also required to surrender their student's pass to GSTM at the Student Support/ Services Department for cancellation with ICA. Students will be notified of when to collect their Social Visit Pass upon successful cancellation of the Student's Pass. The student is required to apply as a fresh applicant subsequently if he/she wishes to return to GSTM.

Circumstances in which a withdrawal application will be granted:

- Withdrawal caused by GSTM
- Withdrawal caused by students

## Withdrawal caused by GSTM

The possible scenarios are depicted under Refund Policy "Refund for Withdrawal due to non-delivery of course" (refer to Standard PEI Student Contract point 2.1). (Cross reference to GSTM-PM-C4.3.1 Refund Policy).

In the event that GSTM:

- (I) does not commence the course on the commencement date;
- (II) terminates the course before the course commencement date;
- (III) does not complete the course by the completion date;
- (IV) terminates the course before the course completion date;
- (V) has not ensured that the student meets the course entry requirement or matriculation requirement as set by the school stated in Schedule A of Standard PEI Student Contract within any stipulated timeline set by CPE; or
- (VI) the student's pass application is rejected by Immigration and Checkpoints Authority (ICA) (where applicable)

Application Fee and Student Pass Application Fee are non-refundable except for circumstances (I) to (VI) listed above.

GSTM might cancel a course due to insufficient intake numbers and other reasons.

Under circumstances (I) to (V), 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 any Miscellaneous Fees already paid should the student decide to withdraw, within seven (7) working days of the above notice.

For (VI), full refund of all fees paid when Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

## Withdrawal caused by students

In the event that students request for course withdrawal due to examination results or other conditions/situations including hospitalization; medical conditions certified by a Singapore registered doctor; overseas assignments of more than two months (must be supported by certification from student's company); and emergency reservist of more than two weeks, the possible scenarios are depicted under Refund Policy "Refund for Withdrawal due to other reasons". (Cross reference to GSTM-PM-C4.3.1 Refund Policy).

A student who has withdrawn and wishes to be readmitted to any courses or resume his/her studies is required to submit a new application, subject to the prevailing fees and approval by the school and/or university partner where appropriate.

For university programmes, a re-entry application is subject to universities' re-entry policies and its approval.

## Timeframe for assessing and reply to any request for withdrawal

The entire withdrawal process, from point of application to the final outcome will be made known in writing within four (4) weeks from the date of submission of the Course Withdrawal Application Form to student.

# Deferment Policy

This policy applies to all students who are intending to enroll in modules or who are currently enrolled in modules of study offered by GSTM and/or University Partner of Enrollment in a course. Deferment is a situation whereby a student is unable to attend, continue or accept a course for whatsoever reason/s as mentioned below:

- Personal and medical grounds (e.g. prolonged medical situation, financial hardship, family problems, etc.)
- Work situation (e.g. change of work duties, overseas posting, retrenchment, etc.)
- National situation (e.g. National Service)
- Others (e.g. reasons acceptable from GSTM and/or University Partner (where applicable))

The conditions for granting of deferment:

- The application for deferment must be reach GSTM at least 2 weeks before the commencement date of the course/module/ examination date or submission date of coursework
- All outstanding course fees must be settled within seven (7) working days prior to request and approval for deferment. Written notice of deferment received after 3.00 pm will be considered as submission on the next working day.
- Student needs to fill in the course deferment form, including submission of any supporting documents and adhering to the process as stated in the deferment Procedures.
- For student under 18 years of age, parental / guardian approval is required before the course deferment application will be processed.
- Application for all deferment is subjected to the availability of the size, cohort, intake and/or University Partner acceptability of the course/module.
- All application is subjected to the Approval of GSTM and/or University Partner (where applicable)

An offer of a place in a course offered by GSTM may be deferred for up to 6 months of the total course duration, otherwise, student has to reapply as new student. An offer of a place offered by University Partner may be deferred for up to 1 year of the total course duration, otherwise, student has to reapply as new student. The deferment policy shall be clearly communicated to all its students via the school's website, student handbook, pre-course counselling session and during the student orientation.

For international students, GSTM will explain the implication of the student's pass if international student defers of the study. International students will be required to cancel their student's passes as required by Immigration and Checkpoints Authority (ICA) if their deferment request is approved. GSTM will reapply the student pass for students who have gotten back in regards to when they could resume class. However, student pass application will be subjected to ICA's approval. Students who are granted deferment must follow the schedule that the School has arranged for them upon resuming studies.

## Types of Deferment

Deferment may arise from any of the following situations: Course Deferment, Module Deferment, Assignment Extension and/or Examination Deferment. As a policy, deferment is generally not encouraged unless on official or compassionate grounds and approval is granted at the discretion of GSTM and/or University Partner.

## Deferment Procedure

### a) Course Deferment

Course Deferment is deferment by a student's request to postpone his/her study of the course and/or to carry forward his/her paid fees to a later period. Deferment may arise due to factors such as national service, overseas postings, on medical grounds or for any other valid reasons. Deferment of course is allowed only up to a maximum period of SIX (6) MONTHS for all courses offered by GSTM and ONE (1) YEAR for courses offered by University Partner. Failing which, student will be deemed as having withdrawn from the course.

The application is subjected to the approval by the GSTM and/or University Partner. A deferment fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees is applicable for all deferment requests. The deferment fee is non-refundable and non-transferable. Upon approval of the deferment, the original student contract must be terminated and a new contract will be issued. All refund (if applicable) will be according to the GSTM's refund policy as per Standard PEI Student Contract. Once the student resumes the study as stated on the new Standard PEI Student Contract, he/she is required to sign the student contract and make the course fee payments. A new Fee Protection Scheme (FPS) policy will be purchased.

### b) Module Deferment

Module Deferment is deferment by a student who temporarily defer 1 or 2 Modules in a course and then returns to his/her course of studies. This deferment may arise due to factors such as reservist training in national service, short overseas postings, on medical grounds or for any other valid reasons. The application is subjected to the approval by the GSTM and/or University Partner. A deferment fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees is applicable for all deferment requests. The deferment fee is non-refundable and non-transferable.

Upon approval of the deferment, the original student contract must be terminated and a new contract will be issued. All refund (if applicable) will be according to the GSTM's refund policy as per Standard PEI Student Contract. Once the student resumes the study as stated on the new Standard PEI Student Contract, he/she is required to sign the student contract and make the course fee payments. A new Fee Protection Scheme (FPS) policy will be purchased

### c) Assignment Extension and/or Examination Deferment

Assignment Extension and/or Examination Deferment is deferment by a student who is unable to submit an assignment or attend an examination by the deadline set by GSTM and/or University Partner. This deferment may arise due to personal circumstances that the student:

- could not have predicted would happen
- have no control over, and
- have seriously affected his/her ability to do his/her assessment

The following are valid reasons for making a claim for deferment of assessment or extenuating circumstances if students are able to show that they are preventing him/her from completing his/her assessments as planned:

- Illness or injury which lasts for more than one week that is serious enough to stop him/her from researching, rehearsing, writing, or revising for his/her assessment.
- Significant illness or injury on the day of or during a 'live assessment' such as an exam or performance.
- Serious illness of a close family member which means he/she need to provide significant caring support that he/she had not planned for.
- Death of someone close to student or the significant, ongoing effects of grief following the death of someone close to student
- Unexpected and significant increase in his/her employment workload that is beyond his/her control (if he/she is a part-time student).
- Being the victim of a crime.
- Being called for jury service or as a witness in a trial.
- Requirements of military service
- or any other valid reasons

Student can apply for the consideration for:

- A deferral of examination for module offered by GSTM or University Partner (which means that he/she will take the assessment at the next available opportunity); OR
- A coursework extension of 14 working days to the coursework deadline for module offered by GSTM OR
- A coursework extension of 10 working days to the coursework deadline for module offered by University Partner.

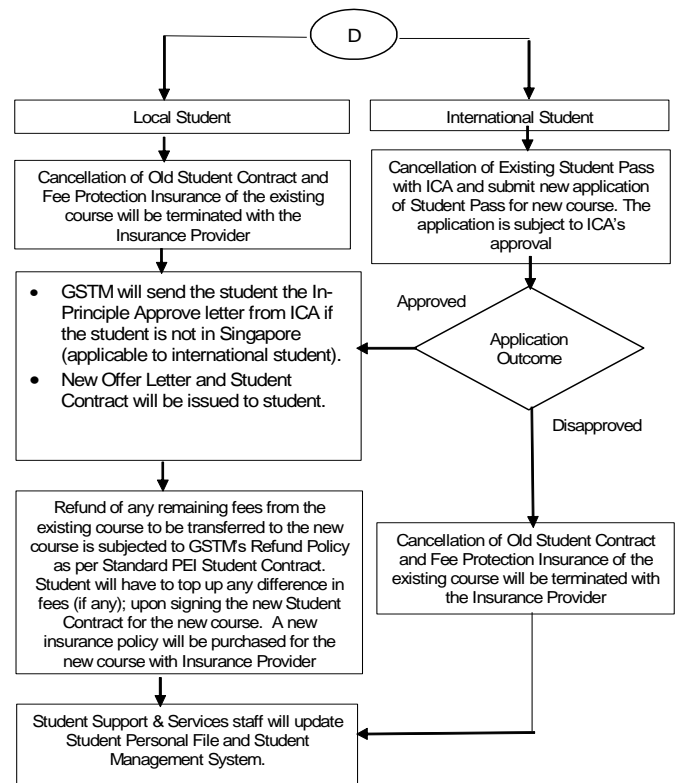
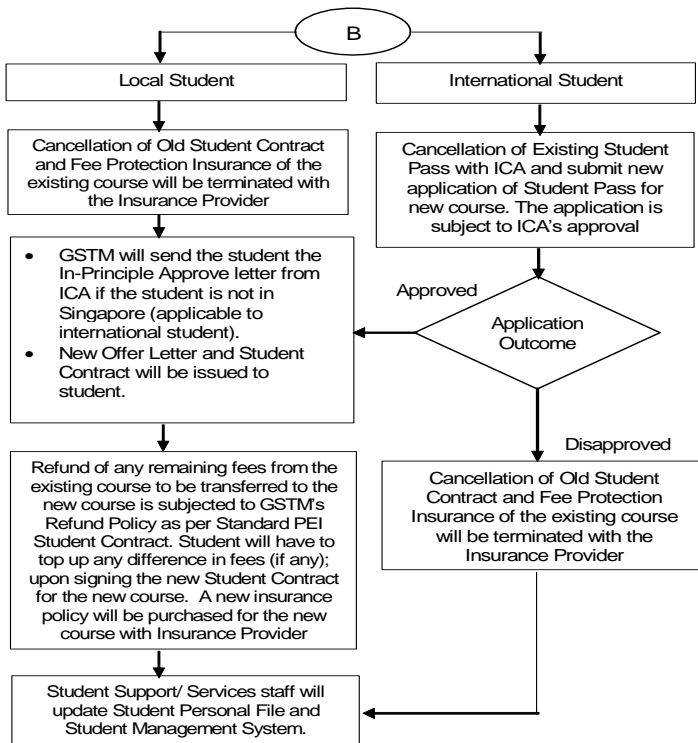
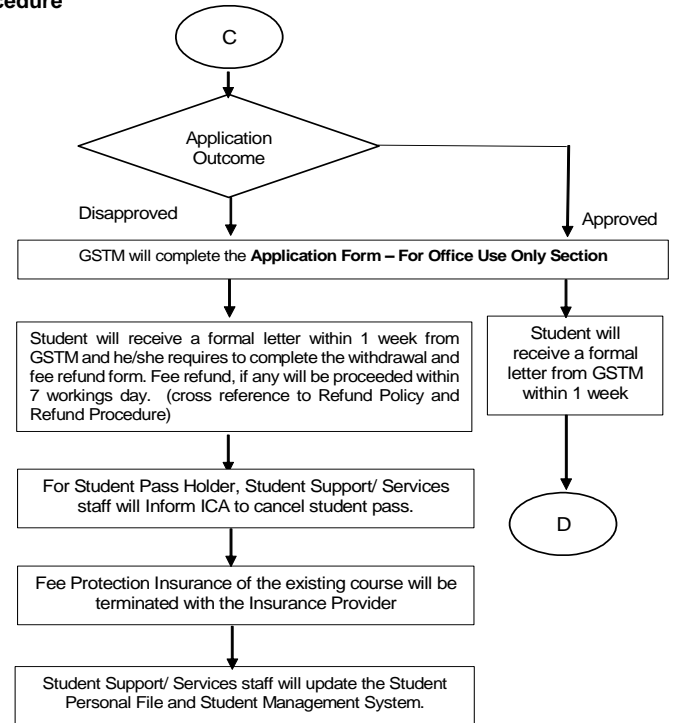
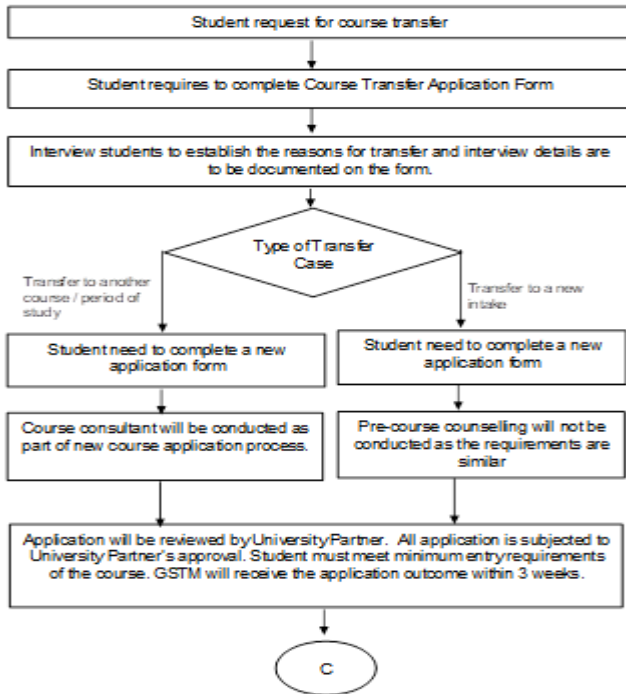
Student needs to complete the Course Deferment Form for module offered by GSTM or Extenuating Circumstances Claim Form for module offered by University Partner. The application is subjected to the approval by the GSTM and/or University Partner.

## Timeframe for assessing and reply to any request for deferment of course

The entire deferment process for GSTM's course, from point of application to the final outcome will be made known in writing within 4 weeks from the date of submission of the Course Deferment Form to student. The entire deferment process for University Partner's course, from point of application to the final outcome will be made known in writing within 10 working days from the date of submission of the Course Deferment Form and Extenuating Circumstances Claim Form to student.

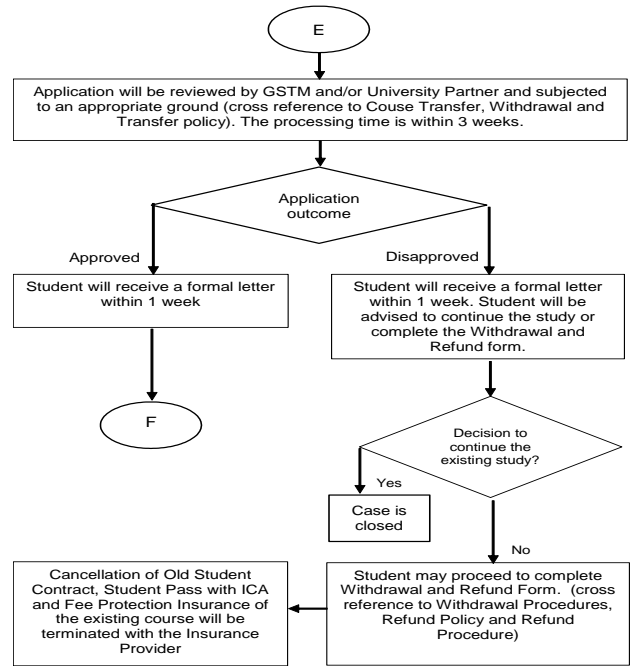
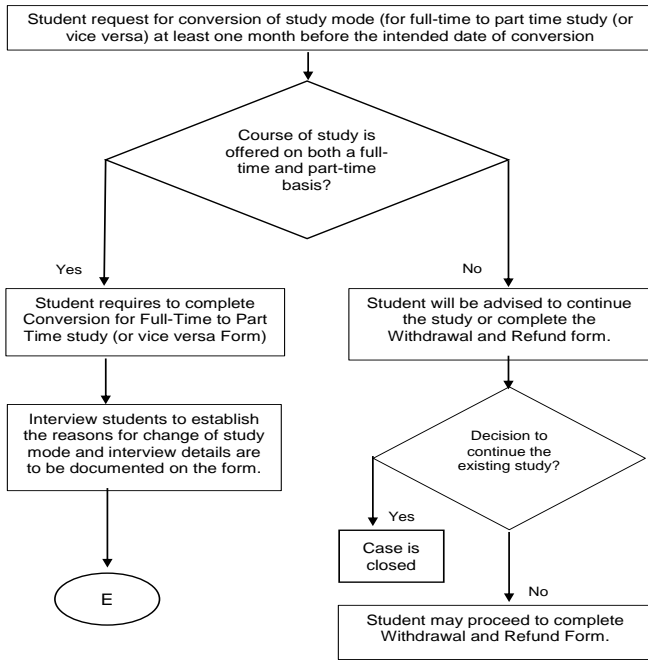
# Course Transfer Procedures

## Transfer to another course offered by Birmingham City University Procedure

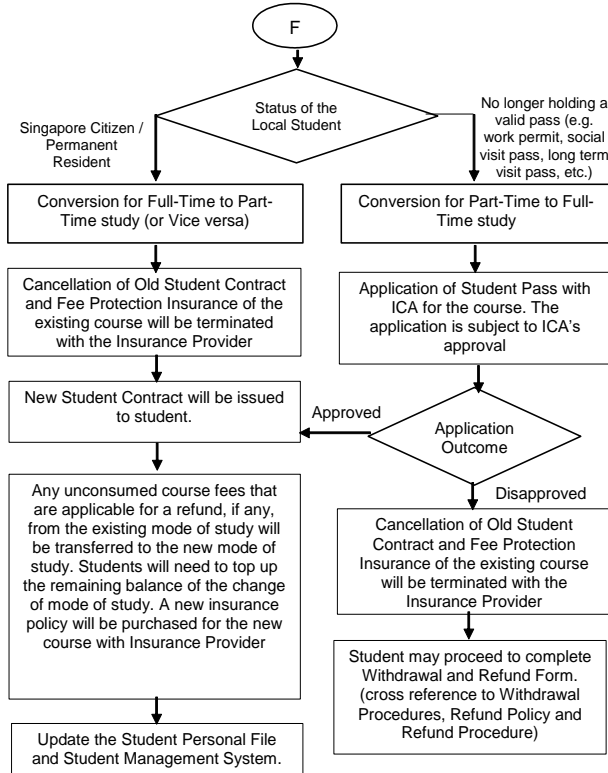


# Course Transfer Procedure

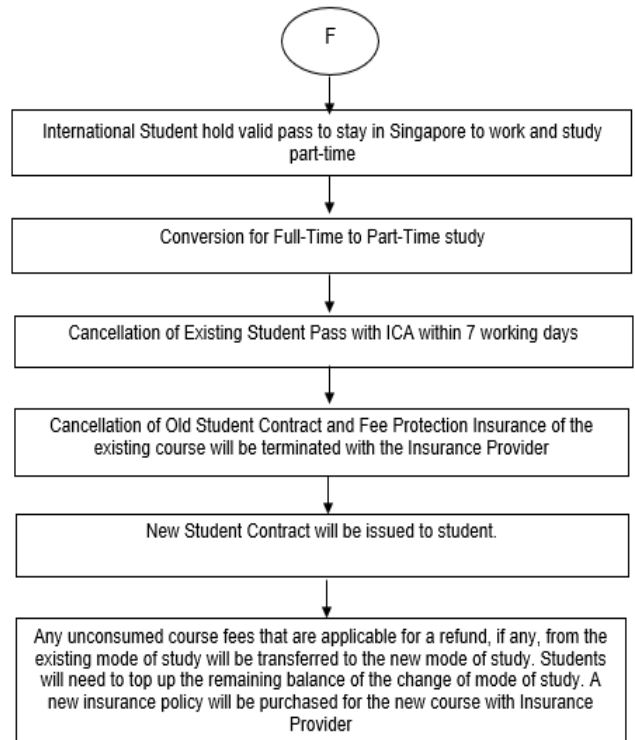
## Conversion for Full-Time to Part-Time study (or vice versa) for existing student process



## Conversion of Study Mode for Local Students



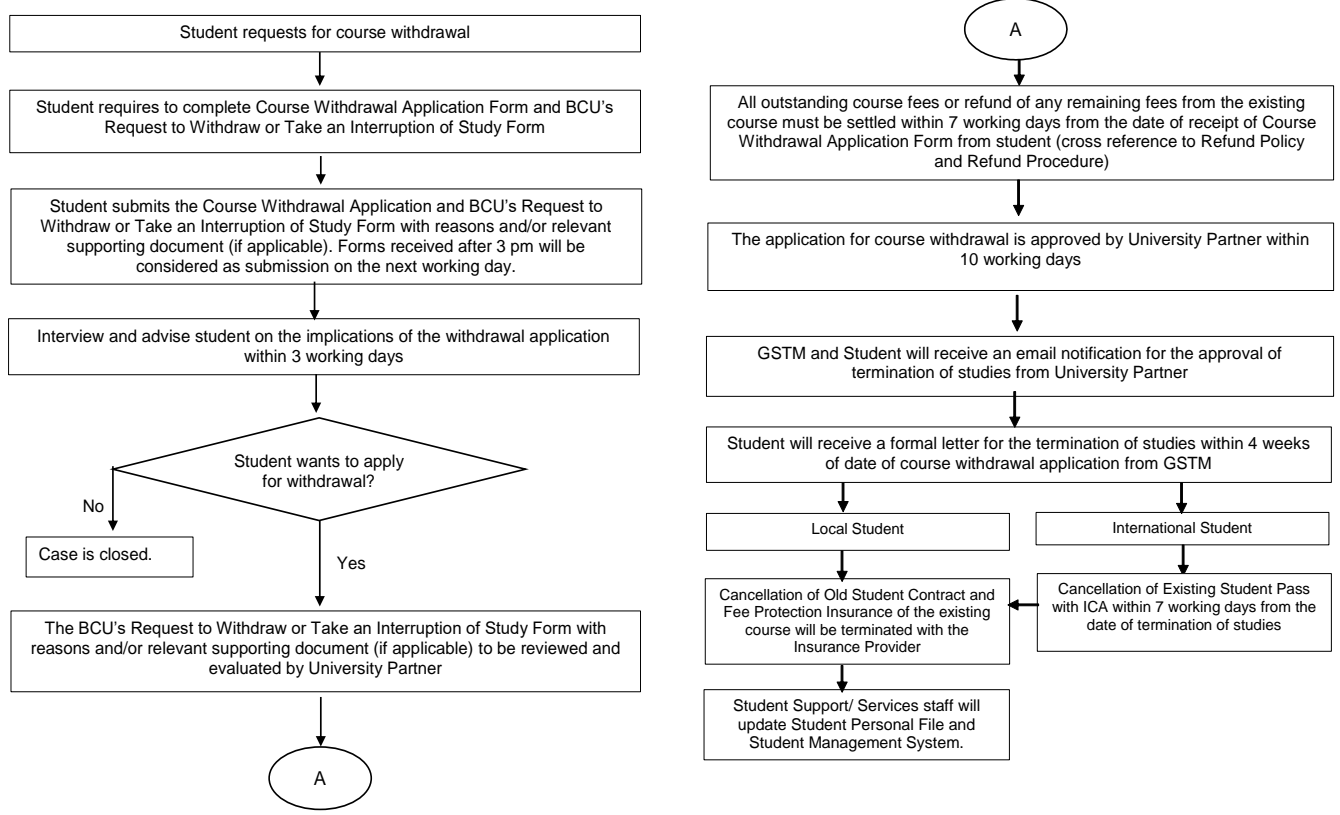
## Conversion of Study Mode for International Students



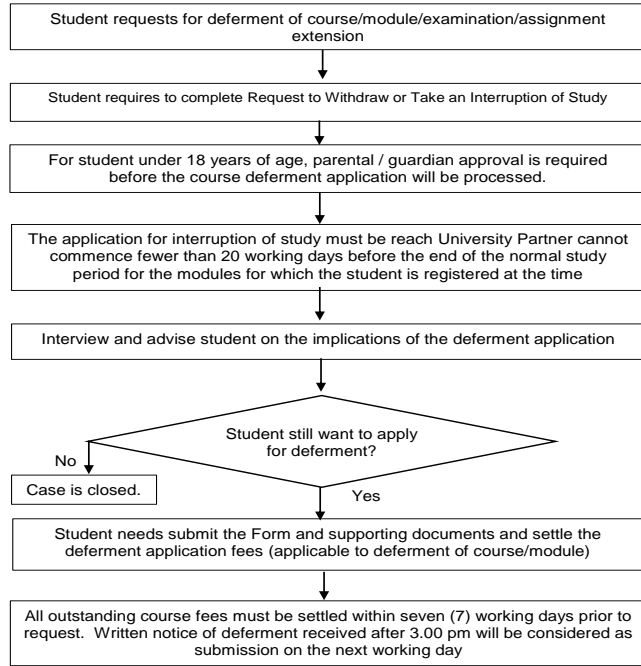


# Withdrawal Procedure

## Withdrawal of Study for course offered by University Partner process

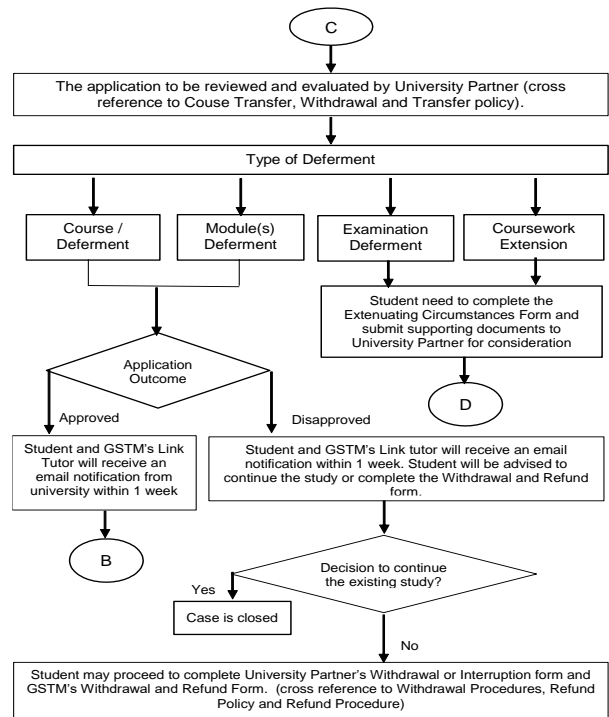
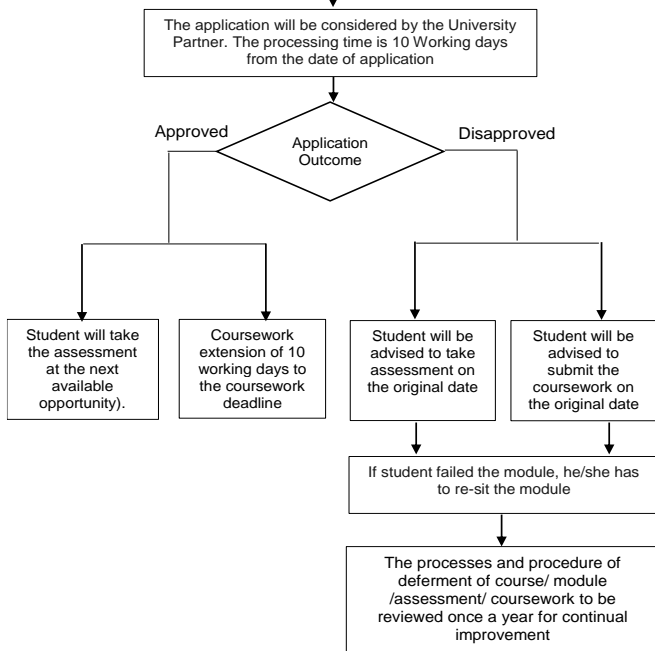


# Deferment Procedure



C

D



# Student Code of Conduct

A student must not engage in any conduct, either in person, via social media, via email, or by any other means, which is contrary to the standard of conduct expected of students set out in these Regulations.

This includes, but is not limited to, the following:

1. Students must not engage in conduct which might bring the GSTM or University Partner or any of its staff, officers, students, subsidiaries or trusts into disrepute.
2. Students must not engage or attempt to engage in acts of terrorism.
3. Students must not commit fraud.
4. Students must not engage in conduct which is illegal including the use, supply or possession of illegal drugs or consumption of alcohol.
5. Students must not engage in actual or threatened physical violence.
6. Students must not engage in bullying or intimidating behaviour.
7. Students must not engage in conduct which is harassment or discrimination on any grounds.
8. Students should behave with propriety at all times, that is, no disrespectful, immoral, indecent behaviour, aggressive, obstructive, offensive or rude.
9. Students must not provide false or misleading information to GSTM and/or University Partner
10. Students should not drink, eat, littering or smoke in the classroom or GSTM Premises.
11. Students are not allowed to download chat software and surf pornographic materials while using the network stations.
12. Usage of handphones and/or pagers during lessons is not allowed. All such equipment must be switched off.
13. Students are not allowed to video record during their course of study.
14. Students must not remove without authorization, misuse, abuse or damage school property.
15. Students must not deliberately, recklessly, or negligently disclose confidential information.
16. Students must not engage in conduct which disrupts or is likely to disrupt, any employee of the GSTM in the performance of his or her duties or teaching or study or research or assessment or the administration of the GSTM, or to the activities of its members.
17. Students must not disregard rules or instructions given by the GSTM and/or University Partner.
18. Students must not engage in conduct or attempt to engage in conduct which breaches the health and safety rules e.g. tampering with fire safety equipment and unauthorised alterations to electrical services.
19. Students must not do anything or neglect to do something which creates a fire risk or in any way, puts the health and safety of others.
20. A student must not refuse to surrender their student ID card to GSTM staff when reasonably requested to do so and a student must not allow another person to use their student ID card.
21. Students are to carry their GSTM Student Card at all times when in the school premises.
22. Students are required to produce their GSTM Student Card when collecting their materials or during random spot checks.
23. Students are to wear proper attire at all times
24. A student must attend any compulsory disciplinary meetings they are called to.

A student shall not be exempt from a disciplinary penalty by acting as part of a group when breaching the Regulations for Student Conduct.

## Disciplinary Rules and Regulations

A student must not commit a disciplinary offence. Disciplinary Offence includes, but is not restricted to:

- academic misconduct
- violating the Student Code of Conduct
- insubordination to lecturers and other staff of the school
- acts of disturbance, cheating or dishonesty in examinations forging of documents or possession of forged documents
- unauthorised use and illegal copying of copyright materials

## Disciplinary Actions, Suspensions and Expulsion

All students are expected to conduct themselves as responsible adults, to comply with all GSTM policies and regulations, to attend classes regularly, to meet their financial obligations to GSTM, and to maintain a satisfactory level of academic achievement.

GSTM reserves the right to suspend or expulse any student who:

- Fails to comply with the Student Code of Conduct
- Exhibits conduct that is found by the administration to be detrimental to fellow students, other individuals, the community, or GSTM Fails to maintain satisfactory academic progress;
- Fails to provide required documents (e.g., transcripts) by the stated deadline or provides inadequate or false documentation, as required by programmes; Fails to meet attendance standards; and/or
- Fails to meet financial obligations to GSTM.

Any violation of GSTM policies or regulations may result in one or more of the following disciplinary actions:

- Verbal warning from lecturer or principal or advisor
- Written warning
- Grade reduction
- Suspension
- Expulsion

GSTM will determine the action(s) to be taken based on the severity of the infraction and the student's prior disciplinary record. Days spent on suspension will be counted as absences and cannot exceed the amount of allowable absences stated in the Attendance Policy. Students may submit a written appeal to the appropriate GSTM within 7 working days of receiving notification of the disciplinary action. All grade-related and plagiarism appeals are to be directed to the Academic Board. The appeal must include a General Report and sufficient information to permit fact finding and investigation. The Academic Board will hold a meeting and the student will be notified of the decision within 7 working days after the meeting.

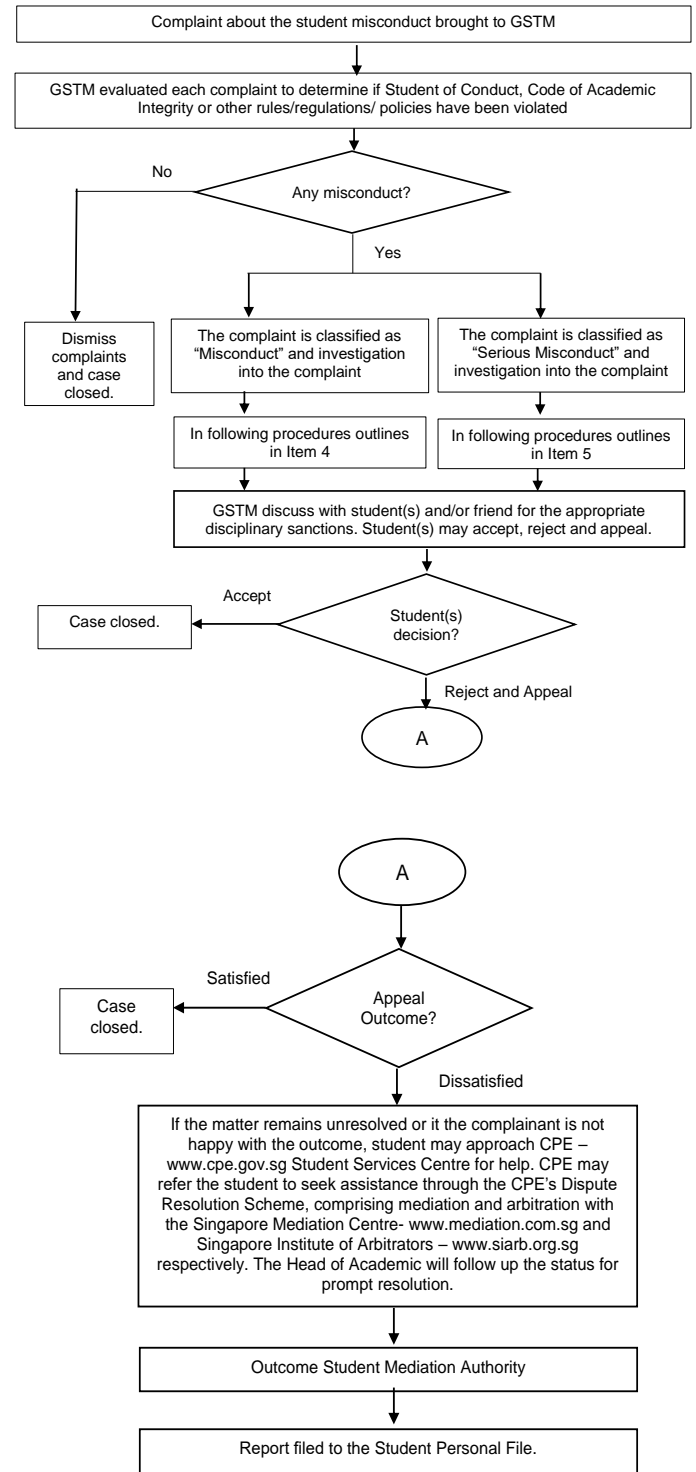
For expulsion process, it shall be initiated upon evidences of misconduct that can contravene school integrity and its reputation. The decision made by the Director of the school in consultation with Academic Board and related person involved (lecture inputs and other students) shall be the final outcome.



# Examples of Offences

Examples of Offences	Actions that may be taken
Attending lectures without fees payment or not registered in the registry for the particular class.	This would be deemed as trespassing. GSTM reserves the right to take action up to and including legal action to recover unpaid fees. Fine and Written warning.
Arriving more than 30 minutes late for a class.	Marked as being absent for that class.
Disrespectful behaviour and use of vulgarities to staff.	Verbal and/or written warning, temporary suspension. Repeat offences may lead to expulsion.
Threatening action, endangering the safety, physical or mental health, including harassment of any staff or students or creating the reasonable fear of such an action.	Verbal and/or written warning, temporary suspension, up to expulsion.
Discrimination, any practice that makes distinctions between individuals or groups so as to disadvantage some people and advantage others on the basis of sex, race, or religion.	Verbal and/or written warning, temporary suspension, up to expulsion.
Solicitation of students without approval. This includes sale of classes/goods/services, recruitment of students for an external organisation or cause, or for the purpose of distributing publicity material and services, or for any political or social cause.	Verbal and/or written warning, temporary suspension, up to expulsion.
Causing disturbance in class. E.g. use of hand phone, not putting hand phone on silent mode	Verbal and/or written warning, temporary suspension. Repeat offences may lead to expulsion
Smoking within the school premises.	Verbal and/or written warning, temporary suspension. Repeat offences may lead to expulsion
Forging of documents or possession of forged documents. E.g. medical certificates, official documents, education certificates	Expulsion from the school. Police report, depending on the severity of the offence.
Cheating or dishonesty in examinations.	Deemed as failure of the exam. Report to appropriate authority
Academic misconduct	Report to Exam Board or Academic Board. Verbal and/or written warning, temporary suspension, or expulsion
Destruction or wilful damage to school property or facilities.	Verbal and/or written warning, temporary suspension. Repeat offences may lead to expulsion. Payment of costs of replacement or repair.
Consumption of alcohol on school premises	Expulsion from the school. Police report, depending on the severity of the offence
Criminal acts. E.g. Theft, possession/consumption of drugs, fighting or gambling	Expulsion from the school. Police report, depending on the severity of the offence

## Student Disciplinary Procedures



# Attendance Policy

## Student Attendance Policy

The Student Support/ Services and Academic Department monitors and manages student attendance in order to maximise the opportunities of all students to learn. The Student Support/Services Department will manage student attendance in accordance with the Student Attendance Procedures. This includes:

- maintaining accurate attendance records;
- responding to Academic Department requests for reporting and disclosure of attendance data;
- managing alternative attendance arrangements where these are appropriate;
- addressing student absence;
- developing plans for students with persistent absence; and
- retaining all relevant documentation.

The Head of Student Support/Services will assist in the management of cases of persistent student absence in accordance with the Student Attendance Procedures. All students are expected to attend and participate in classes. Students should notify the school of excused absences in advance by completing the Absence Application Form with supporting documents and submit it to school. Student attendance is computed based on the number of lessons within a term for each module as following:

**Example:** For May 2020 Academic Term

Total number of lesson for the May 2020 Academic Term: 12 Lessons  
Each day of absent is computed as  $1/12 \times 100\% = 8.3\%$

## Attendance policy for International students under ICA requirements

GSTM manages the compliance to ICA requirements by

- Informing ICA if any of the following is not met:
  - The student has failed to attend classes for a continuous period of 7 days or more without any valid reason, or
  - The student has not attended classes regularly, i.e., where the percentage of attendance is 90% or lower in any month of the course without any valid reason.
  - The student's studies in the school has been terminated.
- Collecting medical certificates for any absenteeism;
- Cancelling the Student Pass, if the student has failed to attend classes or is un-contactable for a continuous period of 7 days or more without any valid reason
- Taking appropriate and timely interventions for absenteeism without valid reasons;
- Informing parents/guardians of regular absenteeism for international students below 18 years old.

## Attendance Policy for Examination eligibility

There is a minimum attendance to be achieved by students for each module:

- Part-Time students – 75%
- Local Full-Time students – 80%
- International students- 90%

All students are required to achieve minimum attendance for each module, in order to be eligible to sit for the respective examinations. And according to ICA's regulations, international students must comply with a minimum 90% monthly attendance. For the purpose of computing attendance for examination, rules that apply to approved leave of absence (leave) are as follows:

- Student must submit a leave application with reason and supporting document (where appropriate).
- The leave application must be approved by the Head of Academic or Head of Student Support and Services before taking the leave.

If the above two conditions are not met, students who proceed to take unapproved leave will be considered absence from the class(es).

## Issuance of Warning Letters for Full and Part Time Students

Attendance / Trigger	Intervention
Overall Attendance drops below 80% (excluding approved absences)	<p>1<sup>st</sup> Attendance Warning - Under 80% Attendance notice The student is notified that they have absent twice for the module. Attendance under 80% is recorded in the student's personal file at Student Management System.</p> <p>1<sup>st</sup> Warning Letter sent to student. The student is encouraged to speak to the Student Support / Services staff about reasons for class absences and must complete the Explained Absence Form within 5 working day with supporting documents to GSTM.</p>
Overall Attendance drops below 75% (excluding approved absences)	<p>2<sup>nd</sup> Attendance Warning - Under 75% Attendance notice The student is notified in a warning letter (via email) – Second Warning Letter - that they have failed to meet the School's minimum attendance requirement.</p> <p>Students must achieve a 75% attendance to be eligible to sit for exam.</p> <p>Attendance under 75% is recorded in the student's personal file at Student Management System and may affect the outcome of any academic appeal the student may lodge in the future.</p> <p>Students who are on Conditional Academic Status whose attendance drops below 75% are deemed to be in breach of the attendance condition of their enrolment which may affect any future enrolment.</p> <p>2<sup>nd</sup> Warning Letter sent to student – not eligible to sit for exam. The student is encouraged to speak to the Student Support/ Services staff about reasons for class absences and must complete the Explained Absence Form within 5 working days with supporting documents to GSTM.</p>
Overall Attendance drops below 70% or Student has missed all classes in the previous 3 weeks	<p>The student is notified in a letter (via email) – the Final Warning Letter - that attendance is below the School's minimum attendance requirement. Attendance below 70% are deemed in breach of attendance requirement and recorded in the student personal file at Student Management System.</p> <p>Final Warning Letter sent to student. The Student Support/Services Staff will make contact with student to ensure that there are no welfare concerns. The student will be requested to make an appointment with Student Support and Service Staff within 3 working days.</p> <p>Failure to make appointment within 3 working days, and/or further absences will subject to disciplinary action up to and including termination of student status.</p>
Overall attendance drops below 65%	<p>A Student Support/Services Staff will make direct contact with the student to ensure that there are no welfare concerns. The student must attend an interview with a Student Support and Services Staff and complete Withdrawal Form.</p> <p>The withdrawal form will be submitted to University Partner.</p> <p>A Termination Letter sent to Student. Termination student status is recorded in the student personal file at Student Management System.</p>

**\*Note: If a student does not respond to the request to meet a Student Support / Services Staff, the school will take disciplinary action including termination of the student's status.**

# Attendance Policy

## Issuance of Warning Letters for Full Time International Students

Warning letters shall be issued to international students, if they do not meet the following requirements:

- If the student falls below 90% attendance for the Calendar Month.
- If the student is absent for 2 consecutive school days without valid reasons (Verbal warning)
- If the student is absent for 3 consecutive school days without valid reasons (First warning)
- If the student is absent for 5 consecutive school days without valid reasons (Second warning)
- ICA will be informed.

All warning letters for students below 18 years of age shall be copied to the guardian/parent

## Termination for Full & Part Time Local Students

If the student's overall attendance drops below 65% or student has missed all classes in the previous 3 weeks (for students enrolled for courses of the University Partner) without any valid reasons or without prior consent or valid approved leave, the student may be terminated from GSTM.

## Termination for Full Time International Students

If the student has failed to attend classes or is un-contactable for a continuous period of 7 days or more without any valid reason, or without prior consent or valid approved leave, the student shall be terminated from GSTM.

For international students, the Student Support/Services Department must ensure that the Student's Pass is cancelled.

## Approved Leaves

GSTM approves leave of absence based on the reasons stated below. Other reasons for leave of absence will be considered by Management on a case-to-case basis.

Reasons	Supporting Documents (in English Language)	No. of Days (max)
Compassionate Leave for Immediate Family Members	Death Certificate Air Ticket /Boarding Pass	10
Marriage Leave for the student	Marriage Certificate Air Ticket/Boarding Pass	5
Medical Leave	Medical Certificate*	NA

Leave of absence should be requested prior to the leave being taken and with available supporting evidence. Overall approved leave that can be granted shall not exceed 10% of the course duration, unless otherwise assessed by the management on a case-to-case basis.

\*For Medical certificates, it should be obtained from a medical practitioner registered with the Singapore Medical Council or from a dental practitioner registered with the Singapore Dental Council. Overseas medical certificates shall be reviewed on a case-by-case basis.

For foreign student who return to their home countries for a prolonged medical treatment without informing the school, GSTM has the right to terminate the student status for:

- Degree Programme offered by University Partner- 3 weeks of consecutive Absence without reason for student

Students are only deemed to have been granted leave of absence upon the issue of a written letter by the school.

Students are required to remain contactable while on leave of absence via their registered email or phone of which the contact details are on records with the school. It is the student's responsibilities to update the school immediately of any changes to their contact details.

For medical treatments, all Leave Application forms together with the supporting documents MUST be submitted to the school within 5 working days of the student's return.

Any approves leave of absence more than 25% of a module will be advised to apply deferment of his/her study. Student is required to achieve at least 75% attendance requirements. For international students, they must maintain 90% attendance requirement

Full and Part Time Local Students who miss more than 25% of a module will not be permitted to take the module assessment/exam (they will be debarred). They will be required to pay the module fee to re-take the module at a later date. Students are advised to be punctual for all classes.

International student must not miss more than 10% of a module will not be permitted to take the module assessment/exam (they will be debarred). They will be required to pay the module fee to re-take the module at a later date. Students are advised to be punctual for all classes

# Student Support

GSTM is committed to supporting local and international students to achieve their learning goals, to adjust to study and life in Singapore (applicable to International students) and to achieve satisfactory progress towards meeting the learning outcomes of the course.

## Range of Student Support Services

GSTM provides a comprehensive list of student support services to meet the needs of the and international students studying in Singapore. These include:

Type of Student Support Service	Local Student	International Student
Course consultant for student admission, selection, course enrolment and payment	✓	✓
Student Orientation Programmes for all newly-enrolled students to disseminate and reiterate important course information and other information.	✓	✓
Assistance with information: <ul style="list-style-type: none"> <li>• arranging the student pass</li> <li>• airport pick-up services</li> <li>• arranging the initial medical check-up</li> <li>• providing information about arrival in Singapore</li> <li>• accommodation advises</li> <li>• cost of living in Singapore</li> <li>• location and nearby places of School</li> </ul>	✓	✓ ✓ ✓ ✓ ✓ ✓
Update of Students Particulars; Issuance of Receipt / Student Card / Course Completion Letter / Confirm Enrolment Letter/ Certification Letter / Verification of Award Letter / NS Deferment Letter; Replacement of Lost Student Card /Academic Certificate and/ or Transcript; Management of feedbacks/complaints; Transfer of Course / Deferment of study; Withdrawal, Course Transfer and Fee refund services; etc.	✓	✓
Medical insurance coverage for hospitalization and related medical treatment for the entire course duration for all the students (both local and international) <ul style="list-style-type: none"> <li>• Annual limit not less than S\$20,000.00 per student</li> <li>• 24 hours coverage in Singapore and overseas (if student involved in school-related activities)</li> <li>• students must be given an original copy of the medical insurance policy stating clearly the policy's terms and conditions, the claim procedure, any exclusion, etc.</li> </ul> <p>For interim, GSTM will request all existing Part Time students to declare that he/she has already have their own medical insurance plan and does not require the school to provide medical insurance coverage for hospitalization and this be signed by the student). <i>Exemption for Singaporean/PR students if they are already covered by their own medical insurance plan.</i></p>	✓	✓
Facilities and programmes for students to enrich their educational experience: <ul style="list-style-type: none"> <li>• Mini Library</li> <li>• Wireless Internet connection</li> <li>• Hot and Cold-Water Dispenser</li> <li>• Book facilities - Discussion room, Conference room, Classroom</li> <li>• Academic assistance to students (extra class and free module)</li> <li>• Workshops (e.g. Job Application Readiness Skills Workshops)</li> <li>• Outing and outdoor activities (e.g. Sport activities, etc.)</li> <li>• Seminar (e.g. Inspirational Seminar for students)</li> <li>• Short Courses (e.g. The future of facilities management, Smart Building, etc.)</li> <li>• Field Trips (E.g. Visit to conservation places, etc.)</li> <li>• Holistic Programmes (e.g. community involvement, leadership development, teamwork building, etc.)</li> </ul>	✓	✓
Student Care: Pastoral counselling services	✓	✓
Financial Assistance Scheme	✓	✓

## Orientation Program

GSTM have an extensive orientation program devoted to providing comprehensive information about available student support services and support staff to meet the needs of all international students enrolled within our school.

A comprehensive Orientation Programme will be conducted to introduce all newly enrolled international students to the course and the administration facilities. The orientation programme will cover:

- Introduction of GSTM and the University
- School location, physical facilities available, Size and number of classrooms,
- Members of academic and examination boards, Teacher-student ratio,
- Importance information related to the programme - Duration, Course Requirements – Coursework, projects, Course completion criteria and award
- Offer Letter, PEI Advisory Note, Student Contract, Fee Protection Scheme, Medical Insurance and CPE website
- Student Handbook details, Students' Code of Conduct – including dress code, class attendance, behavior, leave of absence, restrictions of working under the Student Pass
- Important policies and regulation – transfer, withdrawal, refund, welfare, counselling services, academic issues which include general study skills, avoiding plagiarism, tackling assignments and handling exam, etc.
- Relevant Singapore laws especially those relating to ICA and Ministry of Manpower (MOM). This include, but are not limited to, immigration requirements, laws on driving, drugs and alcohol abuse, employment, smoking, traffic and littering.
- Feedback mechanism, grievance and dispute resolution procedures
- Other important information.

The orientation program may be conducted in groups or for individual students. It allows for late arrivals and it also allows for students who begin at different times of the year. This is relevant as GSTM has multiple entry points during the year.

## Student Handbook

Students are provided with a Student Handbook that contained the following information during their orientation program:

- Services, facilities and resources available to students
- Visa requirements for international students
- Policies and Procedures
- Other relevant information in assisting students to adjust to life and study in Singapore
- Important course information, details of the organization awarding the certificate (if applicable)
- Details of support programs
- Information on various accommodation options for students (if any)
- Internal and external grievance and dispute resolution procedures
- Fee Protection Scheme
- Medical Insurance
- Details of the course deferment/extension criteria and procedures, suspension and expulsion conditions
- Details of the procedures and any implications of student's transfer/withdrawal from course, non-attendance, termination of course and refund policy
- The laws and Orders in Singapore and ICA rules and regulations

The list of up-to-date student support services is communicated to local and international students through orientation programme and student handbook which is available at School website and Student Portal.

# Student Support

## Student Welfare Services

GSTM has designated Student Counsellor to provide counselling services to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues related to academic or personal nature.

GSTM provides the opportunity for local international students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. If GSTM refers the international students to external support services, GSTM will not charge for the referral.

Student Support/ Services team is responsible to help students access study support and welfare-related services such as:

- Legal Services - GSTM can refer a student who requires to a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice provided.
- Accommodation - Accommodation advice is available to all international students from the point of application through to the completion of their course. GSTM will provide up to date information on accommodation options or providers, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student. (applicable to International Students)
- Emergency and Health Services - During orientation students are advised on school safety and how to access emergency and health services in Singapore. For non-urgent services students are encouraged to talk with student services. For medical or other emergencies student are instructed to contact the appropriate services, e.g. 999 for Police and 995 for Ambulance
- Facilities and Resources - At orientation students are given a guided tour of the school and all GSTM facilities and during that process they will become aware of all the resources available to them.
- Complaints and appeal processes - The complaints and appeals policy and procedure are detailed on the school website. This policy is specifically explained both in Student Handbook and during orientation.
- The expectations for course progress and attendance requirement of 75% are laid out in the Student Handbook and explained during orientation.
- Any student visa condition relating to course progress and/or attendance as appropriate. Students are advised at orientation of their requirements to continue to meet their visa conditions. Specifically, the expectations for course progress and attendance requirement of 90% are laid out in the Student Handbook and explained during orientation. (Applicable to International Student)

## Workshops

Academic Department will offer a range of workshops, guest speakers, classes and study sessions throughout the year to help students in their studies in a group environment.

Example of Workshops (open for all students) including:

- Assignment Skills
- Harvard Referencing
- Moodle Account
- Student Portal Account
- Introduction of SPSS
- Quantitative and Qualitative Analysis
- Resume writing
- Job Application Readiness Skills

## Peer Mentor Program

The program provides leadership and training opportunities and encourages interaction international students. Further it helps new international students become familiar with GSTM and academic expectations and importantly to develop social networks in GSTM and wider Singapore communities. GSTM can organize a range of programmes and activities that includes community services, sports, recreational events, cultural interaction, networking sessions and etc.

## Academic and Learning Support

Academic support is the responsibility of the lecturers. Project-based learning encourages student collaboration under the guidance of the lecturers. Projects between groups of three or four international and domestic students are encouraged as a key learning style and to build relationships and cultural understanding.

Students are advised to approach their lecturer, Head of Academic, Head of Student Support & Services or the Student Support Services staffs if they need assistance in meeting course requirements and maintaining their attendance. Academic and Student Support and Services Department can assist students with the following:

- Study Skills
- Timetables
- Learning Support Strategies
- Academic issues





# Student Support

## Counselling Services

GSTM can also refer students to external Counselling Services for various issues if necessary, however each issue is dealt with on a case by case basis. There is no fee attached to this welfare support and referral services. Any cost charged by the external services will be paid by students. GSTM is responsible to provides comprehensive pre-course and pastoral counselling services for all its students.

### 1) Pre-Course Counselling

All education consultants/ recruitment agents received adequate training from GSTM to ensure that he/she provide prospective students with good guidance.

The training including off and on job training that is closely supervised by a senior education consultant / Head of Sales and Marketing. When they do the pre-course counselling, they are observed by the senior education consultant and given pointers and feedback as necessary.

If the student is in Singapore, the Education Consultants provides the pre-course counselling.

If the student is in their respective country, the Recruitment Agent provides the initial pre-course counselling. However, if necessary, Sales and Marketing Department shall arrange a pre-course counselling with a student outside Singapore through Skype Conference to ensure the prospective students receive good guidance.

The course brochures have the relevant course information for the prospective student to make an informed choice before application.

Course information and module synopsis are also available on the GSTM's website.

### 2) Pastoral Counselling

Staff providing pastoral counselling should have professional qualification, otherwise the GSTM must provide adequate formal training.

The objectives of Pastoral Counselling are:

- To create and maintain an atmosphere where students feel they are safe, valued, respected and happy
- To maintain high standards of teaching and learning
- respond in a sensitive way to the concerns, fears and worries of our students
- To build an atmosphere of trust

Pastoral counselling services include:

- providing emotional support for students to help them cope with mental stress relating to a new environment or course demands;
- implementing programmes to create a culture and climate of care, trust and friendliness that encourage student attendance and involvement.

## Academic Counseling

Academic counselling will be on a continuous basis as a responsibility of the School for full and part-time students. Head of Academic is responsible to help students in their choice of, and progression within, their course of study. Student Counsellor assist the coordination of academic counselling

All lecturers shall include in their classes appropriate learning activities that result in maximum learning and help in meeting learning objectives for the student. Whenever a student has suspected learning difficulties, the lecturer shall inform Head of Academic for appropriate action.

## Behaviour, Social and Emotional Counseling

Lecturers shall use positive reinforcement strategy to motivate and encourage students. Positive reinforcement strategies shall include verbal or written commendations as well as public recognition, awards, etc. Buddies shall be assigned to new students who join the school, until they settle down.

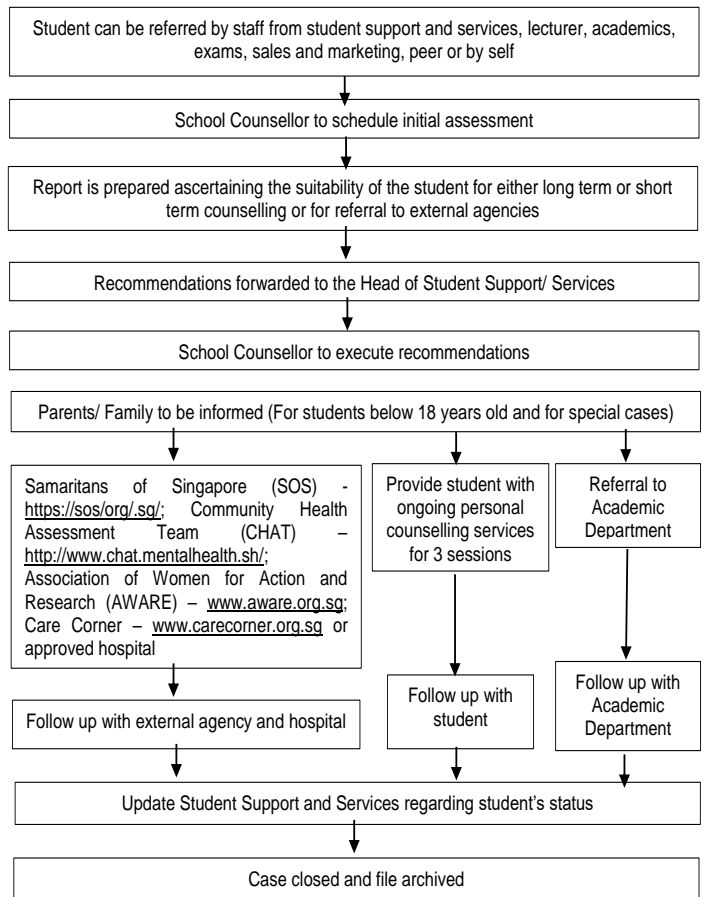
Students will be taught to accept responsibility for their behavior at School and understand consequences of breaches of school rules.

Students shall be taught the importance of personal and environmental safety in classes and assemblies.

Lecturers are advised to report to the Student Counsellor if they feel a student may be under emotional stress or disturbance or needs additional support. Students shall be encouraged to approach the Student Counsellor when under any form of emotional stress or disturbance. All conversations with the School Counsellor shall be treated in confidence.

In all cases, the welfare of the student shall be paramount.

### Pastoral Counselling flow chart



# Student Support

## Critical Incident

GSTM also has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, the required follow up to the incident, the recording of the incident and the action taken.

Critical incident policy ensures the interests of the international students and their families are managed appropriately and shows that GSTM is prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances.

Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse

## Holistic Care for International Students

GSTM provides professional, personalized and holistic care for students. One way to achieve is through involving the students in activities outside the formal curriculum. These include community involvement programmes, leadership programmes, Student Dialogue Session, Career Counselling, etc.

## Student Feedback and Evaluation and Service Quality

GSTM will obtain feedback on its student support services through student survey questionnaires and Board of Studies for quality assurance of services and academic quality provided to students. Students are encouraged to provide constructive comments and feedback about information on their learning experience and support services for the purpose of further improvement on the services and course delivery.

Student feedback will be collected at the end of every module and through informal means such as interactions with students and staff. It will use such feedback to evaluate and to improve its support services provided.

As a constant effort towards improving our products and services, GSTM welcomes feedback from students. Feel free to fill up the Student Feedback Form available at the GSTM's Website or alternatively, you may write to [info@gstm.edu.sg](mailto:info@gstm.edu.sg). We will investigate and act-on to resolve the areas of concern either immediately or within 14 working-days, depending on the complexity of the case.

If we are unable to solve the complaint amicably, we may refer the matter concerned and affected person/s to the CPE Student Services Centre.

CPE Student Services Centre  
1 Marina Boulevard, #18-01 One Marina Boulevard Singapore 018989  
Tel: (65) 65121140  
E-mail: [CPE\\_CONTACT@cpe.gov.sg](mailto:CPE_CONTACT@cpe.gov.sg)

In the event that a student is still unsatisfied with the outcome of the internal grievances resolution process or the matter is still unresolved, we may refer the matter concerned and affected person/s to the CPE Mediation- Arbitration Scheme, please visit <https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>

## Advice on Future Study

For Academic concerns, Academic Department and Education Consultants are always available to assist or provide students professional advice on applying to the colleges or universities of their choice or on career options and education progression, i.e., matching the aspirations of the students with the course learning outcomes.

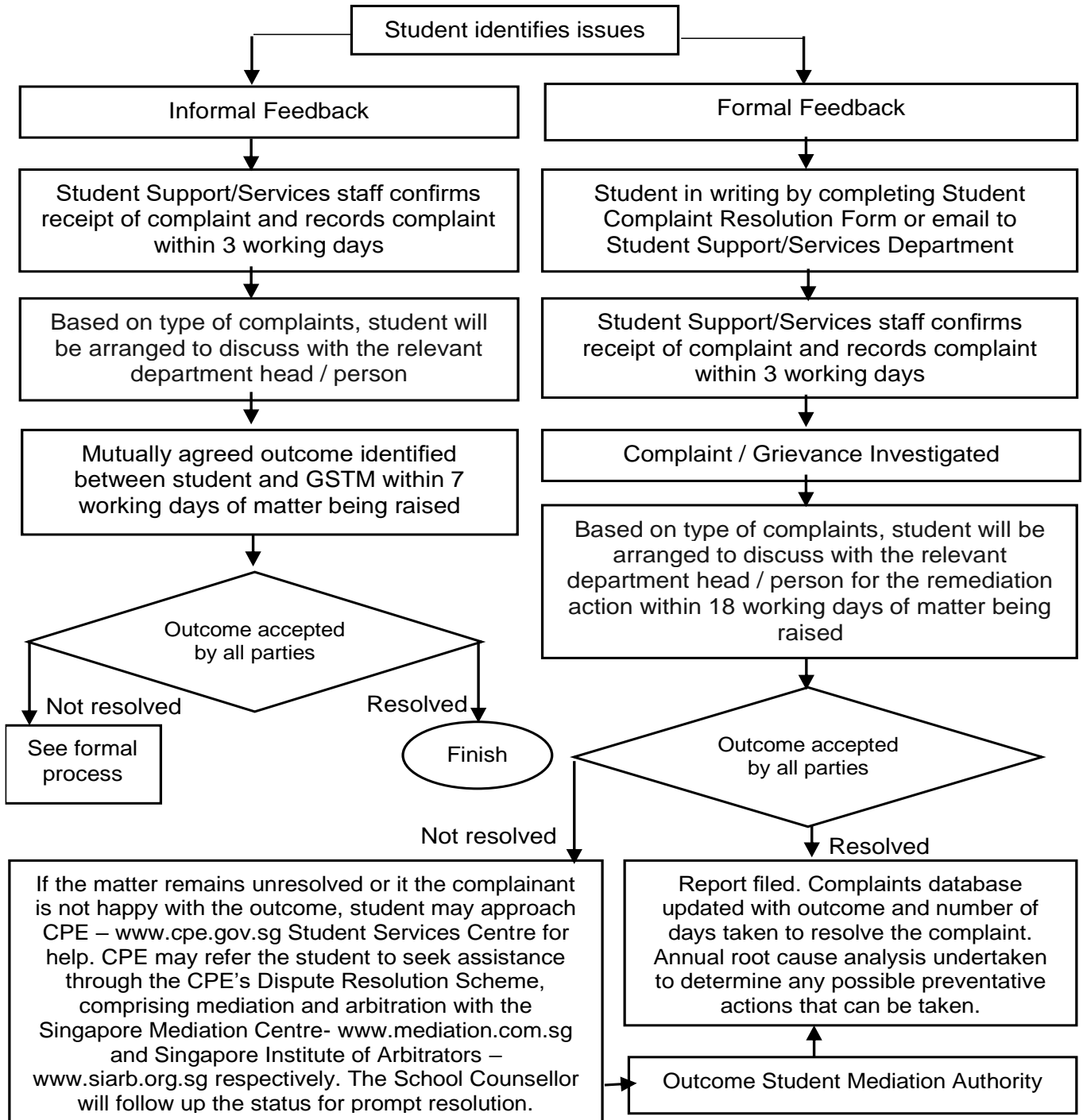
## Career Guidance

One-to-one support and group workshops covering the following:

- Mock interviews: we can help you practice and prepare for an upcoming job interview.
- Job search: we can support you with your job search, improving your CV and completing applications.



# Student Complaint/ Grievance Procedure



## Academic Appeal Policy

Examination Board and BCU is responsible for maintaining standards that promote academic integrity and student success.

It is expected that Examination Board and/or University Partner will make academic judgments that are consistent, and that students' academic records will reflect their demonstrated abilities and accomplishments.

Students are entitled to know their rights under the Academic Appeals policy.

Students may initiate Academic Appeals in relation to the following types of academic decisions:

- A final grade in a module
- An academic dishonesty charge (e.g., plagiarism, cheating)

Students with academic issues involving allegations of discrimination or harassment should consult the Student Counsellor.

## Grounds for Academic Appeal

A student has the right to appeal against that decision of the Examination Board and BCU on the following grounds:

- 1) Student's performance in the assessment was adversely affected by illness or other factors which she/he was unable, or for valid reasons unwilling, to divulge before the Examination Board/ University Partner reached its decision. The student's request must be supported by medical certificates or other documentary evidence acceptable to the Appeal Panel indicating clearly why such evidence was not previously presented to the Examination Board and/or University Partner.
- 2) That there has been a material administrative error or that the assessment was not conducted in accordance with the Academic Regulations governing the course, or that some materials irregularity has occurred.

## Timelines for Academic Appeal

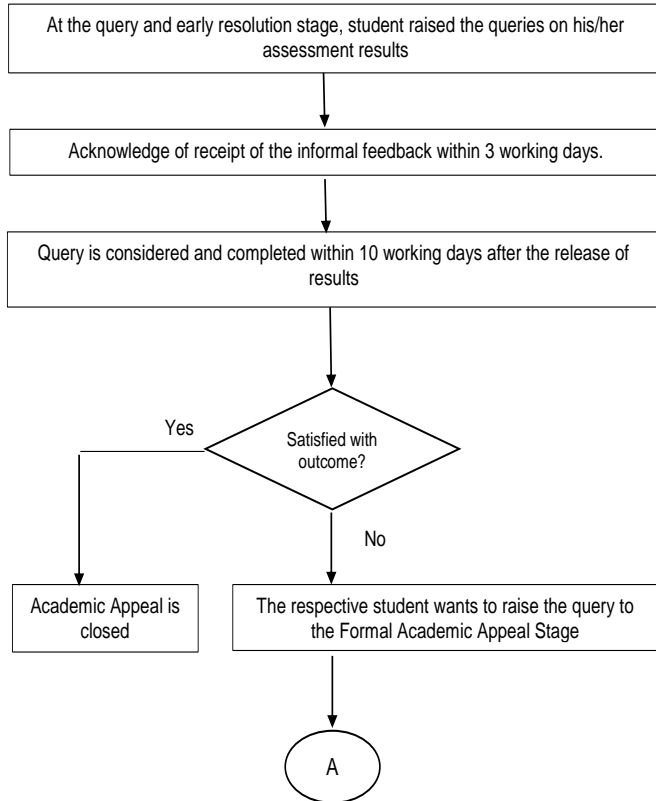
Student who wish to exercise the right of appeal must give notice in writing to Examination Board and/or University Partner to adhere to the timelines outlined in Academic Appeals Procedure.

Where a student fails to adhere to the timelines, an academic appeal will be deemed to have lapsed except in extenuating circumstances (e.g., injury or illness) where valid documentation is provided to support the given delay.

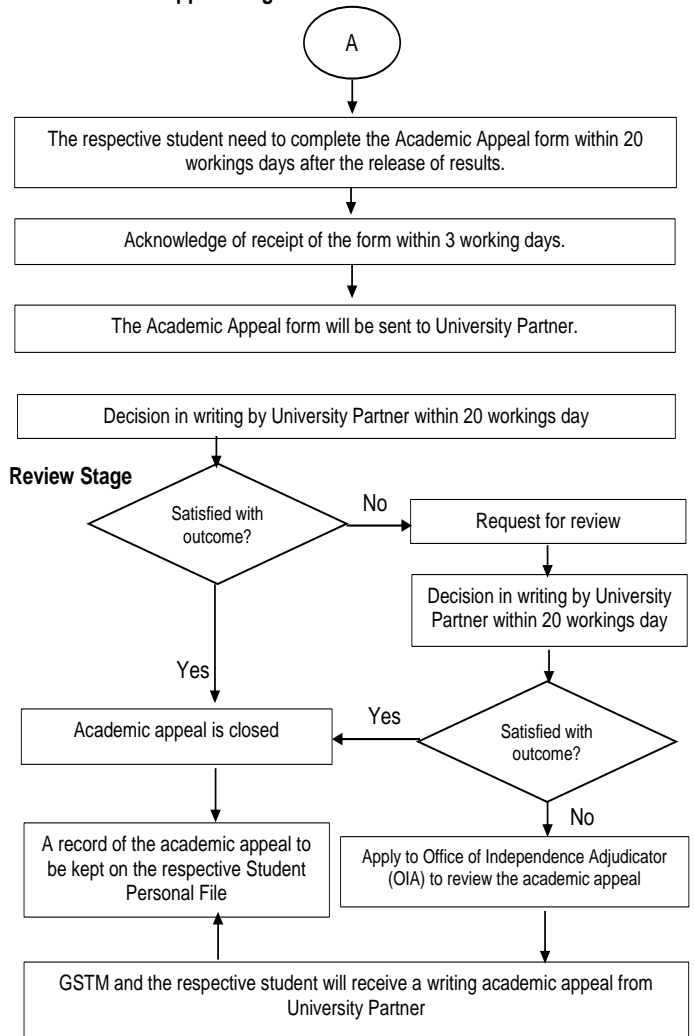
The result of academic appeal will be communicated to the student within four weeks for GSTM courses and within 20 working days for courses of university partner. Final decisions for all appeals must be endorsed by the Examination Board of GSTM or the Board of Examiners of the Birmingham City University

## Academic Appeals Procedure for course awarded by Birmingham City University

### Informal Stage



### Formal Academic Appeal Stage



## Condition of Entry to Graduation

### To graduate, students must:

- Pass mark for all modules within the stipulated duration as required by individual programmes of study. (You can find the full set of University regulations, policies and procedures on the University intranet at: <https://icity.bcu.ac.uk/academic-registry/information-forstudents/Academic-Regulations-and-Policies/SUAR-Version-5> )
- adherence to Student Code of Conduct
- clear all financial obligations prior to the payment deadline with GSTM

### Issuance of Certificate & Transcript by Birmingham City University

Certification will be awarded within 6 months after the end of the course.

### Graduation Ceremony

A Graduation ceremony will be held at least once a year at which students who have completed their courses. Students wishing to attend the graduation ceremony must complete the 'Graduation Ceremony Registration' form and make payment for graduation ceremony fee and academic regalia hire fee. Graduands attending a graduation ceremony are required to wear the appropriate academic regalia.

The academic regalia which are hired must be returned at the time specified on the Graduation Ceremony Registration Form. Additional fees will be payable in the event of a late return or if the academic regalia is returned in a damaged condition.

### Top Student Awards

The Top Student Award is presented to a graduate who has achieved the highest course weighted average score of their diploma program and signifies that they have excelled in their course. Recipients of this award are identified at the end of a study period at the Board of Examiners

### Data Protection Scheme

GSTM undertakes to maintain the confidentiality of all students' particulars and not to divulge the information to any third party unless required by law or other statutory regulations. Students can choose to opt-out of any mode of contact from GSTM by informing the school of their decision.

### Non-Discriminatory Policy

GSTM complies with the relevant Singapore non-discrimination laws and government policies. This policy applies to student selection, admission, retention, expulsion, appeal and treatment in its programs and activities.



## Getting Involved

It is important to us that you have the best student experience possible whilst studying for a Birmingham City University award. There are a number of ways you can express your opinion about your time on your programme. You can speak directly to your programme team or you can ask the Student Representative (see below) on your course to raise issues on your behalf at meetings that they attend with the programme team throughout the year. You will also be given the opportunity to comment on the modules you have taken during the year.

### Student Representation

Student Representatives (or Student Reps) are elected by students. They gather opinion from their fellow students, represent their views at meetings and feedback the outcome of these meetings to students to improve the quality of their experience. Student Representatives will be invited to attend the Board of Studies. This is a meeting that is held at least once per year and is attended by your Programme Director, teaching staff and administrative staff. It will provide you with the opportunity to discuss issues about your programme and to make sure that your voice is heard.

### Students' Union

As a Birmingham City University student, you are automatically a member of your Students' Union, unless you choose to opt out. The Student's Union is independent from the University and is committed to enhancing the student experience and ensuring that you get the most out of your time at the University. More information about the Students' Union can be found at their website: <http://www.bcusu.com> or you can email them at [students.union@bcu.ac.uk](mailto:students.union@bcu.ac.uk).



## Birmingham City University Alumni Association

The Alumni Association was established in 2004 and the University now has over 49,000 members worldwide, with more joining every day. The Association provides support to former students by celebrating their achievements and keeping them connected to the University, its students and fellow alumni. Your relationship with Birmingham City University does not end when you leave us. We want to hear from you, so please do stay in touch.

Membership benefits include:

- Free subscription to aspire, the Alumni Association magazine, and regular e-newsletters that keep you up to date with news of the University, its students, and your fellow alumni.
- Access to the Find a Friend Service and Message Board, helping you reconnect with old friends
- Exclusive discounts on services including car hire, hotels, and theme parks
- Social and professional networking opportunities through our reunions and events
- Information on alumni networks and groups

You can find out more about join the Alumni Association at <http://www.bcu.ac.uk/alumni>



**aspire**  
Alumni Association Magazine

# Frequently Asked Questions

## What if I want to change or leave my course?

If you think you want to leave your course, it's a good idea to talk it through with your Personal Tutor or Programme Director before making any final decisions. They can discuss your options with you. It is important that if you intend to withdraw from your course after enrolment you inform your Programme Director. You should state in writing that you wish to withdraw, and you should indicate your last date of attendance.

Students who do not respond to communications from the University or from GSTM, or for whom there is evidence of no participation during a continuous period of one month, are sent a letter requesting them to attend a meeting with the programme manager. If there is no response, or a response that indicates that the student is not participating on the enrolled programme, the student will be withdrawn, and a letter sent to him/her to confirm this action.

## What if I want to take some time out from the course?

Taking time out is called 'an interruption of study', which is an approved leave of absence from all study and may be taken for a number of reasons e.g. health, financial, academic or personal. If you're thinking about interrupting, you should talk to Personal Tutor or Programme Director first before completing the necessary paperwork. It is your responsibility to inform the University if you intend to interrupt your study.

## How do I make a complaint?

If you're unhappy about any aspects of your experience as a Birmingham City University student, we want to know about it so talk to your Personal Tutor or Programme Director. In many cases, they will be the best person to help you but if they are unable to resolve matters for you, you may need to refer to the University's formal complaints procedure (available on the University website).

## What should I do if I change my name during my time at University?

If you change your name during your studies and would like your new name to be used on your University records and award certificates, you must make a formal request to your Programme Director. You must make the request before you finish your course. No changes can be made to your student record after the final examination board for your course has met. You must provide evidence of your change of name.

### Acceptable forms of evidence are:

- Passport
- Marriage certificate
- Birth certificate (original birth certificate issued within 12 months of birth)
- Divorce decree absolute.

**Please note that your student number will remain the same throughout your course, even if you change your name.**

