



School of Engineering and the Built Environment

STUDENT HANDBOOK 2022/23



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Welcome



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 520 North Bridge Road, Wisma Alsagoff, #06-01 Singapore 188742. 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 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 Fathima Ms Joanne Ms Angel Ms Alyssia (Link Tutor)	Tel: (65) 64239618 HP: (65) 81890101 Email: info@gstm.edu.sg
Fees Payment and Enquiries	Mr Nigel Ms Grace Ms Liza	Tel: (65) 64239618 HP: (65) 81890101 Email: info@gstm.edu.sg
Course Enquiries / Marketing	Ms Liza Ms Alyssia	Tel: (65) 64239580 / 64239590 HP: (65) 83398528 Email: info@gstm.edu.sg
Corporate Marketing	Ms Liza Mr. Linus Ms. Alyssia	Tel: (65) 64239580 / 64239590 HP: (65) 83398528 Email: info@gstm.edu.sg

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 or www.gstm.edu.sg

Programme Timetable

A timetable will be issued to you during your orientation day. 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 provide a copy of your receipt. Your work will be returned, and you must then resubmit it.

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 user interface. At the top, there is a navigation bar with the Moodle logo, the course name 'GridTest', and a search box. Below this is a main content area with a 'General' section containing a 'News forum' and a grid of six sections (Section 1 to Section 6) with thumbnail images. On the right side, there are several widgets: 'Search forums' with a search box, 'Latest news' with a 'No news has been posted yet' message, 'Upcoming events' with a 'There are no upcoming events' message, and 'Recent activity'.

Message From CEO

Welcome Message

**"Education breeds confidence. Confidence breeds hope. Hope breeds peace."
— Confucius**

It is my great privilege to welcome you to GSTM.

Your time here should be one of tremendous growth, exploration, and learning.

This Student Handbook will provide you with information that would be useful and important during your course of student with GSTM. It covers both the academic matters and student administration matters that are specifically related to your programme.

All students are required to read and comply with all of the policies and procedures set forth in this handbook, including any subsequently posted changes or amendments. GSTM reserves the right to amend any of its rules and regulations, policies or procedures at any time if it is deemed by the school to be in its best interest or in the best interest of the student to do so.

This handbook describes the expectations for behaviour and conduct in GSTM and outlines procedures to be followed when these expectations are not met. It is your road map, containing the policies and procedures that will guide you as a student while studying in our school.

We wish you great success and enjoy your studies with GSTM. Make the most of the opportunity that a fine tertiary education can provide.



You will discover in time to come that GSTM is an existing place to be. Our team of committed staff will work towards ensuring that your student life is smooth, enriching and ultimately, rewarding. Whether you are our students or an alumnus returning to learn more, GSTM has real opportunities to help you successfully complete your educational goals.

All students will have the opportunity to grow and develop to become work-ready professional equipped with the best skills to contribute as main players in the industry. Many of our graduates have benefited from the GSTM's education. We are certain you will too! Lastly, let me wish you all the best in your learning journey. Success is the sum of small efforts, repeated day-in and day-out.

"Let us think of education as the means of developing our greatest abilities, because in each of us there is a private hope and dream which, fulfilled, can be translated into benefit for everyone and greater strength of the nation."

John F. Kennedy

Mr. Linus Wang
CEO

Message From Academic Director

Welcome Message

"The Journey of a thousand miles begins with a single step."

— Lao-Tzu

I would like to welcome you to this unique and noble school where lives have been transformed and visions have been nurtured and pursued into fulfilled dreams.

We are delighted that you are considering GSTM as a suitable school to start or further your professional and academic higher education. We are driven by our CEO's guiding principles by prepare our learners to excel in their respective fields from a holistic learning environment. As a result, the GSTM has undergone outstanding transformations and enhancements since its inception in 2007.

The state of knowledge o the various teaching and assessment methods, the current enthusiasm in academic research, staff development and technology used in teaching and learning improved.

With a team of dedicated and experienced administrative, academic staff and vise direction from CEO and Deputy CEO, GSTM continues to ensure that our goal of enhancing educational values and experiences beyond of our student's major discipline.

GSTM always on hand to ensure that the welfare and academic aspirations of our student's community are adequately addressed.



At GSTM, we believe that education is not just about attaining personal wealth and reward. It is about personal fulfillment and development as well as about becoming active citizens who make a positive impact on society. This is why we strive to provide you with quality and affordable education that does not only give you knowledge but also transforms you with the positive skills that will empower you to obtain a career and make a meaningful contribution to society at large.

I believe that as you peruse the pages on this website, you will gain some useful information about our courses that will inspire you to join us. It is very important for you to read the GSTM Student Handbook to give you an insight into what is expected of you and what you should expect from us, should you choose to join our school. Do not hesitate to contact us for further guidance and support about the courses and progression/ career pathway.

On behalf o GSTM, I wish you the very best in your educational, personal and professional development.

"The future depends on what we do in the present."

— Mahatma Gandhi

Ms Alyssia Wong
Academic Director

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

Vision

We will be recognised globally for the excellence of our people, learning and innovation

Mission

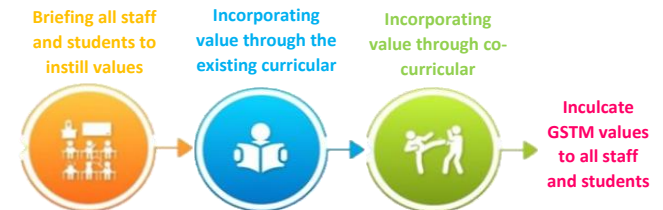
We will provide learners with continuous lifelong learning and enhance their knowledge and performance paving the way for career opportunity/advancement to meet the industrial needs and expectation.

Values

We are, and will always be, guided by our values:

- **Collaborative Working:** We are committed to work constructively with each other, our students and partners to create strong and successful working relationships.
- **Student Growth:** We are committed to providing a holistic educational experience that includes personal and intellectual development of all students.
- **Ethical Engagement:** We value integrity, responsibility for the ethical consequences of our ideas and actions, and meaningful engagement with our local and global communities.

GSTM's Approaches for Inculcation Value through:



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.

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

About GSTM

Management of GSTM

The management team of GSTM is consist of

- Mr Linus Wang Ann Ning (CEO/ Director).
- Ms Liza Wang Li Szze (Deputy CEO/ Management Representative)
- Ms Alyssia Wong Siew Yoong (Academic Director)

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

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 will use students' personal data from time to time to send notices about certain information, new programmes, and other similar information.
- GSTM will not reveal student information to any external organisation unless required by law.
- GSTM does not sell, trade or rent students' personal information to others.
- GSTM understands and respects the privacy of individuals. Personal information is collected with student consent. The purpose for collecting this information varies depending upon student request and will include:
 - Helping GSTM to improve our service to a student;
 - Processing student's application and/or registration and/or enquiry;
 - Informing the student of upcoming events;
 - Updating student records in our databases;
 - Monitoring and maintaining a copy of student record of academic achievement (including all information arising from investigation of misconduct);
 - Planning the provision of educational courses;
 - Monitoring and enhancing the provision of education courses;
 - Proposes incidental to each or all of the above.
- While the supply of the information by the student is voluntary, if a student cannot provide or does 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 protected, GSTM cannot be responsible for any unauthorised use or misuse of such information and risks 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 https://www.bcu.ac.uk/alumni/keep-intouch/contact-us/certificates-and-transcripts Email: certificates@bcu.ac.uk 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:

Monday – Sunday	10.30 am to 7.30 pm
Public Holidays	Closed

Main Staff Contact:

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

GSTM Resources

Classroom

Name of Classroom	Floor (SQM)	Areas	Seating Capacity
Classroom 1	23.3		16
Classroom 2	23.3		16
Classroom 3	24		16
Classroom 4	15.8		11
Classroom 5	44.2		30
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 and Pantry

We have installed hot and cold-water dispensers in pantry and walkway of the school premises. 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 Resource Room. 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

About Course

We upload all the course brochures on our school website. For more details, please approach our Education consultant/course counsellor.

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

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

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>

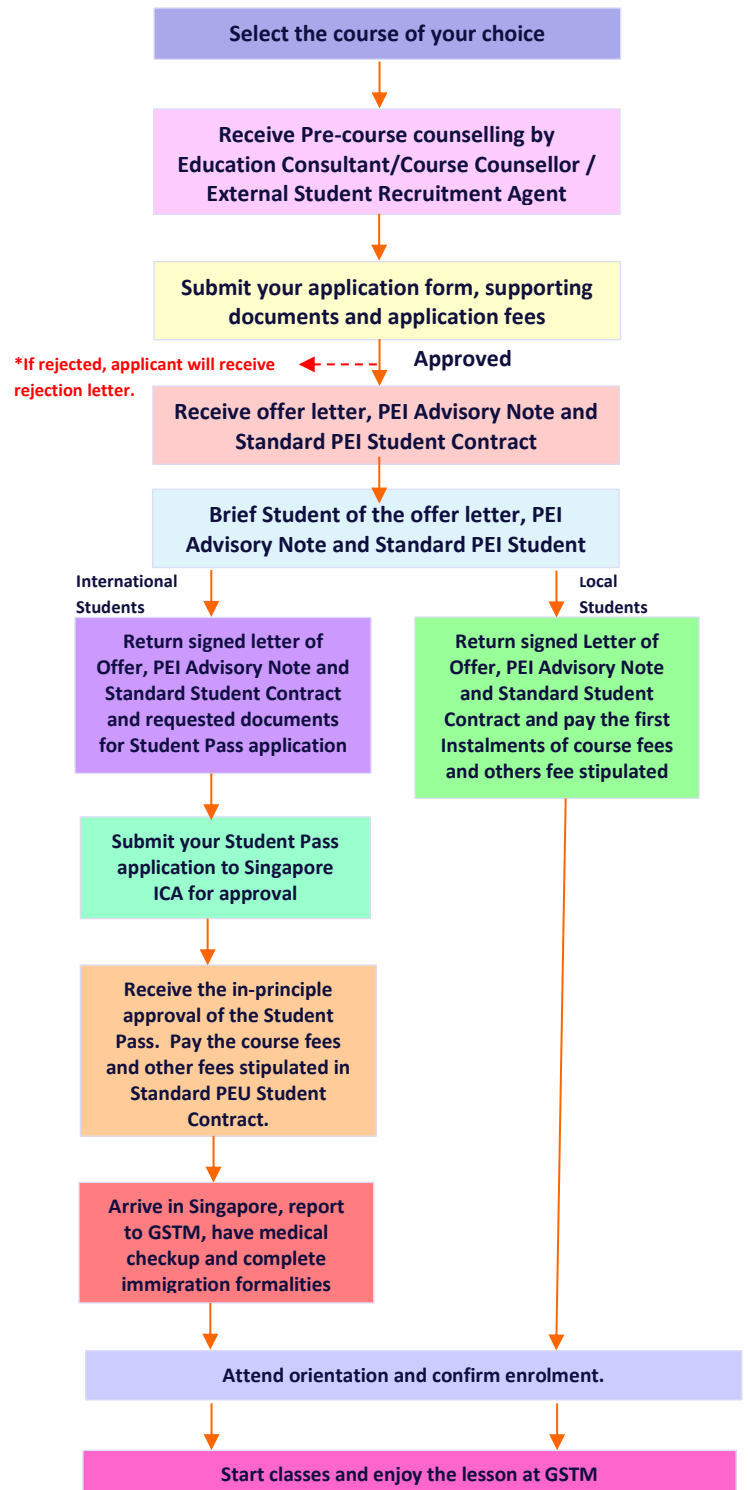
Students should pay particular attention to ensure that all required documents are attached to the application form and that the application form is accompanied by the prescribed application fee. The application is subjected to the University's approval.

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, PEI Advisory Note & Student contract sent to student
- Student signs PEI Advisory Note & standard student contract
- Application for Student Pass*
- Approval in principle received from Singapore Immigration and Checkpoints Authority (ICA) 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.

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/ Course Counsellor 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 and Standard PEI Student Contract. 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 (FPS) 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 (Before GST)
Application Fees	\$250
Course Transfer	\$200
Deferment of Study	\$200
Appeal of Examination Results	\$100
Enginuity Competition Registration Fees	\$100
Late Payment Interest	4% per month
Reassessment for Assignment/Examination (2 nd Attempt)	\$400 per module
Re-module of Honour Research Project (2 nd Attempt)	\$3,250
Re-module of Master Individual Project (2 nd Attempt)	\$3,250
A Replacement of Lost Student Card	\$10 per card
Course Completion Letter	\$10 per letter
Confirm Enrolment Letter	\$10 per letter
Certification Letter	\$10 per letter
Verification of Award Letter	\$10 per letter
NS Deferment Letter	\$10 per letter
Change of Payment Plan Administration Fees	\$50
Credential Evaluation Fees	\$100
Reprint Official Letter	\$10 per letter
Reprint Tax Invoice/ Receipt	\$10 per print
Reprint of Certificate	\$10 per copy
Reprint of Transcript	\$10 per copy
Replacement of Transcript/ Certificate	Requests for replacement award/ degree certificates/ transcripts must be made through the University's Academic Service Department at https://www.bcu.ac.uk/alumni/keep-intouch/contact-use/certificates-and-transcripts Email: certificates@bcu.ac.uk Telephone: +44(0)1213317777
Administration charge for late collection of certificates (collection after 1 year from result release date)	\$150
Credential Evaluation fees	\$100
**International Full Time Students Admin Fees	\$200
**Administrative Fees for Student Pass Application	\$80
* Medical Insurance	\$100
** 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	\$20

1. * Applicable to Full Time Local and International Students; ** Applicable to Full Time International Students. All fee payment to Singapore ICA is included GST and applicable to International Student.
2. All fees are subject to 7% GST.
3. All fees are subject to annual review. The GSTM reserves the right to amend previously announced fees, if necessary.

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/ Credit Card (Visa/ MasterCard)
2. PayNow to 201007405K
3. Crossed Cheque, payable to “Global School of Technology & Management Pte. Ltd”
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 as the provider of all policies taken out as part of the fee protection scheme. For details, please approach our staff.

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



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 NTUC Income Insurance Co-operative Limited for Group Hospital & Surgical Insurance. 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

The policy extends to cover eligible medical expenses arising from Covid-19 in a Community Hospital in Singapore.

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 including the 6 month industry attachment.
- Exemption for Singaporean/PR students if they are already covered by their own medical insurance plan.

All students shall receive a copy of the Group Hospital & Surgical Insurance Policy during the Orientation Day. Any doubt, please provide to get the details from the Student Support Services Department.

Medical Insurance

(A) Group Hospitalisation & Surgical Insurance Policy No.4000153135

Benefits Schedule	Limits (SGD)
1) Daily Room & Board (max 120 days, incl. ICU)	As charged in B1 wards (4-bedder) in Singapore Government / Singapore Government Restructured Hospitals up to the overall maximum limit per policy period
2) Intensive Care Unit	
3) Other Hospital Services (including surgical implants up to the benefit limit of \$500, whichever is lower)	
4) Surgical Benefit	
5) Daily In-hosp Physician's Consultation (max 120 days)	
6) Pre-hospitalisation Specialist Consultation (up to 90 days before admission) ¹	
7) Pre-hospitalisation Diagnostic X-ray & Lab Fees (up to 90 days before admission) ¹	
8) Post- hospitalisation Treatment (up to 90 days from discharge) ²	
9) Emergency Outpatient Treatment ³ (due to accident only) - includes dental treatment due to accident up to \$500 per year	
10) Ambulance Fees	
11) Claim Medical Report Fees	
12) Pro-ration factor will apply if student is admitted into a higher ward in Singapore Government / Restructured Hospitals or in private hospitals in Singapore	65%
13) Overall Maximum Limit Per Policy Period (Item 1 to 12)	20,000
14) Inpatient Psychiatric Treatment (with referral by General Practitioner or Specialist)	1,000
15) Death Benefit	5,000

¹ Must lead to hospitalisation and/or surgical procedure within 90 days

² For expenses incurred within 90 days from the date of discharge from hospital or day surgery.

³ Emergency Outpatient Accidental Treatment must be sought in a hospital/clinic by a Registered Medical Practitioner or by Chinese Physician or physiotherapist within 48 hours from time of accident. Follow-up charges incurred by a Registered Medical Practitioner or a Chinese Physician are covered up to 31 days from date of accident and for Chinese Physician not exceeding \$350 per accident

⁴ Policy extends to cover eligible medical expenses arising from Covid-19 in a Community Hospital in Singapore

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. All international students shall make course fees payment directly to School.

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 Course 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)
- Class Schedules
- Examination Results
- Personal Particular
- Fee Payment records
- Documents - Harvard Referencing, etc.
- Resources (e.g E-books)

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 to Singapore ICA. 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

Singapore Police Force	999	www.spf.gov.sg
Civil Defence Emergency Ambulance	995	www.scdg.gov.sg
Fire Engine	995	www.scdg.gov.sg
Non-Emergency Ambulance Service	1777	www.scdf.gov.sg

Questions on COVID-19 related GSTM matters

Email	info@gstm.edu.sg
Hotline	81890101

General

Local Directory Assistance	100
Immigration Enquiry Service	6391 6100
Flight Information	1800 542 4422
Samaritans of Singapore (SOS)	9151 1767

Transport

Taxi (City Cab) / Comfort	6552 1111
TransCab	6555 3333
SMRT Taxis	6555 8888

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

- **All Level 6 to 7 modules:** The teacher-to-student ratio is 1: 60
- **All Honours Research Project/ Master Dissertation:** GSTM Supervisor to student ratio is 1:6
- **Laboratory:** The teacher-to-student ratio is 1:10 per session (Applicable to Civil Engineering, Mechanical Engineering and Electrical and Electronic Engineering courses)

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:

% of [the amount of fees paid under Schedules B and C of the Student Contract]	If Student's written notice of withdrawal is received
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.

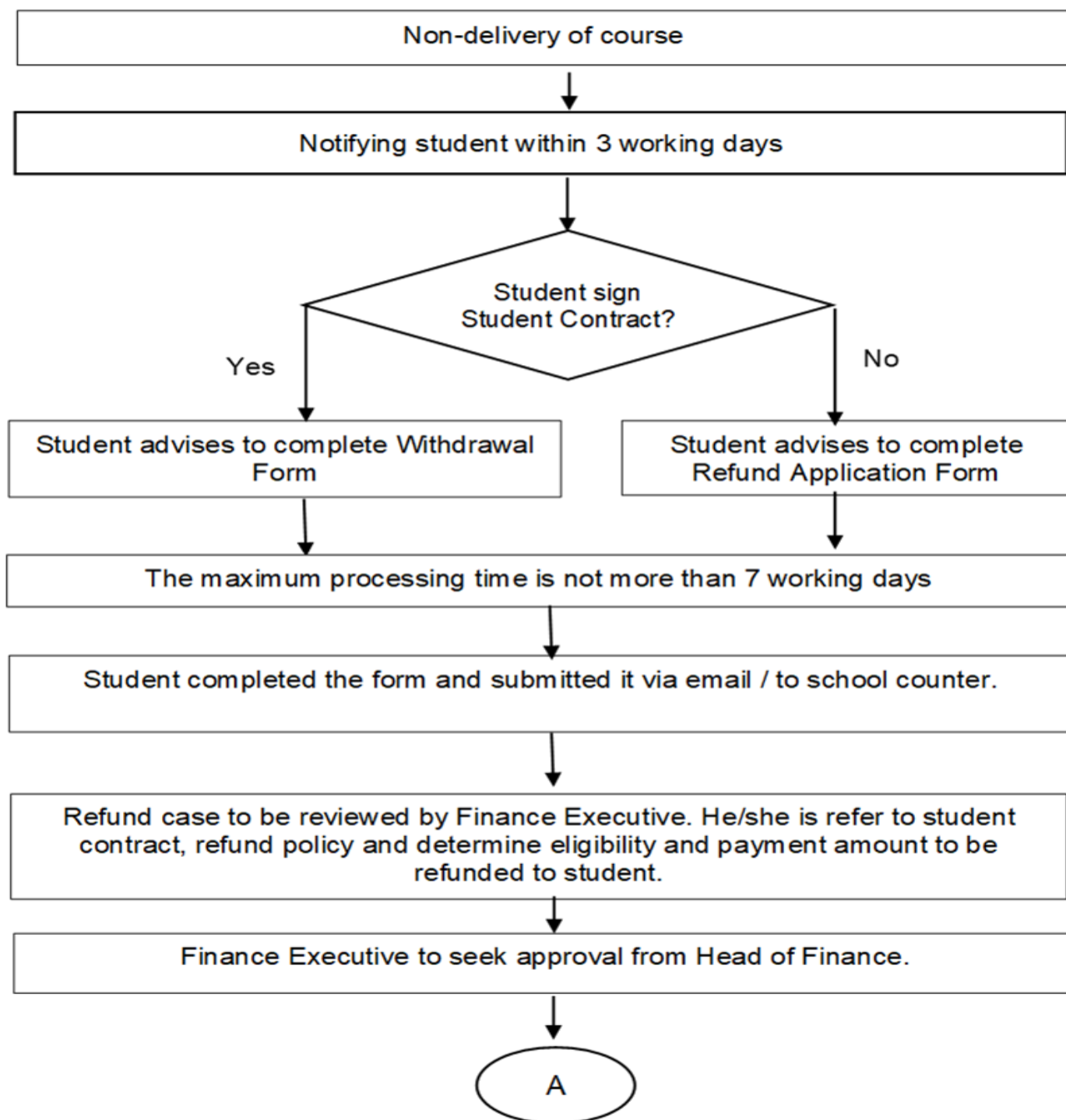
GSTM will communicate to student on the computation of the refund amount. The refund to the student an amount based on the table in Schedule D Refund Table as stipulated at Standard PEI Student Contract. GSTM will refund student in the form of a cheque. GSTM will notify the student via email or phone 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:

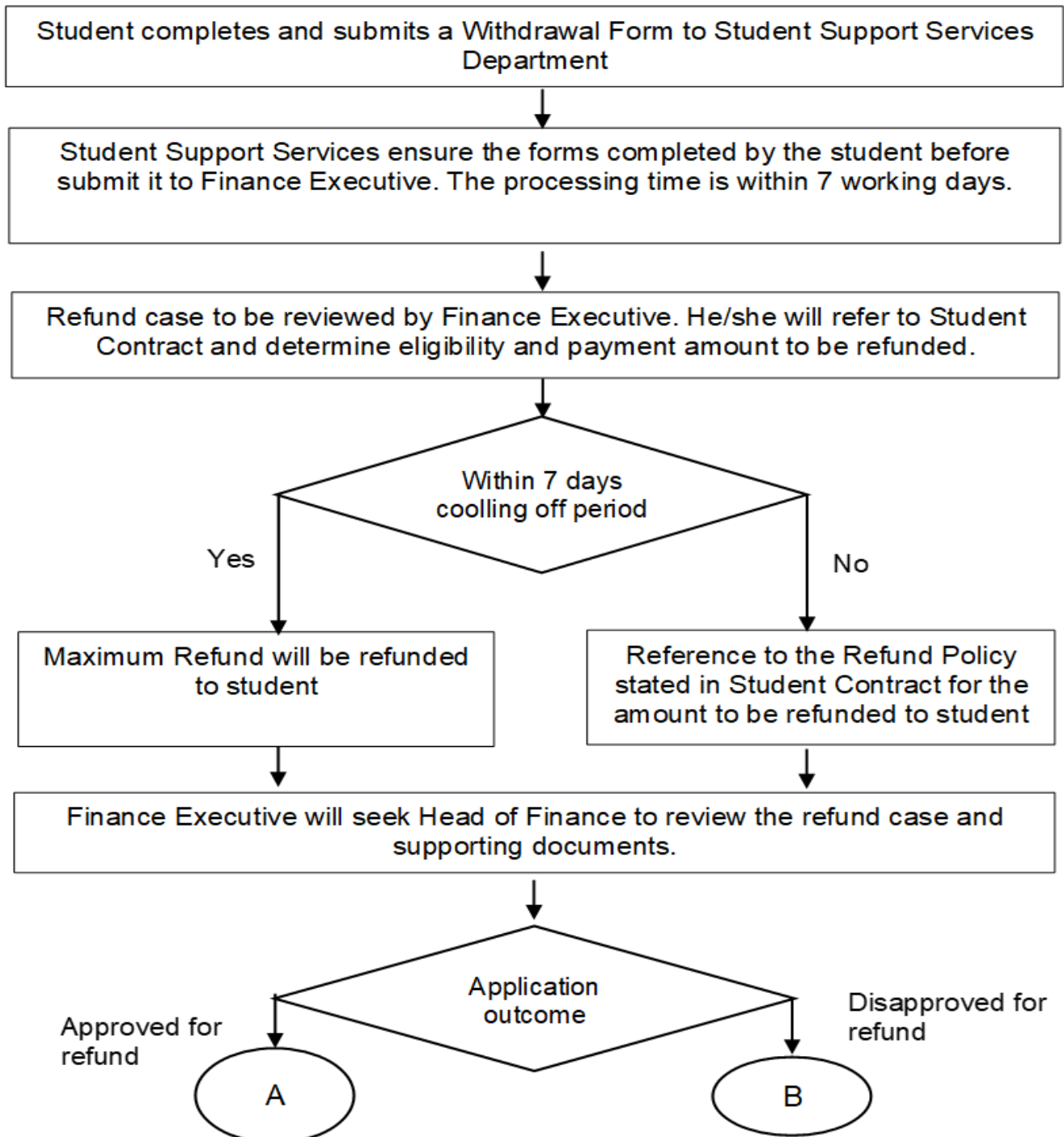
- Processing time of refund is seven (7) working days from the complete receipt of the supporting documents. Refund received after 12pm is considered as submission on the next working day.
- Refund, when approved, will be made via Crossed Cheque, made to student's name. If cheque is to be made to a 3rd party, please provide the 3rd 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 3rd 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 Procedures

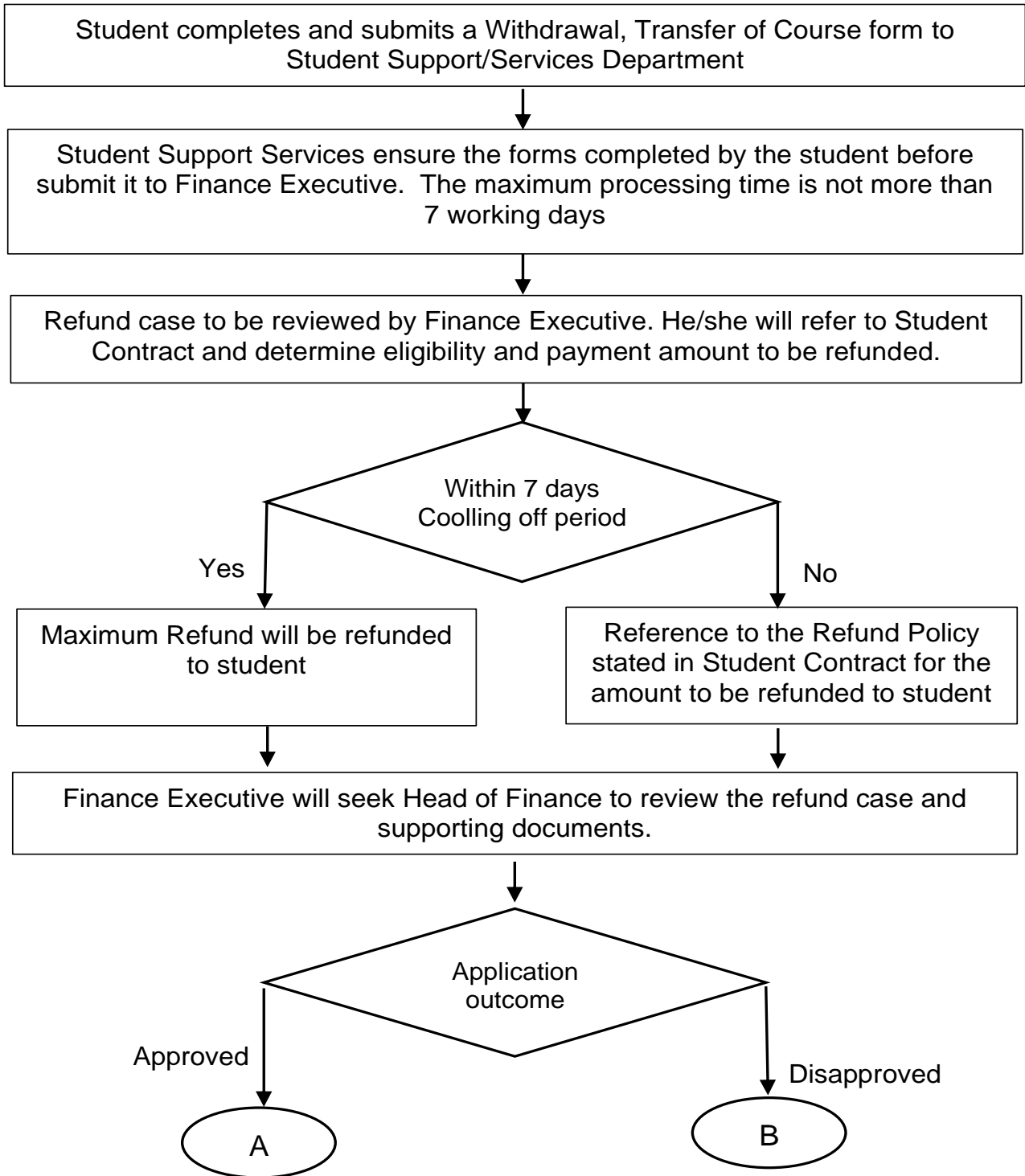
Refund for withdrawal due to non-delivery of course

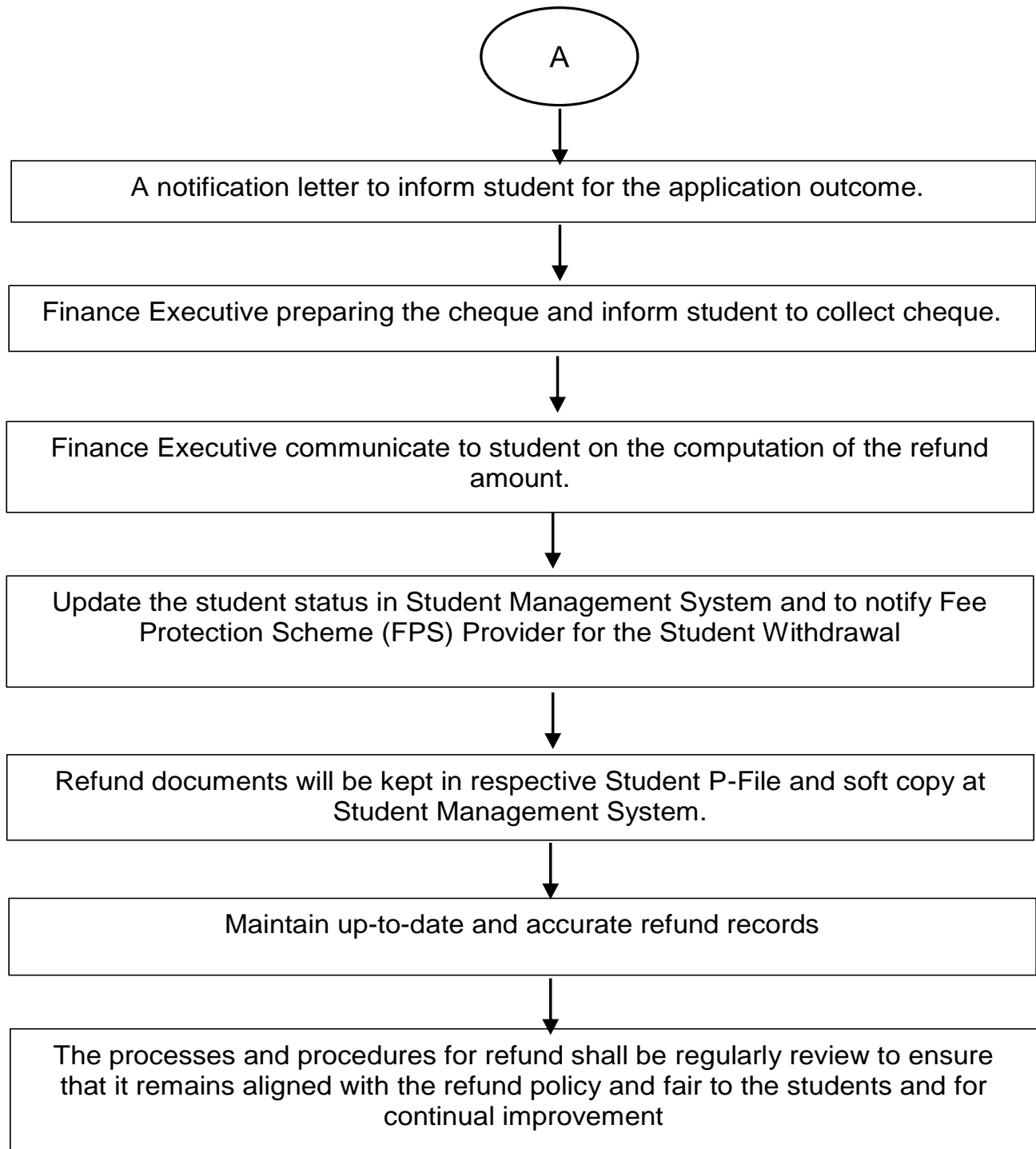


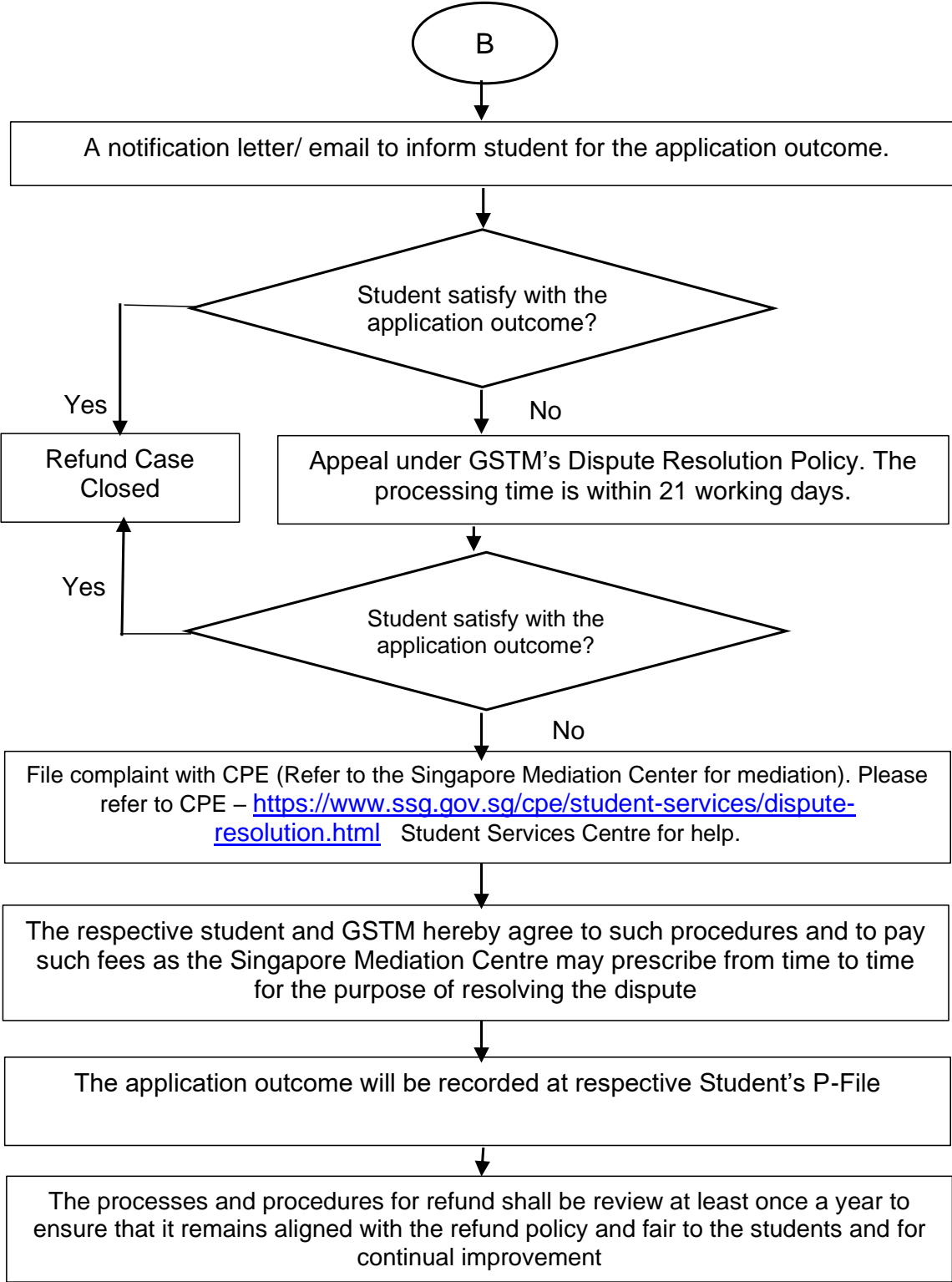
Refund for withdrawal course



Refund for transfer of course







Course Transfer Policy

Course Transfer Policy

This policy applies when a student changes the course or period of study (from full time to part time or vice versa) but remains as a student of BCU. Circumstances in which a transfer/ withdrawal application will be granted if the student applies for transfer to another course.

Transfer to another course OR Conversion from Full-Time to Part-Time Study (or vice versa) for existing students

A student changes from one course to another course within the School will be treated as a withdrawal from an existing course (refer to withdrawal terms and conditions). 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) during his/her studies. The conversion of status is permitted once only during the entire period of study.

For students under 18 years of age, parent's/ legal guardian's written consent is required before the course transfer/conversion from full-time to part-time Study (or vice versa) application will be processed. For the student under Company's sponsorship, the company representative must indicate approval for course transfer/status conversion in the designated section of the "Conversion from Full-Time to Part-Time Study (or vice versa) Form" or "Transfer of Course Form". The student is required to submit a copy of the approval letter from their Company together with the form.

Course Transfer

For course transfer, 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 course transfer are treated as a new application for a new intended course. The application will be officially assessed by GSTM to ensure the student fulfils the minimum entry requirement of the new course. The student must meet the entry requirements of the new course before 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 BCU and GSTM. In the event student wishes to transfer to a new intake/ term will be treated as a withdrawal from the course, and the transfer request will be treated as a new application for the new intake/term. Students are required to fill in a new Application Form and make application fees which are non-refundable.

Approval for transfer to a new intake/term will be subjected to approval from the BCU and GSTM. Upon approval of the transfer, the original student contract must be terminated, and a new contract must be signed by student for the new courses.

For the 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.

International students who wish to transfer to another course offered by BCU will also need to submit their Student's Pass re-application to 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)

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 conversion date.

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 approval from the BCU and GSTM.

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 a 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 with no change of their 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 registration period allowed for all programmes is 36 months, and all students should complete their programme of study within the maximum registration period. International students who wish to conversion from Full-Time to Part-Time status must hold a valid pass to stay in Singapore to work and study part time. When the request for the conversion of the 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) insurance will be purchased for the new mode of study.

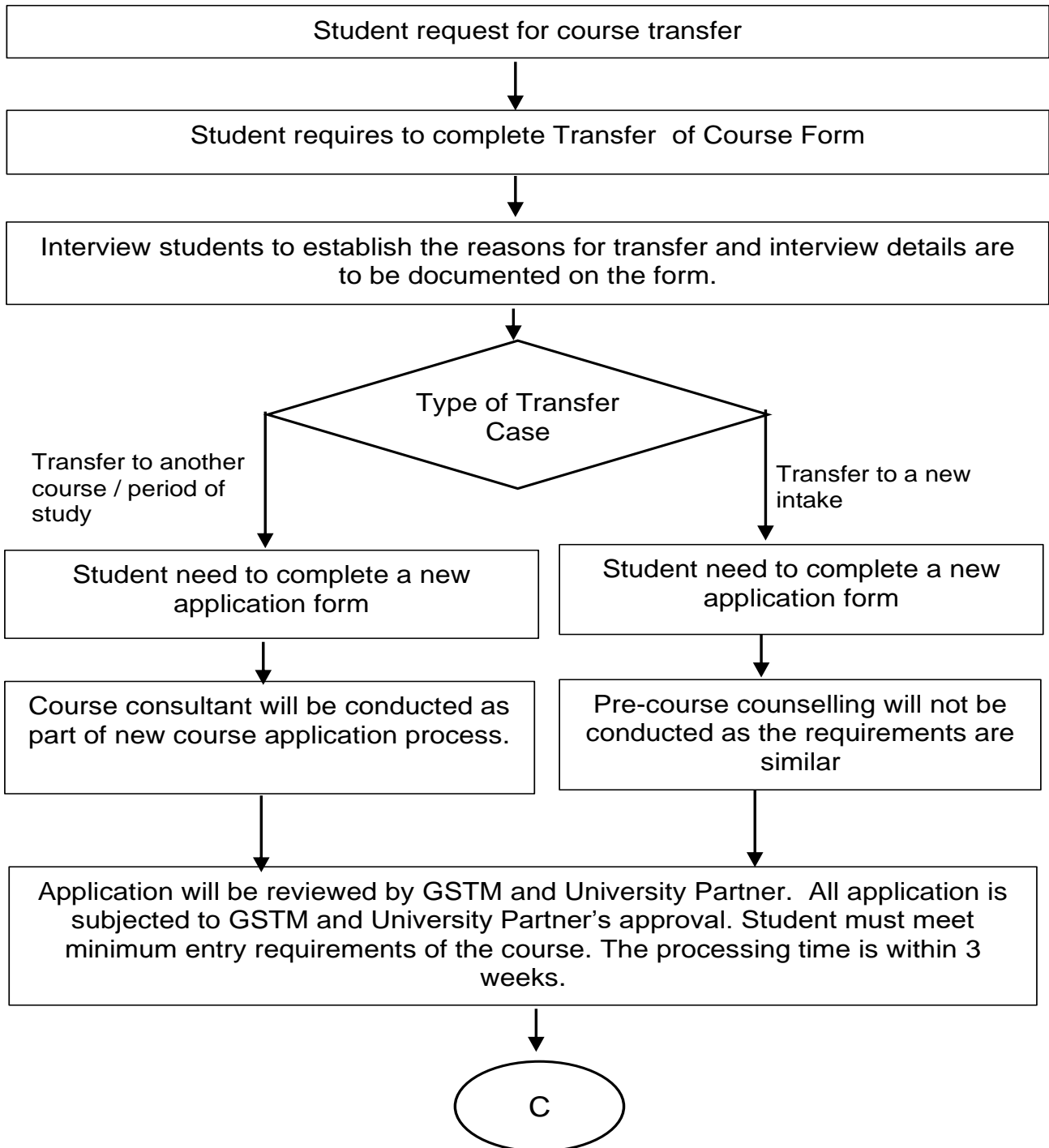
The International students are also required to surrender their Student Pass to GSTM at the Student Support Services Department for cancellation with ICA Singapore of the change to the status of the Student's Pass (STP). Students will be notified of the successful cancellation of the Student's Pass.

Local students who are no longer holding a valid pass (e.g. work permits, social visit pass, long-term visit pass, etc.) and wish to change their mode of study from Part-Time to Full-Time need to submit their Student Pass application to ICA Singapore for approval. The changes to the mode of study will only take effect after ICA approves the Student's Pass. When the request for the conversion of the 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.

For the 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.

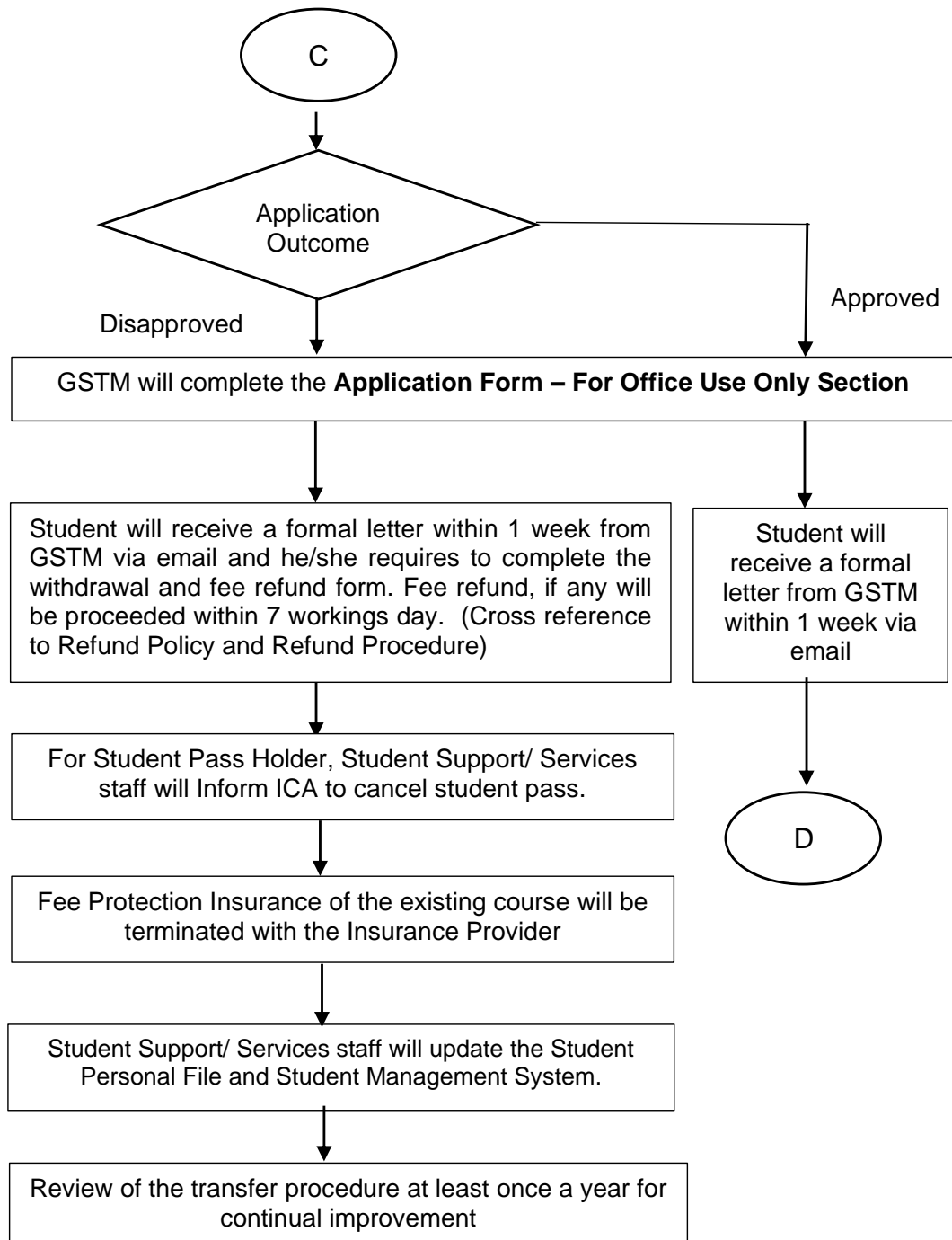
The entire transfer process, from point of application to the final outcome will be made known in writing within 4 weeks from the date of submission of the form to the student.

Transfer to another course offered by University Partner procedure



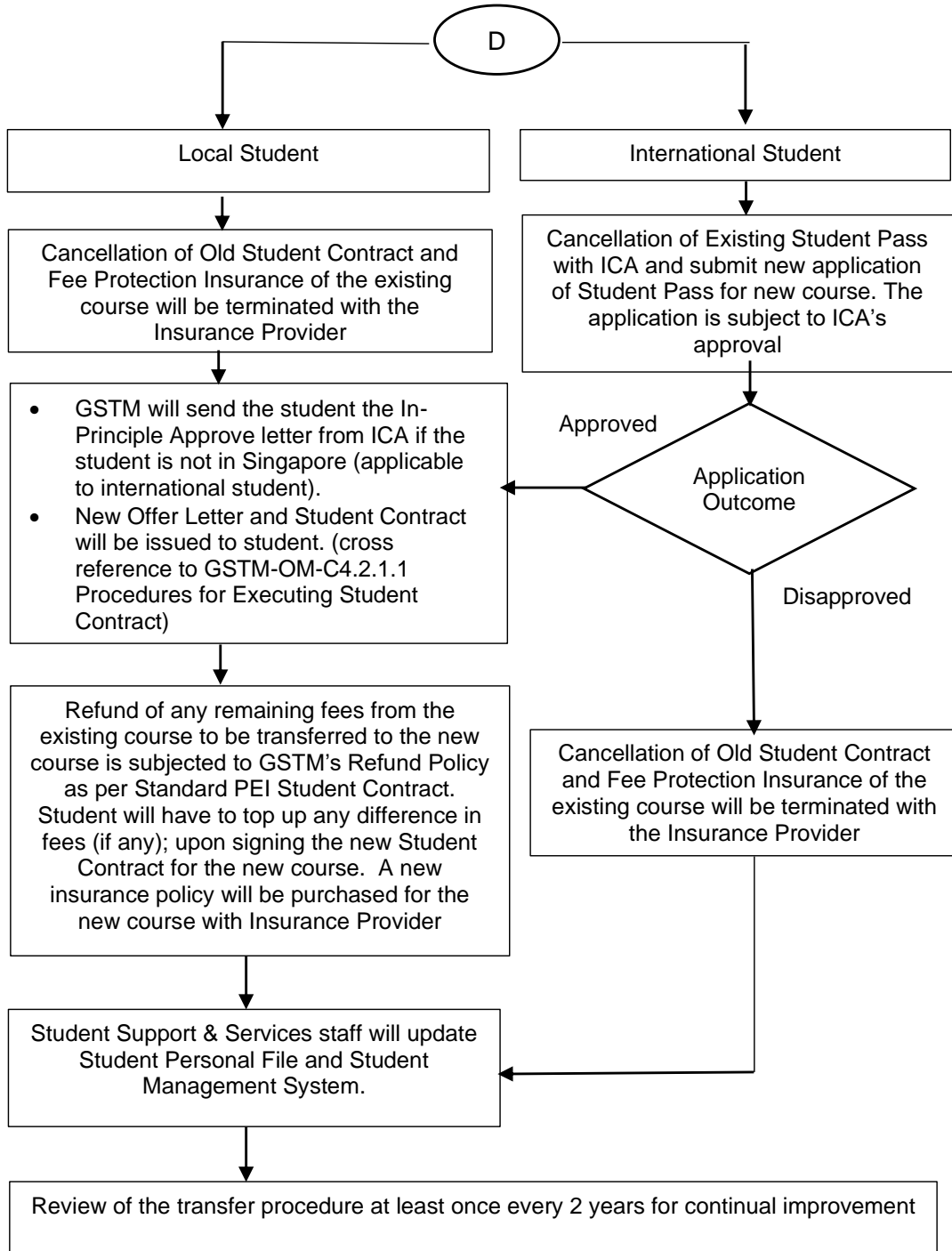
Note: University Partner is referring to BCU

Transfer to another course offered by University Partner procedure



Note: University Partner is referring to BCU

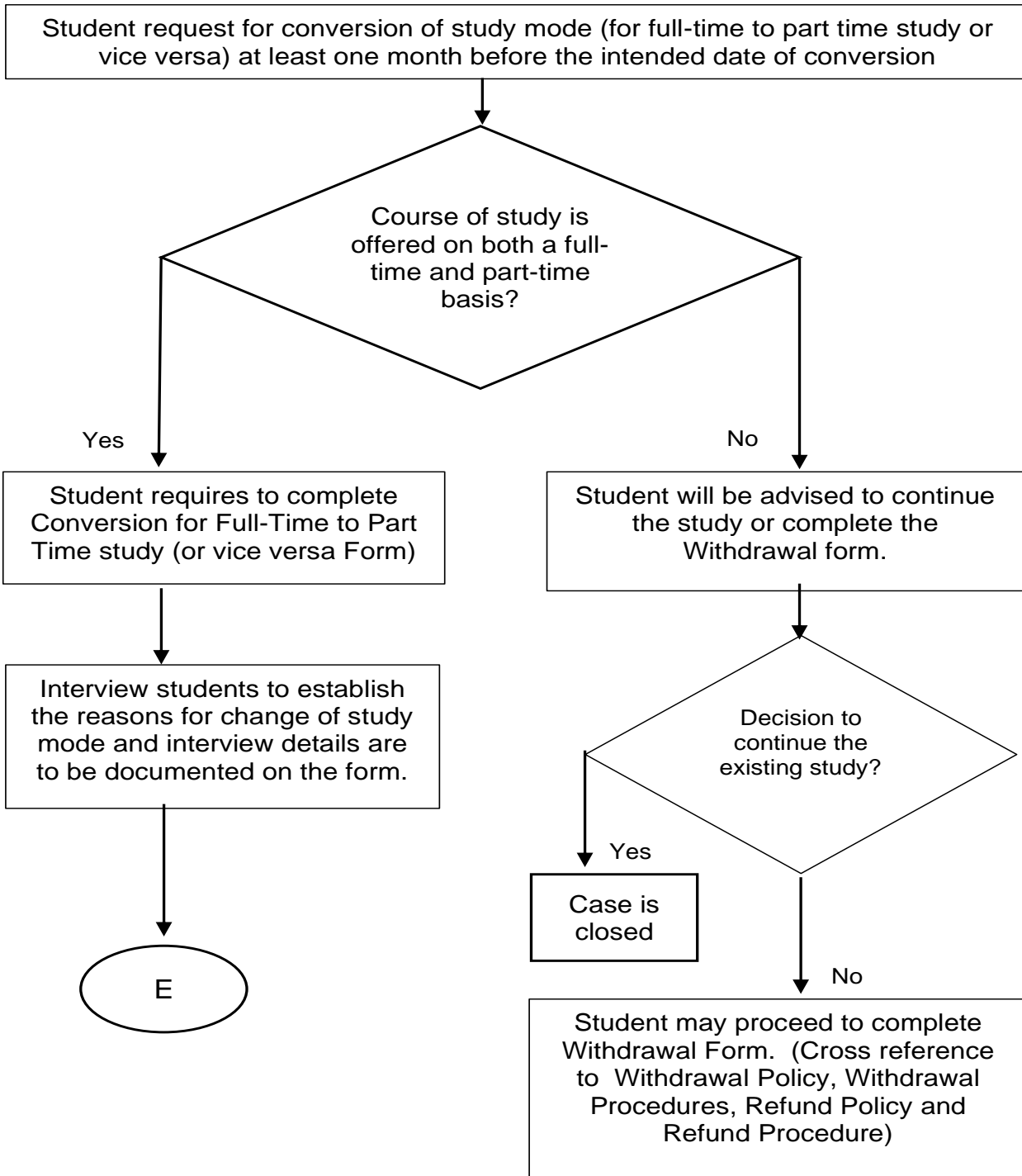
Transfer to another course offered by University Partner procedure

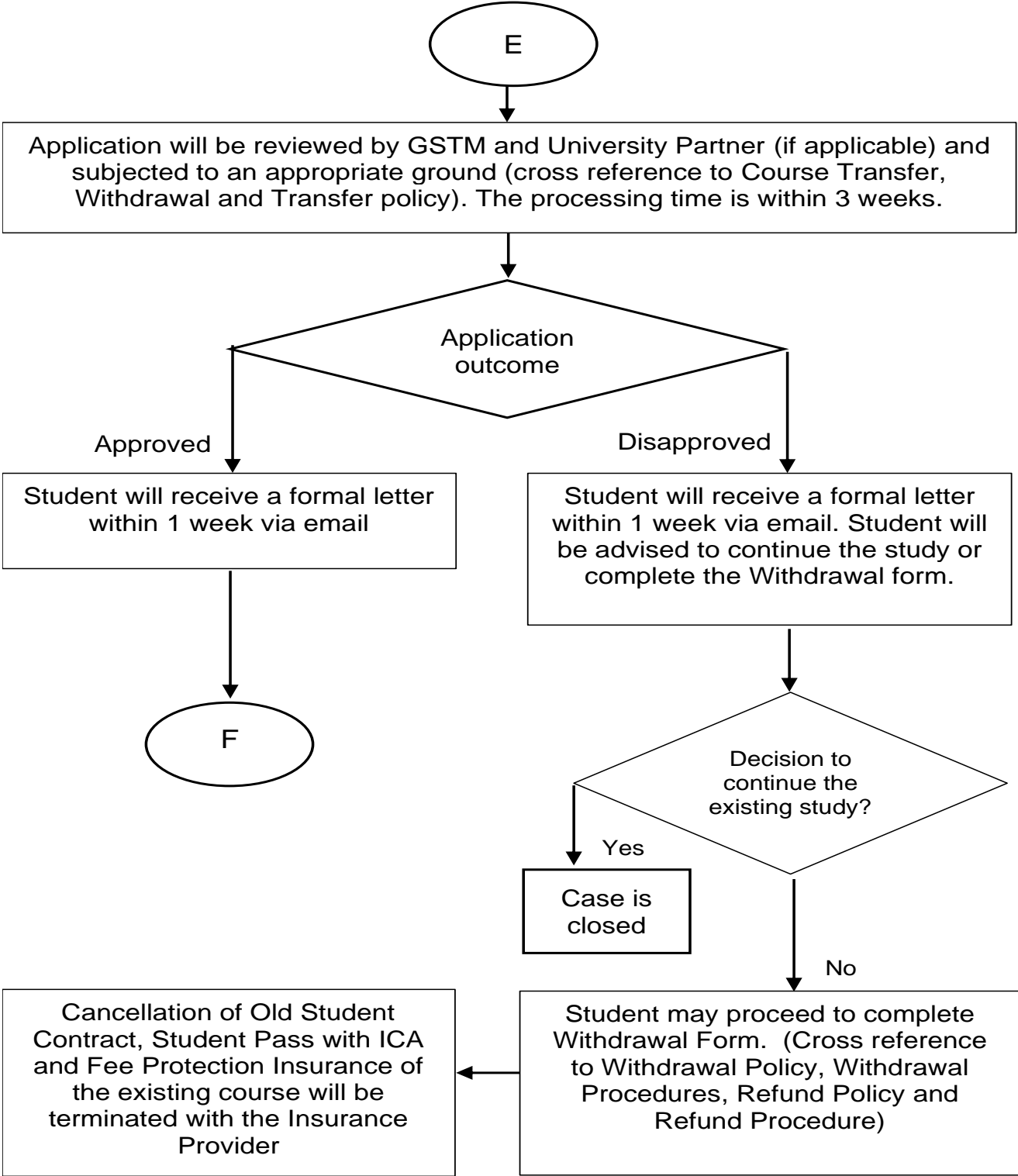


Note: University Partner is referring to BCU

Course Transfer Procedures

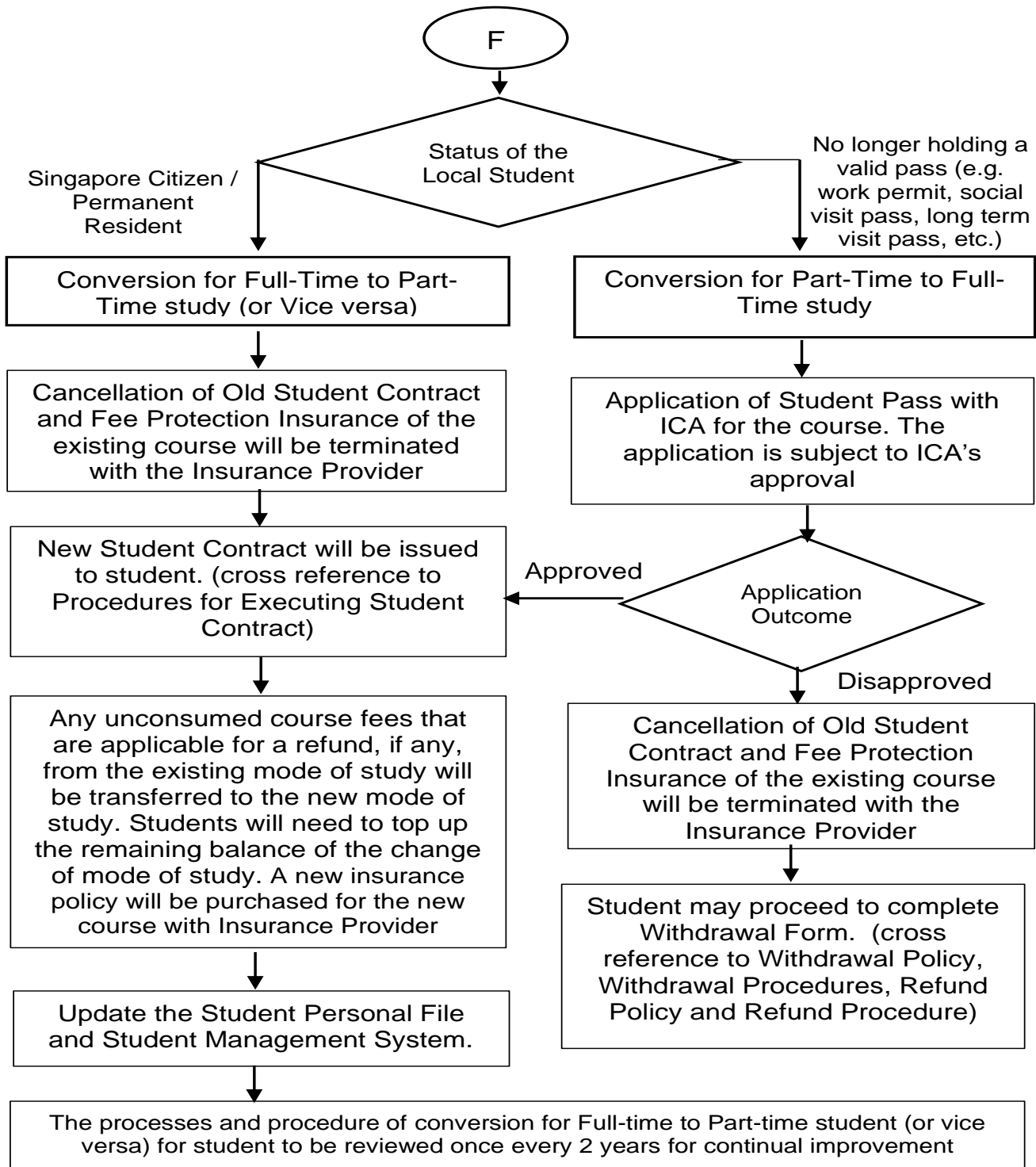
Conversion from Full-Time to Part-Time study (or vice versa) for existing student process





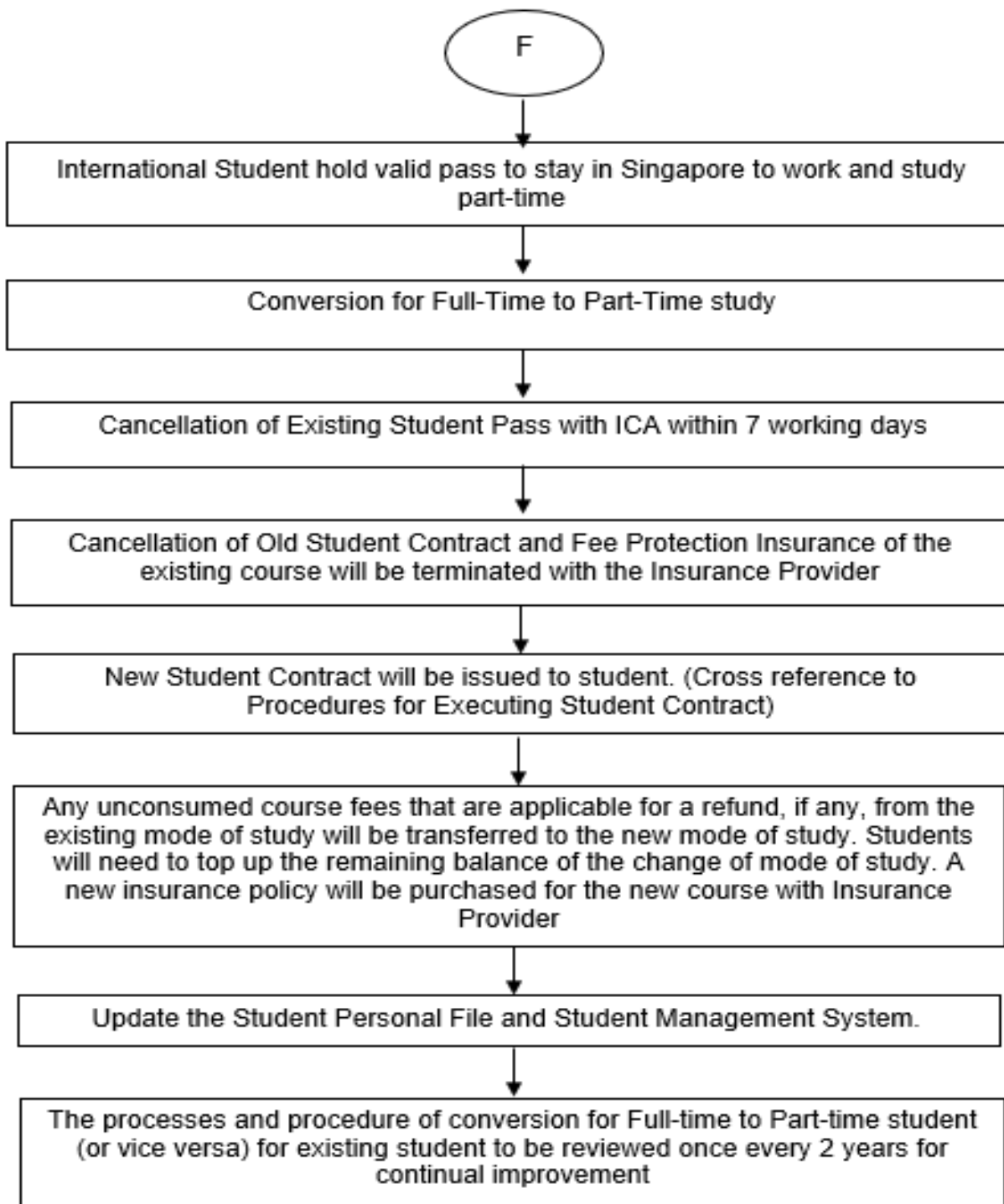
Note: University Partner is referring to BCU

Conversion of Study Mode for Local Students



Course Transfer Procedures

Conversion of Study Mode for International Students



Withdrawal Policy

This policy applies when a student requests to stop his/her study and ceases to be a student of the BCU. The Student's Pass of international students will be cancelled with ICA Singapore upon withdrawal. Students who wish to withdraw from the course after commencement shall inform the GSTM in writing by filling up the Withdrawal Form and stating the reason(s) for withdrawal

Course withdrawal

Student requests for withdrawal must be made in writing by completing the "Withdrawal Form" to GSTM.

For students under 18 years of age, parent's/ legal guardian's written consent is required before the Withdrawal application will be processed. The withdrawal application is subject to the approval of GSTM.

Before processing the request, the student must pay all outstanding fees per the Standard PEI Student Contract.

All refunds (if applicable) will be according to the GSTM's refund policy as per Standard PEI Student Contract. The Fee Protection Scheme (FPS) will be cancelled for all withdrawn students. The Student PEI Student Contract will also be terminated upon final confirmation of the approval to withdraw by GSTM.

GSTM will inform ICA of any change to the status of the Student's Pass (STP).

International students must also surrender their Student 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 successfully cancelling the Student's Pass.

The student is required to apply as a fresh applicant subsequently if he/she wishes to return to GSTM to study the university programme.

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).

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

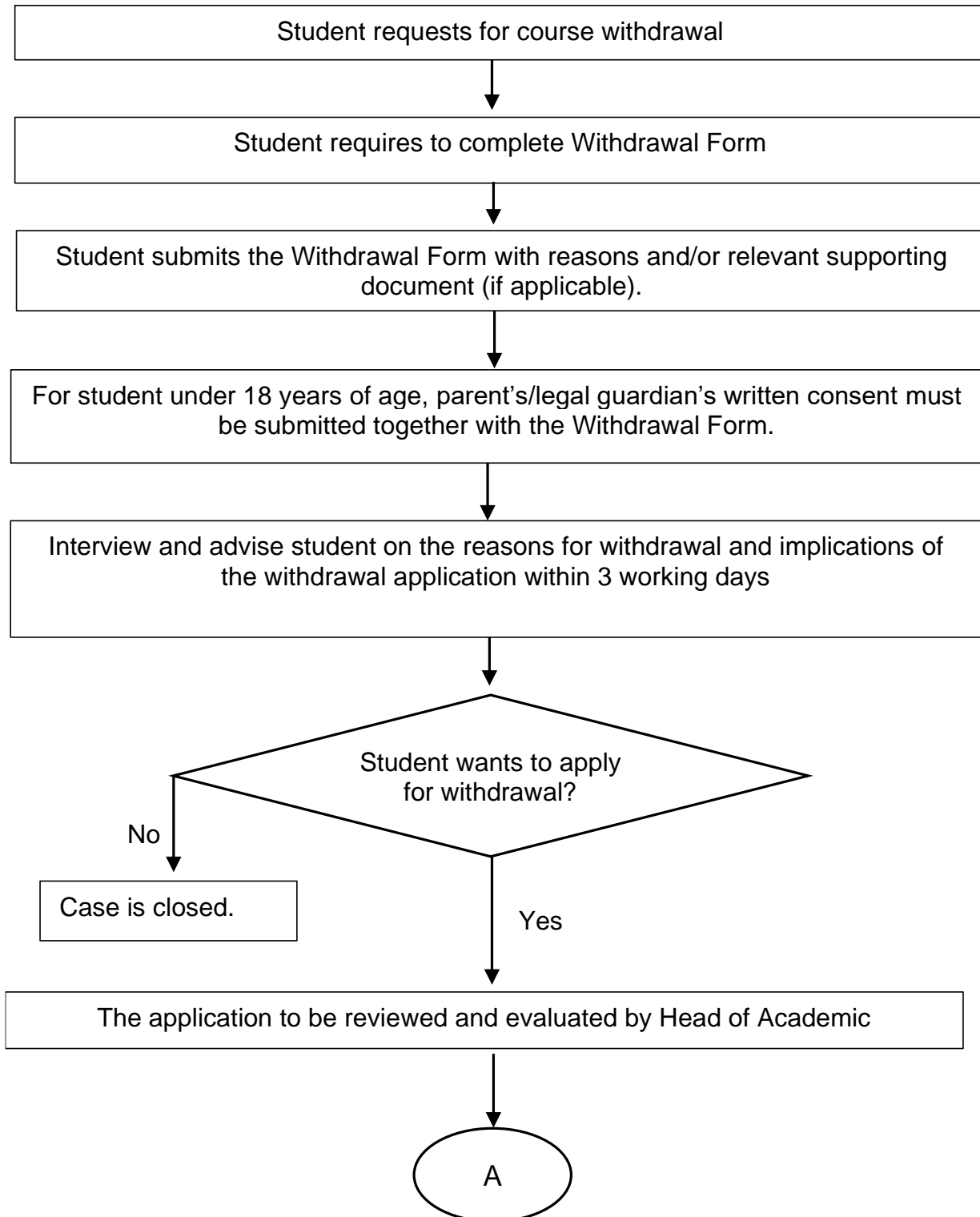
In the event that students request for course withdrawal due to examination results or other conditions/situations including hospitalization; medical conditions certified by a Singapore registered doctor; overseas assignments of more than two months (must be supported by certification from student's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

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.

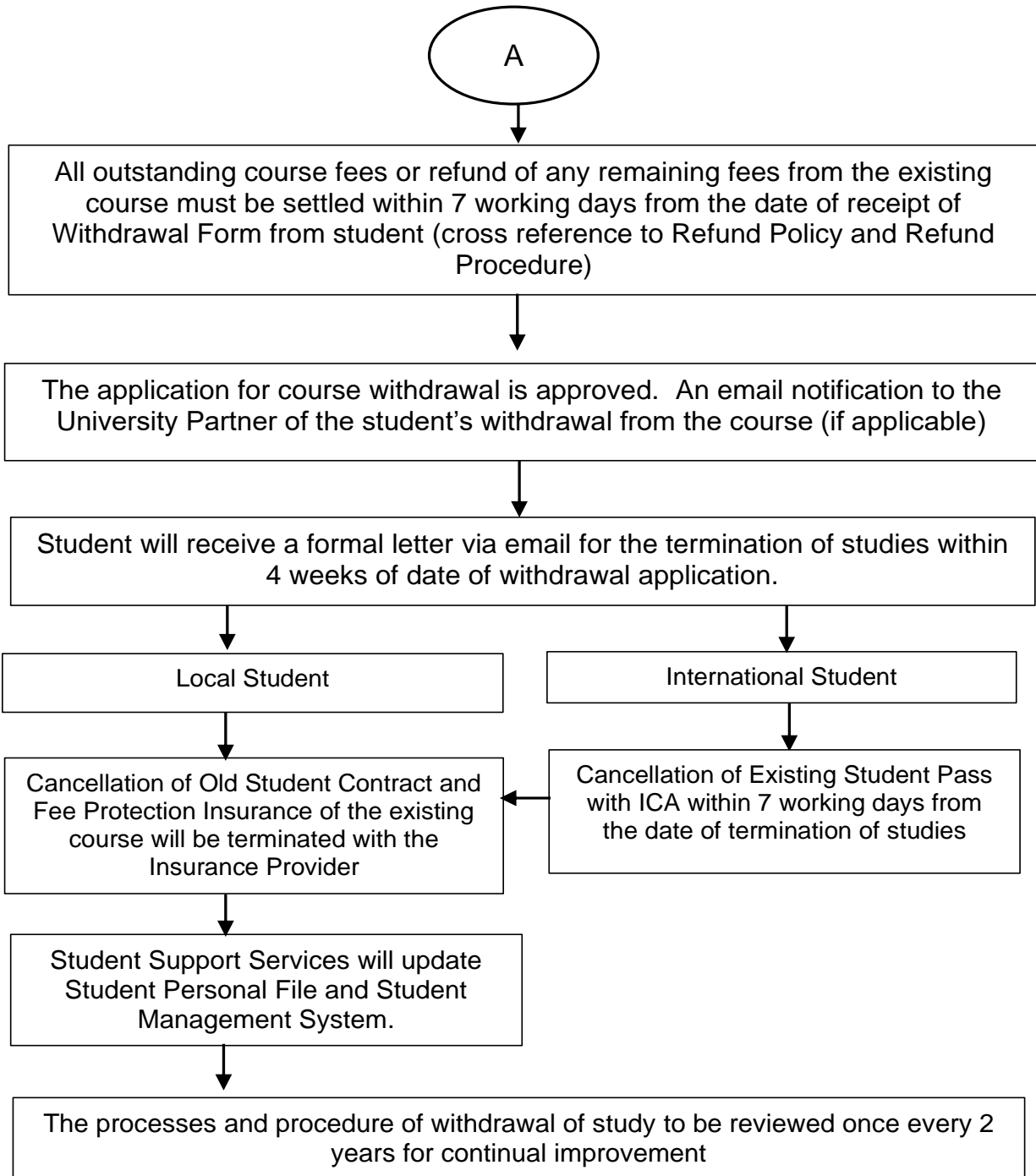
The entire withdrawal process, from point of application to the final outcome will be made known in writing within four (4) weeks from the date of submission of the Course Withdrawal Application Form to student.



Withdrawal Procedures



Withdrawal Procedures



Deferment Policy

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. Course deferment is allowed only up to a maximum period of one (1) year for courses offered by University. Failing which, the student will be deemed as having withdrawn from the course.

Student apply for the course deferment must complete Deferment form and Request to Withdraw or Take an Interruption of Study and submit it to GSTM. The application is subjected to approval by the University and GSTM. A deferment fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees applies to 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 refunds (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. For international students, GSTM will reapply the Student Pass for students who have gotten back in regard to when they could resume class. However, student pass applications will be subjected to ICA's approval.

b) Module Deferment

Module Deferment is deferment by a student who temporarily defers 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, medical grounds, or other valid reasons. The application is subjected to approval by the GSTM and University.

Student need to complete Deferment Form and Extenuating Circumstances Claim Form for University's modules. A deferment fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees applies to 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 refunds (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. For international students, GSTM will reapply the student pass for students who have gotten back in regard to when they could resume class. However, student pass applications will be subjected to ICA's approval.

c) Assignment Extension and/or Examination Deferment

Assignment Extension and/or Examination Deferment is deferred by a student who cannot submit an assignment or attend an examination by the deadline set by University. Students can apply for the consideration for:

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

The entire deferment process from the point of application to the final outcome, will be made known in writing within 4 weeks from the date of submission of the form to the student.

The following are valid reasons for claiming deferment of assessment:

Type of circumstances	Supporting documents
<p>Medical circumstances*</p> <p>For example:</p> <ul style="list-style-type: none"> • an unexpected illness • a re-occurrence of a chronic illness • an accident causing injury <p>Note: Illness or injury that lasts for more than one week is serious enough to stop them from researching, rehearsing, writing, or revising for his/her assessment.</p>	<p>Students must submit a medical certificate.</p> <p>Medical certificates should be obtained from a medical practitioner registered with the Singapore Medical Council or a dental practitioner registered with the Singapore Dental Council. Overseas medical certificates shall be reviewed on a case-by-case basis.</p>
<p>Compassionate circumstances</p> <p>Hardship or trauma including:</p> <ul style="list-style-type: none"> • Significant illness or injury on the day of or during a 'live assessment' such as an exam or performance. • The serious illness of a close family member means he/she needs to provide significant caring support that he/she had not planned for. • Death of someone close to the student or the significant, ongoing effects of grief following the death of someone close to the student • Severe disruption to domestic arrangements • Being a victim of crime 	<p>Supporting documents may take the form of:</p> <ul style="list-style-type: none"> • A certificate or letter from a relevant health care professional who is qualified to assess and support the application • the relevant section of the prescribed form is completed by a Student Engagement Unit counsellor who has knowledge of the student and their circumstances • a police report where relevant • a death or funeral notice
<p>Other unexpected or exceptional circumstances</p> <ul style="list-style-type: none"> • Being called for jury service or as a witness in a trial. • Unexpected and significant increase in his/her employment workload that is beyond his/her control • Requirements of national services • A vehicle accident that occurred on the day of the examination or deadline for submission of the final assessment 	<p>Supporting documents may take the form of:</p> <ul style="list-style-type: none"> • a court summons • a copy of a police accident report • a letter confirming changed employment circumstances • a letter from Singapore Armed Forces, Singapore Police Force, Singapore Civil Defence Service • a description of the emergency attended for state emergency services, including the date

Student needs to complete Extenuating Circumstances Claim Form for the module offered by University.

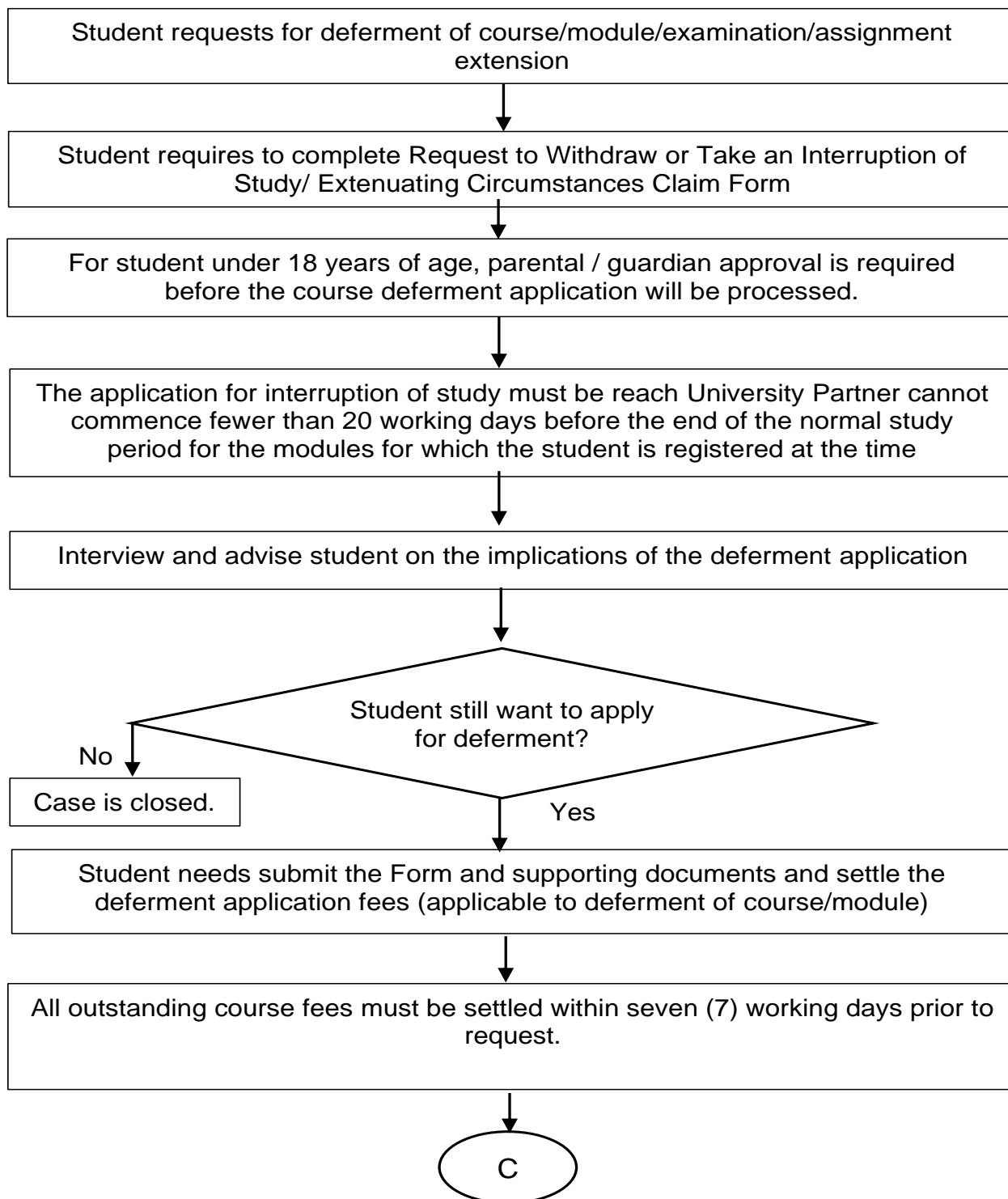
If extenuating circumstances do happen on the day, students must submit their claim no later than five working days after the assessment date or the deadline, with evidence that shows why they were not able to attend the assessment or submit their work on time.

If students submit the claim later than this, students will also need to provide evidence that shows why they could not attend the assessment or submit their work on time and submit their claim within five working days.

Supporting documents for unexpected or exceptional circumstances must be verifiable. Supporting documents signed by a relative or friend of the student will not be accepted. Approval is not limited to these examples if acceptable supporting documents are provided. Further supporting documents may be requested if needed.

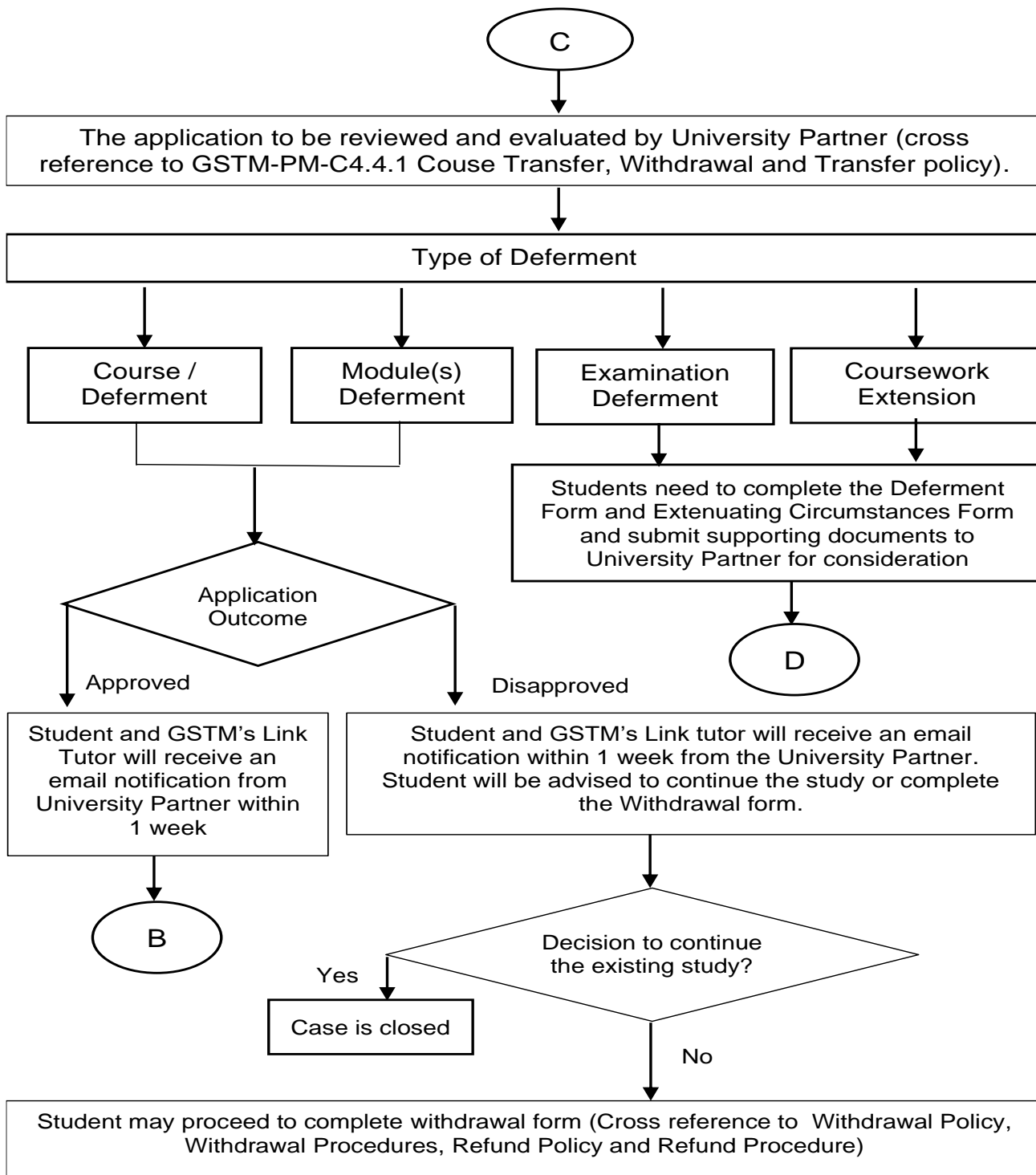
Deferment Procedures

Students studying University Partner's course



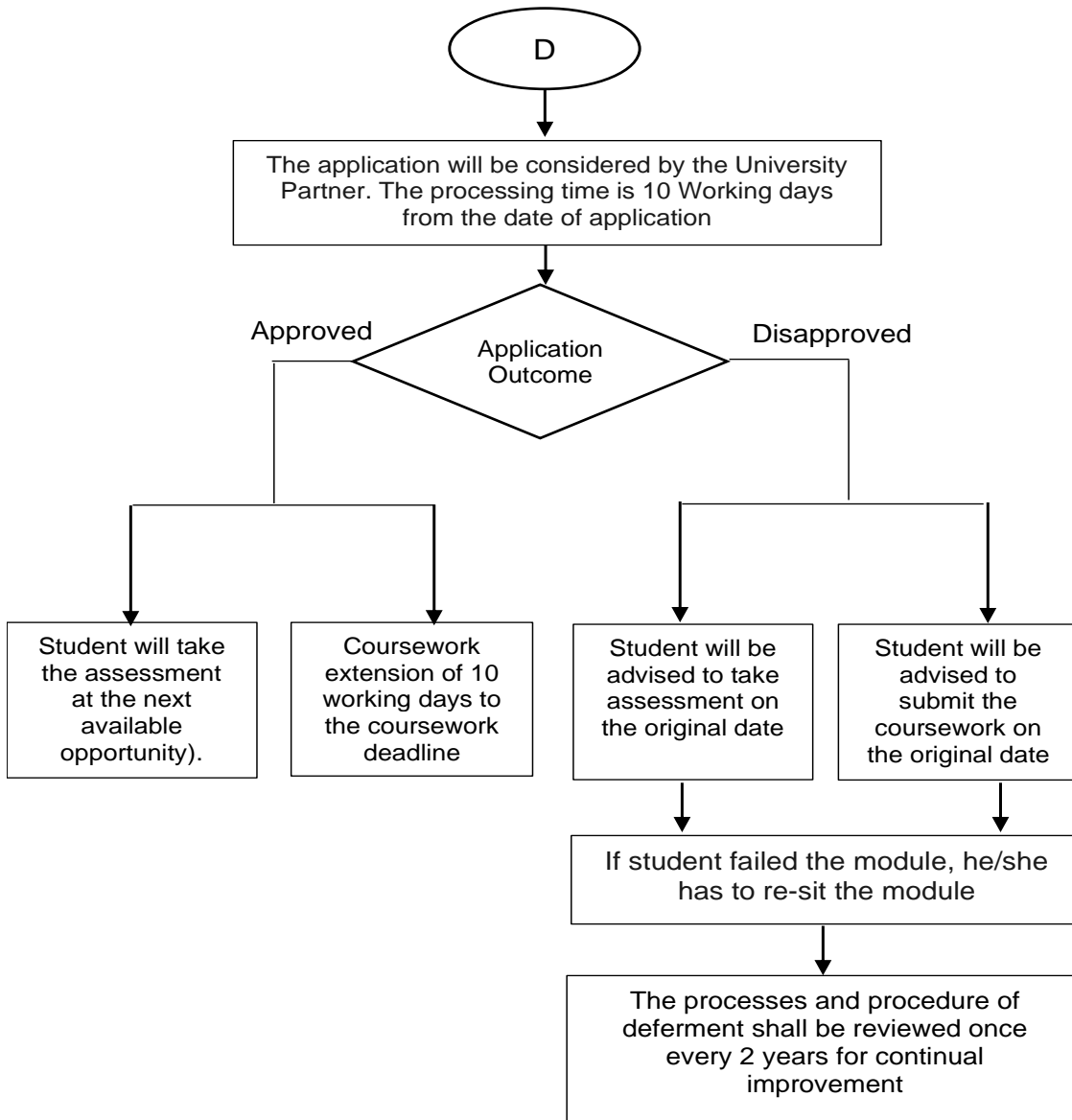
Note: University Partner is referring to BCU

Deferment Procedures



Note: University Partner is referring to BCU

Deferment Procedures



Note: University Partner is referring to BCU

This Student Code of Conduct is intended to guide students' conduct in both the academic and non-academic aspects of their school life by providing an overview of the behaviour generally expected of them as members of the GSTM community. It serves as a broad framework and should not be an exhaustive list. In line with the above, the GSTM expects students always to uphold the spirit and this Student Code of Conduct.

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

- 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.
- Students must not engage or attempt to engage in acts of terrorism.
- Students must not commit fraud.
- Students must not engage in illegal conduct, including the use, supply or possession of illegal drugs or consumption of alcohol.
- Students must not engage in actual or threatened physical violence.
- Students must not engage in bullying or intimidating behaviour.
- Students must not engage in conduct which is Harassment or Discrimination on any grounds.
- Students should always behave with decency, that is, no disrespectful, immoral, indecent behaviour, aggressive, obstructive, offensive or rude.
- Students must not provide false or misleading information to GSTM
- Students should not drink, eat, litter or smoke in the classroom or on GSTM Premises.
- Students cannot download chat software and surf pornographic materials while using the network stations.
- The usage of handphones and/or pagers during lessons is not allowed. All such equipment must be switched off.
- Students are not allowed to video record during their course of study.
- Students must not remove without authorisation, misuse, abuse or damage to school property.
- Students must not deliberately, recklessly, or negligently disclose confidential information.
- Students must not engage in conduct that disrupts or is likely to disrupt any employee of the GSTM in the performance of their duties, teaching, study, research, assessment, administration of the GSTM, or the activities members.
- Students must not disregard rules or instructions given by the GSTM.
- 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.
- 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.
- A student must not refuse to surrender their Student Card to GSTM staff when reasonably requested, and a student must not allow another person to use their Student Card.
- Students are to carry their GSTM Student Card when on the school premises. When collecting materials or random spot checks, students must produce their GSTM Student Card.
- Students are to wear proper attire at all times, and a student must attend any compulsory disciplinary meetings they are called to.

This Code of Student Conduct is based on the following fundamental principles:

- A. Academic, Professional, and Personal Integrity
- B. Respect for People
- C. Respect for and Compliance with the Law and with School Policies and Regulations
- D. Responsibility towards Maintaining the School Premises as a Place Conducive for Learning

A. Academic, Professional and Personal Integrity

The GSTM is committed to nurturing an environment conducive to exchanging ideas, advancing knowledge and intellectual development. Academic honesty and integrity are essential conditions for pursuing and acquiring knowledge. The GSTM expects each Student to maintain and uphold the highest integrity and academic honesty standards.

The GSTM strictly views cheating in any form, deceptive fabrication, plagiarism, and violation of intellectual property and copyright laws. Any student found to have engaged in such Misconduct will be subject to disciplinary action by the GSTM.

It is important to note that all students are responsible for protecting the academic standards and reputation of the GSTM. This responsibility can extend beyond each Student's conduct and include reporting incidents of suspected academic dishonesty through the appropriate channels. Students with reasonable grounds to suspect academic dishonesty should raise their concerns directly to the relevant Academic Department.

B. Respect for People

The GSTM encourages students to display consideration, kindness and responsibility in their dealings with others. Students should not engage in disorderly or offensive behaviour such as making threats against others, intimidating others, harassing others, drunkenness, lewdness, or participating in any unlawful assembly.

Students are expected to treat others with respect, courtesy and consideration to create a positive learning and social environment at the GSTM. Treating others with dignity and respect concerning their gender, race, values, religion, and disabilities helps create meaningful and uplifting experiences for all students, which in turn helps create lifelong bonds and support networks that enrich their lives. Students must feel safe and secure at all times while at the GSTM.

Accordingly, students should not engage in conduct which violates another person's dignity or create an environment which is hostile, degrading, humiliating or offensive to another person. Conduct which insults, abuses, denigrates, victimises, demeans, embarrasses or disparages any individual is unacceptable to the GSTM.

Sexual Misconduct

Unwanted sexual advances and inappropriate physical contact, sexually explicit remarks or innuendoes of a sexual nature, offensive body language or gestures and other forms of sexual Harassment will not be tolerated by the GSTM. Students should refrain from all acts (including threats) of Sexual Misconduct against any staff, Student or member of the GSTM community and the wider public, whether it takes the form of action, be it verbal, in writing or on digital media.

Dress Code

Dressing well is also a show of respect for others. Students are expected to dress appropriately to project a positive and fitting image of themselves on campus. Attire such as skimpy or revealing clothes or clothes printed with vulgar or offensive words or pictures is considered inappropriate attire.

As a secular school, the GSTM is committed to maintaining harmony among the multi-ethnic and multi-religious communities on the school's premises. Students are expected to be respectful towards the religious beliefs, customs, and sensitivities of others, and they should also not impinge on or disparage other faiths. Additionally, proselytising on campus, in any form, is not allowed.

C. Respect for and Compliance with the Law and with Campus Policies and Regulations

Students are obliged to observe and uphold the laws of Singapore and the policies and regulations of GSTM at all times. When students undertake an industry attachment, they are also expected to observe and uphold the laws of Singapore. Students on internships are expected to adhere to the employer's employment policies, practices, procedures, dress codes, and/or standards of conduct. Student interns must also maintain the established work schedule and meet internship obligations.

Students participating in academic or non-academic GSTM-approved activities outside the campus are expected to adhere to the rules and regulations set by the external organisers or venue.

Smoking

The GSTM believes in providing a healthy environment for everyone on campus. Smoking is strictly prohibited within the School premises.

Alcohol

Students should observe socially responsible behaviour when drinking. Consumption of alcohol on school premises and/or during school events is generally prohibited except at official school events where alcohol is served. Students are reminded that the legal drinking age is 18 years old, which violates Singapore law to consume, sell, or serve alcohol to others below the legal drinking age.



Online Behaviour

Students are expected to adhere to the same standards of behaviour online as they would in face-to-face interactions with other persons. They should also note that irresponsible usage of digital and social media, even in a personal capacity, may have a significant detrimental effect on the interest or welfare of other members of the GSTM community. When using digital and social media, students should be mindful that online materials can be copied freely and continue to exist even if the original item is removed. They should therefore strive to be transparent and respectful, exercise good judgment before making any postings, and engage the community responsibly.

D. Responsibility towards Maintaining the School premises as a Place Conducive for Learning

GSTM authorities ensure that the school premises are properly managed so that students benefit from learning in a safe and pleasant environment and good facilities for all students of the GSTM community. Any act of mutilation, vandalism or theft of properties belonging to members of the community or the GSTM will not be condoned.

GSTM IT resources to aid learning and facilitate knowledge creation and dissemination. They should not be used to transmit obscene or inflammatory information for commercial purposes or personal monetary profit. Students should observe good computer etiquette and abide by I.T. use laws and regulations. Students should respect intellectual property rights.

GSTM recognises that students are required to engage in online learning in conjunction with or instead of traditional face-to-face learning due to the COVID-19 situation. This could include online lessons, communication with lecturers, staff members and other students online in an educational environment, using school technology.

The policy outlines that GSTM sets and maintains standards of conduct for online learning. It will implement a set of processes/procedures and monitor student conduct, attendance and academic performance for all modules and courses.

This Code of Conduct for Online Learning sets out standards of behaviour and expectations that apply to all students when they are using:

- a) school-associated online platforms such as Microsoft Teams,
- b) school-provided laptops or other technology such as school internet or Wi-Fi, including on their own personal devices.

This Code of Conduct for Online Learning applies to students when using any school platform or technology both at school and outside of school. All academic staff and students are expected to adhere to this Code to be admitted to online learning. It also sets out the procedure which should be followed where the Code of Conduct for Online Learning is breached.

Breach of the Code of Conduct for Online Learning may lead to disciplinary action being taken against a student, and repeated breaches or a single serious breach may result in a student being suspended or expelled from the GSTM.

Code of Conduct For Online Learning

A. Expectations of Behaviour in relation to online learning

All students must:

- a) Use School platforms and technology for school purposes only, including education and co-curricular activities;
- b) Comply with all reasonable directions provided by school academic staff (Lecturers and tutors) and staff members;
- c) Attend and participate in the required school lessons and classes that take place online;
- d) Ensure that they have the proper school platform and technology required to attend online classes and complete schoolwork online or notify relevant lecturers/tutors and school staff;
- e) Continue to complete all homework and assessments as directed by lecturers/tutors;
- f) Not engage in disruptive behaviour when participating in online lessons such as excessive background noise;
- g) Log off the school platform after use, especially being mindful of turning off any video or voice recording capacity;
- h) When participating in online classes with video:
 - i. Be properly clothed or other appropriate attire as required by the School;
 - ii. Be in an appropriate location where possible (e.g. students should be seated at a desk, not lying on their bed); and
 - iii. Ensure that there is no inappropriate background or material present in the video; and
 - iv. Use an appropriate digital background/effect to minimise the risk of any other person's image being transmitted
- i) Only use approved school platforms to communicate with lecturers and staff members.

B. Prohibited behaviour

All students must not engage in the following behaviour:

- a) Any form of cyberbullying, harassment, discrimination or vilification using any school platform or technology;
- b) Use of school platforms or technology to access or distribute inappropriate, sexual or graphic material;
- c) Use of social media on any school platform or technology;
- d) Excessive use of school platforms or technology for personal socialisation with other students, including the organisation of social events;
- e) Engage in any form of sexting, image-based abuse or inappropriate behaviour using any School Platform or Technology;
- f) Use any School Platform or Technology for any act which could be a breach of the law; (g) allow an individual not associated with the School (e.g. a student of another school) to access the student's school accounts, including through sharing passwords;
- g) Share confidential links or access to any school platform or technology (e.g. sharing a link to a school online lesson);
- h) Record or take photos of any online communication, video, lesson or recording, including screenshots, unless the School has granted permission;
- i) Use of any school platform or technology that is not in accordance with the School's values or causes harm to another individual; and
- j) Access a staff member or another student's school accounts.

C) Consequences of a breach

Students that breach this Code of Conduct may be subject to disciplinary action.

D) Online Safety

Any safeguarding issues, inappropriate behaviour or illegal activity identified within a lesson session by the lecturer must be reported to the School's designated staff from Student Support Services/Academic Department. The online learning sessions are recorded and monitored by the School's designated staff from the academic and student support services department.

E) Code of Conduct - Student

Students should only log into Microsoft Team using the link invitation from the designated staff from Student Support Services/ Academic Department. The designated staff from Student Support Services/Academic Department will admit the student's entry to Microsoft Team. Students should do their best to find a quiet space where they won't be interrupted, blurring their background where possible.

Where possible:

- an adult should be available nearby if the student is below 18 years old.
- students should have their cameras on, so the lecturer/ tutor can see the student participating.

Students should wear appropriate clothing in line with the normal dress code of the School. Pyjamas or similar would not be appropriate.

Students should follow shared protocols for the class on taking turns, contributing, and muting microphones as decided by the lecturer/ tutor. Students should behave appropriately, taking normal school conduct expectations as a guide.

Students should report any dispute or inappropriate behaviour with a lecturer to a Student Support Services/ Academic Coordinator, and this should then be reported to the Head of Academic. Students shall be reminded that all the online learning sessions are recorded and monitored by the School's designated staff from the academic and student support services department

If things go wrong

Academic staff should plan beforehand how to manage if something goes wrong. If a student is disruptive or displays challenging or inappropriate behaviour, it might be appropriate to give them a warning, explaining desired behaviour.

If the behaviour persists, explain clearly that they will be removed from the online learning. Contact should be made as soon as possible afterwards, and advice should be sought from the Head of Academic.

If there is a serious incident or a serious safeguarding concern that arises from any part of the visual or audio part of the class, the academic staff should calmly explain that the lesson will be finished immediately and contact the designated Student Support Services/Academic Programme Coordinator staff and Head of Academic.

G) Recording Video Learning

The whole online learning will be recorded as an instructional section of the lesson for use afterwards. Before the online learning begins, the academic staff must inform the students that the lesson will be recorded. The recorded video will keep and save in GSTM's OneDrive. Only designated staff from Student Support Services and the Academic department can download the video from GSTM's OneDrive and sharing with students and academic staff.

H) Quality Assurance

GSTM is ambitious about the quality and quantity of the online learning curriculum provision that it will make and expect high standards of lecturers providing online learning. Academic Department will take steps to measure, understand and monitor the quality of online learning.

GSTM recognises that it is important to have a systematic observation of online learning in the spirit of development and plan to ensure it is effective and efficient to engage student learning and performance. Where it is discovered that online learning practice is poor or causes concern, further support may be put in place, including observations, as part of a Teaching and Learning Support Plan for students and lecturers

All academic staff will be responsible for adhering to the School's policy when teaching online and will ensure the confidentiality and integrity of their devices at all times.

G) Academic Staff's Feedback and Student Engagement

The GSTM expects students and academic staff to maintain a good work ethic during the period of online learning.

Students are accountable for the completion of their work. Academic staff will take steps to understand students' academic progress with and without access to the online learning resources, including those with additional needs.

The Student Support Services Department is responsible for collating the reports and informing ICA when the attendance of international students falls below 90% monthly.



I) Student Attendance for Online Learning

This should be read in conjunction with the Student Conduct and Attendance Policy. During a period of online learning, lecturers are expected to be present and live with their students according to the class schedule. If they are unwell or have a planned, authorised absence which makes this impossible, they should follow their school attendance procedures to ensure that there are high-quality teaching and learning materials available for students each day.

The respective academic and Student Support Services staff are responsible for monitoring student attendance through online learning and keeping attendance records. Face-to-face class attendance will be taken by academic staff/tutors.

The Student Support Services Department is responsible for collating the reports and informing ICA when the attendance of international students falls below 90% monthly.

J) Special Arrangement Online Learning for Academic Staff and Students Confirmed Tested Positive for COVID-19

This should be read in conjunction with the Student Conduct and Attendance Policy.

Academic staff and students who need to be self-isolated at home or during the Home Recovery Programme period shall contact the school, the Academic Programme Coordinator, and Student Support Services for coordination.

Academic staff or students will be issued a 'Bridging Leave of Absent (LOA)' for 14 days from the last known date of contact as an interim measure.

An arrangement of online study for students during their self-isolated at-home or Home Recovery Programme period. Students will not be penalised for missing class activities during their LOA.

Students will attend the online study via Microsoft Team until they are confirmed to test negative for COVID-19.



Sexual Harassment

Definition of Sexual Harassment

Sexual Misconduct is a general term used in this Student Code of Conduct to refer to a range of acts of a sexual nature committed against a person by force, intimidation, manipulation, coercion or without that person's consent (defined below), or at a point when that person is incapable of giving consent.

Acts of Sexual Misconduct:

- i. can be perpetrated by or against anyone, irrespective of:
 - a. gender;
 - b. sexual orientation;
 - c. relationship between complainants and respondents (e.g. strangers or acquaintances, or people who know each other well);
- ii. may differ in gravity.

Whether any act constitutes Sexual Misconduct is determined objectively.

What is Consent?

The term "Consent" refers to an affirmative, informed, voluntary and ongoing choice by an individual with legal capacity.

For consent to be present, the following elements must be present:

- given by an individual with legal capacity (i.e. cannot be given by persons who are under the statutory age of consent and/or deemed minors under the law or mentally disabled);
- conveyed by an affirmative statement or action which clearly indicates an individual's intentions understood by both parties (e.g. silence or the absence of resistance or protest does not necessarily represent consent, an ongoing or past social, dating, or otherwise intimate relationship between individuals does not imply consent);
- specific, informed and knowing (i.e. must be given specifically for the occasion of sexual activity without any mistake or deception as to the identity or the nature of the act);
- given freely and voluntarily (i.e. cannot be obtained by improper detention, confinement or incarceration, force, threat, intimidation, duress, manipulation, bullying, coercion, an individual exerting his/her position of power, authority or control or any form of pressure etc. or given during a time when an individual's ability to comprehend is compromised in any way); and
- ongoing (i.e. not withdrawn) throughout the entire duration of sexual activity.

Example of Sexual Misconduct

Sexual Misconduct includes, but is not limited to, the following examples of prohibited conduct:

- Sexual Discrimination means unequal or unfair treatment of an individual based on sex, gender identity and/or sexual orientation, in relation to various aspects of that individual's educational and student life activities and/or employment (as the case may be).
- Sexual Harassment refers to harassment of a sexual nature. It means any unwelcome, non-consensual acts of a sexual nature, including but not limited to, sexual advances, requests for sexual favours, or other verbal, non-verbal or physical conduct of a sexual nature on or off the premises of GSTM when:
 - A. submission to such conduct is made either explicitly or implicitly a condition of the non-consenting individual's employment or academic standing; or
 - B. submission to or rejection of such conduct is used as the basis for employment decisions or for academic evaluation, grades or advancement; or
 - C. a supervisor, or other authority figure offers or intimates that some benefit (e.g. increased pay, a promotion, or a higher performance grading) can be obtained in exchange for a sexual favour; or
 - D. such conduct has the purpose or effect of:
 - i. offending, humiliating, intimidating or otherwise violating the dignity of the person harassed;
 - ii. creating an offensive, intimidating, hostile or otherwise unfavourable academic, work or living environment; or
 - iii. unreasonably interfering with an individual's work or academic performance.

Sexual exploitation refers to taking advantage of another individual in a sexual, or sexually related way for the benefit of anybody other than the individual being exploited.

Examples of Sexual Exploitation include, but are not limited to:

- i. voyeurism;
- ii. disseminating sexual/intimate information about another individual
- iii. indecent exposure;
- iv. taking of up skirt photographs;
- v. being in any way involved with any form of prostitution of any persons;
- vi. intentionally inducing incapacitation in another individual with the objective of engaging in sexual conduct with that individual (regardless of whether such sexual conduct eventually transpires).

Sexual Contact refers to any deliberate physical contact with another person in a sexual manner, however slight or brief, whether that touching is direct or indirect, without that person's consent, or at a point when that person is incapable of giving consent

(Source: Adopted from Code of Student Conduct, National University of Singapore, 2019)

Disciplinary Rules And Regulation

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

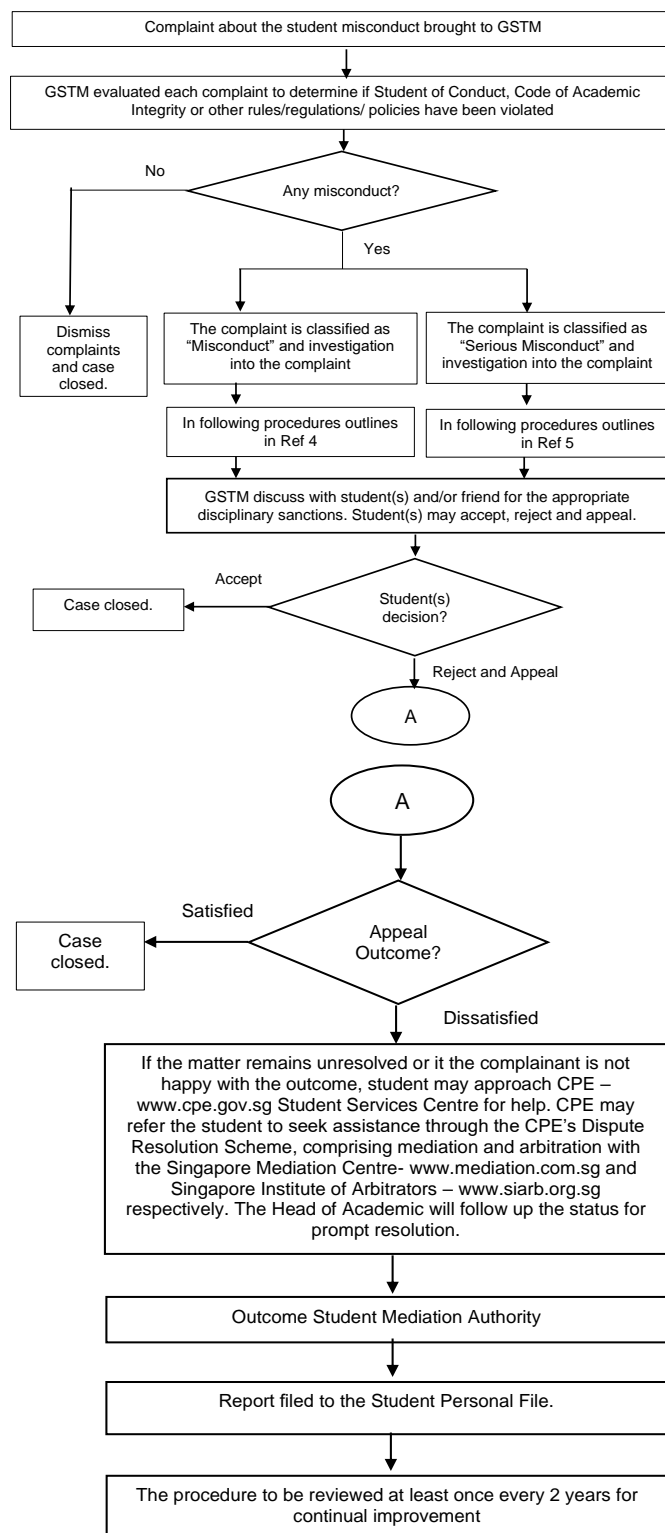
GSTM will determine the action(s) to be taken based on the severity of the infraction and the student's prior disciplinary record. Days spent on suspension will be counted as absences and cannot exceed the amount of allowable absences stated in the Attendance Policy.

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.

Student Disciplinary Procedures



Example of Offences

Examples of Offences	Actions that may be taken
Attending lectures without fee payment or not registered in the registry for the particular class.	This would be deemed as trespassing. GSTM reserves the right to take action and include 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 is any practice that makes distinctions between individuals or groups to disadvantage some people and advantage others based on sex, race, or religion.	Verbal and/or written warning, temporary suspension, up to expulsion.
Solicitation of students without approval. This includes selling classes/goods/services, recruiting students for an external organisation or cause, distributing publicity material and services, or any political or social cause.	Verbal and/or written warning, temporary suspension, up to expulsion.
Causing disturbance in class. E.g. use of handphone, not putting handphone 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 a failure of the exam. Report to the appropriate authority
Academic Misconduct	Report to Exam Board or Academic Board. Verbal and/or written warning, temporary suspension, or expulsion
Destruction or willful 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 reports, depending on the severity of the Offence
Criminal acts. E.g. Theft, possession/consumption of drugs, fighting or gambling	Expulsion from the school. Police reports, depending on the severity of the Offence
Faking attendance/ Signing an attendance on behalf of friends	Verbal and/or written Warning, temporary suspension. Repeat offences may lead to expulsion

Attendance Policy

Student Attendance Policy

The Student Support Services and Academic Department monitors and manages student attendance in the classroom and/or online learning to maximise the opportunities for all students to learn.

The Student Support Services Department will manage student attendance following 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 managing cases of persistent student absence per the Student Attendance Procedures. All students are expected to attend and participate in classes and/or online learning.

Students should notify the school of excused absences in advance by completing the Absence Application Form with supporting documents and submitting it to the school. Student attendance is computed based on the number of lessons within a term for each module as follows:

Example:

For May 2022 Academic Term

Total number of lessons 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 compliance with ICA requirements by informing ICA if any of the following is not met:

- Student has failed to attend classes for a continuous period of 7 days or more without any valid reason, or
- Student has not attended classes regularly, i.e., the attendance percentage is 90% or lower in any month of the course without any valid reason.
- Students' studies in the School have been terminated.
- Collecting medical certificates for any absenteeism;
- Cancelling the Student Pass, if 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 Special Arrangement Online Learning for Students Confirmed Tested Positive for COVID-19

For coordination, students who have tested positive for COVID-19 shall contact the School, the Academic Coordinator/ Student Support Services.

Academic staff or students will be issued a 'Bridging Leave of Absent (LOA)' for 14 days from the last known date of Contact as an interim measure. An arrangement of online study for students during their self-isolated at-home or Home Recovery Programmes period.

Students will not be penalised for missing class activities during their LOA. Students will attend the online study via Microsoft Team until they are confirmed to test negative for COVID-19.

Attendance Policy for Examination eligibility

All international students holding a valid Student Pass must meet the Immigration and Checkpoints Authority of Singapore (ICA) requirement of 90% Class attendance. International students must be in School from Monday to Friday (except for semester breaks and Public Holidays) for a minimum of three (3) hours daily per ICA's regulations.

In the Student's Pass application form (V36A), Students must not fail to attend classes for a continuous period of seven (7) days or more without any valid reason. Without valid reasons, they would not have a percentage of attendance less than 90% in any month of the course. The GSTM will inform ICA monthly if students fail to meet the requirements. The Student's Pass may be cancelled, or the Student will be granted no further renewal.

Local students must meet the attendance requirement of 75% (Part-time students) and 80% (Full-time local students). The Head of Academic and Student Support Services will be notified monthly if a student falls below the attendance requirement. Students may be barred from examinations should they fail to meet the attendance requirement.

The Head of Academic/Academic Director may allow the students to sit in the examination, taking into account the Student's conduct and disciplinary behaviour in School if the students' attendance fails within 10% variance from the criteria of the attendance policy.

For computing attendance for examination, the rules that apply to an approved leave of Absence (leave) are as follows:

- Students must submit a leave application based on Medical and Compassion reasons with supporting documentation for the applied leave within 5 working days before the same day the lesson commenced.
- The Head must approve the leave application before the Student takes the leave.

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

Attendance Policy

Issuance of Warning Letters for Part Time Students

For Honours Degree Programmes offered by University:

Attendance / Trigger	Absence	Intervention
Overall attendance drops below 80% (excluding approved absences)	3.5	<p>1st Attendance Warning - Under 80% Attendance notice The Student is notified that they have absent third time for the module. Attendance under 80% is recorded in the Student's personal file in Student Management System (SMS).</p> <p>1st 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 Leave of Absence Application Form within 5 working days with supporting documents to GSTM before or on the same day the lesson commences.</p>
Overall attendance drops below 75% (excluding approved absences)	4.5	<p>2nd 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. Students must achieve 75% attendance to be eligible to sit for the 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. Students 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>2nd Warning Letter sent to Student – Not eligible to sit for the exam. The Student is encouraged to speak to the Student Support/ Services staff about reasons for class absences and must complete the Leave of Absence Application Form within 5 working days with supporting documents to GSTM before or on the same day as the lesson commences.</p>
Overall attendance drops below 70%, or the Student has missed all classes in the previous 3 weeks	5- 5.5	<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% is deemed in breach of the attendance requirement and recorded in the Student's personal file in SMS.</p> <p>Final Warning Letter sent to Student. The Student Support/Services Staff will contact the Student to ensure no welfare concerns.</p> <p>The Student will be requested to make an appointment with Student Support and Service Staff within 3 working days.</p> <p>Failure to make an appointment within 3 working days and/or further absences will be subject to disciplinary action, including termination of student status.</p>
Overall attendance drops below 65%	6	<p>A Student Support/Services Staff will direct Contact with the Student to ensure no welfare concerns. The Student must attend an interview with a Student Support and Services Staff and complete the Withdrawal Form.</p> <p>The withdrawal form will be submitted to University Partner.</p> <p>A Termination Letter was sent to Student. Termination of student status is recorded in the Student's personal file in SMS.</p>

Postgraduate Programmes offered by University:

Attendance / Trigger	Absence	Intervention
Overall attendance drops below 80% (excluding approved absences)	2.5	<p>1st Attendance Warning - Under 80% Attendance notice The Student is notified that they have been absent twice for the module. Attendance under 80% is recorded in the Student's personal file in SMS.</p> <p>1st 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 Leave of Absence Application Form within 5 working days with supporting documents to GSTM before or on the same day as the lesson commences.</p>
Overall attendance drops below 75% (excluding approved absences)	3	<p>2nd 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 75% attendance to be eligible to sit for the 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 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>2nd Warning Letter sent to Student – Not eligible to sit for the exam. The Student is encouraged to speak to the Student Support/ Services staff about reasons for class absences and must complete the Leave of Absence Application Form within 5 working days with supporting documents to GSTM before or on the same day as the lesson commences.</p>
Overall attendance drops below 70%, or the Student has missed all classes in the previous 3 weeks	4	<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% is deemed in breach of the attendance requirement and recorded in the Student's personal file in SMS.</p> <p>Final Warning Letter sent to Student. The Student Support/Services Staff will contact the Student to ensure no welfare concerns. The Student will be requested to make an appointment with Student Support and Service Staff within 3 working days. Failure to make an appointment within 3 working days and/or further absences will be subject to disciplinary action, including termination of student status.</p>
Overall attendance drops below 65%	4.5	<p>A Student Support/Services Staff will direct Contact with the Student to ensure no welfare concerns. The Student must attend an interview with a Student Support and Services Staff and complete the Withdrawal Form.</p> <p>The withdrawal form will be submitted to University Partner.</p> <p>A Termination Letter was sent to Student. Termination of student status is recorded in the Student's personal file in SMS.</p>

Attendance Policy

Issuance of Warning Letters for Full Time Local Students

Warning letters shall be issues to full time local student, if they do not meet the 80% attendance requirement.

For BSc/ BEng Honours Degree Programmes awarded by University Partner:

Attendance Trigger	Absence	Intervention
Overall attendance drops below 80% (excluding approved absences)	3.5	<p>1st Attendance Warning - Under 80% Attendance notice</p> <p>The Student is notified that they have absent third time for the module. Attendance under 80% is recorded in the Student's personal file in SMS.</p> <p>1st Warning Letter sent to Student.</p> <p>The Student is encouraged to speak to the Student Support / Services staff about reasons for class absences and must complete the Leave of Absence Application Form within 5 working days with supporting documents to GSTM before or on the same day as the lesson commences.</p>
Overall attendance drops below 75% (excluding approved absences)	4.5	<p>2nd Attendance Warning - Under 75% Attendance notice</p> <p>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. Students must achieve 75% attendance to be eligible to sit for the 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. Students 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>2nd Warning Letter sent to Student – Not eligible to sit for the exam.</p> <p>The Student is encouraged to speak to the Student Support/ Services staff about reasons for class absences and must complete the Leave of Absence Application Form within 5 working days with supporting documents to GSTM before or on the same day the lesson commences.</p>
Overall attendance drops below 70%, or the Student has missed all classes in the previous 3 weeks	5- 5.5	<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% is deemed in breach of the attendance requirement and recorded in the Student's personal file in Student Management System.</p> <p>Final Warning Letter sent to Student.</p> <p>The Student Support Services Staff will contact the Student to ensure no welfare concerns. The Student will be requested to make an appointment with Student Support and Service Staff within 3 working days. Failure to make an appointment within 3 working days and/or further absences will be subject to disciplinary action, including termination of student status.</p>
Overall attendance drops below 65%	6	<p>A Student Support Services Staff will direct Contact with the Student to ensure no welfare concerns. The Student must attend an interview with a Student Support and Services Staff and complete the Withdrawal Form. The withdrawal form will be submitted to University Partner.</p> <p>A Termination Letter was sent to Student.</p> <p>Termination of student status is recorded in the Student's personal file in SMS.</p>

For Postgraduate Programmes offered by University Partner:

Attendance / Trigger	Absence	Intervention
Overall attendance drops below 80% (excluding approved absences)	3.5 – 4	<p>1st Attendance Warning - Under 80% Attendance notice</p> <p>The Student is notified that they have been absent twice for the module. Attendance under 80% is recorded in the Student's personal file in SMS.</p> <p>1st Warning Letter sent to Student.</p> <p>The Student is encouraged to speak to the Student Support/Services staff about reasons for class absences and must complete the Leave of Absence Application Form within 5 working days with supporting documents to GSTM before or on the same day as the lesson commences.</p>
Overall attendance drops below 75% (excluding approved absences)	4.5	<p>2nd Attendance Warning - Under 75% Attendance notice</p> <p>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 75% attendance to be eligible to sit for the 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 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>2nd Warning Letter sent to Student – Not eligible to sit for the exam.</p> <p>The Student is encouraged to speak to the Student Support/ Services staff about reasons for class absences and must complete the Leave of Absence Application Form within 5 working days with supporting documents to GSTM before or on the same day as the lesson commences.</p>
Overall attendance drops below 70%, or the Student missed all classes in the previous 2 weeks.	5	<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% is deemed in breach of the attendance requirement and recorded in the Student's personal file in SMS.</p> <p>Final Warning Letter sent to Student.</p> <p>The Student Support/Services Staff will contact the Student to ensure no welfare concerns. The Student will be requested to make an appointment with Student Support/Service Staff within 3 working days.</p> <p>Failure to make an appointment within 3 working days and/or further absences will be subject to disciplinary action, including termination of student status.</p>
Overall attendance drops below 65%	6	<p>A Student Support/Services Staff will direct Contact with the Student to ensure no welfare concerns. The Student must attend an interview with a Student Support/Services Staff and complete the Withdrawal Form.</p> <p>A Termination Letter was sent to Student.</p> <p>Termination of student status is recorded in the Student's personal file in SMS.</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 to terminate Student Pass.

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 2 weeks 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 a leave of Absence based on the reasons stated below:

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 before the leave is 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 Academic Director/Head of Academic on a case-to-case basis.

Medical certificates should be obtained from a medical practitioner registered with the Singapore Medical Council or 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 **2 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 before and at the same day of the lesson. Any approves leave of absence more than 25% of a module will be advised to apply deferment of his/her study.

Approved Leaves for Self-Isolated at Home

Students who need to be self-isolated at home shall contact the school and the Academic Coordinator/ Student Support Services for coordination. Students must provide supporting documents to get approval from the school to get bridging LOA.

GSTM will be issued a 'Bridging Leave of Absent (LOA)' for 14 days:

- From the last known date of Contact as an interim measure OR
- From the day they received the Medical Certificate from the doctor OR
- From the day that they serve for the Home Recovery Programmes.

An arrangement of online study for students during their self-isolated-at-home/ Home Recovery Programmes period. Students will not be penalised for missing class activities during their LOA. Students will attend the online study via Microsoft Team until they are confirmed to test negative for COVID-19.

Students will not be permitted to take the module assessment/exam (they will be debarred) if they miss a lesson:

- Part-Time Students: More than 25% of a module
- Full-Time Local Students: More than 20% of a module
- Full-Time International Students: More than 10% of a module.

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.

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 **2 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 before and at the same day of the lesson. Any approves leave of absence more than 25% of a module will be advised to apply deferment of his/her study.

Student Support

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
	PT	FT	
Application of Student's Pass (STP)			✓
• Arranging International Students to complete the formality with ICA for Student's Pass (STP)			✓
• Arranging International Students for Student Pass renewal/extension			✓
• Arranging International Students for Medical Examination and HIV Tests			✓
• Loss of Student's Pass (STP)			
Orientation Programmes	✓	✓	✓
Accommodation advise			✓
Legal services			✓
Medical Insurance		✓	✓
Close Collaboration with Parent/ Legal Guardian for Students Under 18 Years old	✓	✓	✓
Administrative supports:			
• Update of personal particulars.	✓	✓	✓
• Course transfer/deferment/withdrawal	✓	✓	✓
• Request for an official letter	✓	✓	✓
• Reissue Academic Certificate and/ or Transcript			
Replacement of Loss GSTM Student Card	✓	✓	✓
Booking of room	✓	✓	✓
Academic and Learning Support	✓	✓	✓
Industry Attachment Placement		✓	✓
Holistic Programmes	✓	✓	✓
Pastoral counselling	✓	✓	✓
Student Feedback and Evaluation and Service Quality	✓	✓	✓
Financial Assistance Scheme	✓	✓	✓
Advice on Future Study	✓	✓	✓
Career Guidance	✓	✓	✓
Alumni Support	✓	✓	✓

Note: PT – Part Time, FT – Full Time

Application of Student's Pass (STP)

1) Arranging International Students to complete the formality with ICA for Student's Pass (STP)

International students who wish to pursue full time studies in Singapore must apply for a Student's Pass.

All Student's Pass holders are required to abide by and comply with Immigration and Checkpoints Authority Singapore (ICA) regulations at all times. The penalties for breaching the rules and regulations of ICA are severe and may result in the termination of the Student's Pass. The terms and conditions of the Student's Pass can be found in the In-Principle Approval (IPA) letter.

2) Arranging International Students for Student Pass renewal/extension

Students are required to fill up the Student's Pass Renewal/Extension form at least 4 weeks before the expiry of the Student Pass. The completed Form must be emailed/ submitted to Student Support Services Department. It is the student's responsibility to ensure that the Student's Pass is renewed/ extended on time. GSTM will not be responsible if the Student's Pass expires or is rejected by ICA due to late renewal/extension.

3) Arranging International Students for Medical Examination and HIV Tests

All International Students who arrive in Singapore shall complete the medical examination and HIV test by any registered General Practitioner (GP) in Singapore. This Medical Examination Report is to be completed by a registered doctor and returned to the students.

The laboratory report for HIV and the X-ray report will be submitted to the Immigration & Checkpoints Authority Singapore (ICA) within 3 months from the date of the issue of the reports.

4) Loss of Student Pass (STP)

International students who have lost their Student's Pass must apply for a replacement within 7 days from the date of loss or damage/defacement.

A police report is required to be lodged at a Singapore police station and should thereafter be submitted to the Student Support Services Department along with other supporting documents.

The following documents are required to apply for the replacement of the Student's Pass:

- one recent passport-sized photo (taken within the last 3 months)
- valid travel document (with a validity period of at least 6 months)
- a letter from GSTM stating that the student is currently a registered student
- a Statutory Declaration signed by the holder or a police report (original copy)
- students in all circumstances are to acknowledge a copy of the Terms & Conditions of Student's Pass (STP)

Student Support

Orientation Programmes

A welcome orientation is conducted for every intake. The orientation covers the following:

- Introduction to GSTM and the University Partner (If applicable)
- Letter of Offer, Advisory Note to Student (Form 12), Standard PEI Student Contract, Fee Protection Schemes (FPS) Insurance, Medical Insurance
- Important policies, regulations and procedures
- Feedback process
- Important information relating to the courses

Accommodation Advice

GSTM provides accommodation advice by assisting students to connect with various providers (licensed property agents, hostel operators, and housing owners) to ease their housing search for suitable accommodation that matches their preferences. GSTM's accommodation assistance is not mandated for students, and it is an extended service to offer students information and guidance to help them find accommodation options best suited to them. Students are at liberty to search for their accommodation through their own network.

Legal Services

GSTM can refer a student who requires a legal practitioner. The referral is at no cost to the student, and the student would be responsible for any cost related to the legal advice provided.

Medical Insurance

GSTM has a group medical insurance scheme for all its students (except those specifically allowed to opt out under the EduTrust certification scheme). The fee payable for medical insurance is indicated in the fee schedule of the student contract.

A Singapore citizen, permanent resident and part-time student who is protected by his/her own medical insurance coverage in Singapore can opt out of the medical insurance scheme arranged by GSTM.

This medical insurance scheme shall provide basic annual coverage of up to \$20,000 per student in the 4 bedded ward in Singapore government and restructured hospitals and up to an overall maximum limit per policy year, with 24 hours coverage in Singapore.

1) Medical Insurance Scheme Benefits Schedule

The Medical Insurance Scheme Benefits Schedule provides information on the full coverage and/or exclusions of the medical insurance scheme. Students may download it from their Student Portal.

2) Medical Insurance Claim submission

Students covered under the medical insurance scheme are eligible to apply for hospitalisation claims subject to the following conditions:

- they have currently enrolled students of GSTM from the date of hospital admission
- no double claims to other insurance companies, whether locally or overseas, are made by the applicant
- Students may submit the Group Hospital and Surgical Claim Form only if the student is admitted to a Singapore government or government-restructured hospital and the Attending Physician's Statement Form, which the attending doctor completes

Students must attach all original invoices, receipts and medical reports along with the forms. All completed forms are to be submitted to Student Support Services Department.

Close Collaboration with Parent/ Legal Guardian for Students Under 18 Years old

This service is available for students under 18 years old to maintain a close collaboration with parents/ legal guardians. GSTM collects their contact details upon enrolment.

After course commencement, the Student Support Service Team uses the parents/legal guardians' details in the GSTM database to reach out to them if needed.

Student Support Services must contact the underaged student's parents/legal guardians whenever there is a major issue, mainly transfer/defer/withdrawal from the course, disciplinary matters and critical incidents or when the situation warrants it. Parents/legal guardians may be informed if the child is going through pastoral counselling with GSTM Student Counsellor.

For Preparatory Courses for Admission to Government Schools at Primary and Secondary Levels, Student Support Services conduct parents meetings/conversations twice a year, where parents/ legal guardians can request a call or arrange a meeting with the teachers to discuss the performance of their child fails below the requirement (e.g. Below 90% for STP holders).

For students under 18 years old, parents/ legal guardians shall read and understand the Standard PEI Student Contracts before signing the student contract.

On the student's 18th birthday, an email/ SMS notification will be sent out to both student and parent/legal guardians to inform them that parents/legal guardians will no longer be copied on GSTM notifications (not applicable to withdrawn or graduated students).

Student Support

Administrative Supports

1) Update of personal particulars

All students must inform GSTM of any changes to their residential address in Singapore, contact numbers and residential status within 7 working days. Personal details must be updated for the School's record as such information may be required by Singapore Government. International students, in particular, are required to update their particulars within 7 working days upon arrival in Singapore. Students are requested to approach Student Support Services Department and advise them of these changes.

2) Course transfer/ deferment/withdrawal

A student wishing for course transfer/deferment/withdrawal shall submit the relevant forms to the Student Support Services Department. (Cross reference to Course Transfer, Deferment and Withdrawal Policy, Transfer Procedures, Deferment Procedures and Withdrawal Procedures).

3) Request for Official Letter

This service applies to students who request official letters such as a Course Completion Letter/ Confirm Enrolment Letter/ Certification Letter/ Verification of Award Letter / NS Deferment Letter, etc., from GSTM.

4) Reissue Academic Certificate and/ or Transcript

Graduated students who may have a reason to request a reissue of their awarded certificate and academic transcript will need to provide supporting documents and pay the required reissue fee. The following documents are required to apply for an academic reissue certificate and/or transcript:

- If the graduated students have changed names, they must submit the Form with the attached Deed pool, Original Certificate and Transcript and copy of NRIC/Passport.
- If the graduated student has damaged the certificate/transcript, he/she must submit the Form with the original Certificate and Transcript and a copy of the NRIC/Passport.
- If the graduated student has lost the certificate and transcript, he/she must submit the Form with the attached Police Report and copy of NRIC/Passport.

The student is required to contact the Student Support Services to request a certificate and/or transcript reissue and organise payment. Upon payment of the fee, the request will be sent to the Academic Department to proceed with the application.

Replacement of Loss GSTM Student Card

A student who loses GSTM Student Card may request a replacement with Student Support Services Department.

Booking of Room

Booking of the room shall be made with the Students Support Services Department:

- Group Discussion room: The room can accommodate up to 10 people.
- Laboratory room: The room can accommodate up to 9 people.
- Classroom for the event: The room can accommodate up to 30 people.

All bookings are subject to availability.

Academic and Learning Support

1) Appointment of Lecturers

All lecturers meet the minimum requirement set by CPE and approved by the Academic Board and University Partner (if applicable) before registration with CPE. All lecturers had relevant qualifications, industry and teaching experiences in a relevant field and good teaching track records. The list of lecturers is available on GSTM's website.

2) Academic Support via Email

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 students are encouraged as a key learning style and to build relationships and cultural understanding.

Students are encouraged to communicate with their lecturer about academic matters via email. Any student needing assistance meeting course requirements and maintaining attendance shall seek advice from the Academic or Student Support Services Department.

The Academic and Student Support and Services Department can assist students with the following:

- Study Skills
- Time Management Skills
- Academic issues

3) Course Materials

The course materials are the most common sources of information for students enrolled in GSTM. All course materials are approved by GSTM Academic Board and/or University, awarding the qualification to have met the requirements of each course.

Digital copies of course materials are generally available for retrieval from the student portal and Moodle (for Undergraduate and Postgraduate programmes)

Hard copies of course materials are available for all students enrolled on GSTM's courses.

Student Support

4) Study Skills Workshops

Academic Department will offer a range of workshops throughout the year to help students develop essential study skills, enhance knowledge, maximise online tools and get career ready.

Examples of Workshops include:

a) Academic Writing Skills

This workshop is suitable for all students. Students will acquire knowledge of the standard format of academic writing, paraphrasing and the difference between an essay, a report, a literature review and a reflection.

b) Harvard Referencing

This workshop is suitable for all students. Students will learn how to create a reference list, inset in-text citations (how they should be written and when they should be used) and tips to avoid common mistakes. The Harvard Referencing handbook is available on Student Portal.

c) Turn-it-in and Plagiarism

This workshop is suitable for all students. Students will learn how to submit the assignment report. Students also will understand academic integrity, plagiarism and its consequence. Students will use the similarity reports generated through Turn-it-in to rephrase the content, paraphrase and quote the report to avoid academic misconduct.

d) Searching for Sources for Assignments

This workshop is suitable for all students. Students will learn to use Google Scholar, search for secondary sources, and find sources based on topics, keywords and authors.

e) Student Portal Account

This workshop is suitable for all students. Students will learn how to use the log-in Student Portal Account and download forms, school policies, course materials, and ebooks, check the exam results and academic schedules, and update personal information and feedback to the school.



f) Moodle Account

The workshop applies to undergraduate and postgraduate programmes awarded by University Partner. Students will learn to use the Moodle Account for accessing course materials, the online library for resources such as ebooks and journal articles for assignments, and the submission of assignment reports.

g) Introduction of SPSS

The workshop applies to undergraduate and postgraduate programmes awarded by University Partner. Students will learn to use SPSS for quantitative analysis for their honours research projects.

h) Online Google Form

This workshop is suitable for all students. Students will learn how to use online Google Forms to conduct surveys for research reports and/or industry projects.

i) Resume writing

The workshop applies to all students, and students will learn how to draft a resume that impacts an employer.

j) Seminars

Industry experts/ guest speakers will be invited to talk about the trend, market and industries. Students are invited to join seminars arranged by the school.

k) Site Visits

Lecturers may arrange site visits as part of the module requirement, an activity in which students visit a workplace, learn about the business, meet employees, ask questions, and observe work in progress.

l) Field Trips

GSTM may arrange field trips for students to learn something outside the classroom, for example, at a museum, a factory, or a historical site.



Student Support

Industry Attachment Placement

GSTM provides students with internship attachment placement (applicable to courses with internship attachment modules) to gain valuable industry exposure. GSTM will facilitate the arrangement and process of students' entire Industrial Attachment. Every company proposed to a student must be from the Industry Partners/Companies list. They had signed the Industrial Attachment Programmes Agreement with GSTM prior to the student commencing their Industry attachment placement in the companies.

Students may source a suitable company where appropriate for their IA. It is subjected to GSTM's approval to assess whether the company is appropriate and relevant to the course the student enrolled in. A student is advised to seek more than one company to successfully secure industry attachment and meet the learning objective of IA.

Holistic Programmes

GSTM provides holistic programmes that develop students holistically and enhance their experiences. GSTM uses the awards and certification to keep students involved in activities outside the formal curriculum, including Co-Curricular Activities, Community Involvement Programmes and Leadership Development Programmes.

Pastoral Counselling

Staff providing pastoral counselling should have a 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
- maintain high standards of teaching and learning
- respond in a sensitive way to the concerns, fears and worries of our students
- build an atmosphere of trust

1) Counselling Services

Counselling is available to all GSTM students. It is a voluntary and confidential avenue for students to discuss issues of concern that may not be easily communicated with family or friends. A student may seek advice on personal and cross-cultural issues, study and learning strategies, stress management techniques and other non-academic matters.

Lecturers are advised to report to the student counsellor if they feel a student may be under emotional stress or disturbance or need additional support. Students shall be encouraged to approach the Student Counsellor when under emotional stress or disturbance. All conversations with the Student Counsellor shall be treated in confidence. In all cases, the welfare of the student shall be paramount.

Pastoral Counselling Procedures

All students will be introduced to Pastoral Counselling during orientation. All students will be aware of services through the student handbook published on the school website or student portal. The Student Support Services will refer the student to the most appropriate area for help. If a lecturer is aware of an issue with a student, they must report it promptly to the Student Support Services/ Academic Programme Coordinator.

In the circumstances requiring personal counselling, the Student Counsellor will be responsible for referring to a suitable external agency for the student at no charge.

Each student will be entitled to no more than \$200 per academic year. Students may go to the 36 Family Service Centres supported by the Ministry of Community Development, Youth and Sports (MCYS) and the National Council of Social Services (NCSS).

Students, who would like to be eligible for this benefit, can make an appointment with Student Counsellor before going for the counselling session.

A list of the relevant organisation detailed that students may also contact:

- **SILVER RIBBON SINGAPORE**
Website: <https://www.silverribbonsingapore.com/counselling.html>
Call 63861928 (HOLA at Serangoon Central)
Call 65090271 (The Linkage at Wisma Geylang Serai)
Call 63853714 (Raintree Sanctuary at Hougang St 51)
Weekday from 9 am to 5 pm
- **AWARE**
Website: <https://www.aware.org.sg/womens-care-centre/helpline/>
Call 1800777555
Weekdays, from 10 am to 6 pm
- **SINGAPORE ASSOCIATION FOR MENTAL HEALTH (SAMH)**
Website: <https://www.samhealth.org.sg/our-services/outreach/samh-insight-centre/#1545895446184-0c71e7f9-ecc9>
Call 1800 2837019
Weekday 9 am to 1 pm, 2 pm to 6 pm, Wednesday: 6 pm to 9 pm
- **CARE CORNER COUNSELLING CENTRE**
Website: <https://www.carecorner.org.sg/youth-services>
Call 1800 353 5800 (toll-free)
7 days a week from 10 am to 10 pm.
- **FEI YUE ECOUNSELLING CENTRE**
Website: www.ec2.sg
Thursday, Friday from 10 am to 12 pm, 2 pm to 5 pm
- **COMMUNITY HEALTH ASSESSMENT TEAM (CHAT)**
Website: <https://www.chat.mentalhealth.sg/>
Call 6493-6500 / 6501
12 noon to 9 pm (Tuesday - Saturday)

Student Support

- **ASSOCIATION OF WOMEN FOR ACTION AND RESEARCH (AWARE)**
Website: www.aware.org.sg
Call 1800 774 5935 (toll-free)
Monday to Friday from 3 pm to 9.30 pm
- **SAMARITANS OF SINGAPORE (SOS)**
Website: <https://www.sos.org.sg/>
Call 1-767, WhatsApp 91511767 or Chat online (<https://www.sos.org.sg/>)
A 24-hour suicide prevention helpline

The Student Counsellor will ensure that the student is well supported during the process, liaise with the external agency if appropriate and follow up with the student as often as necessary. The lecturer will report to the Head of Academic/ Academic Programme Coordinator any concerns about changes in a student's behaviour, attitude, health, or general demeanour for immediate follow-up. The Student Support Services and Academic Department must remain conscious of the student's privacy and confidentiality during all contact. Cultural sensitivities must also be considered at all times.

See in next page for the Pastoral Counselling Procedure Chart.

2) Academic Counselling

Academic counselling will be continuous as a responsibility of the school for students. The Head of academics is responsible for helping students choose and progress within their course of study, and the Academic Programme Coordinator assists in coordinating academic counselling. All lecturers shall include in their classes appropriate learning activities that result in maximum learning and help meet learning objectives for the student. Whenever a student has suspected learning difficulties, the lecturer shall inform the Head of Academics for appropriate action.

Student Feedback and Evaluation and Service Quality

GSTM will obtain feedback on its student support services through student survey questionnaires and the Board of Studies for quality assurance of services and academic quality.

Students are encouraged to provide constructive comments and feedback about their learning experience and support services to improve the services and course delivery further. Student feedback will be collected at the end of every module through an online survey and informal interactions with students and staff. It will use such feedback to evaluate and improve the support services provided.

Financial Assistance Scheme

GSTM offers financial assistance with instalment payments to students in need. Students shall seek advice from the Student Support Services Department on their financial issues before arranging to discuss the instalment plan to suit the student in need.

Advice on Future Study

For Academic concerns, Academic Department and Education Consultants/ Course Counsellors are always available to assist students with professional advice on applying to the colleges or universities of their choice or on career options and education progression.

Career Guidance

It is designed to help students recognise their evolving career needs and prepare them to understand how individuals make career choices and their vocational behaviours. Activities such as one-to-one support and group workshops cover the following:

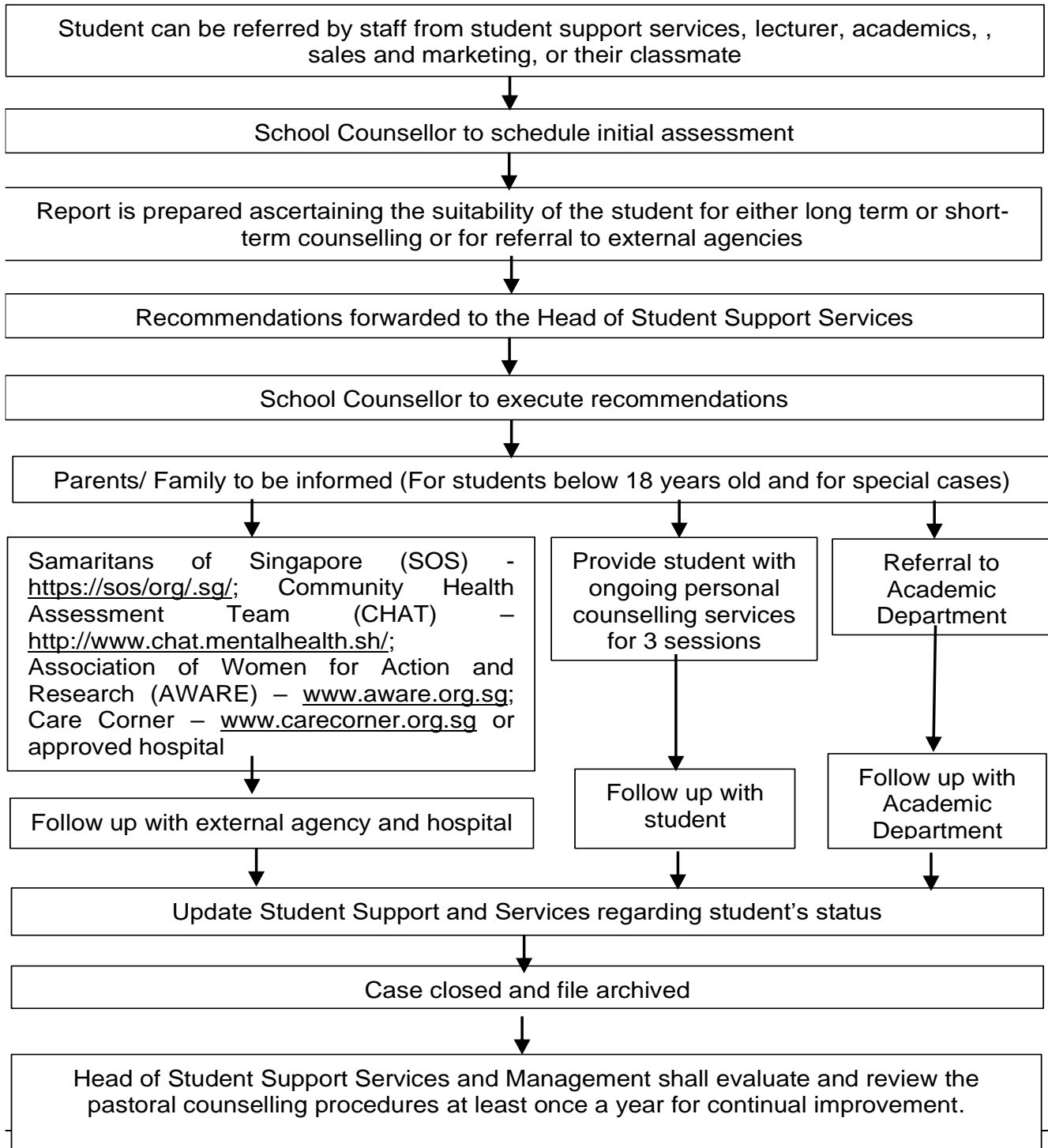
- Mock interviews: To help students practise and prepare for an upcoming job interview.
- Job search: Guidance on job search, improving CV and completing applications.

Alumni Support

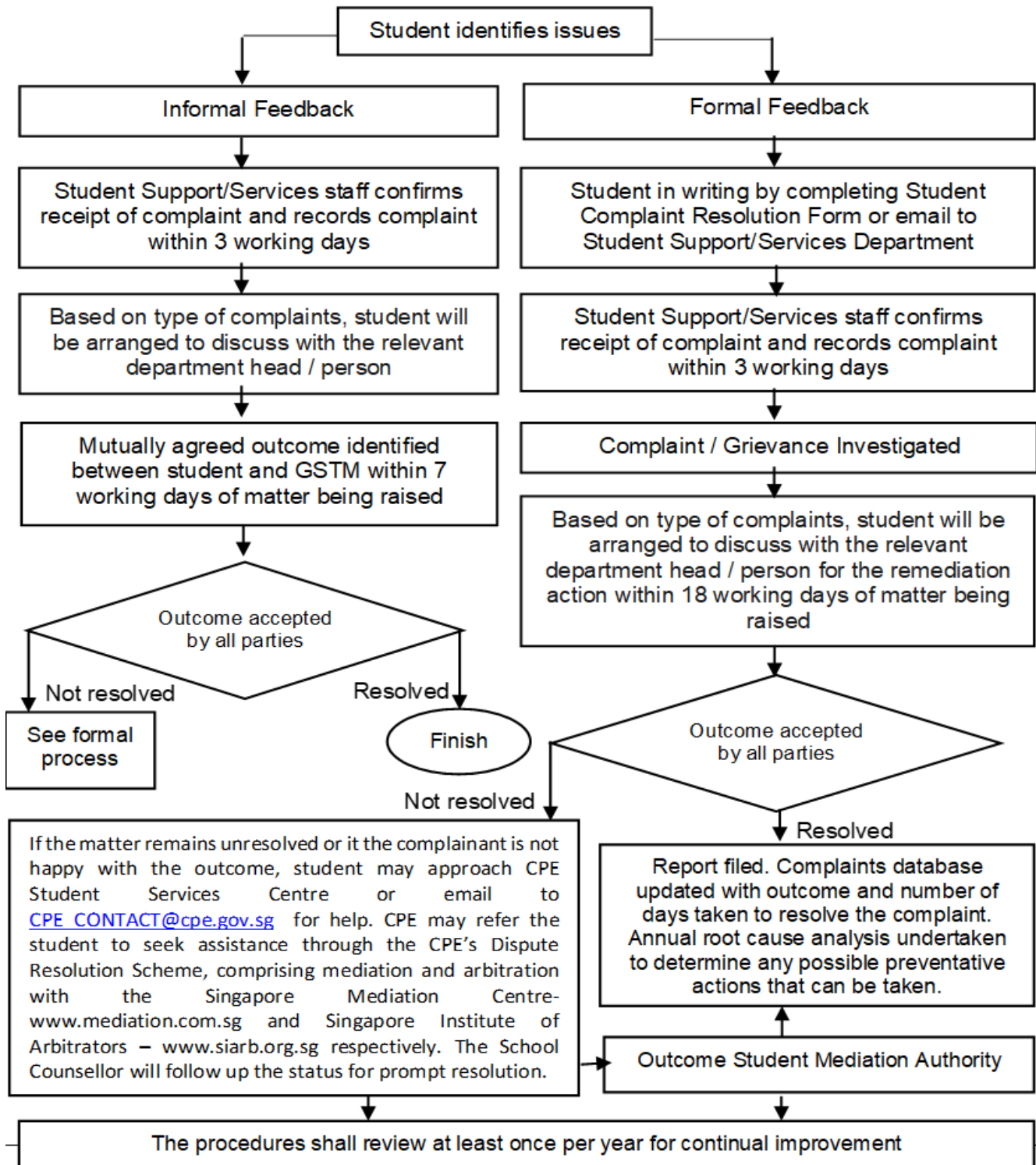
Offer opportunities to students to engage with alumni through GSTM's Alumni activities (e.g. BBQ, Christmas Event, etc.).



Pastoral Counselling flow chart



Student Complaint/ Grievance Procedure



Appeal Policy

Academic Appeal Policy

Examination Board of University are responsible for maintaining standards that promote academic integrity and student success.

It is expected that University 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 of University 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 and University 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 University.
- 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.

Academic Appeal Procedures

At the Academic Query and Early Resolution stage, a straightforward query is dealt with quickly and locally, for example, by the relevant module coordinator (GSTM), module leader (BCU), GSTM's Link Tutor and BCU's Link Tutor.



This stage helps students understand why they were given a particular assessment mark or grade and/or why an extenuating circumstances request was unsuccessful.

This stage should be completed within 10 working days of the query being raised after the release of the results. If students are not satisfied with the response to the query and if there are relevant grounds for taking the matter further, it can move to the formal academic appeal stage.

Students need to complete the Academic Appeals Form within 20 working days after the release of the results. At the Formal Academic Appeal Stage, University will render a decision on the appeal within 20 working days. If students are unhappy with the academic appeal outcome, they can submit the "Academic Review Form" to University Partner.

The academic appeal at the Review Stage is to be completed within 20 working days of receiving the request for a review.

There are limited grounds for asking for a review, which is as follows:

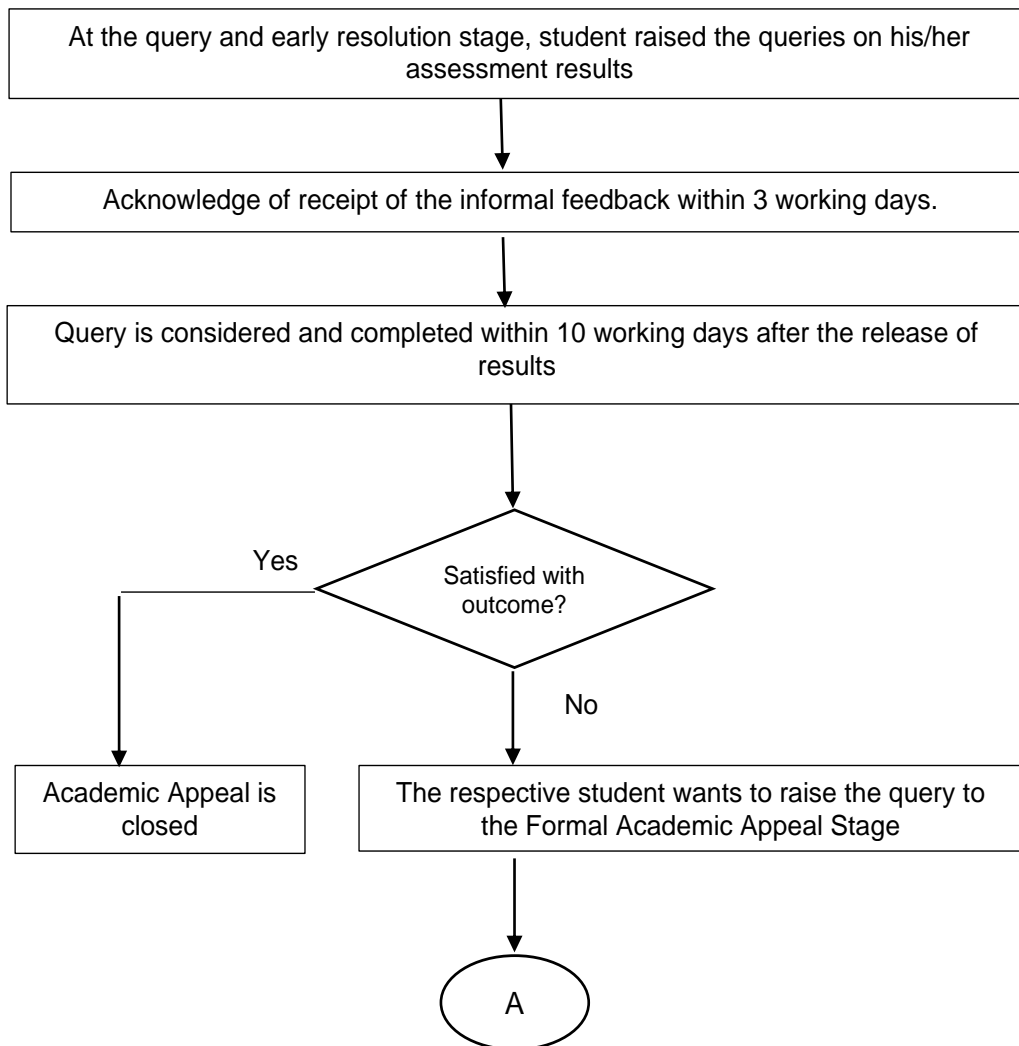
- There is new evidence that students were unable, for valid reasons, to provide earlier in the process, which would have had a significant effect on the outcome of the formal academic appeal stage.
- The correct procedure was not followed during the formal academic appeal stage, and this has had a significant effect on the outcome.
- The outcome was unreasonable given all the circumstances and the evidence considered

The University will inform the students and GSTM's Link Tutor to decide on the academic appeal at the Review Stage academic review. If the students are not satisfied with the outcome, they may be able to apply to the Office of Independence Adjudicator (OIA) for a review of their academic appeals. Academic Appeal Procedures and notification of decisions are outlined in next page.

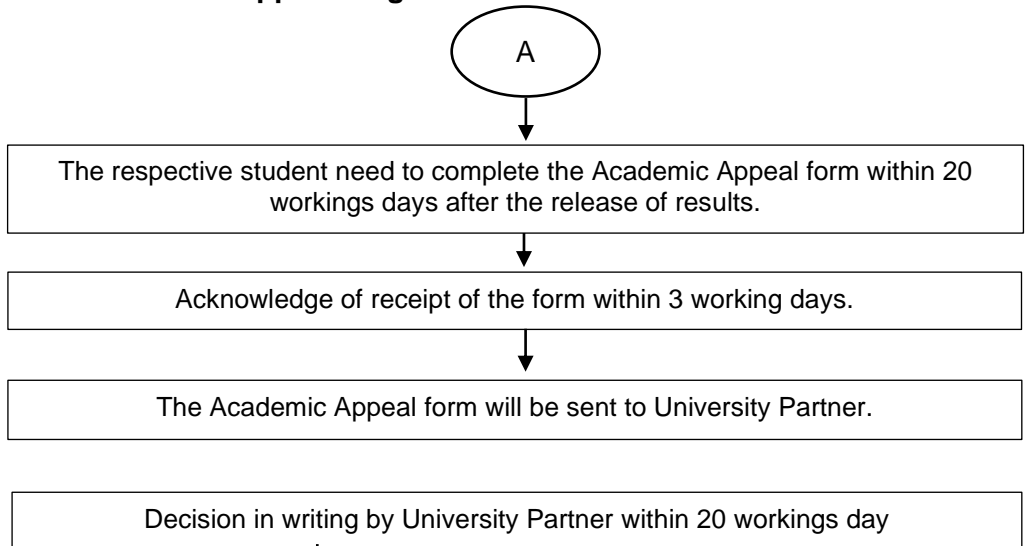


Academic Appeals Procedure for course awarded by Birmingham City University

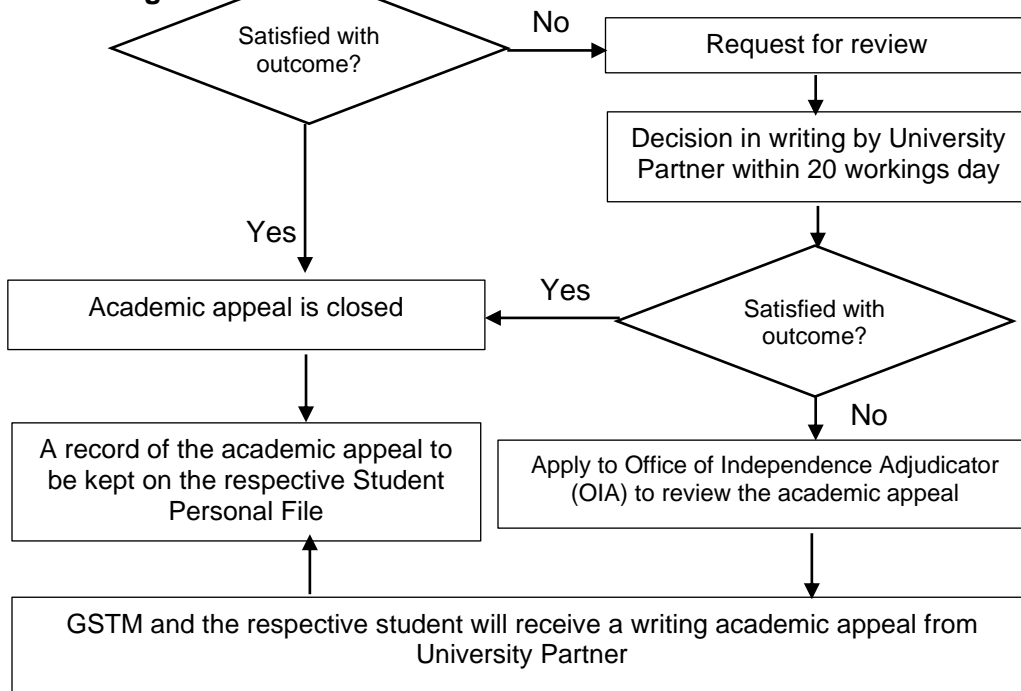
Informal Stage



Formal Academic Appeal Stage



Review 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.



Graduations Condition of Entry to Graduation

GSTM's Awards and Certification

1) 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.

2) Leadership Awards

The criteria are based on the student's participation in non-academic (teamwork) or Club Leadership. The non-academic activities or beyond school for the students to exemplify their leadership skills.

The leadership award of the year will be based on the following criteria:

- **Leadership qualities:** Establishing and achieving goals, motivating and involving others
- **School and community service:** Achieve involvement with co-curricular and non-academic activities and groups
- **Demonstrate high personal standards and values:** Honesty, integrity and courage.
- **Personal Contributions to school and community programs**

3) Model Student Awards

This is part of the school's effort to nurture the students in character development. Students will be observed throughout the year and selected for the award if they **exemplify the school's values, show positive character traits, and serve as role models to their peers** in School and Singapore.

This is not limited to

- **Good grades**
- **Good attendance**
- **Good citizenry.**

4) Outstanding Student Organisation Awards

Awarded to the student organisation that best demonstrates "overall" excellence in the planning and implementing a one-time event or a series of events.



Emphasis is on contributions to the School:

- **Criteria**
 - Quality of Activities/ Special Events (organised planning and implementation)
 - Promotion of School (Visibility)
 - Promote a sense of community and engagement across a broad subset of the school population
 - Community Service
 - Cooperation (internal/ external)
 - Significant impact on school community that stands out above other

5) Student Improvement Awards

This award aims to encourage students to strive for improvement in conduct, service and academic performance, not necessary the top in examination but have shown their determination and confidence in overcoming challenges and realising their full potential.

The award is given based on the improvement in the percentage of the academic year under consideration within the course duration. **This award will be given to the top 30 students who have achieved maximum improvement.**

6) Certificate of Appreciation for Class Representatives

The class representatives demonstrate their leadership role by leading the daily pledge taking, allowing them to be good role models for their peers.

7) Certificate of Participation

Students involved in school events and community involvement activities will receive a certificate of participation.

8) Certificate of Attendance

Students who maintained 90% attendance and presented through the academic session of the course will receive this certificate.



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.



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

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.

