

# Global School of Technology and Management

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## STUDENT HANDBOOK 2019/20



Effective date: 20 April 2019

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# Message by CEO



## Welcome Message

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, world-ready building/construction/the built environment professionals 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.

**Mr. Linus Wang**  
CEO



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

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

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

## ***Vision***

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

## ***Mission***

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

## ***Values***

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

## ***Culture***

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

# About GSTM

## 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).

### Enhanced Registration Framework (ERF)

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

### EduTrust Certification

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



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

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

## Privacy Policy

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

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

## Management of GSTM

The manager of GSTM is Linus Wang Ann Ning

## Academic Board

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

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

## Examination Board

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

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

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

## 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, feedback/ complain or email enquiries,	Within 3 working days
Receive, acknowledge and process of refund, course completion letter, verification of award letter, certification letter, NS deferment letter, replacement of lost student card, leave of absence, payment plan & course deferment application.	Within 7 working days
Receive, acknowledge and process of replacement of GSTM's Academic Certificate and/ or Transcript or copy of Academic Certificate and/or Transcript application	Within 14 working days
Receive, acknowledge and process of Copy of Academic Certificate and/or Transcript application	Within 14 working days
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 / Examination Results Appeal application	Within 4 weeks

## Contact Details & Operating Hours:

*Nearest MRT Service:*

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

*Nearby BUS Service:*

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

*Operating Hours:*

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

*Main Staff Contact:*

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

# GSTM Facilities

## Classroom

Four fully equipped classrooms with free WIFI, Computers and Projectors

Name of Classroom	Floor (SQM)	Areas	Seating Capacity
Granite	62		41
Wood	53		35
Metal	49		33
Concrete	39		26

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

All our classrooms are air-conditioned, portable aircon and have been set for optimum comfort for all students.

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, GSTM property and its associate equipment such as portable aircon, projector, computer, chair, table, and etc. especially after working hour, e.g. 7:30pm. Access to the CCTV system must be restricted to authorised personnel only. i.e. CEO, Deputy CEO and Head of Academic.

## Discussion & Meeting Room

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

## Wireless Internet Connection

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

## Water Dispensers

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

## GSTM Library

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

## National Library

The National Library Singapore is conveniently located in front of our school at North Bridge Centre.



# Course Information

## Course Schedule

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

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

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

## Course Information

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

## Course Application Procedures

During application, the applicants will be advised by the Education Consultant on the appropriate course to apply in, and rules and regulations while studying at GSTM. All students must fill in the relevant information in the GSTM Application Form and any other forms required by the Singapore Government (where applicable).

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

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

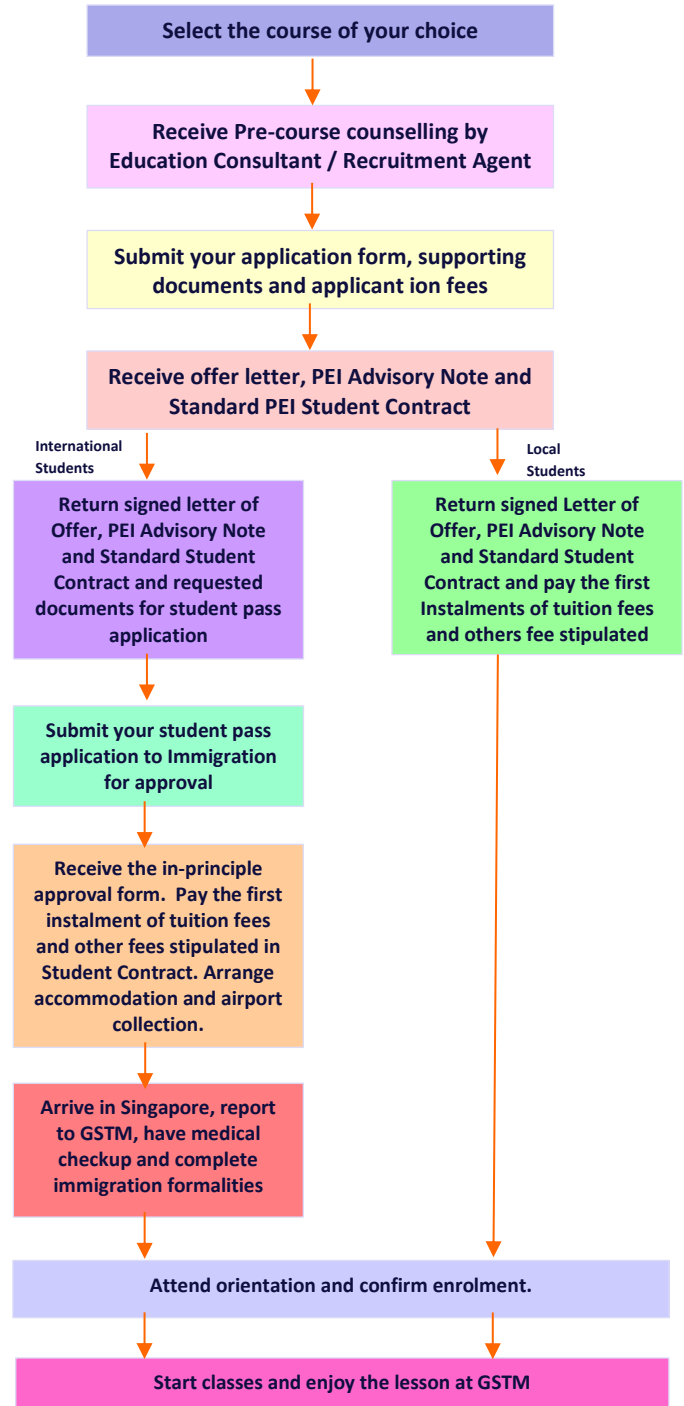
Each application form must be completed and submitted together with supporting documents. The application process generally takes 3 weeks and includes the following stages

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

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

\*Applicable to international students.

## Admission Procedure





## Accommodation

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

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

## Orientation Programmes

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

## Complete ICA Formality

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

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

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

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

## ICA Requirement for Special Pass Holder

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

## Student Fees

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

### Fee Payable:

1. **Application Fees** refer to the fee for the purpose of processing the application and is payable at the point of application. This fee is non-refundable, except in the event where the course is cancelled by GSTM.
2. **Course Fees** refers to the entire sum of money consisting any tuition fee (s), examination fee (s) in which a student will need to pay if he/she is enrolling for a course. This fee is protected under the Fee Protection Scheme (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 Fee

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

Programme	Purpose of fee	Amount (Inclusive GST)
ALL LEVELS	Application Fee	\$107 (PT); \$214 (FT)
ALL LEVELS	Course Transfer	\$107
ALL LEVELS	Deferment of Study	\$107
ALL LEVELS	Appeal of Examination Results	\$107
Level 3	Module Exemption	\$361.20 per module
Level 4	Module Exemption	\$428.00 per module
Level 5	Module Exemption	\$535.00 per module
ALL LEVELS	Late Payment Interest	4% per month
ALL LEVELS	Reassessment for Assignment /Examination (2 <sup>nd</sup> Attempt)	\$107 per module
Level 3	Re-module (3 <sup>rd</sup> Attempt)	\$481.50 per module
Level 4	Re-module (3 <sup>rd</sup> Attempt)	\$642.00 per module
Level 5	Re-module (3 <sup>rd</sup> Attempt)	\$856.00 per module
ALL LEVELS	A Replacement of Lost Student Card	\$10.70 per card
ALL LEVELS	A Replacement of Certificate	\$107.00 per copy
ALL LEVELS	A Replacement of Transcript	\$107.00 per copy
ALL LEVELS	Reprint of Certificate	\$107 per copy
ALL LEVELS	Reprint of Transcript	\$107 per copy
ALL LEVELS	Course Completion Letter	\$10.70 per letter
ALL LEVELS	Confirm Enrolment Letter	\$10.70 per letter
ALL LEVELS	Certification Letter	\$10.70 per letter
ALL LEVELS	Verification of Award Letter	\$10.70 per letter
ALL LEVELS	NS Deferment Letter	\$10.70 per letter
ALL LEVELS	Change of Payment Plan Administration Fee	\$53.50
ALL LEVELS	Administration charge for late collection of certificate (collection after 1 year from result release date)	\$160.50
ALL LEVELS	** Medical Insurance	\$107.00
ALL LEVELS	* ICA Application Processing Fee	\$32.10
ALL LEVELS	* <b>Student Pass Application Fee</b>	\$64.20

\* PT = Part Time Student; FT = Full Time Local and International Student

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

## Receipts

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

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

## Fees Protection Scheme (FPS)

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

GSTM purchase insurance protection from an appointed insurance company from the CPE. GSTM appointed insurance company is Lonpac Insurance Bhd as the provider of all policies taken out as part of the fee protection scheme. The policy number for FPS is Z/19/BM00/000736.

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

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

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



## Medical Insurance

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

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

For Group Hospital & Surgical Insurance:

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

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

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

## Enrolment Policy for New Students

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

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

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

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

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

## Student Portal Account, Student Card and Course Materials

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

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

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

## Forms

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

## Student Pass for International Students

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

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

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

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

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

## Important Contact Numbers in Singapore

### Emergency Services

Police	999
Ambulance	995
Fire Brigades	995

### General

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

### Transport

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

All courses are registered with by CPE. Please visit website of CPE: [www.ssg.gov.sg/cpe/pei.html](http://www.ssg.gov.sg/cpe/pei.html) for details.

**Bachelor of Science (Honours) Top-Up (Level 6 – Equivalent to University Year 3)**

- Construction Management
- Quantity Surveying
- Real Estate
- Building Surveying

**Advanced Diploma (Level 5 – Equivalent to University Year 2)**

- \*Electrical and Electronic Engineering/ Mechanical Engineering (12 months)
- Construction Management
- Quantity Surveying
- Real Estate Management
- Facilities Management

**Specialist Diploma (Level 4 – Equivalent to University Year 1)**

- \*Electrical and Electronic Engineering/ Mechanical Engineering
- Civil Engineering & Construction
- Quantity Surveying
- Real Estate Management
- Facilities Management

**Diploma Specialized Courses (Level 3 – Equivalent to University Foundation Year)**

- Civil Engineering
- Mechanical Engineering
- Electrical & Electronics Engineering
- Building Surveying-Facilities
- Marine Engineering
- Chemical Process Engineering

**Awarded by**

**GSTM**  
Global School of Technology & Management

\*Articulation arrangement is in the progress.

**Note:**

All applications for BSc (Hons) Top up Programmes are subjected to the approval of Birmingham City University.

The time-table and classroom venue, please refer to your Student Portal Account or Student Support/Services Department.

For Module Description, please visit our website: <http://gstm.edu.sg/maincourse-listing.php>

**Time Limits for the Programme**

The maximum period of registration allowed for all course is **36 months respectively**.

This maximum period of registration can be exceptionally extended by the Examination Board when serious medium or long-term circumstances mean that a student is unable to study for significant periods of time within the period of registration and it, therefore, becomes impossible for a student to complete his/her programme within the designated period.

This provision is not designed to be used to extend the period of registration by an extra semester or year due to short-term or temporary illness. A formal appeal for an extension is to be made in writing with supporting documents are required. Any decision relating to appeal for an extension of the study will be made at the sole discretion of GSTM and that shall be final.

# Teaching & Learning

## Quality of Teaching

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

## Teaching and Learning Strategies

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

## Reading

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

## Private Study

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

## Study Groups

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

## Good Time Management

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

## Language of Delivery and Assessment

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

## Academic Teaching and Support

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

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

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

## Teacher – Student Ratio

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

## Data Protection Scheme

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

## Non-Discriminatory Policy

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



# Refund Policy

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

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

Refunds are based on the following terms and conditions:

% 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.

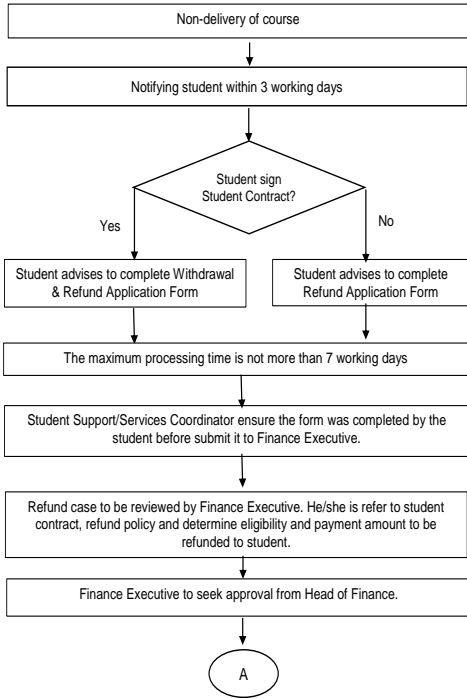
GSTM will communicate to student on the computation of the refund amount. The refund to the student an amount based on the table in Schedule D Refund Table as stipulated at Standard PEI Student Contract. GSTM will refund student in the form of a cheque. GSTM will notify the student via email or phone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

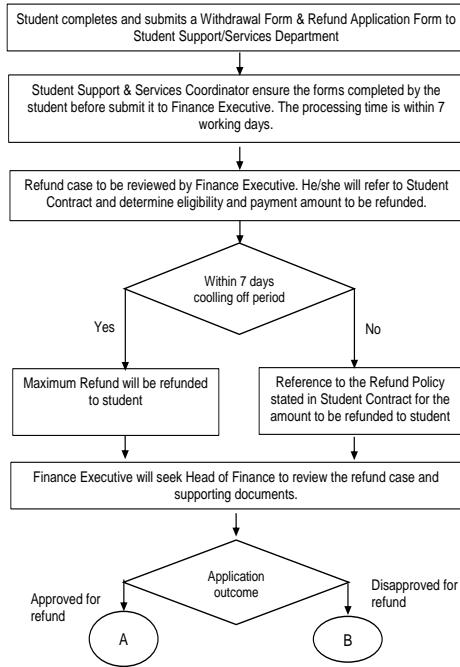
- Processing time of refund is seven (7) working days from the complete receipt of the supporting documents. Refund received after 12pm is considered as submission on the next working day.
- Refund, when approved, will be made via Crossed Cheque, made to student's name. If cheque is to be made to a 3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

# Refund Policy

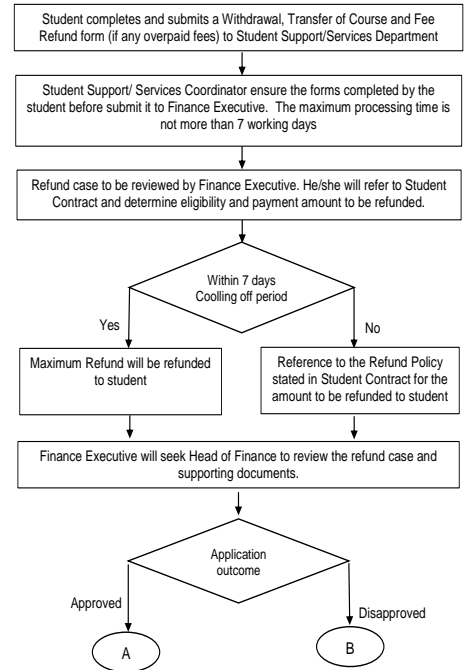
## Refund for withdrawal due to non-delivery of course



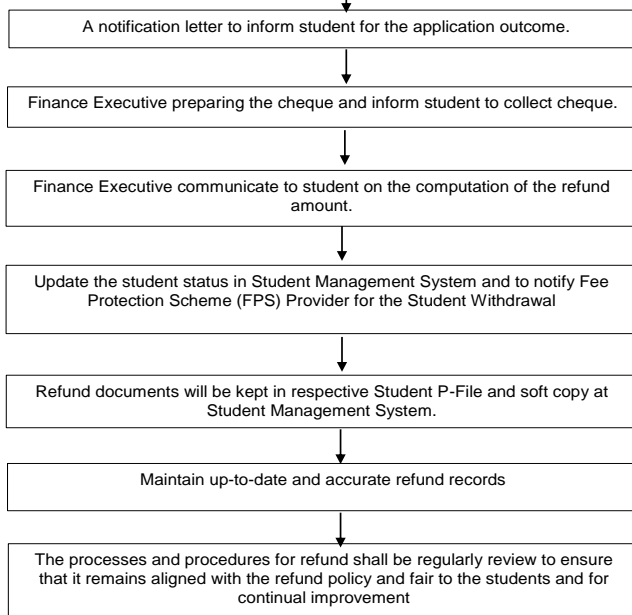
## Refund for withdrawal course



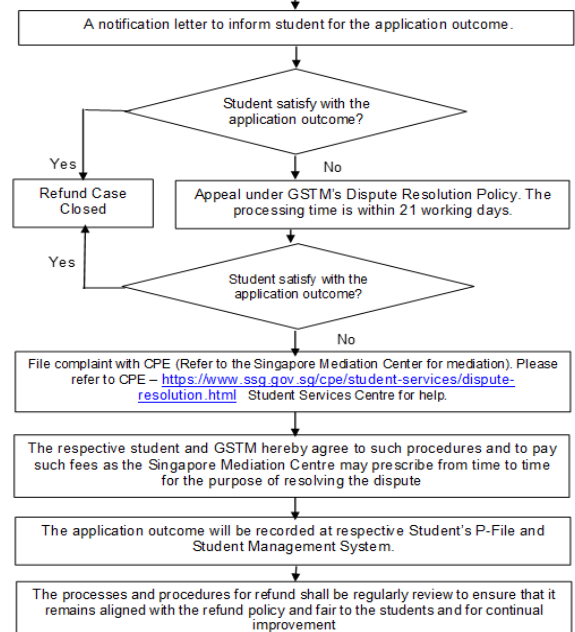
## Refund for transfer of course



A



B



# Course Transfer Policy

## Course Transfer Policy

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

### Transfer to another course

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

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

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

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

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

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

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

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

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

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

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

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

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



# Withdrawal Policy

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

## Course withdrawal

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

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

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

Circumstances in which a withdrawal application will be granted:

- Withdrawal caused by GSTM
- Withdrawal caused by students

## Withdrawal caused by GSTM

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

In the event that GSTM:

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

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

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

Under circumstances (I) to (V), the student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and any Miscellaneous Fees already paid should the student decide to withdraw, within seven (7) working days of the above notice.

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

## Withdrawal caused by students

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

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

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

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

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

# Deferment Policy

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

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

The conditions for granting of deferment:

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

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

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

## Types of Deferment

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

## Deferment Procedure

### a) Course Deferment

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

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

### b) Module Deferment

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

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

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

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

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

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

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

Student can apply for the consideration for:

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

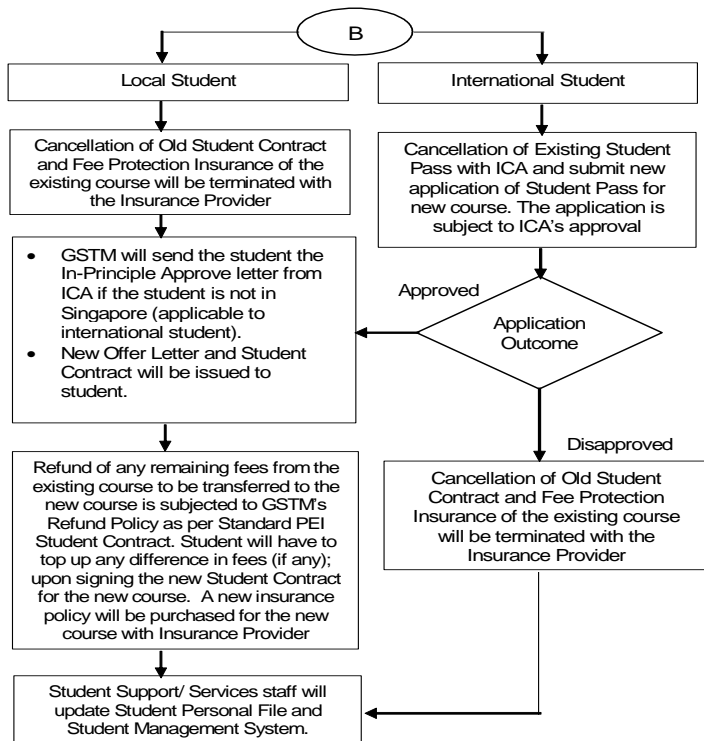
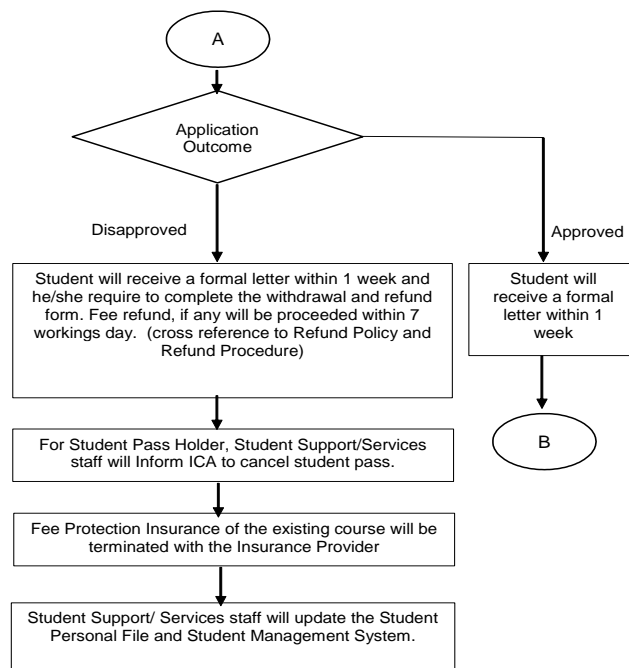
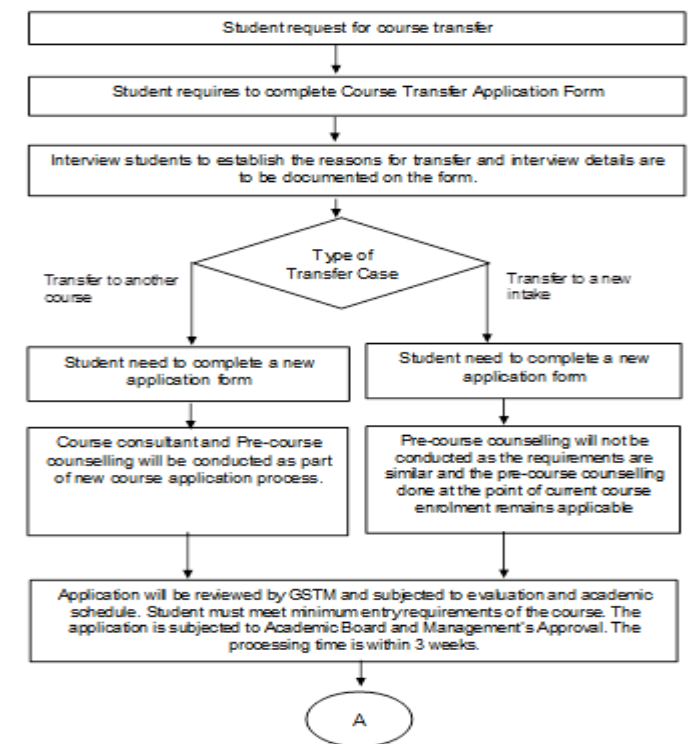
Student needs to complete the Course Deferment Form for module offered by GSTM or Extenuating Circumstances Claim Form for module offered by University Partner. The application is subjected to the approval by the GSTM and/or University Partner.

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

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

# Course Transfer Procedures

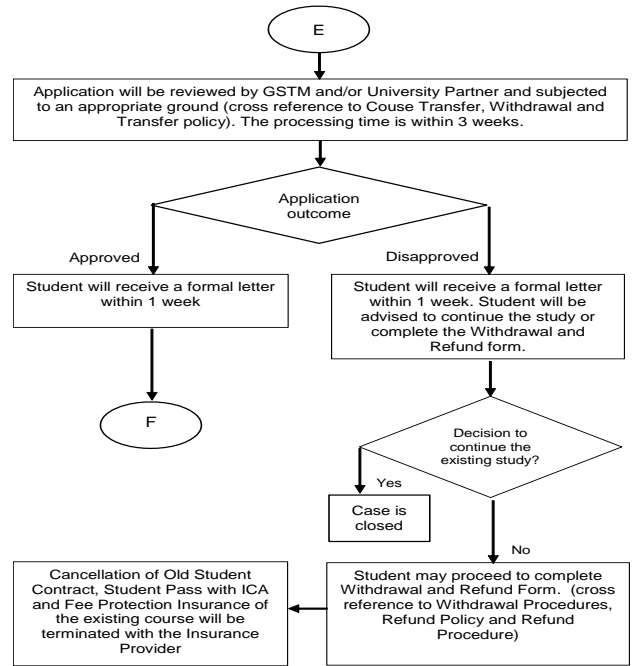
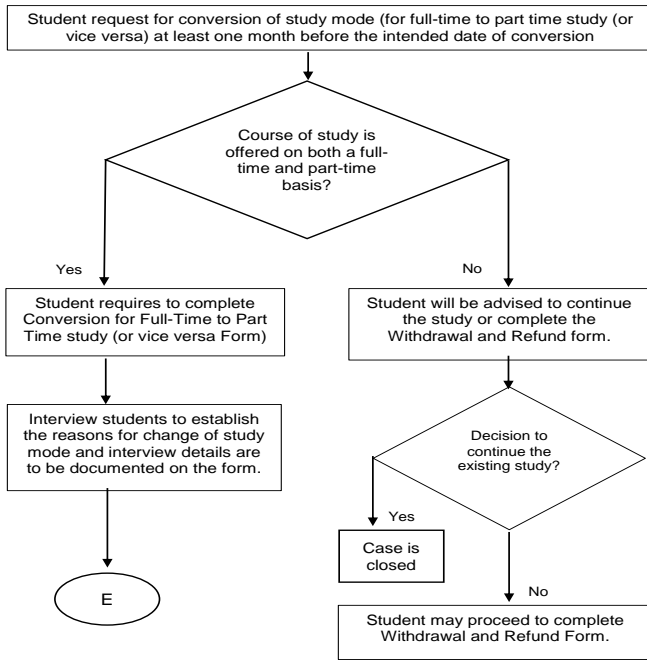
## Transfer to another course offered by GSTM Procedure



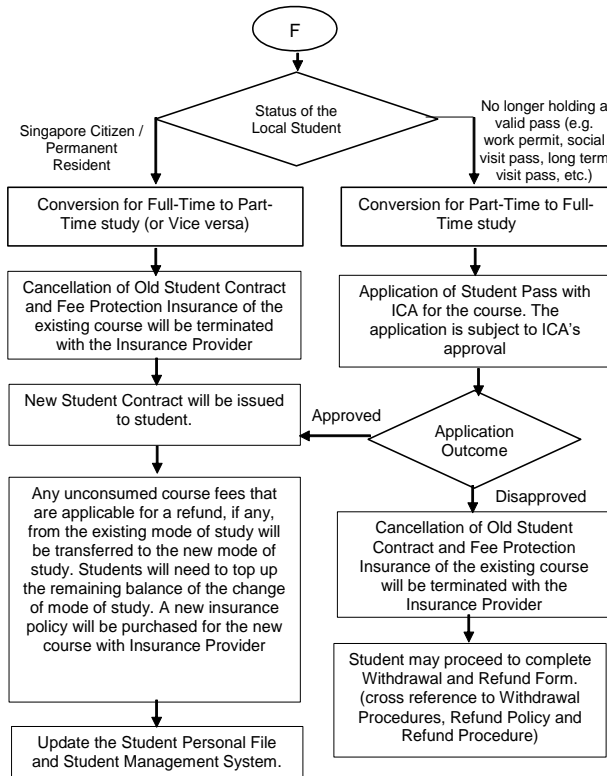
Note: Student enrolling to BCU's programmes, please refer to BCU Student Handbook.

# Course Transfer Procedure

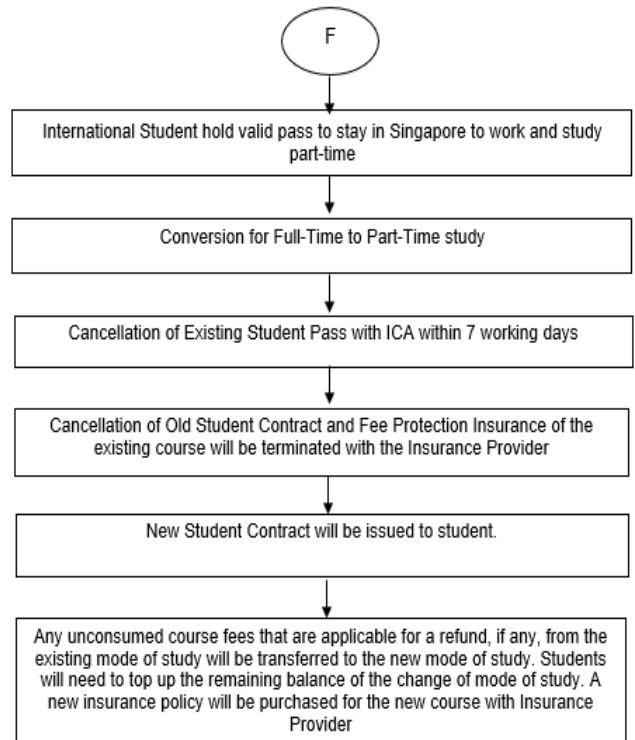
## Conversion for Full-Time to Part Time study (or vice versa) for existing student process



## Conversion of Study Mode for Local Students

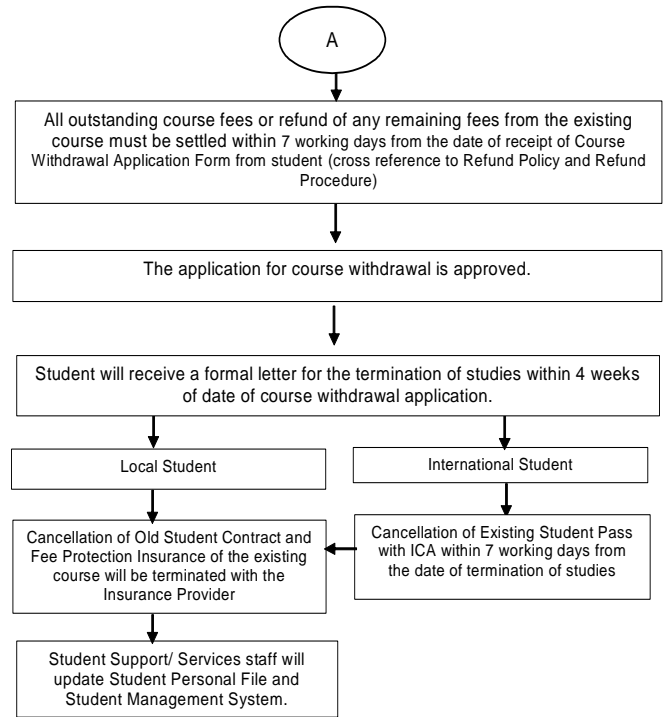
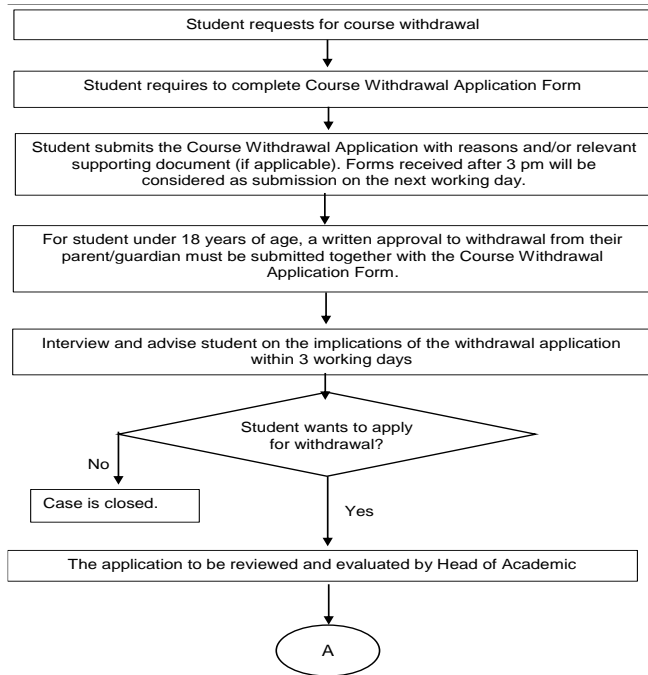


## Conversion of Study Mode for International Students



# Withdrawal Procedures

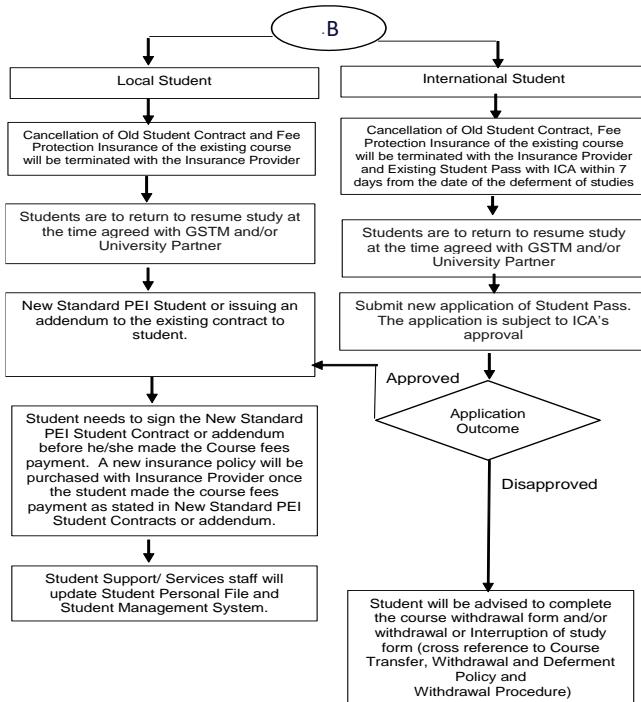
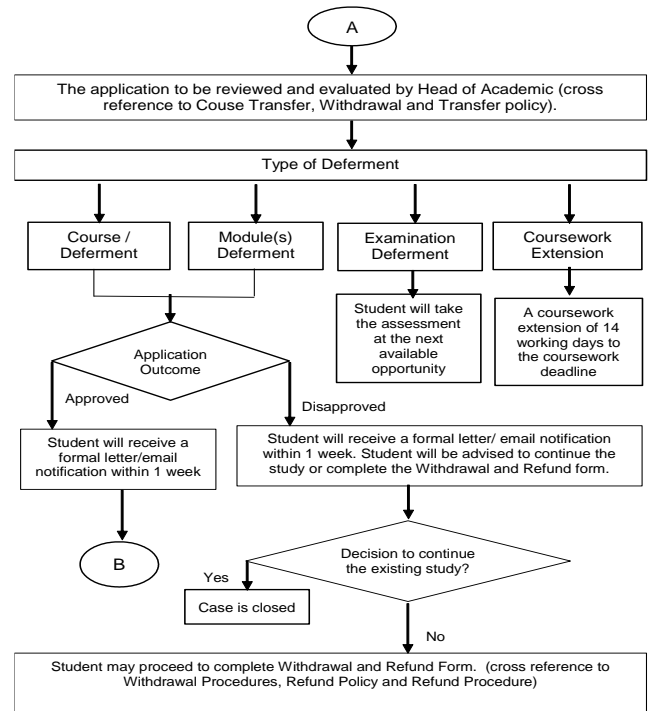
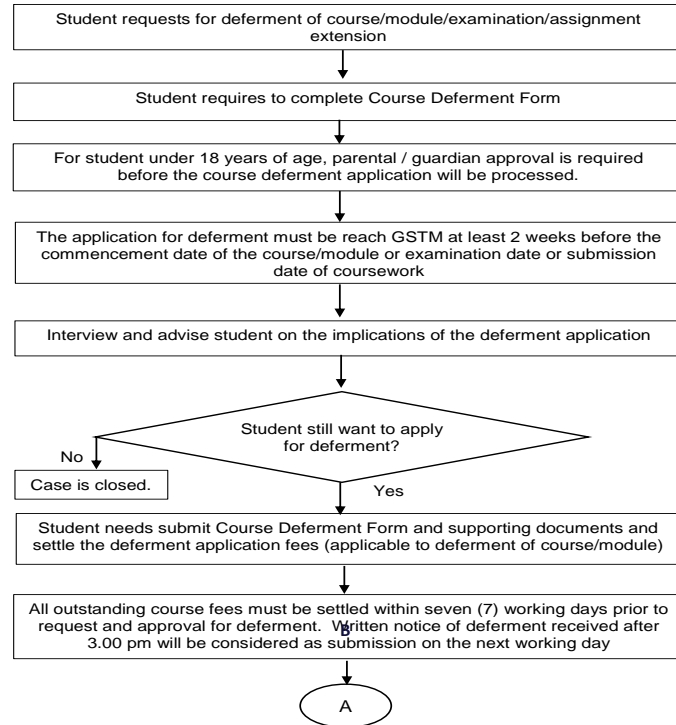
## Withdrawal of Study for course offered by GSTM



Note: Student enrolling to BCU's programmes, please refer to BCU Student Handbook.

# Deferment Procedures

## Students studying GSTM's course



**Note:** Student enrolling to BCU's programmes, please refer to BCU Student Handbook.

# Student Code of Conduct

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

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

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

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

## Disciplinary Rules and Regulations

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

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

## Disciplinary Actions, Suspensions and Expulsion

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

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

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

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

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

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

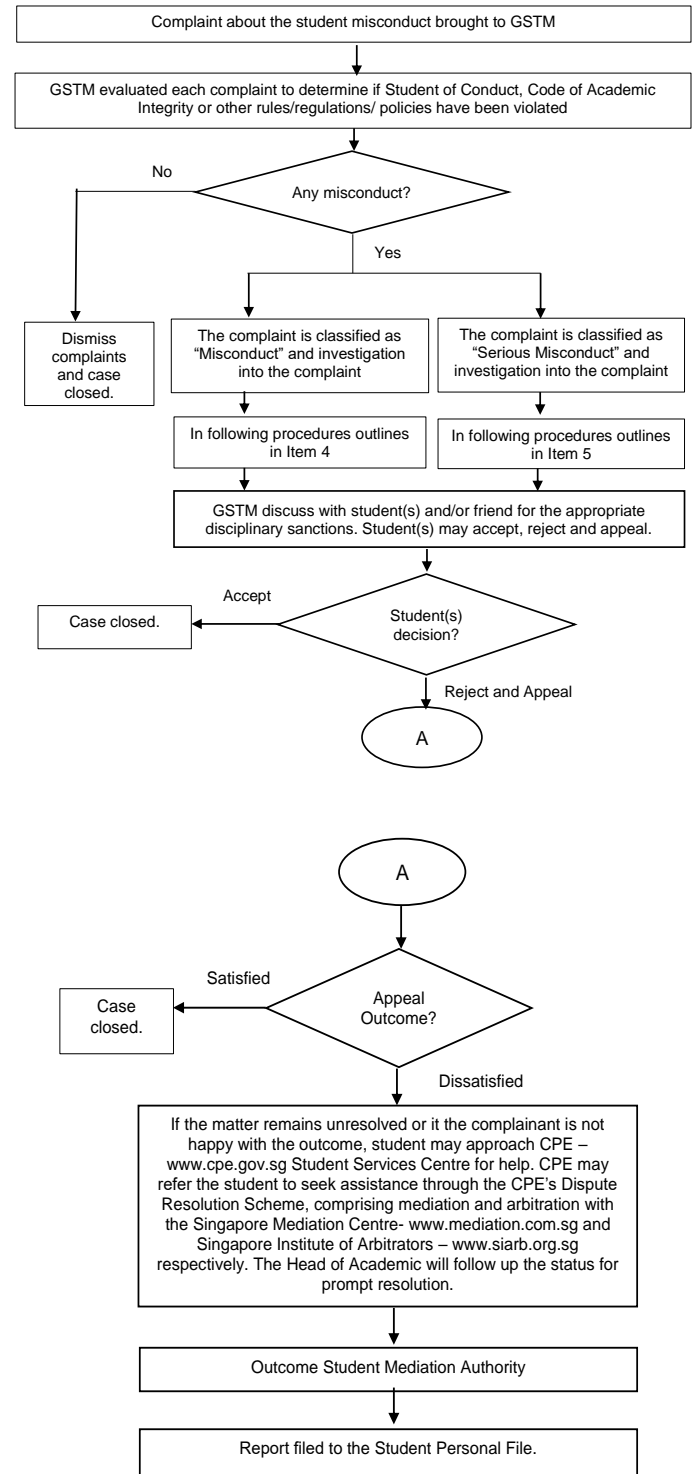
For expulsion process, it shall be initiated upon evidences of misconduct that can contravene school integrity and its reputation. The decision made by the Director of the school in consultation with Academic Board and related person involved (lecture inputs and other students) shall be the final outcome.



# Examples of Offences

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

## Student Disciplinary Procedures





# Attendance Policy

## Student Attendance Policy

The Student Support/ Services and Academic Department monitors and manages student attendance in order to maximise the opportunities of all students to learn.

The Student Support/Services Department will manage student attendance in accordance with the Student Attendance Procedures. This includes:

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

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

**Example:** For May 2017 Academic Term

Total number of lesson for the May 2017 Academic Term: 12 Lessons  
Each day of absent is computed as  $1/12 \times 100\% = 8.3\%$

## Attendance policy for International students under ICA requirements

GSTM manages the compliance to ICA requirements by

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

## Attendance Policy for Examination eligibility

All students are required to achieve minimum 75% attendance of a module, in order to be eligible to sit for the respective examinations. However, due to ICA's regulations, international students must comply with a minimum 90% monthly attendance. The Head of Academic may allow the students to sit in the examination taking into account of the students' conducts and disciplinary behaviour in school if the attendance of the students fails within 10% variance from the criteria of the attendance policy.

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

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

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

## Issuance of Warning Letters for Part Time Students

For Diploma (Specialized) and Specialist Diploma Programmes:

Attendance / Absence Trigger	Intervention
Overall Attendance drops below 80% (excluding approved absences)	<p><b>1 - 1.5</b></p> <p>1<sup>st</sup> Attendance Warning The student is notified by a warning letter (via email) – First Warning Letter - that they have not achieved the attendance rate of 80% for the module. Attendance under 80% is recorded in the student's personal file at Student Management System.</p> <p>1<sup>st</sup> Warning Letter sent to student. The student is encouraged to speak to the Student Support/Services staff about reasons for class absences and must complete the Explained Absence Form within 5 working day with supporting documents to GSTM.</p>
Overall Attendance drops below 75% (excluding approved absences)	<p><b>2</b></p> <p>2<sup>nd</sup> Attendance Warning - Under 75% Attendance notice The student is notified in a warning letter (via email) – Second Warning Letter - that they have failed to meet the School's minimum attendance requirement.</p> <p>Students must achieve a 75% attendance to be eligible to sit for exam.</p> <p>Attendance under 75% is recorded in the student's personal file at Student Management System and may affect the outcome of any academic appeal the student may lodge in the future.</p> <p>Students who are on Conditional Academic Status whose attendance drops below 75% are deemed to be in breach of the attendance condition of their enrolment which may affect any future enrolment.</p> <p>2<sup>nd</sup> Warning Letter sent to student – not eligible to sit for exam. The student is encouraged to speak to the Student Support/Services staff about reasons for class absences and must complete the Explained Absence Form within 5 working days with supporting documents to GSTM.</p>
Overall Attendance drops below 70% or Student has missed all classes in the previous 2 weeks	<p><b>2.5</b></p> <p>The student is notified in a letter (via email) – the Final Warning Letter - that attendance is below the School's minimum attendance requirement. Attendance below 70% are deemed in breach of attendance requirement and recorded in the student personal file at Student Management System.</p> <p>Final Warning Letter sent to student. The Student Support/Services Staff will make contact with student to ensure that there are no welfare concerns. The student will be requested to make an appointment with Student Support and Service Staff within 3 working days.</p> <p>Failure to make appointment within 3 working days, and/or further absences will subject to disciplinary action up to and including termination of student status.</p>
Overall attendance drops below 65%	<p><b>3</b></p> <p>A Student Support/Services Staff will make direct contact with the student to ensure that there are no welfare concerns. The student must attend an interview with a Student Support/Services Staff and complete Withdrawal Form.</p> <p>A Termination Letter sent to Student. Termination student status is recorded in the student personal file at Student Management System.</p>

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

# Attendance Policy

## Issuance of Warning Letters for Part Time Students

For Advanced Diploma Specialist Diploma Programmes:

Attendance/ Trigger	Absence	Intervention
Overall Attendance drops below 80% (excluding approved absences)	1.5 - 2	<p>1<sup>st</sup> Attendance Warning - Under 80% Attendance notice The student is notified that they have absent twice for the module. Attendance under 80% is recorded in the student's personal file at Student Management System.</p> <p>1<sup>st</sup> Warning Letter sent to student. The student is encouraged to speak to the Student Support/Services staff about reasons for class absences and must complete the Explained Absence Form within 5 working day with supporting documents to GSTM.</p>
Overall Attendance drops below 75% (excluding approved absences)	2.5	<p>2<sup>nd</sup> Attendance Warning - Under 75% Attendance notice The student is notified in a warning letter (via email) - Second Warning Letter - that they have failed to meet the School's minimum attendance requirement.</p> <p>Students must achieve a 75% attendance to be eligible to sit for exam.</p> <p>Attendance under 75% is recorded in the student's personal file at Student Management System and may affect the outcome of any academic appeal the student may lodge in the future. Students who are on Conditional Academic Status whose attendance drops below 75% are deemed to be in breach of the attendance condition of their enrolment which may affect any future enrolment.</p> <p>2<sup>nd</sup> Warning Letter sent to student - not eligible to sit for exam. The student is encouraged to speak to the Student Support/ Services staff about reasons for class absences and must complete the Explained Absence Form within 5 working days with supporting documents to GSTM.</p>
Overall Attendance drops below 70% or Student has missed all classes in the previous 2 weeks	3	<p>The student is notified in a letter (via email) - the Final Warning Letter - that attendance is below the School's minimum attendance requirement. Attendance below 70% are deemed in breach of attendance requirement and recorded in the student personal file at Student Management System.</p> <p>Final Warning Letter sent to student. The Student Support/Services Staff will make contact with student to ensure that there are no welfare concerns. The student will be requested to make an appointment with Student Support/Service Staff within 3 working days. Failure to make appointment within 3 working days, and/or further absences will subject to disciplinary action up to and including termination of student status.</p>
Overall attendance drops below 65%	3.5	<p>A Student Support/Services Staff will make direct contact with the student to ensure that there are no welfare concerns. The student must attend an interview with a Student Support/Services Staff and complete Withdrawal Form.</p> <p>A Termination Letter sent to Student. Termination student status is recorded in the student personal file at Student Management System.</p>

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

## Issuance of Warning Letters for Part Time Students

For Bachelor (Hons) Top Up Degree Programmes offered by University Partner:

Attendance / Trigger	Absence	Intervention
Overall Attendance drops below 80% (excluding approved absences)	2	<p>1<sup>st</sup> Attendance Warning - Under 80% Attendance notice The student is notified that they have absent twice for the module. Attendance under 80% is recorded in the student's personal file at Student Management System.</p> <p>1<sup>st</sup> Warning Letter sent to student. The student is encouraged to speak to the Student Support / Services staff about reasons for class absences and must complete the Explained Absence Form within 5 working day with supporting documents to GSTM.</p>
Overall Attendance drops below 75% (excluding approved absences)	3	<p>2<sup>nd</sup> Attendance Warning - Under 75% Attendance notice The student is notified in a warning letter (via email) - Second Warning Letter - that they have failed to meet the School's minimum attendance requirement.</p> <p>Students must achieve a 75% attendance to be eligible to sit for exam.</p> <p>Attendance under 75% is recorded in the student's personal file at Student Management System and may affect the outcome of any academic appeal the student may lodge in the future.</p> <p>Students who are on Conditional Academic Status whose attendance drops below 75% are deemed to be in breach of the attendance condition of their enrolment which may affect any future enrolment.</p> <p>2<sup>nd</sup> Warning Letter sent to student - not eligible to sit for exam. The student is encouraged to speak to the Student Support/ Services staff about reasons for class absences and must complete the Explained Absence Form within 5 working days with supporting documents to GSTM.</p>
Overall Attendance drops below 70% or Student has missed all classes in the previous 3 weeks	3.5	<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% are deemed in breach of attendance requirement and recorded in the student personal file at Student Management System.</p> <p>Final Warning Letter sent to student. The Student Support/Services Staff will make contact with student to ensure that there are no welfare concerns. The student will be requested to make an appointment with Student Support and Service Staff within 3 working days.</p> <p>Failure to make appointment within 3 working days, and/or further absences will subject to disciplinary action up to and including termination of student status.</p>
Overall attendance drops below 65%	4	<p>A Student Support/Services Staff will make direct contact with the student to ensure that there are no welfare concerns. The student must attend an interview with a Student Support and Services Staff and complete Withdrawal Form.</p> <p>The withdrawal form will be submitted to University Partner.</p> <p>A Termination Letter sent to Student. Termination student status is recorded in the student personal file at Student Management System.</p>

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

# Attendance Policy

## Issuance of Warning Letters for Full Time Students

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

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

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

## Termination for Part Time Students

If the student's overall attendance drops below 65% or student has missed all classes in the previous 2 weeks (for student enrolled to Diploma (Specialized)/ Specialist/ Advanced Diploma Programme) and 3 weeks (for students enrolled for courses of the University Partner) without any valid reasons or without prior consent or valid approved leave, the student may be terminated from GSTM and/or University Partner.

## Termination for Full Time Students

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

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

## Approved Leaves

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

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

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

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

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

- Diploma / Specialist / Advanced Diploma Programme- 2 weeks of consecutive Absence without reason for student
- Degree Programme offered by University Partner- 3 weeks of consecutive Absence without reason for student

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

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

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

Any approves leave of absence more than 25% of a module will be advised to apply deferment of his/her study. Student is required to achieve at least 75% attendance requirements.

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

# Student Support

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

## Range of Student Support Services

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

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

## Orientation Program

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

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

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

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

## Student Handbook

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

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

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

# Student Support

## Student Welfare Services

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

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

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

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

## Workshops

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

Example of Workshops (open for all students) including:

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

## Peer Mentor Program

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

## Academic and Learning Support

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

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

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



# Student Support

## Counselling Services

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

### 1) Pre-Course Counselling

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

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

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

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

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

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

### 2) Pastoral Counselling

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

The objectives of Pastoral Counselling are:

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

Pastoral counselling services include:

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

## Academic Counseling

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

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

## Behaviour, Social and Emotional Counseling

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

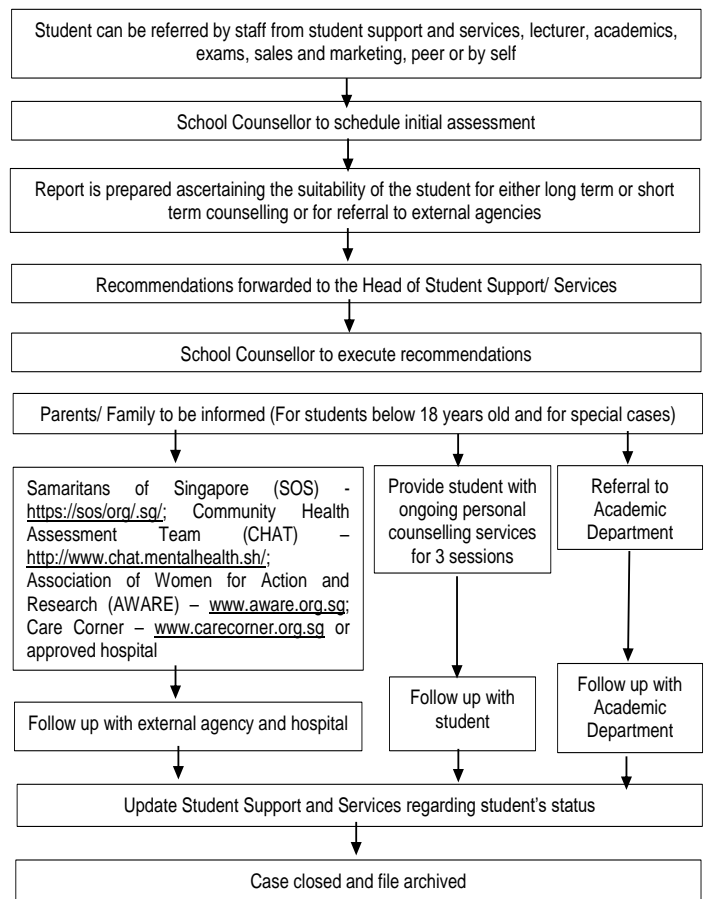
Students will be taught to accept responsibility for their behavior at School and understand consequences of breaches of school rules.

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

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

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

### Pastoral Counselling flow chart



# Student Support

## Critical Incident

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

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

Critical incidents are not limited to, but could include:

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

## Holistic Care for International Students

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

## Student Feedback and Evaluation and Service Quality

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

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

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

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

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

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

## Advice on Future Study

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

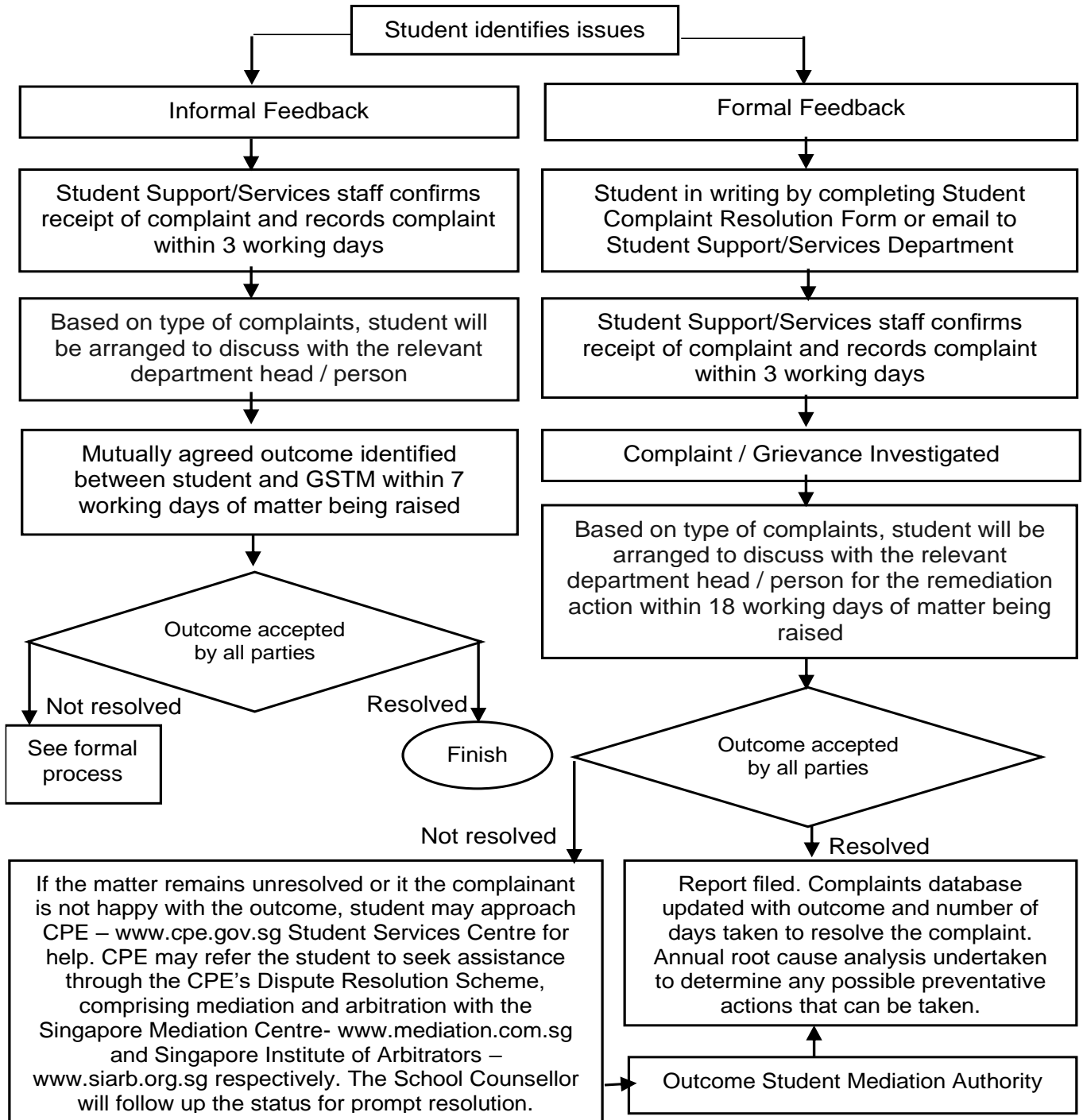
## Career Guidance

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

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



# Student Complaint/ Grievance Procedure





## Academic Progress

GSTM is progressively monitor the student performance result of each subject throughout the duration of the program, result that is poor, the student shall be provide with counselling in assessing his/her weakness or other matter that can have effect on his/her study (e.g. career demand, family problem). A re-sit or retake of the subject may be recommended to the student and the discretion is in the jurisdiction of the student decision. Relevant fees shall be applied as indicated in the miscellaneous fees.

## Assessment Methods

The assessment methods for individual programme as follows:

Assessment Method	Level 3: Diploma (Specialized)	Level 4: Specialist Diploma	Level 5: Advanced Diploma
Assignment (Case study and/or project- based work (Individual/ Group/ Combination)	100% (Mini- Projects)	70% (Minimum 1000 Words)	70% (Minimum 2000 Words)
Examination	0%	30%  Examination Duration: 2 hours  Examination Structure:  Section A (20 marks) To answer 20 Multiple Choice Questions  Section B (80 marks) To answer 4 out of 5 Questions (Combination of short and long essay question focus on application of theory)	30%  Examination Duration: 3 hours  Examination Structure:  Section A (60 marks): To answer 4 out of 6 Short Essay Questions  Section B (40 marks): To answer 2 out of 3 Long Essay Questions, focus on application of theory

**Note:** For student enrolling to BSc (Hons) Top Up Degree awarded by Birmingham City University (BCU), please refer to BCU Student Handbook.

## Submission of Work for Assessment

### Rules

The submission of work for assessment is the responsibility of the student alone.

- 1) All written assignments are received in soft copy through Turnitin (on or before the due date).
- 2) Students facing problem to upload the soft copy of written assignments shall submit in hard copy with Assignment Cover Sheet duly notarised and dated as proof of submission to office. Without proof of submission, GSTM takes no responsibility for any assignment that goes missing. This assignment is deemed a failure in such circumstances.

## Late Submission of Assignment Report

- 1) For late submission of assignment, if you do not have exceptional circumstances but submit your first attempt of an assessment *after* the published deadline, the maximum mark can be awarded will be the pass mark for the module, provided the submitted your work is no more than 5 working days after the published deadline.
- 2) Work submitted more than 5 working days after the published deadline will not be marked and will be deemed to have failed an attempt at the assessment.
- 3) A re-assessment attempt after the published deadline will be deemed to have failed the re-assessment and the coursework will be returned to student unmarked.
- 4) If a student has long term problems which you think are likely to last more than three weeks, student should ask your personal tutor whether you should apply to withdraw temporarily from the course.

Please refer to the individual module study guide for the assessment and examination component weightage.

## Exceeding Word Limits

A written assignment must not exceed the maximum word limit set for that assignment. Students are required to enter an accurate word count on the Assignment Cover Page. Failure to submit work for assessment which satisfies any constraints such as word limits incurs mark penalties, as set out in the Academic Regulations.



# Student Assessment

All assessment should be:

- **Transparent:** all parts of the assessment process are explicit and readily accessible
- **Equitable:** all assessment is fair, taking account of learning requirements and actively removing barriers to achievement, and operates through consistent application of criteria
- **Valid:** assessment is seen as integral to student learning and fit for purpose, particularly in relation to level, content and intended learning outcomes
- **Just:** there are effective mechanisms that deal with breaches of assessment regulations and can resolve appeals against assessment decisions.
- **Reliable:** assessment is accurate, verifiable, agreed and consistent, criterion-referenced and moderated
- **Enabling:** All students have the best possible opportunity to demonstrate their learning to the best of their potential

Formal assessment must enhance effective learning and contribute, both short-term and long-term, to improved teaching and learning practices. Assessment must align with the intended learning outcomes of the courses and supported by appropriate teaching and learning activities.

Assessment practices will have a substantial impact on student learning with respect to appropriate academic practices and promote ethical academic conduct.

Assessment provides high quality and timely feedback to students, promoting improvement and facilitating a positive attitude to future learning. Courses and modules will include a variety of assessment methods to allow a range of learning outcomes to be appraised. Assessment will be inclusive and equitable ensuring that they do not disadvantage any group or individual. If a student wishes to appeal against the assessment strategies of a particular unit, the appropriate process (outlined in Academic Appeal Policy and Procedure) should be followed.

## Notification form of Assessment

At the student orientation, students are briefed on the minimum academic requirements of specific course/module. All this information is also available in the GSTM and BCU Student Handbook (for students enrolled in BCU courses).

Students are also briefed on the Assessment and Student Learning Overview including:

- Learning objectives and outcomes are linked to modes of assessment.
- Student feedback and module review form will be collected from student and lecturer

GSTM and/or University Partner also communicates to students the weighting of the assessments and its examination policies of the course/module. During the first lesson of class, students shall be provided with a description of the means of evaluation to be used in the module which shall include:

- the learning objective and learning outcomes of the module and lessons
- the number, nature and forms of Assessment to be used in the module
- the assessment tasks including required word counts (if appropriate), weighting, due dates and marking criteria will be specified and made available to students in the module outline
- the GSTM and/or University Partner's academic integrity policy

It is the responsibility of Students to exercise due diligence in familiarizing themselves with:

- requirements of the Assessments to which they will be subjected in their modules;
- the due date of Assessments;
- the date, time and location of their examinations;
- academic integrity;
- the conduct of examinations

## The Assessment Plan for a Course

The assessment plan for a course should enable the academic staff to engage in both formative and summative assessment.

There are five methods of assessment commonly used at the GSTM and University Partner as follow:

- Examinations: selected and /or constructed response, short and long case studies.
- Class discussion and activity (written/oral)
- Assignments (individual/ group): written, planning, problem-solving, reports, research-based, practice based;
- Assessment based on presentation (group/ Individual); and
- Assessment based on research (e.g. Honours Research Project)

Students must be provided with a clear understanding of academic expectations for each assessment task they are required to complete. Students must be given timely, constructive feedback on their work to support their progress toward achieving the learning outcomes for their module and course. The total assessment workload required of students must be proportionate with the unit's weighting.

## Assessment Schedule:

The Academic Department shall publish an annual calendar of all assessments for the programme in advance of teaching in Student Portal.

## Assessment Process:

All assessment papers shall be vetted and approved by Head of Academic and Examination Board and/or University Partner (if applicable). GSTM shall ensuring the academic integrity of the examination – printing of examination papers, invigilation of examination, marking of examination papers, secure storage and reproduction of confidential test material.

## Submission of Coursework Report

Adopt the use of Turn-it-in for all coursework report include a student declaration of originality submissions for all course. All student receives consistent treatment for late submission of coursework report as determined in Student Handbook on late submission coursework regulations. All submitted work and answer scripts (e.g. Examination) is considered for moderation, including work submitted late or with a permitted extension.

## Plagiarism

All written coursework shall be checked for originality using Turn-it-in where this is appropriate to the learning outcomes and assessment design. Failure by students to do so will be regarded as a non-submission.

# Student Assessment

## Assessment result are:

Module Lecturer is First Marker to mark all the assessment reports. GSTM appoints a Second Marker to mark all assessment reports before submit it to Examination Board. University Partner will appoint Second Marker, Third Marker (where applicable) and External Examiner for marking all the assessment reports for courses of the university partner.

Examination Board and/or University Partner (if applicable) vets and approves all assessment papers, results award; and the process of result moderation of student's work in ensuring that assessments have the consistency of scores across different academic staff or over time; assessments are reliable and fair to all students before they are released to students.

Examination Board shall conduct a post-assessment analysis to determine the students' progress related to the module learning outcomes. The Post-Assessment analysis for each module shall be considered for course review process.

Final results are released within three months upon completion of the final examination and/or assignment of the course. Students able to see their results through Student Portal Account (for student enrolled to GSTM's course) and Moodle (applicable to student enrolled to University Partner's course).

GSTM shall release appeal results within four weeks of its course. And University Partner shall release appeal results within 20 Working days.

## Internal Moderation

The school needs to be assured that robust, effective and consistent internal moderation processes are taking place in all subjects' areas across all programmes. The internal moderation systems are based on a "minimum threshold" definition of internal moderation, standard roles and standard processes as outlines below.

"To moderate" is to regulate or adjust within norms or against predetermined criteria. In practice, internal moderation with respect to assessment involves a process to ensure that the marking has taken place in a way which ensures maintenance of standards, consistency of marking and fairness to students. It does not necessarily entail a second allocation of marks (second marking), but where second marking is practiced, for example with reference to Independent Studies, this may be viewed as a test of marking as outlined in the procedures below.

All assessed work submitted for credit in programmes leading to GSTM awards shall be subject to a process of internal moderation. This policy extends to all modes of assessment and all delivery locations. Where assessed work is not in written form, every effort should be made to apply some appropriate form of moderation. Internal moderation must be carried out by Academic staff in accordance with the procedures below. Internal moderation must be carried out by a designated academic staff by GSTM.

All results shall be approved by the Examination Board before the Academic Department is allowed to release the results.

## Examination Results

### Release of Results

Examination results will be released 2 months later after examination. The results will be published at Student Notice Board. Students who have already passed a module cannot be re-assessed in or re-take that module in order to improve their module results.

### Grading System for Diploma and Advanced Diploma

Grade	Marks
HD	90 to 100
A	80 to 89
B	70 to 79
C	60 to 69
D	50 to 59
E	45 to 49
F	0 to 44

### Pass Mark

The pass mark for each module is 45%. Where the module is assessed by a combination of coursework and /or examination, a pass will be awarded where the total unit mark is at least 45%.

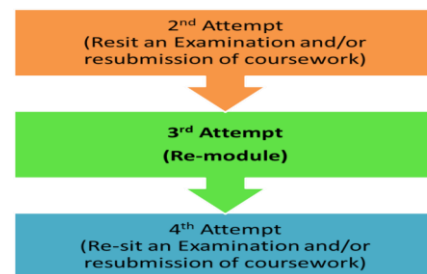
## Compensation

When the total mark for module is less than 45%, but not normally less than 43 %, and providing that no component contributing to the module assessment mark is less than 43 % the GSTM Academic & Exam board may exceptionally allow, provided it is justified by an appraisal of the student's overall performance on the course to date, including satisfactory performance in other units assessed in the same level as the unit considered for compensation. In this case the mark recorded for the unit in question will be 45%.

## Provision for Failed Candidate

### Failure in a module

The Academic and Exam board may, at its discretion, permit a student who fails in a module to make good the failure in one or another of the following ways:



Resit is granted only for those students whom have failed in their examination and/or coursework. A resit fee is applicable for each resit per module. Please refer to Miscellaneous Fees table for details and charges.

All re-sits will be scheduled in upcoming examination bands or any other date specified by the Chairman of Examination Board. A maximum number of four attempts are permitted for each module.

**Note: For students enrolling to BCU programmes, please refer to BCU Student Handbook**

# Student Assessment

## Code of Conduct for Students

Examinations can be a stressful and may lead to some students behaving out of character. While allowances should be made, especially where ill health is concerned, unacceptable behaviour cannot be condoned and must always be reported. In this context, 'behaviour' relates to actions, language, gestures and the written word.

Unacceptable behaviour (actions, language, gestures etc.) includes, but is not limited to:

- Aggression
- Threats
- Discrimination; gender, sexual orientation, race, age, religion, belief, disability etc.
- Indecent or offensive gestures and language
- Unsubstantiated allegations
- Disruptive conduct that distracts other students
- Unreasonable demands, undue persistence, bullying or harassment.
- In extreme cases of abuse or continual disruption to other students, Invigilators must contact Student Support/Services or Academic Coordinator to remove the offending student. All incidents must be recorded in a report.

The key concern is to protect students and minimise disruption. If it is less disruptive to allow a student to carry on with their exam, do so. Invigilators must note the students' details and report the unacceptable behaviour

Students seeking to gain an unfair advantage including he/she attempting to gain an unfair advantage in an exam is 'improper behaviour'.

Improper behaviour, includes, but is not limited to:

- Disregarding instructions from, or arguing with, an Invigilator
- Possession of unauthorised material (i.e. phone, notes etc.)
- Communicating with another student (giving or receiving information)
- Copying from another student
- Writing before or after the prescribed exam time
- Attempting to take away exam papers that should not be removed from an exam
- Leaving or entering the exam room without permission

If a student is later interviewed under this code of conduct for students, they will receive a copy of the Student Disciplinary Concern form

## Academic Integrity

Cheating in any form is treated seriously and it is the policy of the school that all cases of suspected cheating in the assessments or examinations are brought to immediate attention of the Examination Board of GSTM or The Board of Examiners of the University Partner (if applicable). The Board has the authority to deem the student to have failed part or all of the assessments, to determine whether the student is allowed to be reassessed and decide on other appropriate disciplinary actions.

Plagiarism is defined as "to take and use another person's thoughts, writings or inventions as one's own", and in particular copying without acknowledgement.

Copying of other students' works is also a form of plagiarism. Plagiarism has occurred when the student:

- a) does not acknowledge the work of another person or persons, or
- b) Has not identified the source or cited quotations in any work presented for assessment, or
- c) Has used images, music, video, patents or other creative materials without acknowledgement of their provenance, or
- d) Has copied another student's work without their knowledge, or
- e) Has submitted the same piece of their own work for assessment and award of credit in two (or more) modules.

If a student's work is found to contain verbatim (or near verbatim) quotation from the work of others without acknowledgement, then plagiarism has been committed.

In determining the seriousness of an act of plagiarism, the following factors are usually taken into account:

- the experience of the student;
- cultural considerations;
- the nature and extent of the plagiarism; and
- where evidence is available, the intention of the student to plagiarise.

Fabrication is falsifying or inventing any information, data, or citation; presenting data that were not gathered in accordance with standard guidelines defining the appropriate methods for collecting or generating data and failing to include an accurate account of the method by which the data were gathered or collected.

Obtaining an unfair advantage:

- a) stealing, reproducing, circulating, or otherwise gaining access to examination materials prior to the time authorised by the lecturer;
- b) stealing, destroying, defacing, or concealing library materials with the purpose of depriving others of their use;
- c) unauthorised collaborating on an academic assignment;
- d) retaining, possessing, using, or circulating previously given examination materials, where those materials clearly indicate that they are to be returned to the lecturer at the conclusion of the examination;
- e) intentionally obstructing or interfering with another student's academic work; or
- f) recycling one's own work done in previous classes without obtaining permission from one's current lecturer; or
- g) otherwise undertaking activity with the purpose of creating or obtaining an unfair academic advantage over other students' academic work.

Aiding and abetting academic dishonesty:

- a) providing material, information, or other assistance to another person with knowledge that such aid could be used in any of the violations stated above; or
- b) providing false information in connection with any inquiry regarding academic integrity.

Falsification of records and official documents: altering documents affecting academic records; forging signatures of authorisation or falsifying information on an official academic document, grade report, letter of permission or any other official School document.

# Student Assessment

## Policy

1. The foundation of good academic work is honesty. Maintaining academic integrity upholds the standards of the GSTM and University Partner.
2. The responsibility for maintaining integrity in all the activities of the academic lies with the students as well as the Academic Staff and the University Partner. Everyone must work together to ensure that the values of truth, trust and justice are upheld.
3. Academic dishonesty affects the GSTM and University Partner's reputation and devalues the academic programmes offered.
4. The GSTM and University Partner will impose serious penalties on students who are found to have violated this Policy. The following penalties may be imposed including expulsion; suspension; zero mark/fail grade; marking down; re-doing/re-submitting of assignments or reports; and verbal or written warning.

## Levels of Seriousness of Plagiarism

- **Low level plagiarism** is inadequate or incorrect citing, referencing or paraphrasing, arising mainly from a student's limited knowledge about plagiarism, or how to conform to academic conventions, poor writing skills, or from carelessness or neglect rather than intention to cheat. This would most often apply to students in their first study period but can occur with more experienced students as well.
- **Medium level plagiarism** includes failure to reference or cite adequately arising from negligence or apparent intent to deceive (where adequate knowledge of conventions would have been expected). It may also include copying other students' assignment work, collusion or recycling of previous assignments. This would likely apply to students after the first semester of their course or who have been provided with significant instruction on how to avoid plagiarism.
- **High level plagiarism** includes copied work, work completed by someone else or purchased work presented with a clear intention to deceive an assessor. This can occur when a significant proportion of the work is copied either from another student or from other sources, or when students have submitted work completed for them by someone else which may or may not be purchased. This would likely apply to students who are experienced or who are expected to understand the principles of academic integrity but may also involve less experienced students who knowingly present copied work or work they have not themselves completed.

## Using Turnitin for Plagiarism Validation Process

This process is application to Specialist and Advanced Diploma programmes. Student is required to submit their assignment report through Turnitin for Plagiarism Validation Process. The detail is as following:

Qualification Level	Plagiarism Percentage	Plagiarism Range	%	Graded Mark (GM) Reduction	Final Mark
Level 3 Diploma (Specialized) & Level 4 Specialist Diploma	40% Max	41% - 45%	10%	GM - 10%	
		46% - 50%	15%	GM - 15%	
		51% - 55%	20%	GM - 20%	
		56 - 60%	25%	GM - 25%	
		More than 61%	Fail	Fail	
Level 5 Advanced Diploma	30% Max	31% - 35%	10%	GM - 10%	
		36% - 40%	15%	GM - 15%	
		41% - 45%	20%	GM - 20%	
		46% - 50%	25%	GM - 25%	
		More than 51%	Fail	Fail	
Level 6	20%	Fail	Fail	Fail	

Once the student's check their assignment plagiarism percentage and if above, he/she has to redo the assignment or allow the final mark reduction according to this table. The Examination Board and/or University Partner is to determine the outcome of the academic dishonesty case. All proven cases of academic dishonesty should be penalized as appropriate under the circumstances. Sanctions including a reduced or failing grade should be imposed by the GSTM and/or University Partner in which the student is enrolled. The imposition of any sanction other than a private reprimand should include a statement of reasons supporting its severity. A student may appeal any finding or sanction as specified by the school holding jurisdiction.

Sanctions may include but are not limited to:

1. Reduced or failing grade.
2. A letter of reprimand.
3. A defined period of probation, with or without the attachment of conditions.
4. A defined period of suspension, with or without the attachment of conditions.
5. Exclusion from the school.
6. Notation on the official record.
7. Revocation of an awarded diploma /degree
8. Any appropriate combination of 1-8 above.

Student will be notified for the outcome by Academic Coordinator. The Academic Coordinator will record the student's mark in the examination database. Students may appeal in writing to GSTM and/or University Partner if they are dissatisfied with the results.

## Due Process and Student Rights

Students charged with academic dishonesty may not change their registration in a course in which the charge is pending or in which a finding of academic dishonesty has been made. In all cases involving academic dishonesty, the student charged or suspected shall, at a minimum, be accorded the following rights:

1. Prompt investigation of all charges of academic dishonesty, to be conducted, insofar as possible, in a manner that prevents public disclosure of the student's identity.
2. Reasonable written notice of the facts and evidence underlying the charge of academic dishonesty and of the principle(s) of academic integrity said to have been violated.
3. Reasonable written notice of the procedure by which the accuracy of the charge will be determined
4. Reasonable time, if requested, within which to prepare a response to the charge.
5. A hearing or meeting at which the student involved may be heard and the accuracy of the charge determined by a neutral decision maker.
6. Review of any adverse initial determination, if requested, by an appeals committee to whom the student has access in person. Generally, implementation of sanctions will be suspended until all appeals made by the student have been exhausted.
7. Final review of an unsuccessful appeal, if requested by the student, by the Examination Board.

## Consequences of Cheating and/or Plagiarism

Any students found cheating/ attempting to cheat in examinations or caught for plagiarism, will be considered as failed in the respective examination or coursework. The lecturer or exam invigilator would record the student's name and the student will be warned and issued a cheating or plagiarism incident notice by the GSTM Examination Board.

The student would have to sign to acknowledge receipt of this letter.

### 1<sup>st</sup> Offence

- Respective students will receive "F" for the module. His/her results will be indicated in their personal file.

### 2<sup>nd</sup> Offence

- Respective students will receive "F" for the module. His/her results will be indicated in their personal file; or
- Suspension or expulsion from the school; or
- Transcript indicates academic suspension or expulsion due to academic offence.

## Notice to Students on Suspension or Expulsion

Students are warned and/or informed privately on their discipline. If a student is suspended, GSTM will notify him/her verbally and a written notice to this effect will follow

# Appeal Policy

## Academic Appeal Policy

Examination Board and/or University Partner is responsible for maintaining standards that promote academic integrity and student success.

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

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

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

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

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

## Grounds for Academic Appeal

A student has the right to appeal against that decision of the Examination Board and/or University Partner on the following grounds:

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

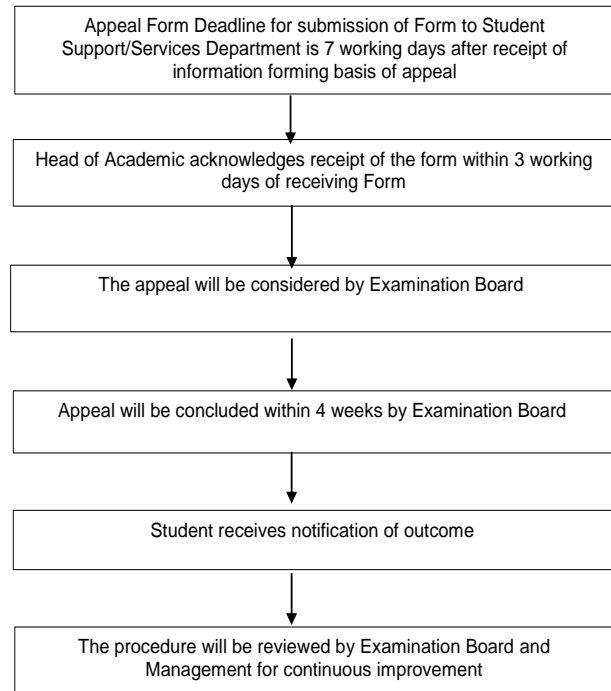
## Timelines for Academic Appeal

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

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

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

## Academic Appeals Procedure for course awarded by GSTM



**Note: For student enrolling to BSc (Hons) Top Up Degree awarded by Birmingham City University (BCU), please refer to BCU Student Handbook.**

## Progression Requirements

### Normal Progression Requirements

A student who would like to progress from Diploma (Specialized) to Specialist Diploma must successfully complete all modules at the Diploma (Specialized) Level. The application fee will be waived off.

A student who would like to progress from Specialist Diploma to Advanced Diploma must successfully complete all modules at the Specialist Diploma Level. The application fee will be waived off.

A student who would like to progress from Advanced Diploma to Bachelor (Hons) Degree (Top Up):

- Those who successfully complete all modules at the Specialist Diploma Level and Advanced Diploma Level must complete bridging modules; or
- Those who have successfully completed all modules at the Advanced Diploma Level must have at least 4 years of relevant working experiences and supported with relevant and valid APL documents.

### Conditional Progression Requirements

A student who would like to progress from Diploma (Specialized) to Specialist Diploma may be allowed to conditionally progress if they have failed only 1 module at the Diploma (Specialized) level. In order to be allowed to conditionally progress, students must complete the incomplete module, as stipulated in the Conditional Progression Form, before being allowed to receive the award

A student who would like to progress from Specialist Diploma to Advanced Diploma may be allowed to conditionally progress if they have failed only 1 module at the Specialist Diploma level. In order to be allowed to conditionally progress, students must complete the incomplete module, as stipulated in the Conditional Progression Form, before being allowed to receive the award.

Students who would like to progress from Advanced Diploma to Bachelor (Hons) Degree (Top Up) may or may not be received the conditional progress if they are waiting for final results. All decision is subjected to the University Partner.

**Note:** Student enrolling to BCU's programmes, please refer to BCU Student Handbook.

## Awards and Graduations Policy

### Condition of Entry to Graduation

To graduate, students must:

- complete satisfactory for all modules within the stipulated duration as required by individual programmes of study
- achieve at least a minimum of 75% overall attendance of the course
- adherence to Student Code of Conduct
- clear all financial obligations prior to the payment deadline with GSTM

### Issuance of Certificate and Transcript

Certificate and Transcript will be awarded within 3 months after the student successful pass all the modules.

### Graduation Ceremony

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

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

### Top Student Awards

The Top Student Award is presented to a graduate who has achieved the highest course weighted average score of their diploma program and signifies that they have excelled in their course.

**Note:** Student enrolling to BCU's programmes, please refer to BCU Student Handbook.

