

**GSTM DIPLOMA (SPECIALIZED)/  
SPECIALIST DIPLOMA / ADVANCED  
DIPLOMA PROGRAMMES  
STUDENT HANDBOOK 2017/2018**



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## Message by CEO

Dear Students in Global School of Technology and Management (GSTM):

GSTM extends you a warm welcome. 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 you 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.

With best wishes,

**Mr. Linus Wang**  
**President / CEO**  
**Global School of Technology and Management**

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## 1.0 About Global School of Technology and Management (GSTM)

Global School of Technology and Management (GSTM) established in July 2007, in Singapore. GSTM is a dynamic, modern learner centre provider dedicated to provide quality programmes that are academically stimulating and rewarding careers in the building, construction and the built environment industry and in the ever-changing world economy. There are currently more than 300 students studying at GSTM, with students from Singapore, Malaysia, China, Myanmar, India and other Asia Pacific region countries.

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

## 1.1 Quality Assurance @ GSTM

### 1.1.1 Committee for Private Education (CPE) Singapore

The Committee for Private Education (CPE) Singapore envisions a private education sector which is credible, inspires confidence in stakeholders and able to deliver quality education to fulfil the aspirations of students seeking to upgrade themselves. This vision is embodied in their vision statement – "A trusted and well-regarded private education sector".

Established under the Private Education Act, CPE is a statutory board empowered with the legislative power to regulate the private education sector. In addition to its role as the sectoral regulator of private education institutions, CPE facilitates capability development efforts to uplift standards in the local private education industry.

### 1.1.2 Enhanced Registration Framework (ERF) & EduTrust Certification Scheme

Private education institutions which have a significant impact on the Singapore education brand are required to be registered under the Enhanced Registration Framework. The four aims of ERF are to:

1. Raise corporate and academic governance standards
2. Enhance student protection measures
3. Compel disclosure of key information by private education institutions
4. Require private education institutions to seek renewal for their registration

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered by CPE for PEIs in Singapore. It aims to distinguish private schools that are able to consistently maintain a high standard of quality in the overall provision of education services and make continual improvements that lead to positive student outcomes.

There are 3 types of award for the scheme, The EduTrust Provisional Award, The EduTrust Award and the EduTrust Star Award. EduTrust Award is given to PEIs for sustaining an excellent level of performance in managing their institutions and providing high quality education standards and welfare for their students. The EduTrust has a validity of up to four years.

GSTM is proud to be awarded the EduTrust Provisional Award.

**All programmes offered by GSTM is registered with Committee Private Education Singapore (Reg no.: 201007405K). Please visit the Official CPE website at [www.cpe.gov.sg](http://www.cpe.gov.sg) for details.**

### 1.1.3 Manager of GSTM

The manager of GSTM is Linus Wang Ann Ning

### 1.1.4 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

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

### 1.1.5 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 Examination Board can be found at <http://gstm.edu.sg/>

### 1.1.6 Global School of Technology Privacy Policy

At Global School of Technology and Management (GSTM), we understand that your privacy is important and we endeavour to protect your personal information. As used in this Privacy Policy, “personal information” means information such as: your name; mailing address; email address; telephone number; or other personal information that may be supplied by you or collected about you as required by us. 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.

### 1.1.7 Service Guarantee & Standards

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

GSTM's Service Standards include the following:

Type of Request / Service	Response and processing time
Receive, acknowledge and process to update Student Personal Particular (e.g. Contact details) in Student Management System	Within 3 working days
Receive and acknowledge of feedback/ complaint	Within 3 working days
Receive, acknowledge and process of email enquiries	Within 3 working days
Receive, acknowledge and process of refund application	Within 7 working days
Receive, acknowledge and process of Course Completion Letter application	Within 7 working days
Receive, acknowledge and process of confirm enrolment letter form application	Within 7 working days
Receive, acknowledge and process of verification of Award Letter application	Within 7 working days
Receive, acknowledge and process of certification letter application	Within 7 working days
Receive, acknowledge and process of NS Deferment Letter application	Within 7 working days
Receive, acknowledge and process of Replacement of Lost Student Card application	Within 7 working days
Receive, acknowledge and process of Leave of Absence Application	Within 7 working days
Receive, acknowledge and process of change of Payment Plan application	Within 7 working days
Receive, acknowledge and process of course deferment application	Within 7 working days
Receive, acknowledge and process of replacement of GSTM's 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	Within 4 weeks
Receive, acknowledge and process of Examination Results Appeal	Within 4 weeks



## 1.2 Contact Details and Operating Hours

### 1.2.1 Contact Details of Management

**Address:** 420 North Bridge Road #02-06, North Bridge Centre, Singapore 188727

**Nearest MRT Service:**

EW12 / DT14 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>

### 1.2.2 Main Staff Contacts

<b>Purpose (s)</b>	<b>Contact Persons</b>	<b>Contact Details</b>
<b>Student Services</b>	Mr. Thike Ms. Joanne Ms. Alyssia	Tel: (65) 64239618 HP: (65) 81890101
<b>Academic / Examinations</b>	Ms. Joanne Mr. Thike Ms. Alyssia	Tel: (65) 64239618 HP: (65) 81890101
<b>Fees Payment and Enquiries</b>	Ms. Angela Mr. Thike Ms. Liza	Tel: (65) 64239618 HP: (65) 81890101
<b>Course Enquiries / Marketing</b>	Ms. Sharmenee Ms. Angel Ms. Alyssia Ms. Liza	Tel: (65) 64239580 / 64239590 HP: (65) 97204769
<b>Corporate Marketing</b>	Ms. Alyssia Ms. Liza Mr. Linus	Tel: (65) 64239580 / 64239590

All the above mentioned are full-time staff of the college and are available to meet students and deal with enquiries at any time during operating hours or email at [info@gstm.edu.sg](mailto:info@gstm.edu.sg)

### 1.3 Classroom

Four fully equipped classrooms with free WIFI, Computers and Projectors.

Name of Classroom	Floor Areas (SQM)	Seating Capacity
Granite Classroom	62	41
Wood Classroom	53	35
Metal Classroom	49	33
Concrete Classroom	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. We seek the students' cooperation not to adjust the temperature controls. Please approach our lecturers or staff if you would like the temperature adjusted.

#### *Using of Mobile Phones and Other Electronic Devices*

For the consideration of others, students are advised to turn off their mobile phones or switch them to silent mode during class. For using other electronic devices during class, please seek permission from lecturers in advance.

#### *Use of CCTV Security Systems*

The primary aim of Closed Circuit Television (CCTV) security systems monitoring of GSTM is 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.

### 1.4 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.

### 1.5 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.

### 1.6 GSTM Library

GSTM has a library in Room 03-12. The list of books available for borrowing is published in Student Portal. Please approach our Ms. Winnie / Ms. Joanne for the borrowing services.

## 1.7 Library

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

### ***Operating Hours:***

<b>Monday – Sunday</b>	<b>10.00 am to 9.00 pm</b>
<b>Eves of Christmas, New Year and Chinese New Year</b>	Closed at 5.00pm
<b>Public Holidays</b>	Closed

**Contact Info:** Tel: 633223255

Website: <http://www.nlb.gov.sg/>

## 2.0 Course Intake and Application

### *Course Intake*

There are different number of intakes planned during the year for the various academic courses conducted by GSTM as following:

Programmes	Number of Intake
Level 3 - Diploma (Specialized)	8 to 10 Intakes per year
Level 4 - Specialist Diploma	6 to 8 Intakes per year
Level 5 - Advanced Diploma	6 to 8 Intakes per year
Level 6 - BSc (Hons) Top- Up Degree	3 Intakes per year (February, June, October)

### *Admission Requirements*

Admission Requirements for each course can be found at <http://gstm.edu.sg/>

### *Application Procedures*

During application, the applicants will be advised by the Programme/ 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).

Each application form must be completed and submitted together with:

- Photocopies of all education certificates, transcripts and/or testimonials (if any)
- A copy of resume and/or APL (if applicable)
- Two (2) copies of passport size colour photographs
- A copy of NRIC for Singaporean and Permanent Residents
- A copy of Work Permit and Passport for foreigner
- Application fees (non- refundable)

### *Orientation Program for New Student*

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.

## 2.1 Enrolment Policy

### 2.1.1 Enrolment Policy for New Student

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 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.**

### 2.1.2 Enrolment Policy for GSTM Continuing Students (Deferral)

Students continuing their studies with GSTM are required to sign a Standard Student Contract at each Intake, according to classes they are enrolled in.

### 2.1.3 Enrolment Policy for Student Changing to Another GSTM Course

A student is required to undertake the course for which they received an Offer of admission. Where a student wishes to change to another course offered by the GSTM, they will need to discuss the matter with the relevant Program Coordinator or a Student & Academic Services team member.

Student's wishing to change course at the beginning of their study period must apply 1 week before the course is commencing.

The Academic Board will consider each application before approving a transfer. In some instances, it may not be possible/viable to transfer to another course for reasons of timing, course availability, current academic performance or not meeting entry requirements.

## 2.2 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
- Industry Wide Course Fee Protection Scheme (IWS FPS)
- 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.

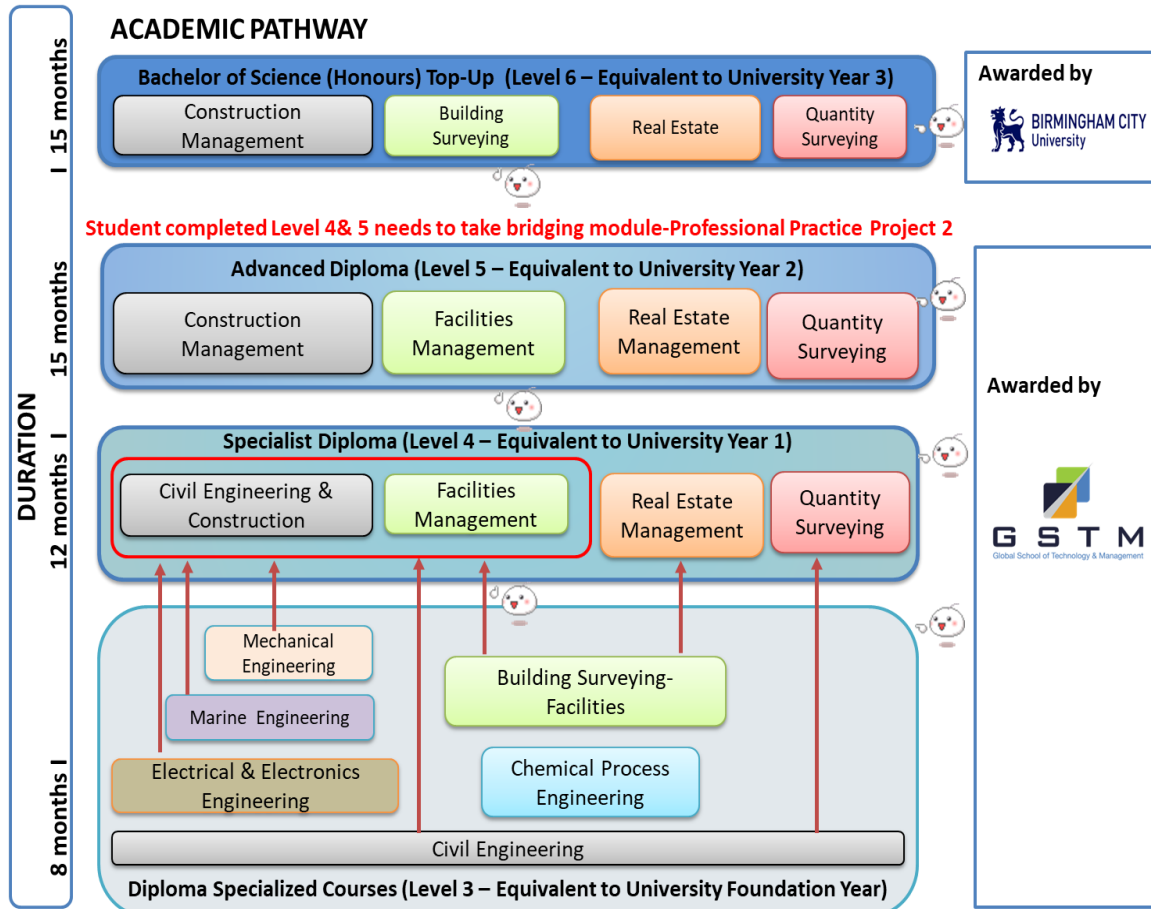
Course material is issued on the first day of class in each term.

Additional material is upload on Student Portal – Learning Resource.

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

## 2.3 About the course

All courses are registered with by Committee of Private Education (CPE) Singapore. Please visit the Official CPE website at [www.cpe.gov.sg](http://www.cpe.gov.sg) for details.



Programme Structures and admission requirements can be found at <http://gstm.edu.sg/>.

### Note:

1. Students completed the GSTM Specialist Diploma and Advanced Diploma need to take a bridging module – Professional Practice Project 2 before enrolling to BSc (Hons) Top up programme.
2. All applications for BSc (Hons) Top up Programmes are subjected to the approval of Birmingham City University.
3. Currently, there is no academic pathway for Diploma (Specialized in Chemical Process Engineering).

### 2.3.1 Time Limits for the Programme

The maximum period of registration allowed for the **Diploma, Specialist Diploma and Advanced Diploma 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.

## 2.4 Academic Calendar

There are different number of terms during the year for the various academic courses conducted by GSTM:

Programmes	Day	Time	*Term (Year 2018)
<b>Level 6</b> <ul style="list-style-type: none"> <li>BSc (Hons) in Construction Management (Top Up)</li> <li>BSc (Hons) in Quantity Surveying (Top Up)</li> <li>BSc (Hons) in Building Surveying (Top Up)</li> <li>BSc (Hons) in Real Estate (Top Up)</li> </ul>	Weekday	7.00 pm to 10.00 pm	Feb, May & Oct
<b>Level 5</b> <ul style="list-style-type: none"> <li>Advanced Diploma in Construction Management</li> <li>Advanced Diploma in Quantity Surveying</li> <li>Advanced Diploma in Facilities Management</li> <li>Advanced Diploma in Real Estate Management</li> </ul>	Weekday	7.00 pm to 10.00 pm	Feb, April, June, August, October, December
Advanced Diploma in Construction Management	Weekend	10.00 am to 5.00 pm	March, April, May, July, August, September, November
<b>Level 4</b> <ul style="list-style-type: none"> <li>Specialist Diploma in Civil Engineering &amp; Construction</li> <li>Specialist Diploma in Quantity Surveying</li> <li>Specialist Diploma in Facilities Management</li> <li>Specialist Diploma in Real Estate Management</li> </ul>	Weekend	6.00 pm to 10.00pm	January, March, April, May, July, August, October, November
<b>Level 3</b> <ul style="list-style-type: none"> <li>Diploma (Specialized in Civil Engineering)</li> <li>Diploma (Specialized in Mechanical Engineering)</li> <li>Diploma (Specialized in Electrical and Electronic Engineering)</li> <li>Diploma (Specialized in Marine Engineering)</li> <li>Diploma (Specialized in Building Surveying- Facilities)</li> </ul>	Weekend	6.00 pm to 10.00pm	January, February, March, May, June, August, September, October, November

**\*Subject to changes**

The time-table and classroom venue, please refer to Student Support and Services Department.



## 2.5 Module Description

### LEVEL 5 MODULES

#### **SPM301 Site Planning and Management**

This module is focus on familiar students with the construction site events which include site access/preparation., site requirement for temporary facilities and techniques used for planning and monitoring.

#### **PC302 Procurement and Contracts**

This module is introducing new and existing areas of theory and practice related to contract and procurement in construction, building and the built environment industry.

#### **CT(1)303 Construction Technology 1**

The module aims enable students to begin a complete understanding of construction technology on the common building and civil engineering projects.

#### **SRM304 Safety and Risk Management**

This module is equipped students with the health & safety problems associated with the construction industry. This is incusing the safety laws in Singapore relevant to construction operations and the office environment, Work Place Safety & Health Regulations by the Ministry of Manpower and the theory and practice of safety management in the construction industry

#### **PSC305 Project Supervision & Control**

This module is focus on understanding of the processes of supervision of construction operations, site and HQ procurement, site material and waste management, Total Quality; Quality Assurance and control and safety in Construction; liability on contractors and procedures in the event of accidents.

#### **CPB306 Cost Planning and Budgeting**

The aim of this module is to give the student of quantity surveying an appreciation of the skill and practice of cost planning and the place of cost planning in the overall cost control process

#### **HMBE307 Human Management in the Built Environment**

This module is introducing the students with a solid understanding of the importance of people management in organisation and principles of successful management of the people who work in organizations and of human resource management issues in public and private sector organizations.

#### **CT(2)308 Construction Technology 2**

The module aims enable students to further understanding and application of construction technology in the context of building, construction and the built environment.

#### **BES301 Building - Electrical Services**

The module is aim to introduce the basic supply and distribution of Electricity, principles of grid supply and controls to buildings, types of cables and conduits used in electrical supplies and lighting systems and emergency supplies in buildings

#### **FM302 Facilities Management**

This module is focus on facilities management principles and scope and its importance to business Organization, 5 models of FM and issues of decision making on outsourcing of FM services.

#### **AMM3 Asset Maintenance Management**

This module is introducing students with understanding of the potential of assets if there are properly used and maintained, how to achieve greater value through economic evaluation of options, AMM planning process, control and life cycle costing.

#### **SPM304 Space Planning Management**

This module is introducing the space planning management including the planning control act 1990, process of consulting and contracting services, cost estimates of construction and installation works and the management issues in space planning and methods of forecasting space needs.

### **PAM308 Property Asset Management**

Students will be equipped with an understand the role of property management in the corporate sector including the functions of asset management and nature and skills required of property management.

### **SPM305 Sustainable Practice**

This module is introducing students to the principles and practical applications of sustainability from science/engineering, construction and the built environment perspectives. Students will examine the major environmental issues and trends happening in modern society including global warming, its causes and effects, ozone depletion and its importance and the use of basic heat and energy generation, exchange, storage and use.

### **MEF306 Managing of Equipment Facilities**

The students will learn an overview of facilities management, purpose and strategy of maintenance, how to organize a maintenance function and its structure, facilities operation and maintenance building system including basic M&E services and intelligent building system and energy management system.

### **DB308 Building Defects**

This module is focus on technology aspects of building maintenance and various building defects and the implications for the building owner including the types of defects, characteristics, causes and remedial measures to rectify problems

### **MB301 Measurement (Builders)**

This module is introducing students with the basic skills of measurement not limited to conditions of contract will generally nominate a set of rules of measurement and so the development of measurement skills devolves on the correct interpretation of these rules as well as with unambiguous and repeatable sets of measurements resulting in quantities of work in place.

### **MME304 Measurement (M&E)**

This module is to extend the students' skills in interpretation of rules of measurement by further study of SMM7 and CESMM including recognizing items of work in place by the use of more complex forms of construction, particularly temporary works such as support, inserts, testing and commission.

### **CL305 Contract Law**

The module is providing students with a sound understanding of Contract Law and its reforms which will be required for their everyday work in the profession, and in particular for those entering the field of management, sales and leasing. The aim of the marked coursework assignment is to allow conclusion of simple missives and the understanding of deeds.

### **ET307 Estimation and Tendering**

The module will prepare students to familiar with the process of estimating and tendering from the contractor's organizations and Conditions of Contract.

### **PREM301 Property and Real Estate Management**

The module is equipped students with solid knowledge related to the real estate market, its characteristics and the rationale for property investment. Students will also learn the Building maintenance and Strata Management Act (BMSMA), the duties of Management Corporation, maintenance contributions and council management fund and subsidiary proprietors, by-laws and managing agent.

### **PD306 Property Development**

The module is focus on understanding the complexity and the role of property development process, Students will also learn the financial aspects of property development.

### **PVF308 Property Valuation and Finance**

This module is aim to introduce students with the concept of value that is central to real estate business, principles of valuation and focuses on the valuation process and purpose of valuation, methods of estimating real estate values and understand the principles behind the sales comparison approach, income approach to valuation and cost approach and its applications and to appraise properties using the residual and profits approaches.

## LEVEL 4 MODULES

### **WSH201 Workplace Safety and Health Practice in Building Industry**

Upon completion of this module, students will be able to explain the main health, safety and welfare legislation in the construction sector including the requirements of an effective health and safety policy along with the organizational arrangements necessary for its implementation, demonstrate an understanding of hazard and risk identification in design and construction, undertake risk assessment and formulate control measures to prevent ill health and injury and review, revise and monitor assessments as required.

### **CP202 Contracts & Procurement**

Upon completion of this module, students will be able to analyse the factors affecting the choice of different procurement and contractual arrangements, determine and apply current issues and best practice associated with the procurement of projects through reference to government and industry sponsored reports and recommendations, examine the roles and activities of the parties and organizations involved, analyse the forms of contract with particular reference to time, cost and quality and evaluate the forms of contract in respect of supply-chain management.

### **HMBE203 Human Management in the Built Environment**

Upon completion of this module, students will be able to demonstrate an awareness of the ways in which the managers of an organization can seek to ensure that the organization has sufficient competent staff to facilitate the achievement of strategic objectives in the face of a changing environment.

### **SPM204 Site Planning and Management**

In this module, students will gain solid knowledge of the management and planning process and its application to site planning and operation management, site requirement for temporary facilities and its welfare and environment perspectives, planning and management function of project monitoring and control; the utilization of plants and equipment reference to supply chain management

### **CCC205 Construction Cost Control**

In this module, students will learn the importance of pre-contract planning, requirements of specific contracts and plan accordingly so as to establish and maintain a functional and profitable construction site and contract undertaking, so as to fulfil the underlying intent from top management, develop feasible site control strategies, and to ensure that contracts are delivered with the balanced achievement of time, cost and quality in mind and appreciate, uphold and apply fundamental health and safety guidelines.

### **CT206 Construction Technology**

Upon completion of this module, students will be able to understand the production and construction techniques associated with innovative technologies, understand how innovation and sustainability may affect the life cycle of a construction project, performance of buildings and energy efficiency performance of the building services systems.

### **SD207 Structural Design**

This module is focus on analyse bending moments and shear forces for simple structures, explore bending deflections for simple structures, elastic columns under axial loading and analyse design methods for simply supported Beams in Steel, Reinforced Concrete and Timber, Columns in Steel, Reinforced Concrete, Timber and Masonry, Eel, Reinforced Concrete, Timber and Masonry.

### **ICA208 IT and Computing Applications**

Upon completion of this module, students will be able to demonstrate the ability to use commercially available measurement software packages including the CAD and produce measured works in alternate formats including in analysing and estimating software models to produce comparative rates and display the results graphically of a building project.

### **AMM205 Asset Maintenance Management**

This module is equipped students with understanding of maintenance policy, primary procedures and assembly, objectives, standards and Requirements, Key Factors, Assets Maintenance Management Project and Programme and Life Cycle Costing (LCC).

**MMBE204 Marketing Management in the Built Environment**

This module is focus on the knowledge of marketing management in the context of construction and the built environment industry. Students will learn the solid knowledge of strategic marketing planning process and marketing plans for building and construction projects.

**FM206 Facilities Management**

Upon completion of this module, students will be able to investigate the sources and flow of finance in facilities management, process and analyse budgeted and actual financial information, describe and apply financial planning and control systems, measure the financial performance of a business and consider how major cost and budget centres contribute to property management

**PAM207 Property Asset Management**

The Property Asset Management module is designed to equip students with the skills that would be expected in the property management profession. Students should be able to create a property portfolio strategy, analyse tasks and propose management solutions including use of scenario planning to aid decision-making

**MEF208 Managing of Equipment and Facilities**

Upon completion of this module, students will be able to determine a buildings overall condition and maintenance implications, plan for the effective maintenance of equipment and facilities, understand the operational issues in management of equipment and facilities, intelligent building and energy management and electrical and mechanical services involved in the management of equipment and facilities.

**ITD204 Interpret Technical Drawing**

This module is focus on appreciation the use of techniques, drawing skills and modern engineering tools to design and configure drawing. Students will be able to read and understand data required from the drawing, specification in order to complete the material and cost of construction and to identify troubleshoot and solve engineering drawing relate to site configuration and site communication skills based on the drawing and specification.

**M207 Measurement**

The Measurement module is providing students with solid knowledge of measurement techniques and their application in the construction and building industry. Students will be able to undertake measurement tasks and apply mathematical calculations to the measurement process, produce measured quantities for a range of elements and components to large scale (nondomestic) structures, prepare relevant preamble and preliminary items to given situations and analyse standard method(s) of measurement and codes, produce measured bills of quantities and schedules using both manual and computer aided systems, including interim certificates and final accounts.

**ET208 Estimating and Tendering**

Upon completion of this module, students will be able to describe the information required to produce a tender, apply the principles and techniques of estimating, analyse and apply methods of pricing to determine and formulate an estimate for construction operations and evaluate different tendering procedures and contractual arrangements in common use

**LRP205 Law of Real Estate Property**

The Law of Real Estate Property module will equip students with an understanding over ridding and controlling elements in property law and professional knowledge not limited to advise clients on appeals procedures and bases.

**PPM206 Professional Practice & Management**

Upon completion of this module, students will be able to have an understanding of the Real Estate Market, Land Title Act, Transition Share Value, Management Corporation, Management Council, and Management Fund etc.

**REM207 Real Estate Marketing**

This module is focus on Real Estate Marketing Strategy, Market segments, target markets, demography, competitive advantages, market analysis, effective marketing plan and etc.

**PMFM208 Property Maintenance & Facilities Management**

In this module, students will learn to differentiate operational and strategic issues of property management and understanding the role of Facilities Manager and strategic relevance of FM for business organization.

## LEVEL 3 MODULES

### **FWSH101 Fundamental of Workplace Safety and Health**

The Fundamental of Workplace Safety and Health module provides students with the requisite knowledge of Health and Safety in the workplace. Upon completion of the module, students should be able to identify hazards in the workplace and state their possible effects and outline methods for creating a safe working environment and dealing with incidents.

### **MP102 Managing People**

The Managing People module provides students with a solid grounding in the basics of managing people in the organization. Students are expected to identifying the various models and methods available to monitor tasks, explaining how orders are given and discuss the steps involved in ensuring that those orders are carried out.

### **CED103 Civil Engineering Drawings**

The Civil Engineering Drawings module introduces the importance of conventions in drawing and planning of buildings. Upon completion of this module, students should be able to draw the components drawing including drawing plan, elevation of building drawing and detailed working drawing of a building.

### **BCM104 Building Construction Materials**

The Building Construction Materials module provides students with the requisite knowledge to availability, characteristics and uses of building stone in the building construction, not limited to Bricks, Clay, Lime, Cement, Timber, Paints, Glass, Plastic and Water Proofing Materials.

### **CET105 Civil Engineering Technology**

The Civil Engineering Technology module is designed to equip students with the knowledge of Civil Engineering works, Geotechnical Engineering, Site Investigations, Design and Construction of Foundations and Construction of Bridges, Culverts Retaining Walls and Tunnels

### **AM106 Applied Mechanics**

The Applied Mechanics module is equipped students with the solid understanding on static forces on the structures and bodies in motion and principles of equilibrium, resolution and composition of forces, friction, equilibrium, plane truss, kinematics and kinetics.

### **PFM103 Principles of Facilities Management**

The Principles of Facilities Management module provides students with skill to investigate the sources and flow of finance in facilities management, process and analyze budgeted and actual financial information and apply financial planning and control systems.

### **SMS104 Structure of Maintenance Systems**

The Structure of Maintenance Systems module is providing students with the requisite knowledge of the structure of maintenance systems, maintenance strategies and planning and disposal and maintenance management.

### **MES105 M & E Services**

Upon completion of this module, students shall be able to explain the principles and practices associated with water systems to buildings, drainage systems to buildings, electrical systems to buildings and gas supplies to building.

### **FSP106 Fundamental of Sustainable Practices**

The Fundamental of Sustainable Practices module is equipped students with the solid understanding on features of the natural environment that need to be protected, how the activities of the construction and built environment sector impact on natural environment and must be protected against and sustainable construction techniques that are fit.

### **CTA104 Circuit Theory and Analysis**

The Circuit Theory and Analysis module is designed to equip students with the knowledge of the Basic Circuit Concept, Circuit Analysis, Network Theorems, Two Port Networks, Resonance and Filters and Attenuators.

**EPF106 Electrical Power Fundamentals**

The Electrical Power Fundamentals module is focus on the Method of Bulk Energy Generation, Power Factor Improvement, Load, Load curves and Power Plant Economics and Tariffs and Selection of Power Plant.

**EEP113 Electrical and Electronic Principles**

The Electrical and Electronic Principles module is designed to equip students with the knowledge of how to use circuit theory to determine voltage, current and resistance in direct current (DC) circuits, concepts of capacitance and determine capacitance values in DC circuits, principles and properties of magnetism and Alternating Current (AC) Theory.

**PLC105 Programmable Logic Controller**

Upon completion of this module, the participants will be able to explain the Programmable controller selection, demonstrate the use of programming techniques to produce a program for a modern programmable controller and understand data communications media and networks used.

**EM105 Engineering Mechanics**

The Engineering Mechanics module is equipped students with the solid understanding on importance of Statics and Dynamics in engineering. Students will be able to identify the machine members in which friction exists, comprehend the principals involved in Simple Mechanism and to explain the Geometric Properties of Sections and Basic Link Mechanism.

**DME103 Design of Mechanical Element**

Upon completion of this module, the participants will be able to explain the joints and its types, the shafts, keys and couplings, flat and V-belt for power transmission, various types of bearings and their applications and the spur gear used for power transmission and types of Levers.

**TMT104 Theory of Mechanical Testing**

The Theory of Mechanical Testing module is focus on skills on different types of testing methods of metals, material testing on elasticity, hardness, bending, shear strength, non-destructive testing methodology to find fine cracks and flaws, microstructure of the metals and modules of rigidity of open spring and closed coil springs.

**ME106 Material Engineering**

The Material Engineering module is designed to equip students with understand the importance of engineering materials and its properties, destructive testing and non-destructive testing, heat treatment and Iron - Carbon Equilibrium Diagram, Ferrous, Non- Ferrous and their Alloys and powder metallurgy and primary manufacturing process.

**ICE103 Introduction to Chemical Engineering**

Upon completion of this module, the students will be able to demonstrate their understanding of chemical engineering, unit operation and processes, site consideration, plant design and industrial safety management, operation and maintenance of chemical plant and application of computers.

**MP104 Materials in Practice**

The Materials in Practice module is focus on the materials in practice chemical industry, structure of metals and alloys, equilibrium diagram and heat treatment of steels and engineering alloys and composite materials.

**ICTF105 Introduction to Chemical Thermodynamics & Fluid Mechanics**

Students will be equipped with understanding the basic concept of Thermodynamics, First Law and Second Law of Thermodynamics and Fluid Status and basic equations of fluid flow.

**IOC106 Inorganic and Organic Chemistry**

Upon completion of this module, the students will be able to explain the organic compounds and detection and estimation, stereo-chemistry and coal-tar, Aliphatic and Aromatic compounds, Orientation, Carbohydrates and Polymers.

**MEK06 Marine Engineering Knowledge**

The Marine Engineering Knowledge module provides students with a basic understanding of the different types of ship and their prime movers, construction and operation of compression ignition engine, principals involved in steam turbines and gearing and refrigeration and air conditioning.

## 2.6 Teaching and 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



## 2.7 Language of Delivery and Assessment

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

## 2.8 Academic Teaching and Support

### **Lectures**

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.

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

## 2.9 Teacher – Student Ratio

The teacher to student ratio is 1: 40 for all modules.

## 2.10 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.

## 2.11 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.



## 3.0 Fee Structure

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.

### 3.1 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 Industry Wide Course Fee Protection Scheme and is refundable according to GSTM Refund Policy (stated in Schedule B of the contract).
3. **Miscellaneous Fees** refers to non-compulsory and non-standard fee which the students will pay only when necessary or applicable (stated in Schedule C of the contract).

### 3.2 Miscellaneous Fees

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
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

Fees are subject to annual review. The GSTM reserves the right to amend previously announced fees, if necessary

### 3.3 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)

### 3.4 Fee Payment

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 10% 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.

### 3.5 Fee 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 Committee for Private Education (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/17/BM00/000624.

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

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

For more details, please visit CPE website (<http://www.cpe.gov.sg>).

### 3.6 Medical Insurance

Medical insurance is one of the requirements under Criterion 4.5 “Student Support Services” in the EduTrust Guidance Document v2; and also shown as an example of “Student Support Services” under Criterion 4.5 (note 1) in the Guidance Document v3. However, it is no longer a pre-requisite for GSTM to meet to be eligible to apply for certification or to be certified. It is pre-requisites for the EduTrust certification scheme.

Since medical insurance is now a requirement rather than a pre-requisite, GSTM can decide on the policy regarding its provision.

Currently, 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

In the event GSTM with one-year EduTrust Provisional or 4-year EduTrust award , a medical insurance provider shall be appointed. It is become a compulsory student support services to be provided by the GSTM for all 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.

For more details please visit the CPE website: <http://www.cpe.gov.sg> or contact the CPE Student Services at 6592 2108.

## 4.0 Refund Policy and Procedure

The Refund Policy herewith shall be read in conjunction with related information in:

1. Refund Table
2. Refund Terms and Conditions and Procedure
3. Student Movement Policy & Procedure

### a) Refund for Withdrawal due to non-delivery of course

The 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;
- 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; or
- vi. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

### b) Refund for Withdrawal due to other reasons

If the Student withdraws from the course for any reason other than those stated in Clause 2.1 of the Student Contract, GSTM will within 7 working days of receiving the Student's written notice of withdrawal (subject to the Refund Terms & Conditions and Procedure), refund to the Student an amount based on the table in Schedule D of the Student Contract.

### c) Refund during Cooling-Off Period

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.

The student will be refunded the highest percentage (stated in Schedule D of the contract) of the fees already paid if the student submits a written notice of withdrawal to GSTM within the cooling -off period, regardless of whether the student has started the course or not.

### d) Non-Refundable Fees:

Non- Refundable Fees	Remarks
Course Application Fee	Non-refundable except for circumstance (i) to (v) listed under "Refund for Withdrawal due to non-delivery of course"

## 4.1 Refund Table

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.

% of [the amount of fees paid under Schedule B and C of the Student Contract]	If Student's written notice of withdrawal is received
100%	Refer to PEI Standard 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

\* Course Commencement Date is referring to Intake Start Date.

## 4.2 Refund Terms & Conditions and Procedure

- 1) Refund application must be made in writing by completing the 'Refund Application Form', be accompanied with valid reason(s) and original copies of supporting documents and course fee receipts.
- 2) The completed 'Refund Application Form', together with the supporting documents and course fee receipts must be submitted through the school's counter at **420 North Bridge Road #02-06, North Bridge Centre, Singapore 188727.**
- 3) 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.
- 4) 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'.
- 5) 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.
- 6) Bank administrative charges (if applicable) are borne by the student.
- 7) 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.
- 8) Any decision relating to refund will be made at the sole discretion of GSTM and that shall be final.

## 4.3 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 “Withdrawal Form” and must be accompanied with valid reason (s) and supporting document. Written notice of course withdrawal received after 3.00 pm will be considered as submission on the next working day.

Course withdrawal may or may not result in refund of course fees paid. Any decision relating to a refund will be made at the sole discretion of GSTM and that shall be final.

### 4.3.1 Types of Withdrawal

#### ***Withdrawal caused by GSTM***

The possible scenarios are depicted under Refund Policy “Refund for Withdrawal due to non-delivery of course”.

#### ***Withdrawal caused by Students***

In the event that students request for course withdrawal due to examination results or other conditions /situations (e.g. hospitalisation), the possible scenarios are depicted under Refund Policy “Refund for Withdrawal due to other reasons”.

## 4.4 Course Transfer

Course transfer is defined as transfer to another course. Written notice of course transfer received after 3.00 pm will be considered as submission on the next working day.

Students may be allowed to transfer from one course to another within GSTM before commencement of course. Course transfer will be treated as a new course application. Transfer request must be made in writing and will be assessed on a case by case basis. Relevant fee is Course Transfer Application fee of \$107 is apply.

In the event where students have not completed the current course, students must request for course withdrawal before applying for the new course. GSTM is permitted to transfer unused course fees as credit. The transfer of course will be subjected to availability period decided by GSTM.

## 4.5 Deferment of Study

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 Academic or Examination Boards)

The conditions for granting of deferment:

- The application for deferment must be reach GSTM at least 2 weeks before the commencement date of the module/programme or 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 acceptability of the course/module.
- All deferments are subjected to GSTM's approval.
- Student will have to pay the \$107 for Course Deferment Application

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.

Students who are granted deferment must follow the schedule that the School has arranged for them upon resuming studies.

#### 4.5.1 Types of Deferment and procedure

##### Types of Deferment

Deferment may arise from any of the following situations:

- Course Deferment
- Module Deferment
- Assignment 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.

##### 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 course offered by GSTM. Failing which, student will be deemed as having withdrawn from the course.

Deferment will be forwarded to and recommended by the Academic Coordinator. The application is subjected to the approval by the GSTM. An administrative fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees is applicable for all deferment requests. The administrative 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. Such deferment will be forwarded to and recommended by the Academic Coordinator. The application is subjected to the approval by the GSTM.

An administrative fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees is applicable for all deferment requests. The administrative 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/Examination Deferment**

Assignment/Examination Deferment is deferment by a student who is unable to submit an assignment or attend an examination. This deferment may arise due to factors such as medical grounds, national situation or any other valid reasons.

Student can apply for the consideration for:

- A deferral (which means that you will take the assessment at the next available opportunity); OR
- A coursework extension of 14 working days to the coursework deadline

Such deferment will be forwarded to and recommended by the Academic Coordinator. The application is subjected to the approval by the GSTM. An administrative fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees is applicable for all deferment requests. The administrative fee is non-refundable and non-transferable.

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

The entire deferment 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 Deferment Form to student.



## 5.0 Student Code of Conduct

### **General**

Students must comply with all standing regulations including those that are issued from time to time.

### **Behaviour**

- 1) Students must not smoke in GSTM premises.
- 2) Students should behave with propriety at all times, that is, no disrespectful, immoral or indecent behaviour.
- 3) Students should not drink or eat in the classroom.
- 4) No consumption of drugs or alcohol on the premises
- 5) No littering permitted in the classroom.
- 6) Students are not allowed to download chat software and surf pornographic materials while using the network stations.
- 7) Usage of handphones and/or pagers during lessons is not allowed. All such equipment must be switched off.
- 8) Students are not allowed to video record during their course of study.
- 9) GSTM has the right to confiscate video equipment.
- 10) Do not damage or lose GSTM property. Any form of vandalism will not be tolerated.
- 11) Always report any damage or loss of GSTM property.
- 12) Students are to carry their GSTM Student Card at all times when in the school premises.
- 13) Students are required to produce their GSTM Student Card when collecting their materials or during random spot checks.

### **Attire**

Students are to wear proper attire at all times

## 5.1 Attendance & Punctuality

Class attendance is recorded for all students enrolled in courses offered at GSTM. Students are required to **attend at least 75%** of the scheduled classes per study period. This attendance percentage is the student's actual attendance in class plus approved absences. An approved absence is one which is supported by a medical certificate or other evidence of extenuating circumstances resulting in absence from class. **Students are required to maintain an attendance rate of at least 75%.** While GSTM regularly monitors student attendance, students are ultimately responsible for attending classes and checking their attendance on a regular basis throughout the study period to ensure that they are satisfying attendance minimum requirement. A student committing any of the violations listed above may receive a written warning concerning the misconduct and may receive disciplinary action up to and including immediate suspension and/or dismissal. Attendance audits are conducted throughout the study period in every week and the following actions are undertaken:

### **a) For Level 3 and 4 Programmes:**

<b>Attendance Trigger</b>	<b>Absence</b>	<b>Intervention</b>
<b>Overall Attendance</b>	<b>1 – 1.5</b>	<b>1<sup>st</sup> Attendance Warning</b>

Attendance / Absence Intervention Trigger		
drops below 80% (excluding approved absences)		<p>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><b>1<sup>st</sup> Warning Letter sent to student.</b> The student is encouraged to speak to the Student Support/Services staff about reasons for class absences and <b>must complete the Explained Absence Form within 5 working day with supporting documents to GSTM.</b></p>
Overall Attendance drops below 75% (excluding approved absences)	2	<p><b>2<sup>nd</sup> Attendance Warning - Under 75% Attendance notice</b> 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. 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><b>2<sup>nd</sup> Warning Letter sent to student – not eligible to sit for exam.</b> The student is encouraged to speak to the Student Support/Services staff about reasons for class absences and <b>must complete the Explained Absence Form within 5 working days with supporting documents to GSTM.</b></p>
Overall Attendance drops below 70% or <b>Student has missed all classes in the previous 2 weeks</b>	2.5	<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><b>Final Warning Letter sent to student.</b> The Student Support/Services Staff will make contact with student to ensure that there are no welfare concerns. <b>The student will be requested to make an</b></p>

Attendance Trigger	Absence	Intervention
		<p>appointment with Student Support/Services 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%	3	<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><b>A Termination Letter sent to Student.</b> 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.

**b) For Level 5 Programmes:**

Attendance Trigger	Absence	Intervention
Overall Attendance drops below 80% (excluding approved absences)	1.5 - 2	<p><b>1<sup>st</sup> Attendance Warning - Under 80% Attendance notice</b></p> <p>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><b>1<sup>st</sup> Warning Letter sent to student.</b> The student is encouraged to speak to the Student Support/Services staff about reasons for class absences and <b>must complete the Explained Absence Form within 5 working day with supporting documents to GSTM.</b></p>
Overall Attendance drops below 75% (excluding approved absences)	2.5	<p><b>2<sup>nd</sup> Attendance Warning - Under 75% Attendance notice</b></p> <p>The student is notified in a warning letter (via email) – Second Warning Letter - that they have failed to meet the School's minimum attendance requirement. Students must achieve 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</p>

Attendance Trigger	Absence	Intervention
		<p>condition of their enrolment which may affect any future enrolment.</p> <p><b>2<sup>nd</sup> Warning Letter sent to student – not eligible to sit for exam.</b> The student is encouraged to speak to the Student Support/ Services staff about reasons for class absences and <b>must complete the Explained Absence Form within 5 working days with supporting documents to GSTM.</b></p>
<b>Overall Attendance drops below 70% or Student has missed all classes in the previous 2 weeks</b>	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><b>Final Warning Letter sent to student.</b> The Student Support/Services Staff will make contact with student to ensure that there are no welfare concerns. <b>The student will be requested to make an appointment with Student Support/Service Staff within 3 working days.</b></p> <p><b>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.</b></p>
<b>Overall attendance drops below 65%</b>	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><b>A Termination Letter sent to Student.</b> 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 and Services Staff, the school will take disciplinary action including termination of the student’s status.**

### 5.1.1 Attendance Recording & Monitoring

Attendance is normally recorded twice in each three-hour block of each class. Students who are **more than 30 minutes late to class receive a half absence** from a three-hour block. Students who **leave class more than 30 minutes early** will also receive a half absence from a three-hour block.

Students who are unable to attend their class must complete an “Explained Absence Form”. The Explained Absence Form must be submitted by the student to Student Support and Services Staff **within 5 working days** of the missed class. **Forms submitted after 5 working days will not be accepted.**

It is the student’s responsibility to ensure that any absence that can be explained by a medical certificate is recorded as an approved absence. Medical Certificates must be submitted along with an Explained Absence form to the Student Support and Services Staff for processing onto the students record.

## 5.2 Leave of Absence

### **Application requirements**

It is the responsibilities of the student to let the school know of their whereabouts during school terms. Students must inform the school via the completion of the Leave Application Form BEFORE going on a protracted leave of absence of more than 7 days.

For students who are absent without informing the school, **GSTM has the right to terminate the student status for 2 weeks of consecutive Absence without reason.** 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)
<b>Compassionate Leave for Immediate Family Members</b>	Death Certificate Air Ticket /Boarding Pass	10
<b>Marriage Leave for the student</b>	Marriage Certificate Air Ticket/Boarding Pass	5
<b>Medical Leave</b>	Medical Certificate*	NA

\*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 2 weeks of consecutive Absence without reason for student.** Students are only deemed to have been granted leave of absence upon the issue of a written letter by the school.

Students are required to remain contactable while on leave of absence via their registered email, phone 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.

## 6.0 Student Support Services

### 6.1 Type of Student Services

GSTM offers a range of services for our students; these services are available at our school.

Services offered to students include:

- **Pre-course counselling**
- **Student Admission, Selection, Course Enrolment and Payment**
- **Student Orientation Programmes**
- **Student Activities:** Seminars, Field Trips, Workshops
- **Student Care:** Pastoral counselling
- **Student services:**
  - Update of Students Particulars
  - Issuance of Receipt
  - Issuance of Student Card
  - Issuance of Student Portal Account
  - Issuance of Course Completion Letter
  - Issuance of Confirm Enrolment Letter
  - Issuance of Certification Letter
  - Issuance of Verification of Award Letter
  - Issuance of NS Deferment Letter
  - Replacement of Lost Student Card
  - Replacement of Academic Certificate and/ or Transcript
  - Management of feedbacks/complaints;
  - Management of transfer of course
  - Management of deferment of study
  - Management of withdrawal and refund services

#### 6.1.1 News Update

For all important news from the school, memos will be put up on the school's notice boards as well as published via the school website, Student Portal and/or email.

#### 6.1.2 Update of Students Particulars

Students are required to fill the “**Student Particulars Update Form**” or “**Update through Student Portal**” and submit to the school if there is a change in their personal particulars such as name, address and contact numbers. Supporting documents must be submitted with the change.

GSTM shall not be responsible for misplaced mailings due to change in mailing address. The cost and/or expense incurred as a result of misplaced mails will be borne by the student.

**Please approach our Student Support and Services Staff for the Student Particulars Update form.**

#### 6.1.3 Activities, Seminars and Workshop

Seminars and workshops are held annually to enhance students' academic life and personal development. Students will be informed through email blast and Student Portal.

#### 6.1.4 Student Care (Counselling)

Student Care (Counselling) Pastoral counselling is available for GSTM students.

This benefit offers counselling and support to raises self-awareness and positive attitudes in students. Each student will be entitled to no more than \$200 per academic year. Students may go to the 36 Family Service Centre supported by Ministry of Community Development, Youth and Sports (MCYS) and National Council of Social Services (NCSS).

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

Student who do not require pastoral counselling but would like to share issues they face in their study environment may approach the student welfare officer for a close-door session.

Students may also contact the following organisations:

- CARE CORNER  
Website: [www.carecorner.org.sg](http://www.carecorner.org.sg)  
Call 1800 353 5800 (toll-free)  
7 days a week from 10am to 10pm.
- COMMUNITY HEALTH ASSESSMENT TEAM (CHAT)  
Website: <https://www.chat.mentalhealth.sg/>  
Call 6493-6500 / 6501  
12 noon to 9pm (Tuesday - Saturday)
- ASSOCIATION OF WOMEN FOR ACTION AND RESEARCH (AWARE)  
Website: [www.aware.org.sg](http://www.aware.org.sg)  
Call 1800 774 5935 (toll-free)  
Monday to Friday from 3pm to 9.30pm
- SAMARITANS OF SINGAPORE (SOS)  
Website: [www.samaritans.org.sg](http://www.samaritans.org.sg)  
Call 1800 221 4444 (toll-free)  
7 days a week, 24 hours a day

#### 6.2 CPE Student Services Centre

The CPE Student Services Centre is set up as a one-stop service centre to help and support both international and local students enrolled with private schools in Singapore. The Student Services Centre can help students in the following areas:

- 1) Answer questions and attend to feedback
- 2) Provide reliable information on studying in private schools and living in Singapore
- 3) Advise on education options, school registration procedures, Student's Pass application process and accommodation issues
- 4) Provide educational talks to guide student in making informed choices of schools
- 5) Provide advice and help if students have problems with the school



- 6) Provide on-site Internet facilities for students to access updated information on private education

For more information, please visit CPE website at <http://www/cpe.gov.sg>

### 6.3 Student Feedback and Grievance

GSTM is committed to forming positive relationships with its students. It is committed to creating an environment in which all staff perform their duties with efficiency, fairness, integrity and due care. When feedback is provided by students, GSTM is committed to resolving the issues quickly, fairly and with respect for confidentiality.

In order to assist GSTM in providing continuous excellent service and education, all students are encouraged to complete a Student Feedback Form when provided. In addition, feedback can be given formally or informally as described below:

#### ***Informal Feedback***

The student may choose to approach any member of the GSTM staff (student support service officers, lecturer, Head of Academic, etc.) directly on their feedback.

#### ***Formal Feedback***

A formal feedback is to be made in writing or on Student Feedback Forms conveniently located at the **Students' Service Office at Levels 2**. These should be addressed to the Principal. The formal feedback must describe the concern and state the action or outcome desired. Acknowledgement of receipt of feedback is within 3 working days.

Based on the nature of the feedback, resolution where necessary, will be within 14 days. If the feedback/complaint cannot be amicably resolved by the student & GSTM. GSTM will Initiate CPE Mediation Arbitration Scheme and refer student to CPE – [www.cpe.gov.sg](http://www.cpe.gov.sg)

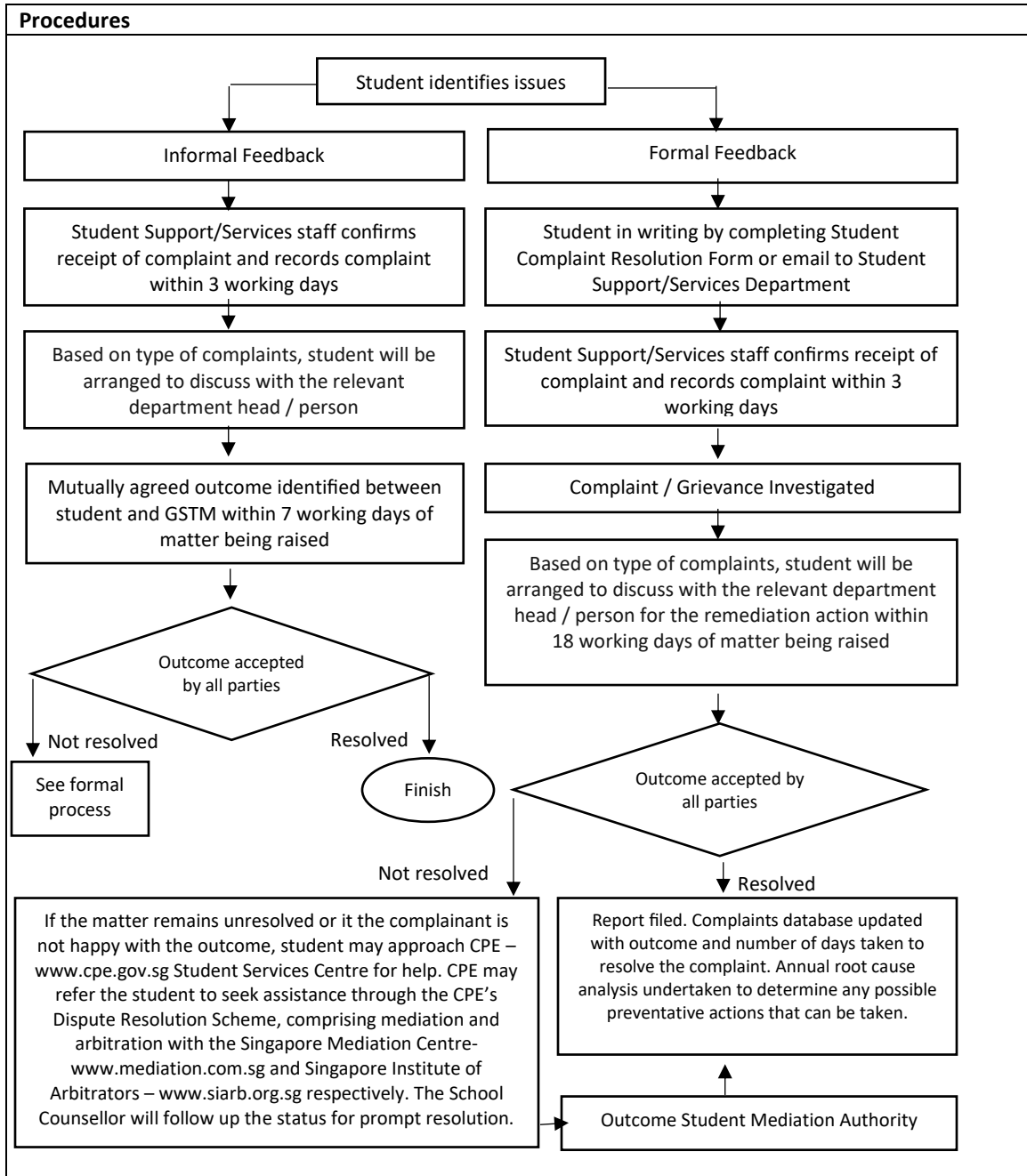
#### 6.3.1 Student Feedback and Grievances Procedure

GSTM approaches student feedback and grievances according to the following procedure:

- 1) Informal management of feedback (minor problem) will be attended within two days it received before escalating to Written Grievance (major problem).
- 2) Student feedback / grievances will be addressed at the source of student dissatisfaction;
- 3) Written grievances or major issues will be resolved within 21 working days from the day the feedback / grievance received.
- 4) All feedback / complaint is recorded in Feedback / Complaint Resolution Form.
- 5) Students are assured that they will not suffer any form of discrimination as a result of making a complaint.
- 6) Feedback / Grievance channels (including request for interview, Evaluation Forms, verbal and written complaints and the support available to students to ensure the fulfilment of the grievance resolution process.



**Figure 6.1: Feedback Flowchart**



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 Orchard Road (YMCA Building)

#01-01 Singapore 238824

Tel: (65) 6592 2108

Fax: (65) 6337 1584

E-mail: [CPE\\_CONTACT@cpe.gov.sg](mailto:CPE_CONTACT@cpe.gov.sg)

Website: [www.cpe.gov.sg](http://www.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 <http://www.cpe.gov.sg/cpe/slot/u100/Publication/publication/Dispute%20Resolution%20Brochure.pdf>.

## 7.0 Academic Regulations

### 7.1 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.

### 7.2 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 <b>application of theory</b> )	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

## 7.2.1 Submission of Work for Assessment

### **Rules**

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

#### **For students enrolling to Level 3 programme is required to ensure that:**

- 1) All written assignments are received in the appropriate administrative office by the published deadline (on or before the due date) and that all pages including the Assignment Cover Sheet are securely fastened.
- 2) They receive one copy of the Assignment Cover Sheet duly notarised and dated as proof of submission. Without proof of submission, GSTM takes no responsibility for any assignment that goes missing. This assignment is deemed a failure in such circumstances.

#### **For Students enrolling to Level 4 & 5 Programme is required to ensure that:**

- 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.

## 7.2.2 Examinations

### ***Examination Period***

Written Examinations are conducted in Week 5 for Level 4 Specialist Diploma Programmes and Week 11 for Level 5 Advanced Diploma Programmes.

Formal re-assessment by written examinations is held in the following term.

GSTM Examination Board determines the earliest appropriate re-assessment point for each student.

### ***Examination Rules and Regulations***

Students are to abide by the under mentioned when taking an examination. This is applicable to GSTM Specialist Diploma and Advanced Diploma programs only. They are: -

1. Examinations will be conducted during the allocated times shown in the examination timetable.
2. The examination hall will be open for admission **15 minutes** before the time scheduled for the commencement of the examination. You are to find your allocated seat. Students are **NOT ALLOWED** turn over the question paper until instructed by the invigilator at the time of commencement of the examination.
3. This is a Closed Book Examination: **No** reference materials, in whatever format, are allowed.
4. You will not be admitted for the examination after **30 minutes** of the commencement of the examination.
5. Once you have entered the examination hall, you will not be allowed to leave the hall until **one hour** after the examination has commenced.
6. All your personal belongings and study notes must be placed behind or in front of the examination room. Please do not bring any valuable belongings except the essential materials required for the examinations.
7. Please make sure the **mobile phones** that brought into the examination room are **switched off or set to silent mode at ALL times**. Students are prohibited to use any mobile devices in the examination room.
8. All materials and/or devices which are found in violation of any examination regulations will be confiscated and it will consider as disqualification.
9. Please place your identification documents at the top right corner of your examination desk for the marking of attendance and verification of identity during the examination. Any discrepancy will be considered void or disqualification.
10. Please check that you have the correct question paper, and the number of pages that receive and read the instructions printed on your examination question paper carefully.
11. You are not allowed to communicate by word of mouth or otherwise with other candidates (this includes the time when answer scripts are being collected).

12. Please raise your hand if you wish to communicate with an invigilator. Rest room usage will only be permitted with the approval of the invigilator.
13. Unless granted permission by an invigilator, you are not allowed to leave your seat.
14. You are **NOT** allowed to leave the examination room during the last **15 minutes** of the examination and during the collection of the answer scripts. Invigilator will make the remaining hour known to the students during the last 30 minutes of the examination at interval of 15 minutes.
15. Do **NOT** continue to write after the examination has ended. Do **NOT** talk until you are outside of the examination hall.
16. Candidates who are not properly attired will not be admitted to the examination hall.
17. The School takes a serious view of cheating. All students are to take note of the written examination instructions issued as well as the announcements made during examinations.
18. A candidate who is suspected of cheating in examinations is liable to disciplinary action including (but not limited to) suspension or expulsion from the School. All materials and/or devices which are found in violation of any examination rules and regulations will be confiscated.

### ***Breaches***

Student breaching any of the Academic Regulations is reported to the GSTM Examination Board and the matter is considered in accordance with the regulations governing assessment offences.

### **7.2.3 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.

## 7.2.4 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%.

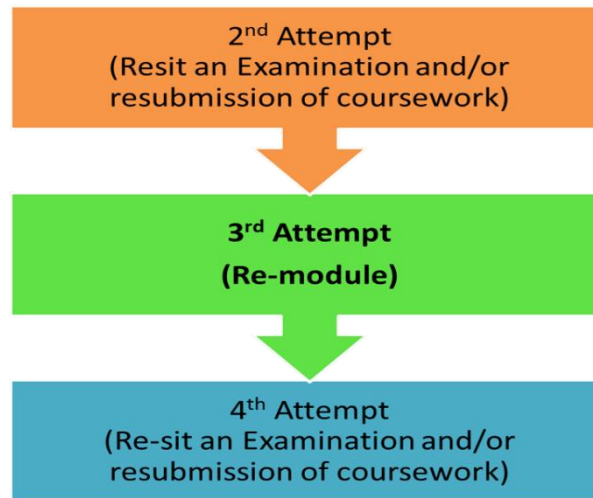
### *Compensation*

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%.

## 7.2.5 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.

## 7.3 Academic Appeal

The result upon approval by the Examination Board shall be final. Students cannot appeal simply because they feel they performed better. Please refer to Miscellaneous Fees table for details and charges.

Students who wish to exercise the right of appeal must give notice in writing, using the “**Examination Result Appeal Form**” from Student Service Office to the Head of Academic **within 7 working days** from the official release date of the results. This Examination Result Appeal Form must state the grounds and evidence on which the student wishes to appeal. Notification on the outcome of the appeal will be **within 4 weeks** from the date of appeal.

### **Grounds**

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

- 1) That his/her 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 GSTM Examination Board 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 GSTM Examination Board.

- 2) That there has been a material administrative error or that the assessment was not conducted in accordance with the Academic Regulations governing the programme, or that some materials irregularity has occurred.

## 7.4 Academic Integrity

The school believes that in the academic realm, as in life, integrity and honesty are critical foundations. Students, together with the school and the administration, aspire to the highest standards of academic integrity and honesty.

School expects and hopes that in the course of his study and time at the school, every student will live by these standards. The school has a public duty to ensure that the highest standards are maintained in the conduct of assessment. Thus, the legitimate interests of the students and the school's reputation are safeguarded. Alleged academic offences which would compromise these standards will be investigated thoroughly. If confirmed, an offence will lead to the imposition of severe consequences, including the possibility of termination of registration and enrolment, i.e. expulsion.

All the academic staffs shall remind the students the important of Academic Integrity and all students should refrain from activities and conduct that depart from fair, honest and diligent pursuit of knowledge.

### 7.4.1 Basic Types of Behaviours That Are Unacceptable

**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. The Board of Examiners has the authority to deem the student to have failed part or all of the assessments and to determine whether the student is allowed to be reassessed.

**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.

#### 7.4.1.1 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.

### 7.4.1.2 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	Remarks
Level 4 Specialist Diploma	40% Max	41% - 45%	10%	GM - 10%	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.
		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	

### 7.4.2 Due Process and Student Rights

Suspected cases of charges of academic dishonesty should be reported to the Head of Academic under whose jurisdiction the suspected offense took place. 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 School Director.

### 7.4.3 Sanctions

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 school 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 degree
8. Any appropriate combination of 1–8 above.

### 7.4.4 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.
- **Suspension or expulsion from the school**
- Transcript indicates academic suspension or expulsion due to academic offence.

### 7.4.5 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.

## 7.5 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

### 7.5.1 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.

### **Type of Offences:**

<b>Examples of Offences</b>	<b>Actions that may be taken</b>
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

## 7.6. Progression Requirements

### 7.6.1 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.

### 7.6.2 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.



## 8.0 Awards and Graduations Policy

### 8.1 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**

### 8.2 Issuance of Certificate and Transcript

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

### 8.3 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

### 8.4 Top Student Awards

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

Recipients of this award are identified at the end of a study period at the Board of Examiners