

Global School of Technology and Management

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STUDENT HANDBOOK 2025/26



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GSTM-SS-009



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Message From CEO

Welcome Message

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

It is my great privilege to welcome you to GSTM.

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

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

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

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

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



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

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

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

John F. Kennedy

Mr. Linus Wang
CEO

Message From Academic Director

Welcome Message

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

— Lao-Tzu

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

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

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

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

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



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

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

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

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

— Mahatma Gandhi

Ms Alyssia Wong
Academic Director



“Education is the passport for the future, for tomorrow belongs to those who prepare for it”

Vision

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

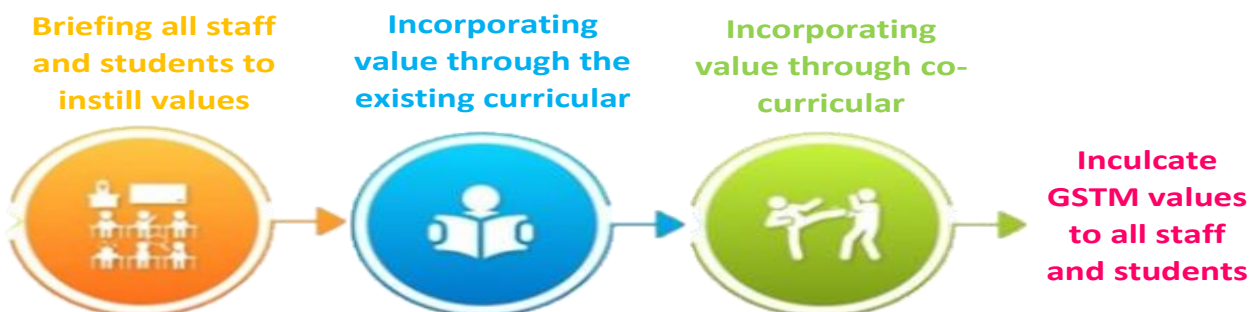
Mission

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

Values

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

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



About GSTM

Quality Assurance

SkillFuture Singapore (SSG)

As of October 1, 2024, SkillsFuture Singapore (SSG) has assumed direct responsibility for regulating the private education sector under the Private Education Act of 2009. All programmes offered by the Global School of Technology and Management (GSTM) are registered with SSG (Registration No.: 201007405K). (Reg no.: 201007405K).

Enhanced Registration Framework (ERF)

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

EduTrust Certification Scheme

EduTrust certification of a PEI is done through an assessment of how well its systems and process address and align with 7 criteria required under the EduTrust Framework and produce the desired outcomes through effective implementation. A certificate is awarded to a PEI which meets the minimum requirements to be certified. Currently, GSTM is attained 4-Year EduTrust Certification (Cert No. EDU-2-2160) from SSG Singapore.



CERT No. : EDU-2-2160
Validity : 10/05/2023 to 09/05/2027

GSTM Awards



Professional Accreditation



Privacy Policy

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

- GSTM will use students' personal data from time to time to send notices about certain information, new programmes, and other similar information.
- GSTM will not reveal student information to any external organisation unless required by law.
- GSTM does not sell, trade or rent students' personal information to others.
- GSTM understands and respects the privacy of individuals. Personal information is collected with student consent. The purpose for collecting this information varies depending upon student request and will include:
 - Helping GSTM to improve our service to a student;
 - Processing student's application and/or registration and/or enquiry;
 - Informing the student of upcoming events;
 - Updating student records in our databases;
 - Monitoring and maintaining a copy of student record of academic achievement (including all information arising from investigation of misconduct);
 - Planning the provision of educational courses;
 - Monitoring and enhancing the provision of education courses;
 - Proposes incidental to each or all of the above.
- While the supply of the information by the student is voluntary, if a student cannot provide or does not wish to provide the information sought, GSTM may be unable to meet the purposes for which the information was collected.
- Although every reasonable effort has been made to ensure that all personal information will be protected, GSTM cannot be responsible for any unauthorised use or misuse of such information and risks inherent in all internet communications.
- GSTM reserves the right to change this policy with or without notice from time to time.

Management of GSTM

The management team of GSTM is consist of

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

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

Academic Board

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

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

Examination Board

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

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

GSTM's Approaches for Inculcation Value through:

Service Quality & Standard

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

Type of Request / Service	Response and processing time
Receive, acknowledge and process to update Student Personal Particular (e.g. Contact details) in Student Management System, feedback/complain or email enquiries,	Within 3 working days
Receive, acknowledge and process of refund	Within 7 days
Receive, acknowledge and process of course completion letter, verification of award letter, certification letter, NS deferment letter, replacement of lost student card, leave of absence, payment plan & course deferment application.	Within 7 working days
Receive, acknowledge and process of replacement of GSTM's Academic Certificate and/ or Transcript or copy of Academic Certificate and/or Transcript application	Within 14 working days
Receive, acknowledge and process of Copy of Academic Certificate and/or Transcript application	Within 14 working days
Receive, acknowledge and process Dispute Resolution from the day of feedback/complaint received	Within 21 working days
Receive, acknowledge and process of Course Transfer / Withdrawal/Deferment application / Examination Results Appeal application	Within 4 weeks

GSTM Facilities

Classroom

Name of Classroom	Floor Area (SQM)	Seating Capacity
Classroom 1	32.4	21
Classroom 2	29	19
Classroom 3	45.3	30
Classroom 4	33	22
Classroom 5	33	22
Classroom 6	31.3	20
Classroom 7	27.6	18
Classroom 8 / Computer Room	33.7	22
Meeting Room/ Discussion Room	17.5	11
Resource Library and Integrate Engineering Lab	38.8	25

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

We take pride in our commitment to providing a cutting-edge learning environment, and a key aspect of this commitment is the incorporation of advanced Smart Boards in each of our eight fully equipped classrooms. These Smart Boards represent a state-of-the-art teaching tool that goes beyond traditional methods.

Smart Board

Our Smart Boards are interactive multimedia displays that empower educators to deliver dynamic and engaging lessons. With touch-sensitive screens and interactive capabilities, instructors can seamlessly integrate digital content, multimedia resources, and real-time collaboration into their teaching methodologies. This not only fosters a more interactive and participatory learning experience but also caters to diverse learning styles, making the educational process more inclusive.

Discussion & Meeting Room

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

Wireless Internet Connection

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

Water Dispensers

We have installed hot and cold-water dispensers in school premises. You are welcome to use these facilities. Please bring your own water bottle if you wish to make use of this facility.

GSTM Library & Laboratory

GSTM provides a Resource Room equipped with a library where students can borrow books. The list of available books is published on the Student Portal. For borrowing services, students may approach our Student Support/Services staff. Additionally, GSTM offers laboratory facilities to support practical learning and research. For more information about our facilities, please visit our school.



Course Information

About Course

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

Course Schedule

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

International students should be aware that they are only able to undertake full time programs and must not take part in any form of employment while residing in Singapore on a student pass. For more information, visit: www.ica.gov.sg

Course Information

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

Course Application Procedures

During application, the applicants will be advised by the Education Consultant/ Recruitment Agents (refer to the List of Approved Agent at GSTM's website on the appropriate course to apply in, and rules and regulations while studying at GSTM. All students must fill in the relevant information in the GSTM Application Form and any other forms required by the Singapore Government (where applicable). Application form can be downloaded from <http://gstm.edu.sg/student-information>

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

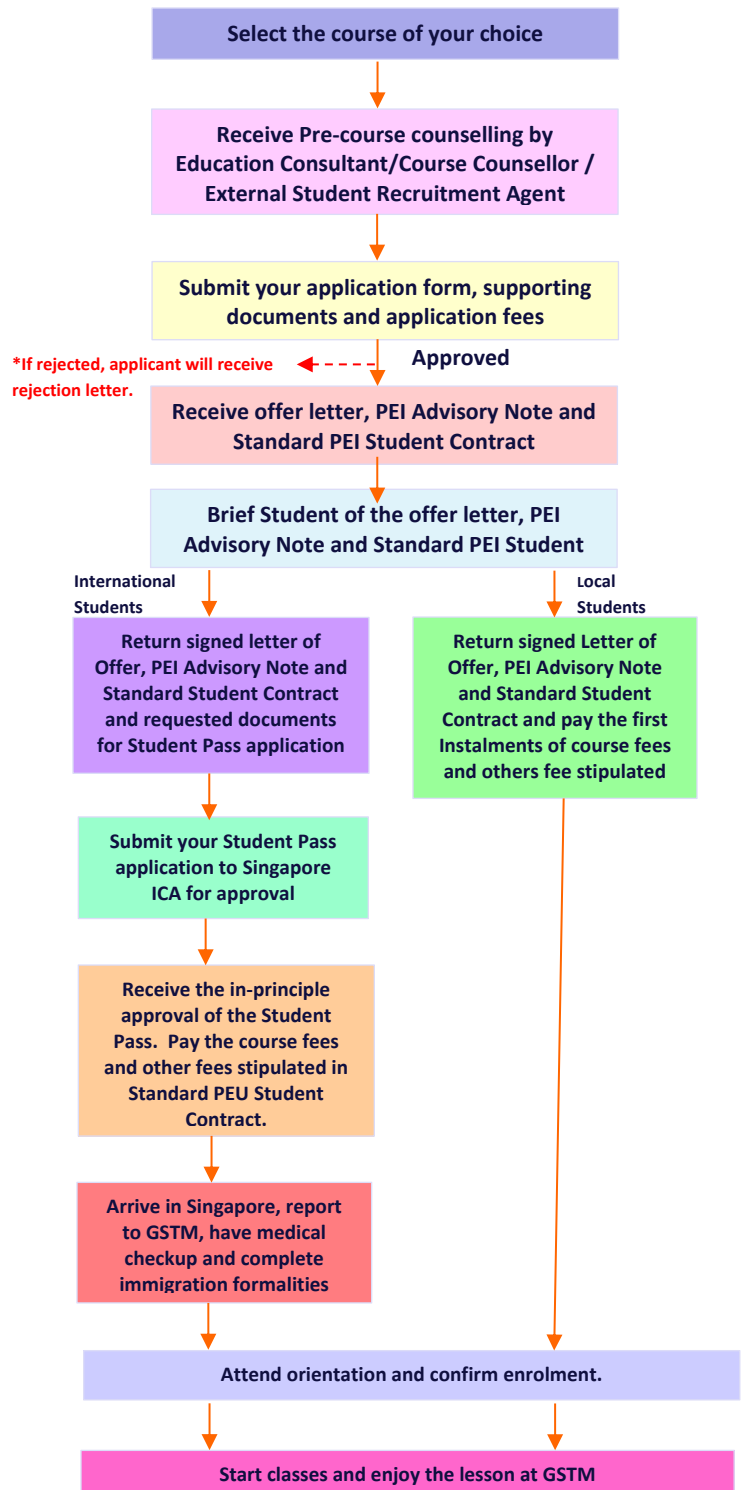
Each application form must be completed and submitted together with supporting documents. The application process generally takes up to 1 month and includes the following stages

- Application received and checked for completeness
- Application assessed
- Letter of offer, PEI Advisory Note & Student contract sent to student
- Student signs PEI Advisory Note & standard student contract
- Application for Student Pass*
- Approval in principle received from Singapore Immigration and Checkpoints Authority (ICA) and forwarded to student*

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

*Applicable to international students.

Admission Procedure



Pre-Departure Information

Accommodation & Living Cost

Arranging suitable accommodation before arriving in Singapore is crucial, as it allows you ample time to complete necessary post-arrival formalities such as medical check-ups, student pass application and collection, opening bank accounts, and student administration.

Accommodation options vary, with on-campus housing typically costing between SGD 500 and SGD 1,500 per month, while off-campus options range from SGD 1,855 to SGD 4,882 per month.

Beyond housing, students should budget approximately SGD 300 to SGD 450 monthly for food, around SGD 200 for transportation, and between SGD 40 to SGD 100 for utilities.

Overall, the estimated monthly living expenses, excluding tuition fees, range from SGD 1,910 to SGD 2,110.

For assistance with hostel information or other accommodation options in Singapore, please contact our Education Consultant, Course Counsellor, or Student Support Services.

Orientation Programmes

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

Complete ICA Formality

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

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

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

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

ICA Requirement for Special Pass Holder

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

Student Fees

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

Fee Payable:

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

Miscellaneous Fees

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

Programme	Purpose of Fees	Amount (Include GST) (\$S)
Level 2	Application Fees	\$54.5 (PT); \$109 (FT)
Level 3, 4 & 5	Application Fees	\$109 (PT); \$218 (FT)
ALL LEVELS	Course Transfer	\$109.00
ALL LEVELS	Deferment of Study	\$218.00
ALL LEVELS	Appeal of Examination Results	\$218.00
Level 2	Material Fees	\$54.50
Level 3 & 4	Material Fees	\$163.50
Level 5	Material Fees	\$218.00
HD	Material Fees	\$436.00
ALL LEVELS	Late Payment Interest	4% per month
ALL LEVELS	Reassessment for Assignment /Examination (2 nd Attempt)	\$545.00 per module
ALL LEVELS	Re-module (3 rd Attempt)	\$872.00
Level 3, 4 & 5	Re-module for Industry Project / Industry Attachment	\$1,090.00
ALL LEVELS	Additional FPS (for re-module or extension of course duration)	5% of course fee, subject to a minimal fee of \$65.40 (9% GST)
ALL LEVELS	A Replacement of Lost Student Card	\$21.80
ALL LEVELS	A Replacement of Certificate / Transcript	\$545.00 per copy
ALL LEVELS	Reprint of Certificate/ Transcript	\$21.80 per copy
ALL LEVELS	Course Completion Letter/ Enrolment Letter/ Certification Letter/ Verification of Award Letter	\$21.80 per letter
ALL LEVELS	National Service/ Reservist Deferment Letter	\$21.80 per letter
ALL LEVELS	Other Official Request Letter (e.g. Letter of Good Standing, Letter for Document Authentication, etc)	\$21.80 per letter
ALL LEVELS	Certified True Copy for each Certificate/ Transcript	\$5.00 per page
ALL LEVELS	Change of Payment Plan Administration Fees	\$76.30
ALL LEVELS	Reprint Official Letter	\$21.80 per print
ALL LEVELS	Reprint Tax Invoice/ Receipt	\$21.80 per print
ALL LEVELS	Administration charge for late collection of certificates (collection after 1 year from result release date)	\$218.00
ALL LEVELS	Credential Evaluation Fees	\$327.00
ALL LEVELS	**Medical Insurance	\$109.00
Level 2	**International Students Admin Fees	\$54.50
Level 3 & 4	**International Students Admin Fees	\$163.50
HD & Level 5	**International Students Admin Fees	\$218.00
ALL LEVELS	**Administrative Fees for Student Pass Application	\$87.20
ALL LEVELS	** ICA Application Processing Fees (Per Application)	\$45.00
ALL LEVELS	** ICA Issuance Student Pass Application Fees	\$60.00 or \$90.00 as stated in the In-Principle Approval letter from ICA
ALL LEVELS	** ICA Student Pass Renewal Application Processing Fees	\$45.00
ALL LEVELS	**Administrative Fees for Renewal of Student Pass Application	\$21.80
ALL LEVELS	Email certificate/transcripts verification	\$21.80

Note:
 1. HD= Higher Diploma PT = Part Time Student; FT = Full Time Student; * Fees are Applicable to Full Time Local and International Student. ** All fee payment to Singapore ICA is included GST and applicable to International Student.
 2. All fees are subject to 9% GST.
 3. All fees are subject to annual review. The GSTM reserves the right to amend previously announced fees, if necessary.

Payment Methods

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

1. Cash / Credit Card (Visa/ MasterCard)
2. PayNow to 201007405K
3. Crossed Cheque, payable to “Global School of Technology & Management Pte. Ltd”
4. Bank Transfer to GSTM (DBS Current Account: 001-906006-0)

Receipts

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

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

Fees Protection Scheme (FPS)

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

GSTM purchase insurance protection from an appointed insurance company from the CPE as the provider of all policies taken out as part of the fee protection scheme. For details, please approach our staff.

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

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

For more details, please visit website of SSG: [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/protection-of-course-fees](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/protection-of-course-fees)



Medical Insurance

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

GSTM had discussed with Income Insurance Limited for Group Hospital & Surgical Insurance. The benefits which comply to EduTrust requirements is as follow:

For Group Hospital & Surgical Insurance:

- As charged in B1 wards (4-bedder) in Singapore Government /Singapore Government Restructured Hospitals up to the overall maximum limit per policy period.
- Pro-ration factor will apply if student is admitted into a higher ward in Singapore Government / Restructured Hospitals or in private hospitals in Singapore
- Annual Limit of \$20,000 per policy period
- Inpatient Psychiatric Treatment of \$1000 (with referral by General Practitioner or Specialist)
- Death benefit of \$5000

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

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

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

Medical Insurance

(A) Group Hospitalisation & Surgical Insurance Policy No. 2100611767

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

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

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

³ Emergency Outpatient Accidental Treatment must be sought in a hospital/clinic by a Registered Medical Practitioner or by Chinese Physician or physiotherapist within 48 hours from time of accident. Follow-up charges incurred by a Registered Medical Practitioner or a Chinese Physician are covered up to 31 days from date of accident and for Chinese Physician not exceeding \$500 per accident

Enrolment Policy for New Students

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

GSTM Staffs are not allowed to collect course fees from the students until they had signed the Standard Student Contract. All international students shall make course fees payment directly to School.

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

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

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

Student Portal Account, Student Card and Course Materials

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

- GSTM Form
- School Policies
- Fee Protection Scheme (FPS)
- Class Schedules
- Examination Results
- Personal Particular
- Fee Payment records
- Documents - Harvard Referencing, etc.
- Resources (e.g E-books)

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

Note: Please do not share your password with others.

Forms

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

Student Pass for International Students

Your Student Pass is your primary Identification here in Singapore and it is very important to carry on your person at all times.

Students should take good care of the Student's Pass Card and prevent loss through negligence.

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

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

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

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

Important Contact Numbers in Singapore

Emergency Services

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

Questions on COVID-19 related GSTM matters

Email	info@gstm.edu.sg
Hotline	81890101

General

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

Transport

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

Quality of Teaching

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

Teaching and Learning Strategies

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

Reading

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

Private Study

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

Study Groups

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

Good Time Management

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

Language of Delivery and Assessment

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

Academic Teaching and Support

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

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

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

Teacher – Student Ratio

The teacher-student ratio for each module is based on the following:

- **All Level 1 to 5 modules:** The teacher-to-student ratio is 1: 80
- **All Level 6 to 7 modules:** The teacher-to-student ratio is 1: 60
- **All Honours Research Project/ Master Dissertation:** GSTM Supervisor to student ratio is 1:6
- **Industry Attachment:** GSTM Training Supervisor to Interns Ratio is 1:15
- **Laboratory:** The teacher-to-student ratio is 1:10 per session (Applicable to Civil Engineering, Mechanical Engineering and Electrical and Electronic Engineering courses)
- **Workshop for Cooking session:** The teacher-to-student ratio is 1: 30 per session (Applicable to Food, Beverage, and Catering Management course)

Data Protection Scheme

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

Non-Discriminatory Policy

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



Refund Policy

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

The refund policy is also available in the students' native languages where applicable. Prospective and current students are required to abide by the refund policy specified on the course application form and Standard PEI Student Contract.

Refunds are based on the following terms and conditions:

% of [the amount of fees paid under Schedules B and C of the Student Contract]	If Student's written notice of withdrawal is received
100%	Refer to Standard PEI Student Contract in clause 3 Termination and Refund Policy
75%	[Maximum fees] More than [30] days before the Course Commencement Date
25%	Before, but not more than [30] days before the Course Commencement Date
0%	On or after the Course Commencement Date

Refund for withdrawal due to non-delivery of course (refer to Standard PEI Student Contract in Clause 3)

GSTM will notify the Student within three (3) working days after becoming aware of any the following (each a "Refund Event") (In Clause 3.1 Standard Student PEI Contract):

- It cannot commence the provision of the Course on the Course Commencement Date;
- It cannot complete the provision of the Course by the Course Completion Date;
- The Course will be terminated before the Course Completion Date;
- It terminates the Course before the Course Completion Date; or
- The Student does not meet the course entry or matriculation requirements as stated in Schedule A (Refer to the Standard PEI Student Contract).
- The Immigration and Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.

Where any of the Refund Events in Clause 3.1(a) to (c) above has occurred:

- The GSTM shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
- If the Contracting Party accepts such alternative study arrangements, the GSTM shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.

- If the GSTM does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the GSTM.

Where any of the Refund Events in Clauses 3.1(d) to (e) has occurred, the GSTM shall forthwith terminate this Contract by way of a written notice to the Contracting Party.

If the Contract is terminated pursuant to:

- Clause 3.2(b) read with Clause 3.1(a), the GSTM shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c), the GSTM shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c), the GSTM shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

Note: Please refer to the refund events diagram.

Refunds for Withdrawal During the Cooling-Off Period (refer to Standard PEI Student Contract in Clause 3.8)

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the School, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the GSTM. The GSTM shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

Note: Cooling-Off Period shall refer to the period of ten (10) calendar days commencing from and including the date of this Contract.

Refund for Withdrawal Outside the Cooling-Off Period

Without prejudice to Clauses 3.1 to 3.8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the School Upon receipt of such notice, the School shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D of Standard PEI Student Contract.

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

Note: Cooling-Off Period shall refer to the period of ten (10) calendar days commencing from and including the date of this Contract.

When the transfer/ withdrawal application is approved

The maximum processing time of not more than 7 working days from the student's withdrawal/ transfer/refund request for the issuing of refund. GSTM Informs FPS Insurance provider on student refund and status. GSTM will communicate to student on the computation of the refund amount. The refund to the student an amount based on the table in Schedule D Refund Table as stipulated at Standard PEI Student Contract. GSTM will refund student in the form of a cheque.

GSTM will notify the student via email or phone to collect the cheque when it is ready. When the student collects the check, they are to sign the Cheque Voucher to verify receipt of the cheque.

Note:

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

Additional Information

The Standard PEI Student Contract shall be interpreted in accordance with the laws of Singapore. Subject to the Private Education (Dispute Resolution Schemes) Regulations 2016, the courts of Singapore shall have exclusive jurisdiction to settle any claim, dispute or disagreement arising out of or relating to this Contract.

If any provision of this Contract is adjudged to be illegal, invalid or unenforceable, in whole or in part, such provision or part of it shall, to the extent that it is illegal, invalid or unenforceable, be deemed not to form part of this Contract and shall not affect the validity, legality and enforceability of the remainder of this Contract.

The GSTM shall treat all personal information provided by the Student or Contracting Party as strictly confidential and shall not disclose any such personal information to any third-party, unless it has obtained the prior written consent of the Contracting Party or such disclosure is required under the law.

This Contract contains the whole agreement between the parties in respect of its subject matter and supersedes all previous discussions, correspondences and understanding between the parties in respect of such subject matter.

In no event shall any delay, failure or omission on the part of either party in exercising any right, power, privilege, claim or remedy arising under or pursuant to this Contract constitute a waiver of that right, power, privilege, claim or remedy, unless expressly given in writing. No waiver of a breach of this Contract shall be deemed to be a waiver of any other or subsequent breach of this Contract.

If this Contract is also signed in or translated into any language other than English, the English language version shall prevail in the event of any inconsistency.

A person who is not a party to this Contract shall have no right under the Contracts (Right of Third Parties) Act 2001 to enforce any of its terms.

REFUND EVENTS

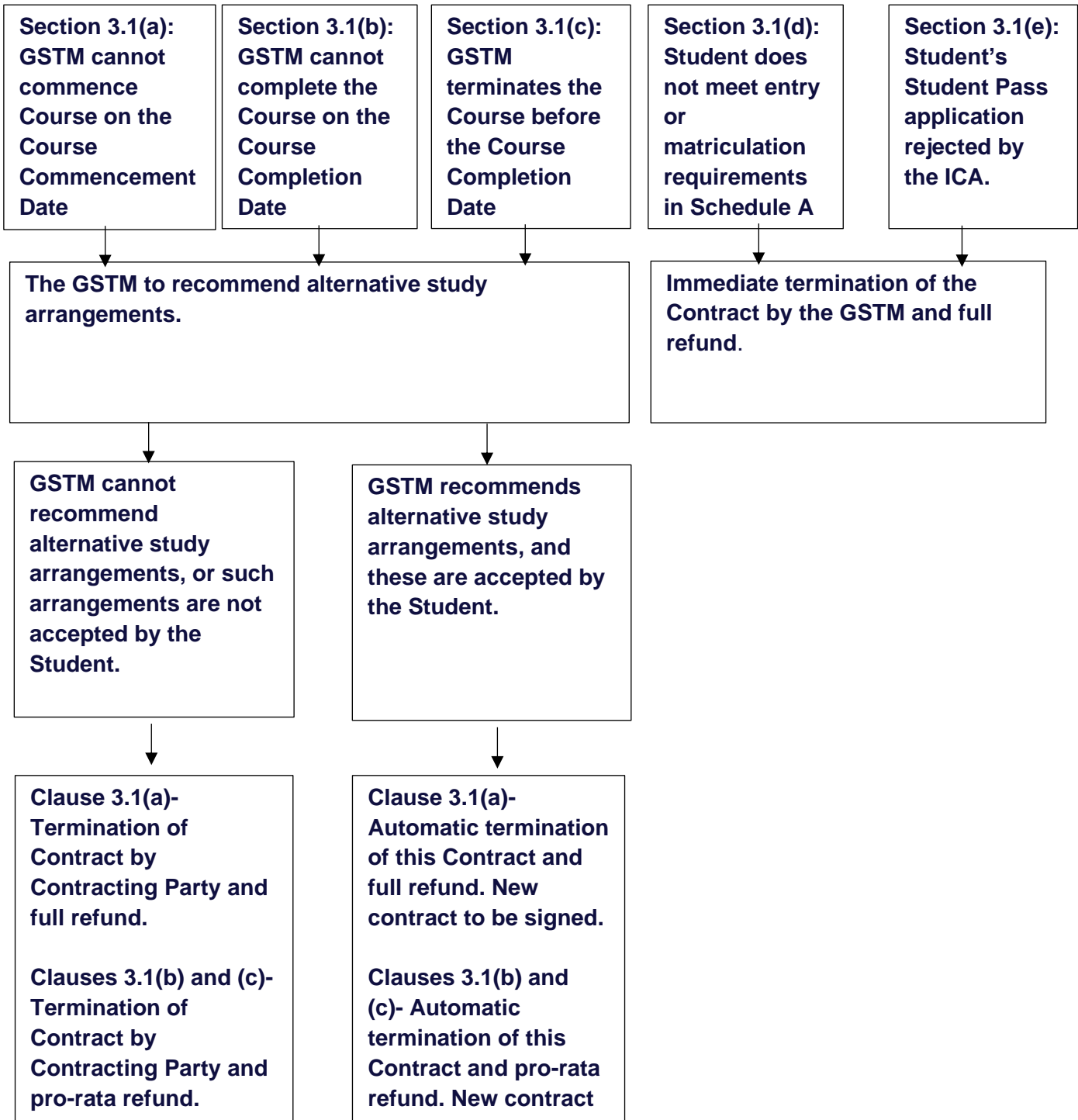
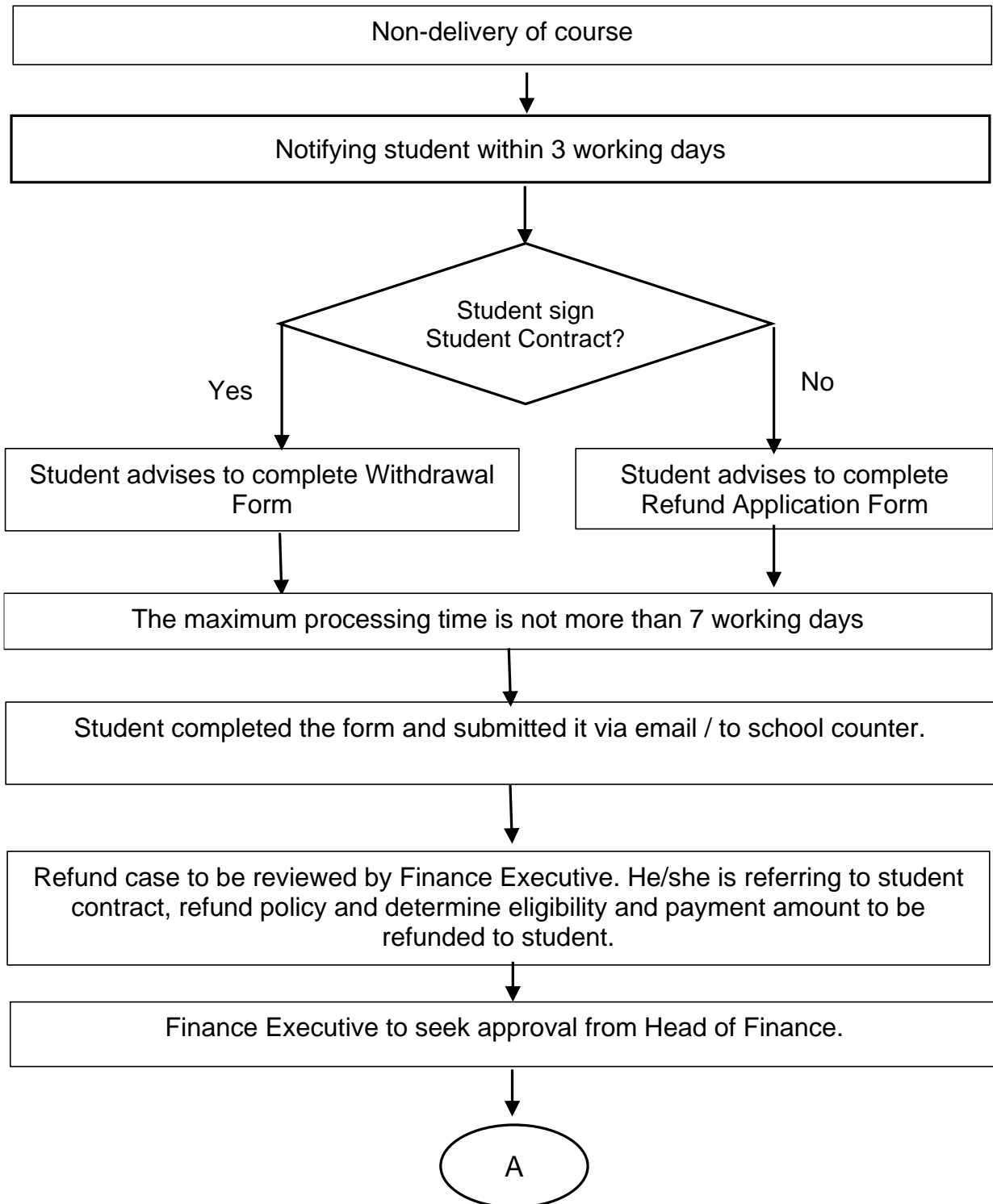


Figure 4.3.1 (b) Refund process (Refund for withdrawal due to non-delivery courses)



Refund for withdrawal due to non-delivery of course

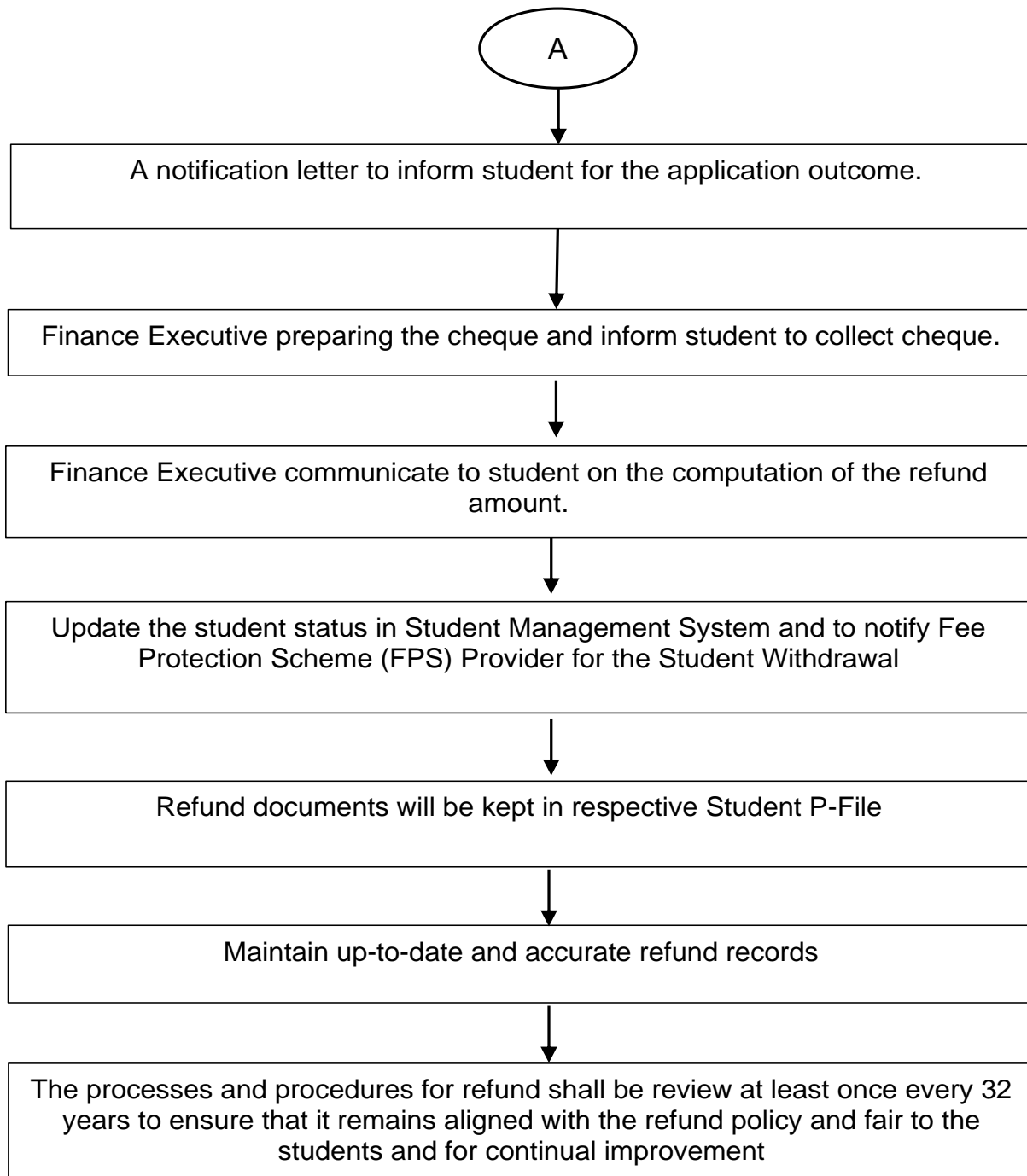
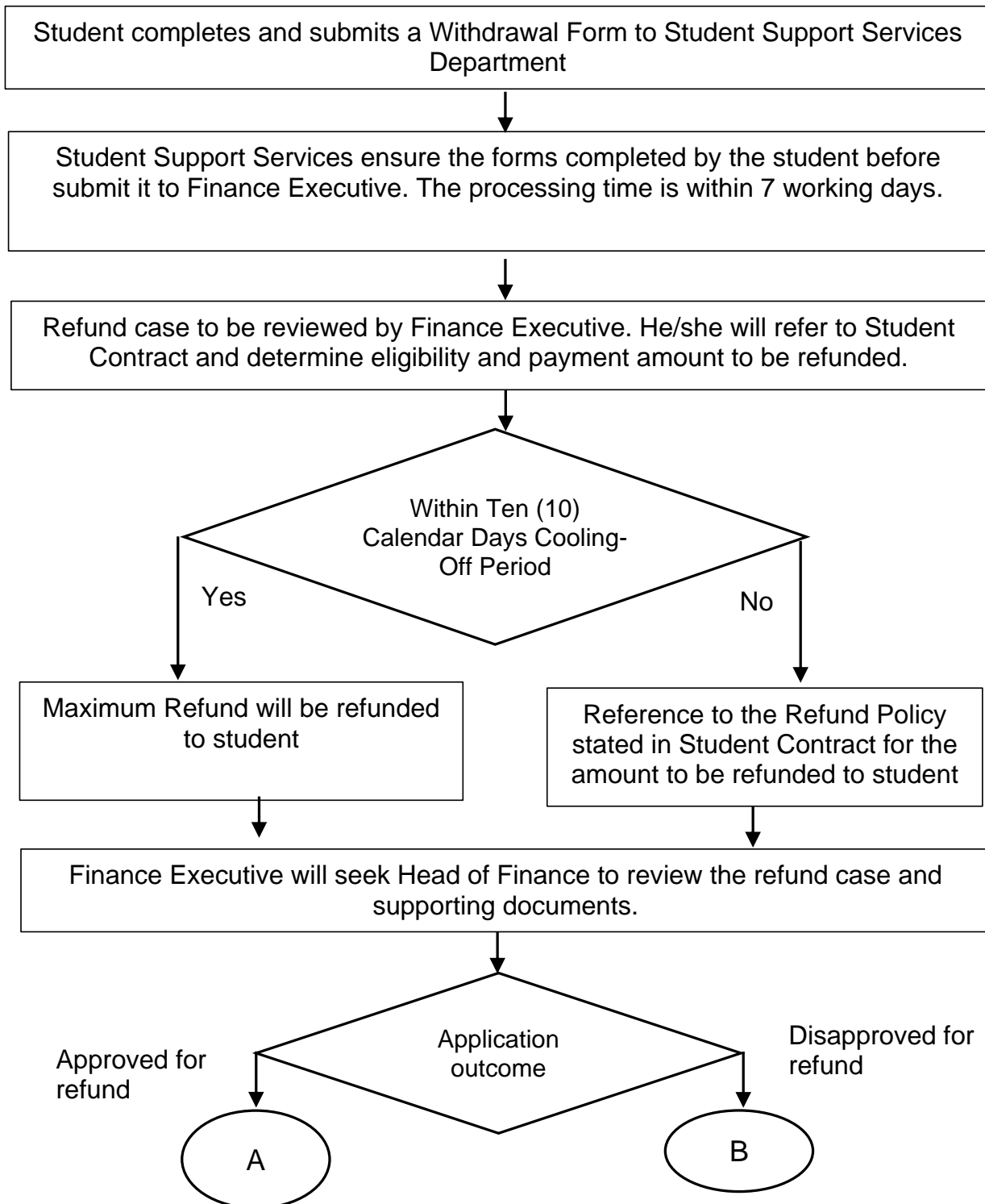
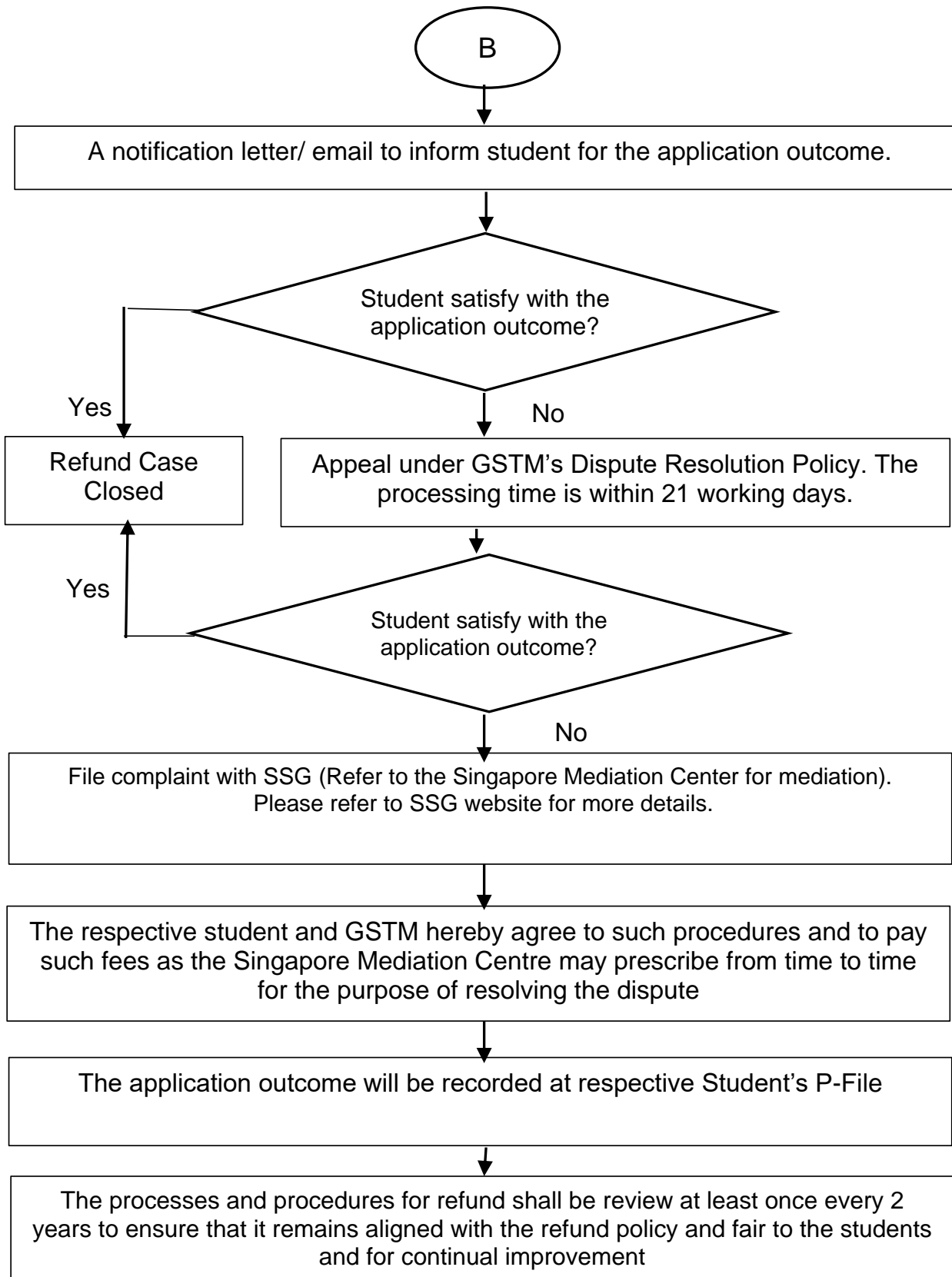
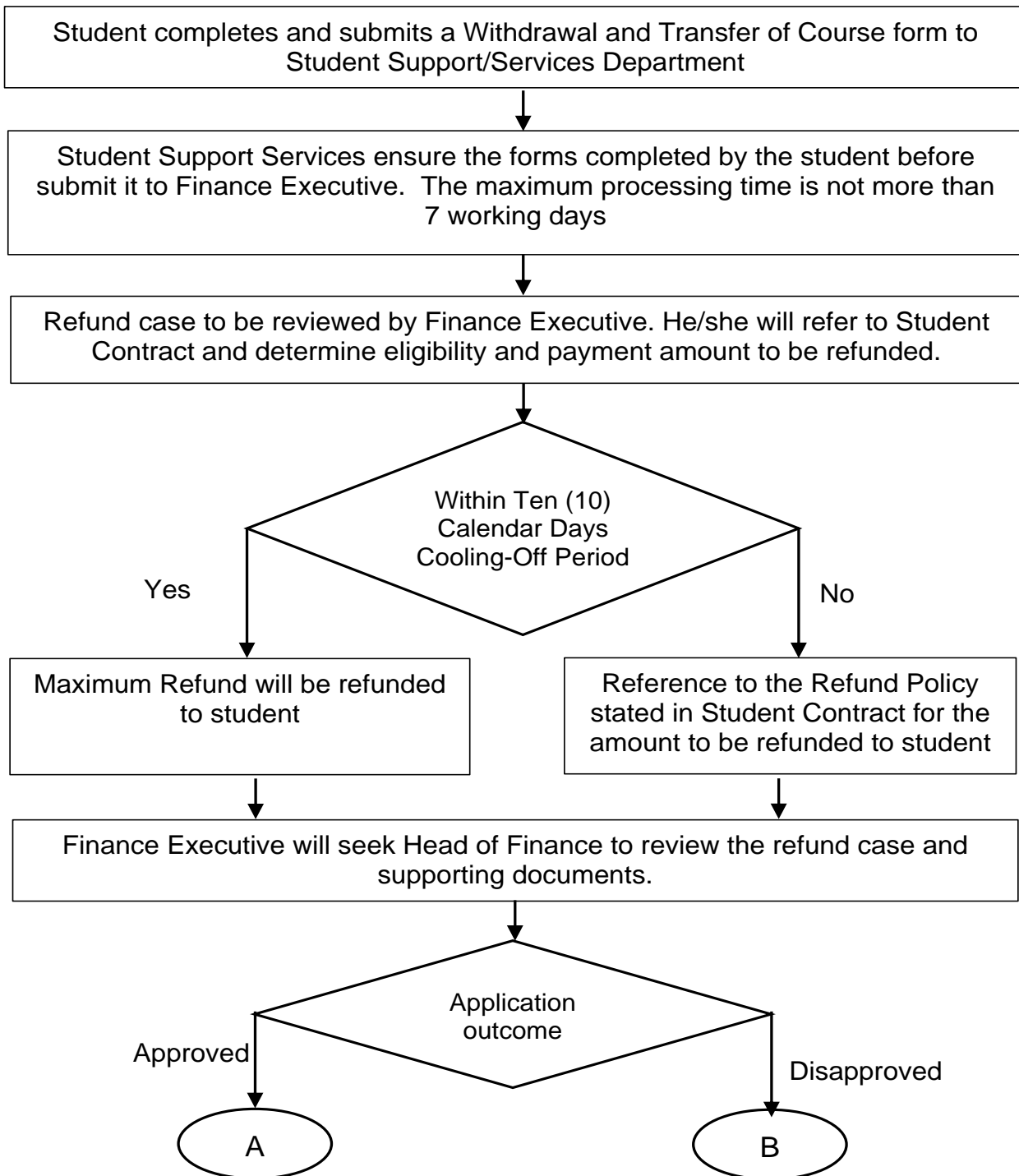


Figure 4.3.1 (c) Refund process (withdrawal due to other Reasons)
Refund for withdrawal course





Refund for transfer of course



Course Transfer Policy

Course Transfer Policy

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

Transfer to another course

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

For students under 18 years of age, parent's/ legal guardian's written consent is required before the course transfer application will be processed.

For the student who is under the Company's sponsorship, the company representative must indicate approval for transfer in the designated section of the "Transfer of Course Form". The student is required to submit a copy of the approval letter from their Company together with the course transfer application form.

Requests for course transfer must be submitted through the Transfer of Course Form and handed to the Student Support Services Department. An administrative fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees is applicable for all transfer requests. The administrative fee is non-refundable and non-transferable.

Requests for course transfer are treated as a new application for a new intended course. The application will be officially assessed by GSTM and External Academic Partner (if applicable) to ensure the student fulfils the minimum entry requirement of the new course. The student must meet the entry requirements of the new course before they are applying for.

Approval for transfer will be granted on a case-by-case basis, subject to the student meeting the admissions requirements of the new course and approval from the GSTM and External Academic Partner (if applicable).

In the event student wishes to transfer to a new intake/ term will be treated as a withdrawal from the course, and the transfer request will be treated as a new application for the new intake/term. Students are required to fill in a new Application Form and make application fees which are non-refundable.

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

For the Refund Policy (Refer to Schedule D in Standard PEI Student Contract), any unconsumed course fees that are applicable for a refund, if any, from the existing course will be transferred to the new course.

Students will need to top up the remaining balance of the course fees for the new course. Students who are granted course discounts, waivers etc., are to abide by the terms and conditions of these grants, and they are non-transferable to the new course.

International students who wish to transfer to another course offered by GSTM and External Academic Partner, where applicable, will also need to submit their Student's Pass re-application to ICA for approval.

The course transfer will only take effect after ICA approves the transfer of the Student's Pass.

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

If a student's course of study is offered on both a full-time and part-time basis, he or she may apply to change his/her mode of study from full-time to part-time (or vice versa) during his/her studies. The conversion of status is permitted once only during the entire period of study.

For students under 18 years of age, parent's/ legal guardian's written consent is required before the conversion from full-time to part-time Study (or vice versa) application will be processed.

For the student under Company's sponsorship, the company representative must indicate approval for status conversion in the designated section of the "Conversion from Full-Time to Part-Time Study (or vice versa) Form". The student is required to submit a copy of the approval letter from their Company together with the Form.

Applications must be made using the Conversion from Full-Time to Part-Time Study (or vice versa) Form with supporting documents to GSTM at least one month before the intended conversion date. The student must also give the reason for the change and the term of effect.

Conversion from Full-time to Part-time study (or vice versa) will be subjected to approval from the GSTM and External Academic Partner where applicable.

Approval for conversion from Full-time to Part-time study (or vice versa) is normally not allowed for students unless appropriate grounds for an application for a change of mode would include employment or a significant change in personal circumstances.

A change of mode of study for health reasons should not be approved unless medical evidence indicates that part-time study is feasible and full-time study is not. Otherwise, the students are advised to remain with no change of their study mode or withdrawal from the study.

Any approval for conversion from Full-time to Part-time study (or vice versa) will affect course fees and completion dates. The maximum registration period allowed for all programmes is 36 months, and all students should complete their programme of study within the maximum registration period.

International students who wish to conversion from Full-Time to Part-Time status must hold a valid pass to stay in Singapore to work and study part time.

When the request for the conversion of the mode of study is approved, the original student contract must be terminated, and a new contract must be signed for the new mode of study. A new Fee Protection Scheme (FPS) insurance will be purchased for the new mode of study.

The International students are also required to surrender their Student Pass to GSTM at the Student Support Services Department for cancellation with the Immigration & Checkpoints Authority of Singapore (ICA) of the change to the status of the Student's Pass (STP).

Students will be notified of the successful cancellation of the Student's Pass.

Local students who are no longer holding a valid pass (e.g. work permits, social visit pass, long-term visit pass, etc.) and wish to change their mode of study from Part-Time to Full-Time need to submit their Student Pass application to Immigration and Checkpoints Authority of Singapore (ICA) for approval.

The changes to the mode of study will only take effect after ICA approves the Student's Pass.

When the request for the conversion of the mode of study is approved, the original student contract must be terminated, and a new contract must be signed for the new mode of study. A new Fee Protection Scheme (FPS) insurance will be purchased for the new mode of study.

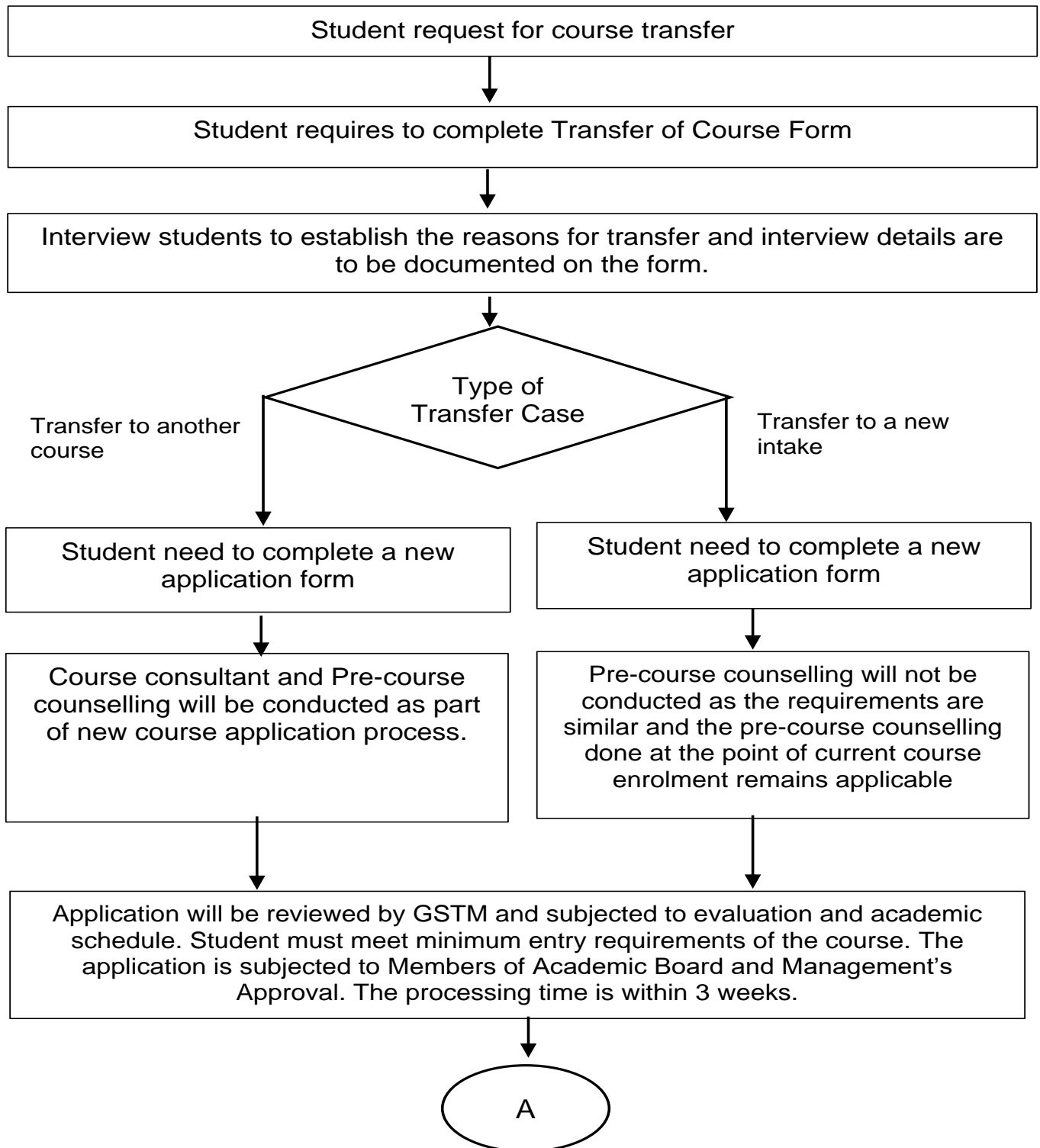
For the Refund Policy (Refer to Schedule D in Standard PEI Student Contract), any unconsumed course fees that are applicable for a refund, if any, from the existing mode of study will be transferred to the new mode of study.

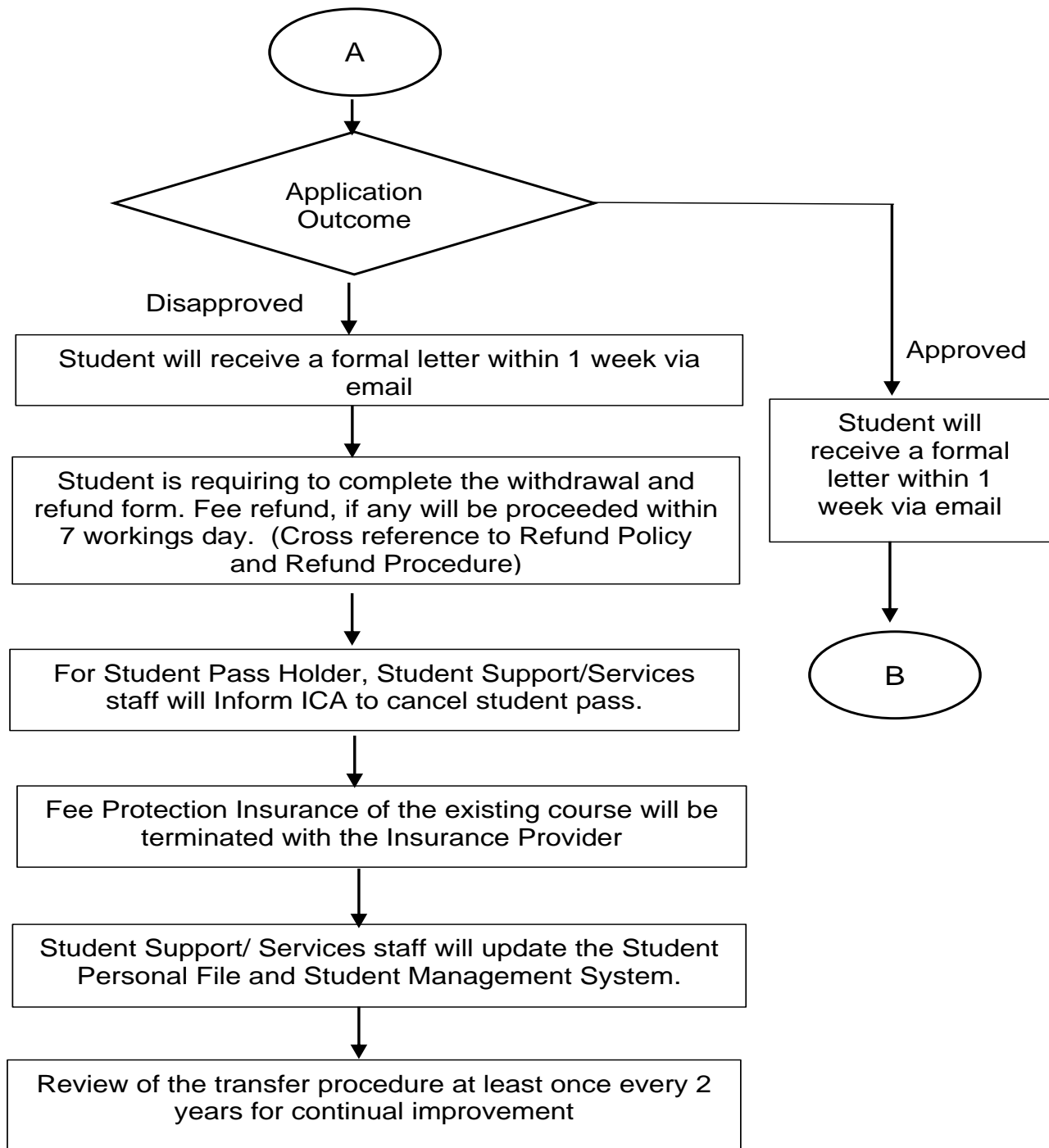
Students will need to top up the remaining balance of the change of mode of study. Students who are granted course discounts, waivers etc., are to abide by the terms and conditions of these grants, and they are non-transferable to the new change.

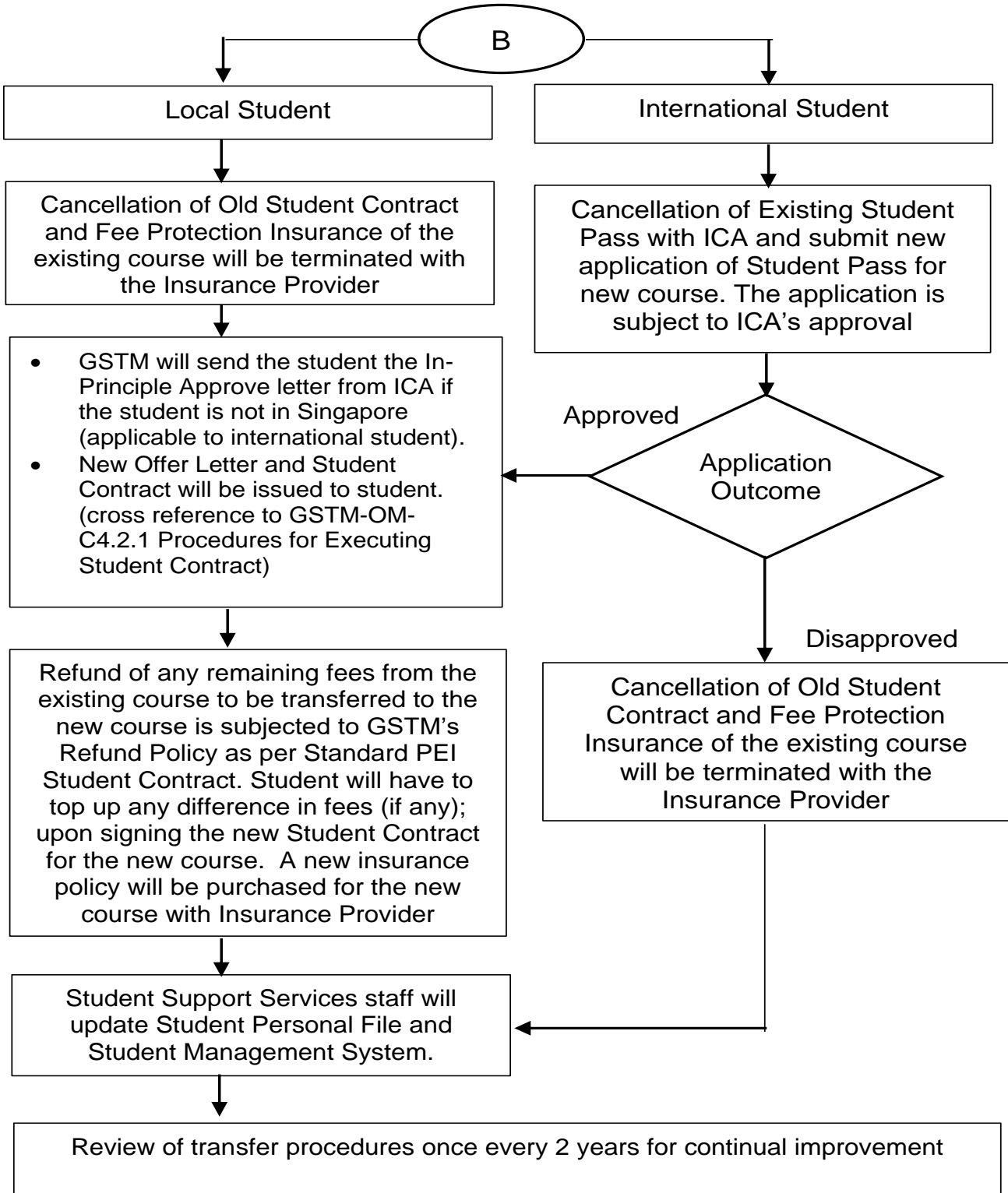
Timeframe for assessing and replying to any request for course transfer.

The entire transfer process, from the point of application to the outcome, will be made known in writing within a maximum processing time of not more than 4 weeks from the point of the student's request to informing the student of the outcome in writing

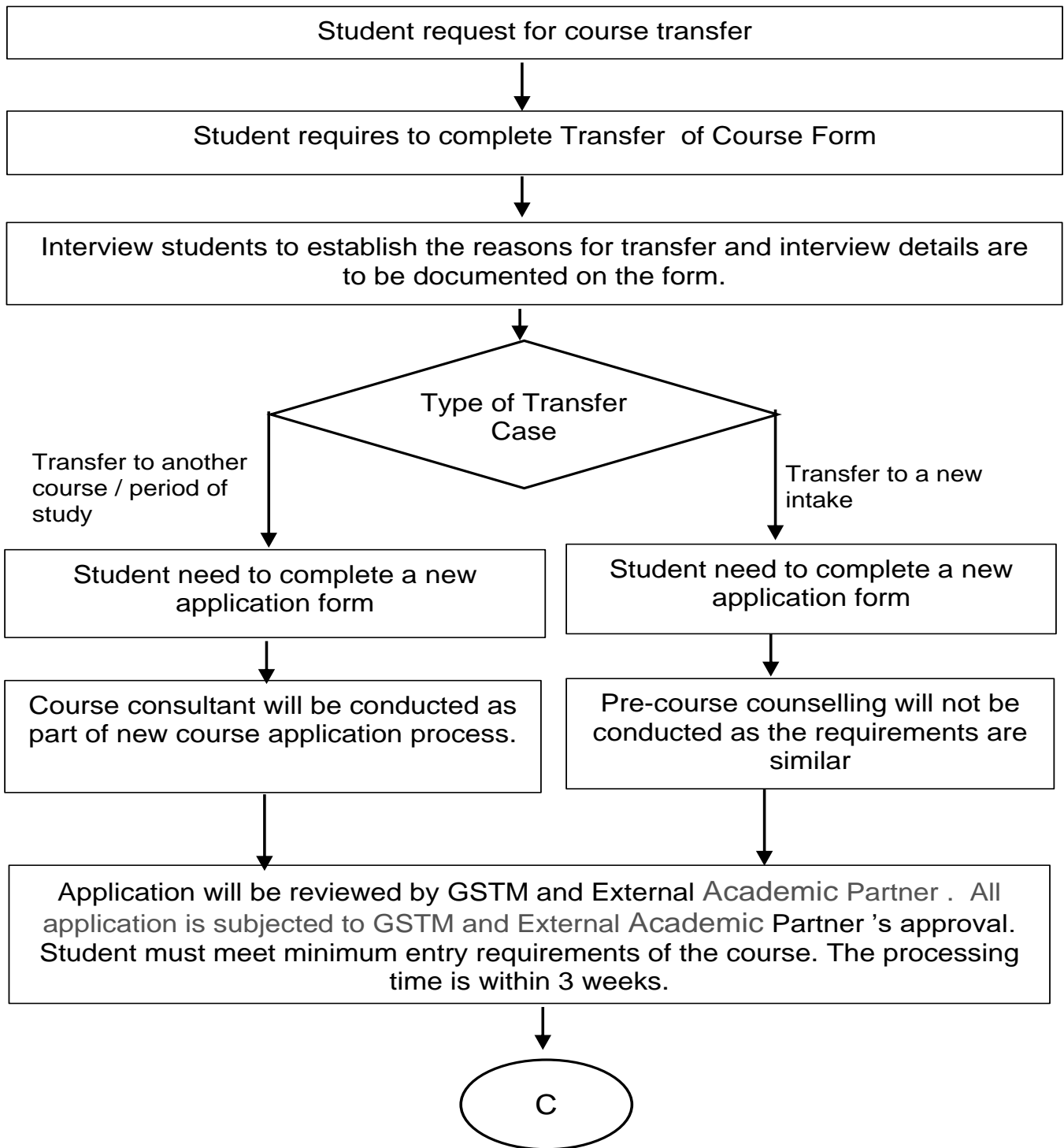
Transfer to another course offered by GSTM procedure

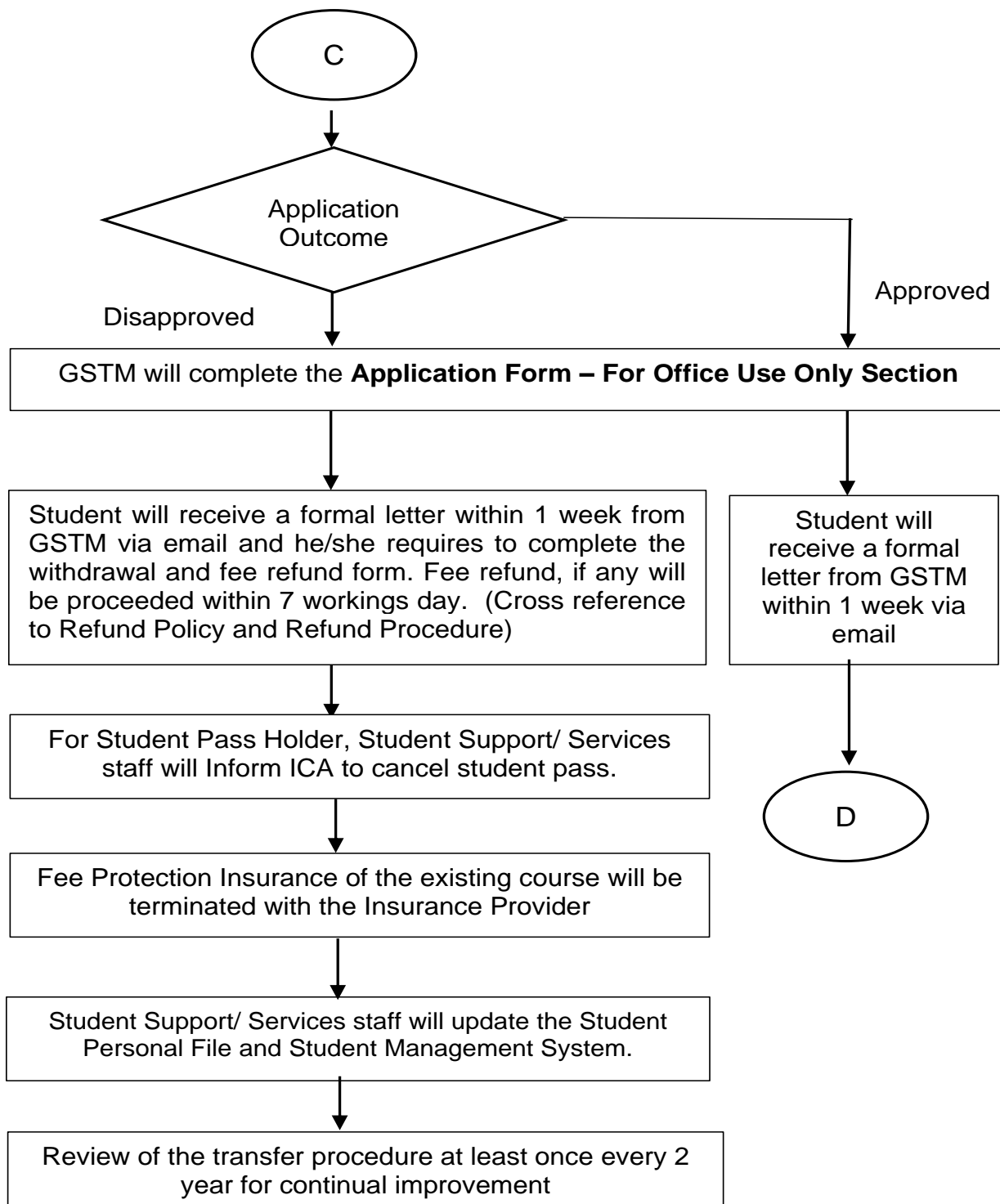


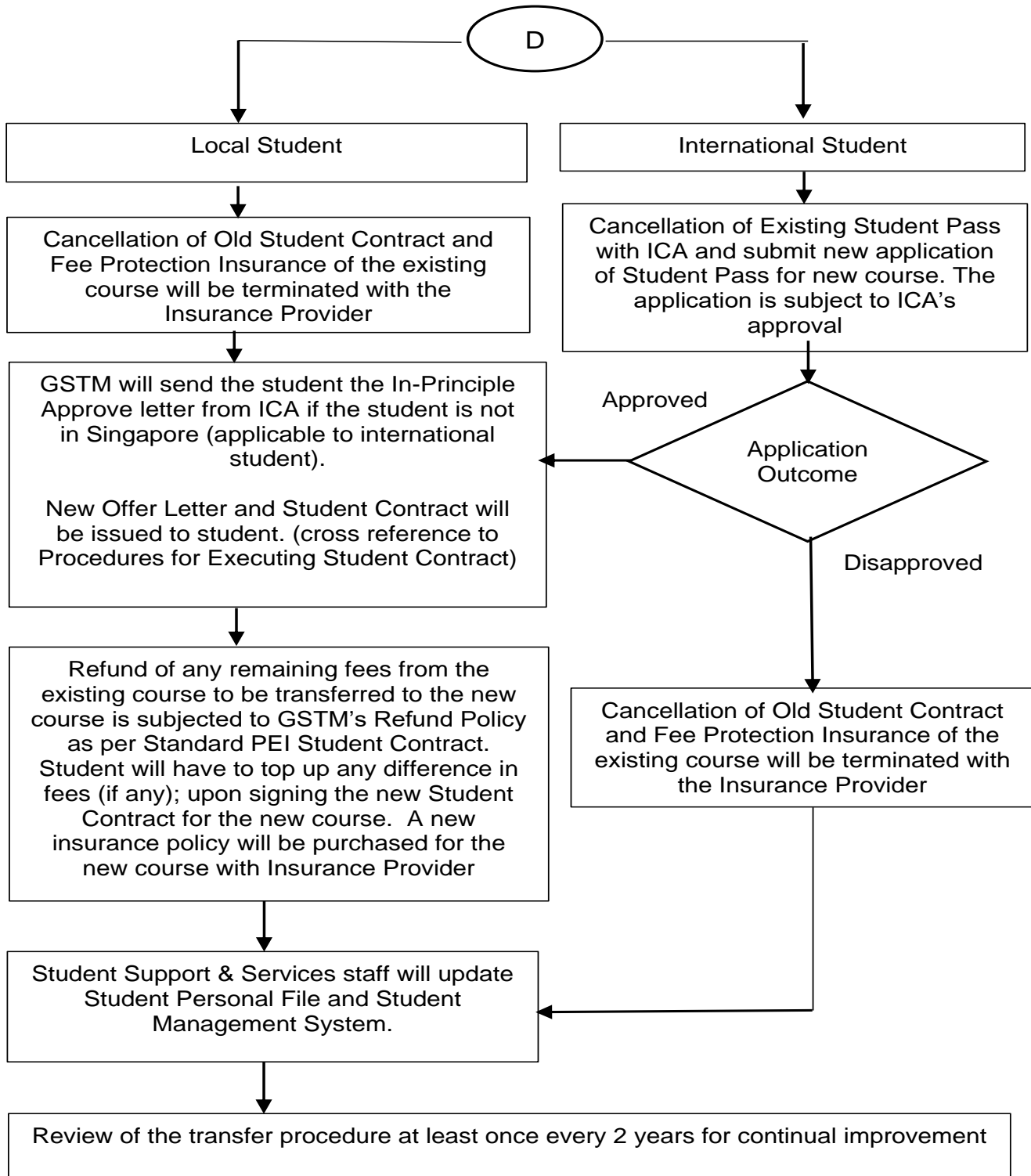




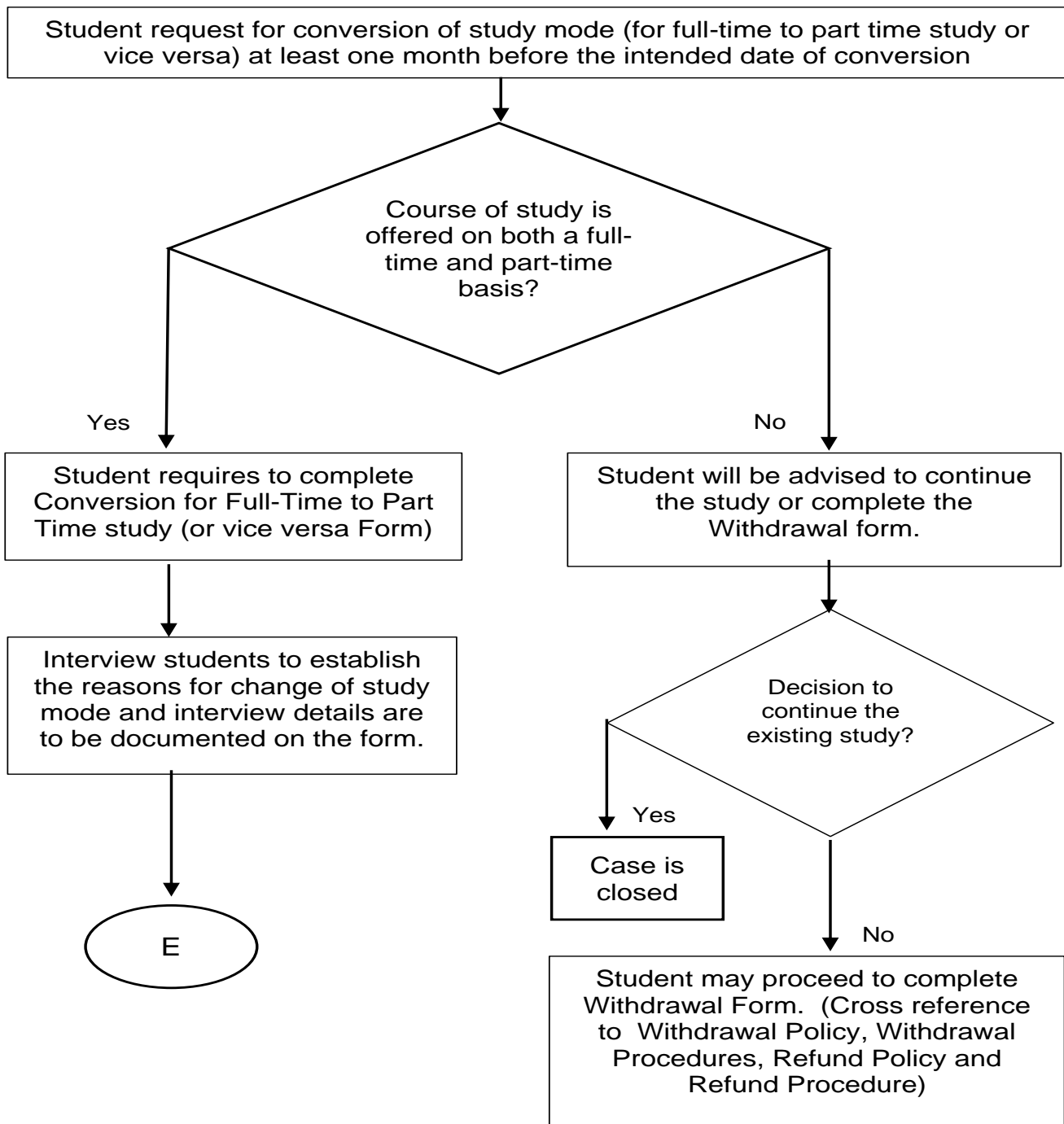
Transfer to another course offered by External Academic Partner Procedure

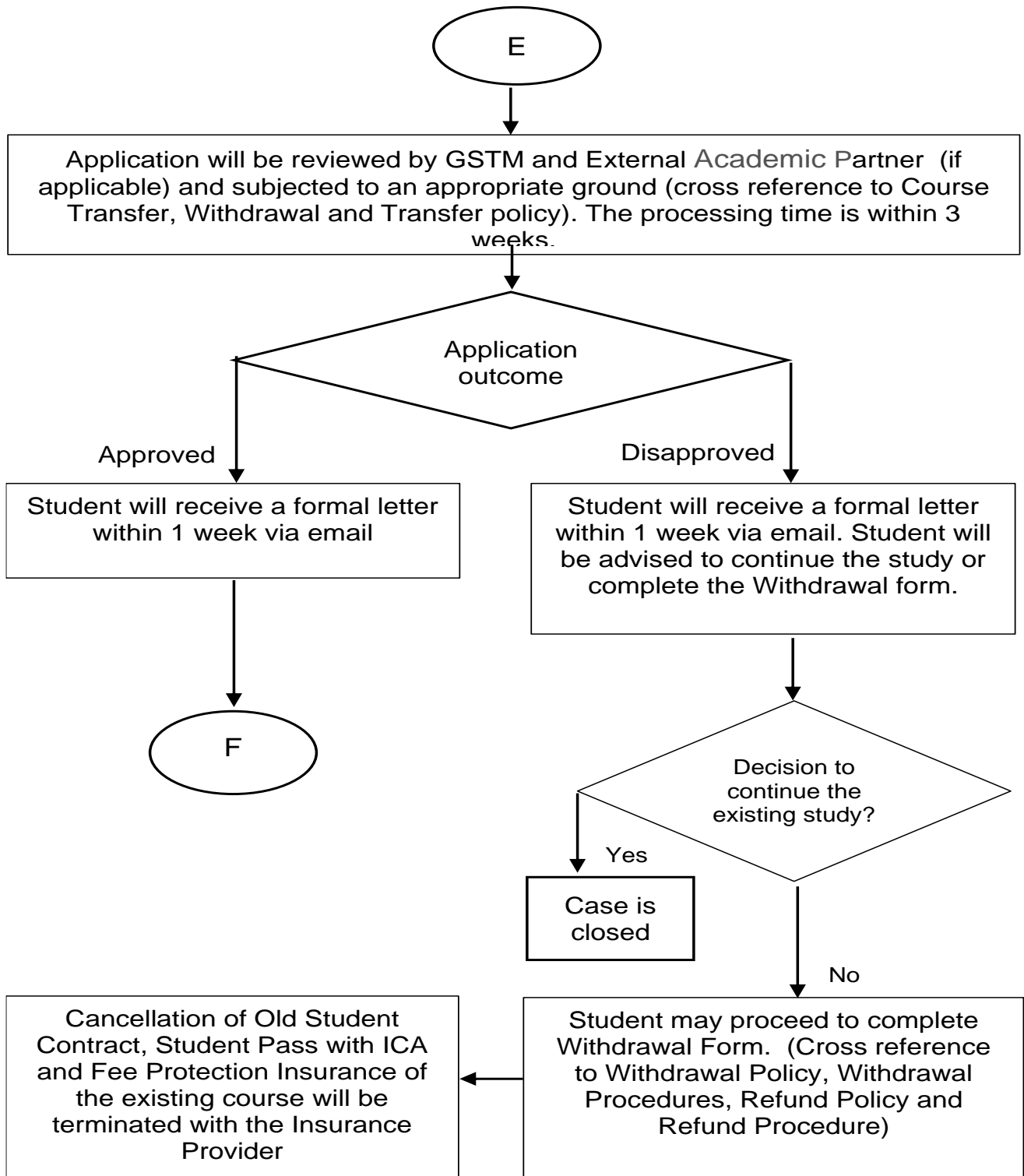






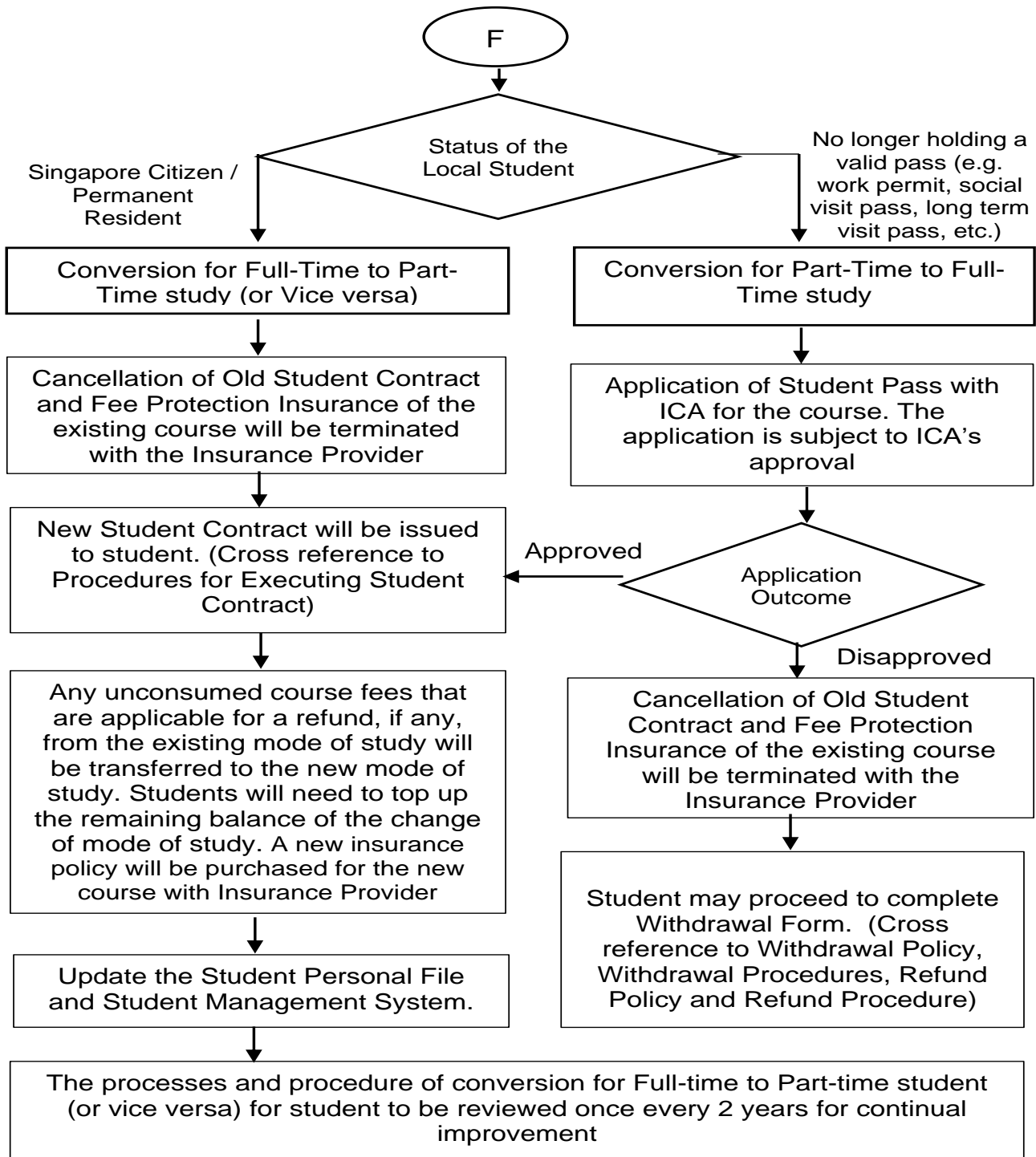
Conversion from Full-Time to Part-Time study (or vice versa) for existing student process



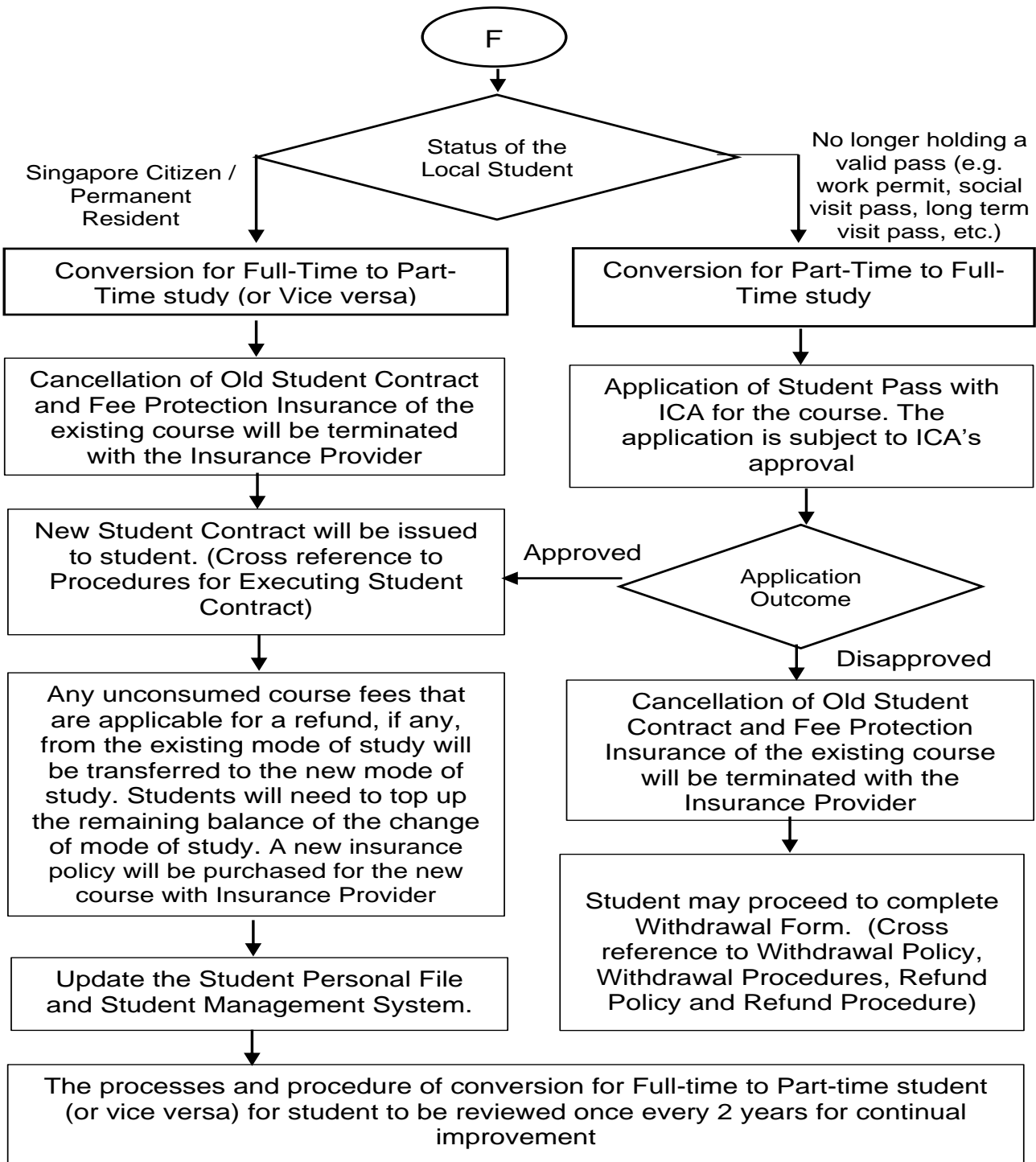


Course Transfer Procedures

Conversion of Study Mode for Local Student



Conversion of Study Mode for International Students



Withdrawal Policy

This policy applies when a student requests to discontinue their studies at the GSTM and any applicable External Academic Partner. Upon withdrawal, the Student's Pass for international students will be cancelled with ICA Singapore. Students wishing to withdraw from their course after commencement must notify GSTM in writing by completing the Withdrawal Form and providing reasons for their withdrawal.

Course withdrawal

Course withdrawal refers to a student discontinuing a course with GSTM. The withdrawal request must be made in writing by completing the "Withdrawal Form" and the External Academic Partner's withdrawal form (if applicable). For students under 18 years of age, written consent from a parent or legal guardian is required before processing the withdrawal application.

Approval Process:

- GSTM Courses: Withdrawal applications are subject to GSTM's approval.
- External Academic Partner's Courses: Withdrawal applications require approval from both GSTM and the External Academic Partner.

Before processing the request, students must settle all outstanding fees per the Standard PEI Student Contract. Refunds (if applicable) will be processed according to GSTM's refund policy as outlined in the Standard PEI Student Contract. Fee Protection Scheme (FPS) Insurance will be cancelled for withdrawn students. The Student PEI Contract will be terminated upon final approval of the withdrawal by GSTM and the External Academic Partner (if applicable).

GSTM will inform ICA of any changes to the Student's Pass status. International students must surrender their Student Pass to GSTM at the Student Support Services Department for cancellation with ICA. Students will be notified when to collect their Social Visit Pass upon successful cancellation of the Student Pass. Students wishing to return to GSTM must reapply as new applicants.

Withdrawal caused by GSTM

Withdrawal scenarios caused by GSTM are detailed in the Refund Policy and Standard PEI Student Contract Clause 3 Section (Cross reference to Refund Policy and Standard PEI Student Contract Clause 3 Section).

Possible causes include:

- Failure to commence the course on the Course Commencement Date.
- Failure to complete the course by the Course Completion Date.
- Termination of the course before the Course Commencement Date.
- Inability to ensure the student meets the course entry or matriculation requirements as stated in Schedule A of the Standard PEI Student Contract.
- Rejection of the student's pass application by the Immigration and Checkpoints Authority (ICA).

For the Refund Events, read in conjunction with the Refund Policy and Refund Procedures and Standard PEI Student Contract Clause 3 Section.

Withdrawal caused by students

Students may request withdrawal due to examination results or other conditions/situations, including:

- Hospitalisation.
- Medical conditions certified by a Singapore-registered doctor.
- Overseas assignments of more than two months (supported by an official letter from the student's company).

Emergency reservist duty of more than two weeks.

These scenarios are detailed in the Refund Policy and Procedures. For students under 18 years of age, written consent from a parent or legal guardian is required before processing the withdrawal application.

Students who withdraw and wish to be readmitted to any courses must submit a new application, subject to the prevailing fees and approval by the School and/or External Academic Partner.

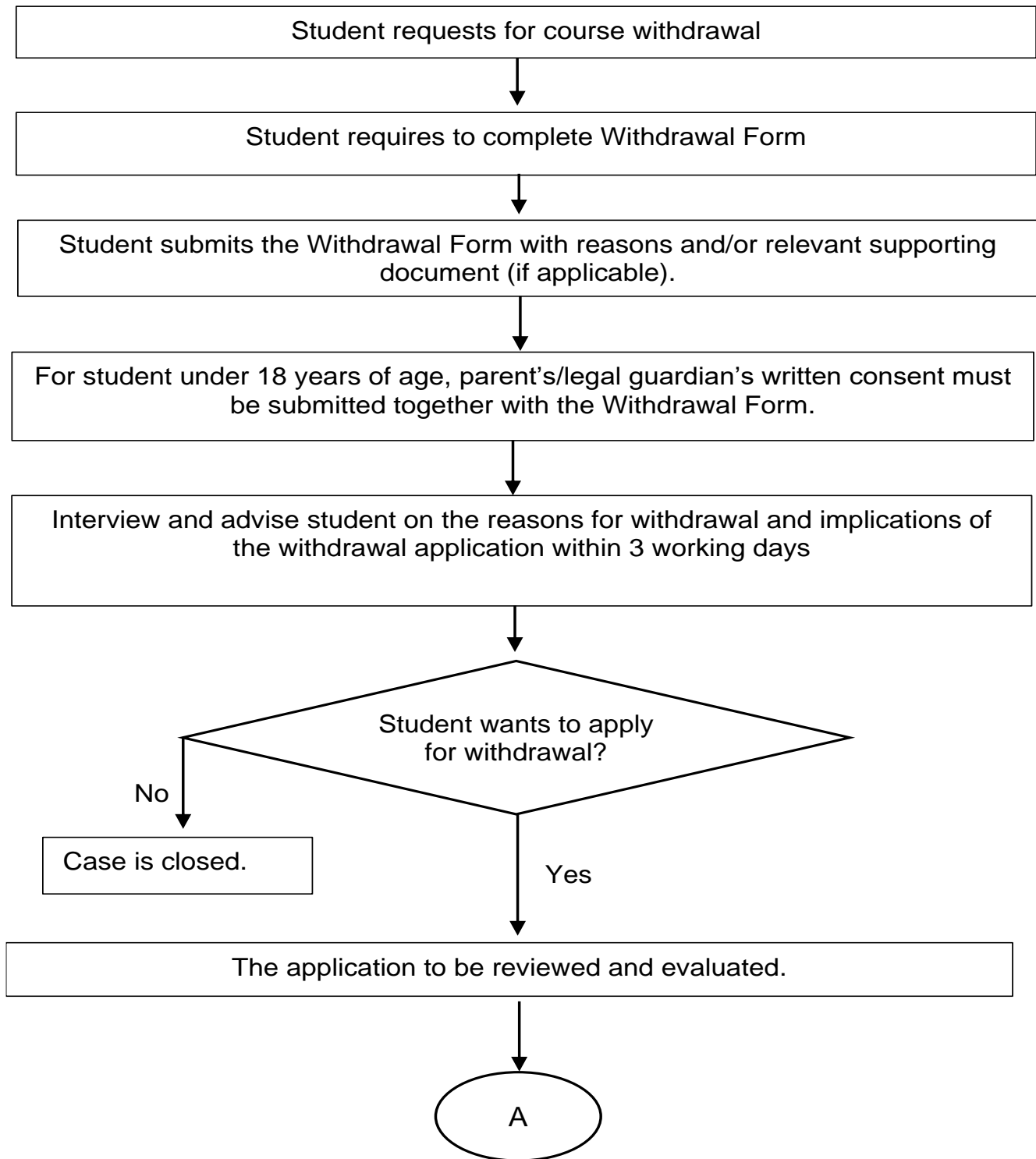
For students under 18 years of age, written consent from a parent or legal guardian is required before processing the new application. Re-entry applications for External Academic Partner's programs are subject to approval by both GSTM and the External Academic Partner.

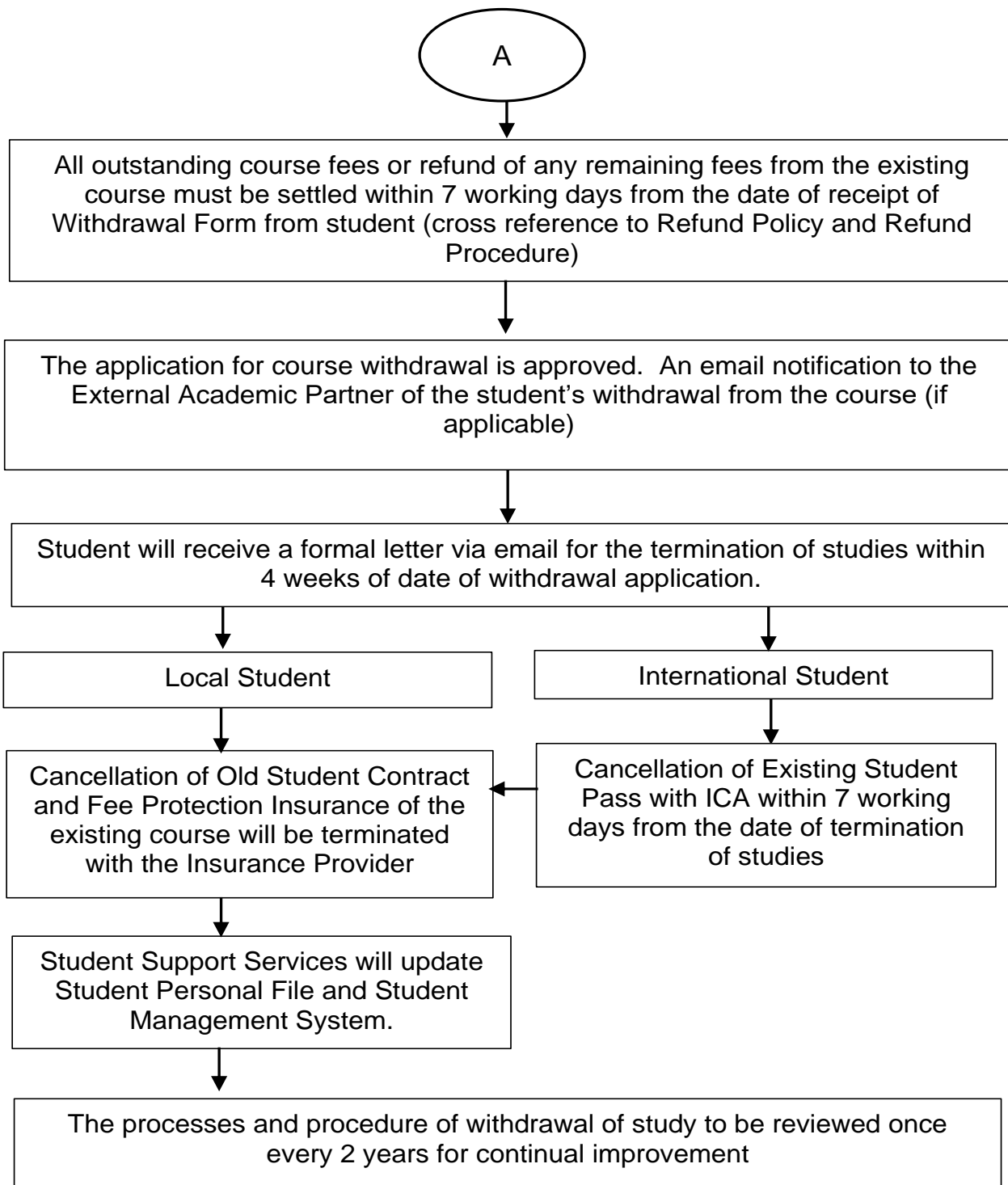
Timeframe for assessing and replying to any request for withdrawal.

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



Withdrawal of Study for Courses with GSTM





Deferment Policy

This policy applies to all students who intend to defer or postpone the course (or module). Deferment is a situation whereby a student is unable to attend, continue or accept a course for whatsoever reason/s, as mentioned below:

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

The conditions for granting deferment:

- The application for deferment must be reached GSTM before the commencement date of the course/module/ coursework submission date / examination date.
- All outstanding course fees must be settled within seven (7) working days prior to request and approval for deferment.
- Student needs to fill in the course deferment form, including submitting any supporting documents and adhering to the process stated in the deferment procedures.
- For students under 18 years of age, parent's/legal guardians' written consent is required before the course deferment application will be processed.
- Application for all deferment is subject to the availability of the size, cohort, intake and/or GSTM and/or External Academic Partner (where applicable) acceptability of the course/module.
- All application is subject to the approval of GSTM and/or External Academic Partner (where applicable)

An offer of a place in a course offered by GSTM may be deferred for up to a maximum of 6 months deferment period will be granted otherwise, the student has to reapply as a new student.

An offer of a place offered by an External Academic Partner may be deferred for up to a maximum of 1 year deferment period, otherwise, the student has to reapply as a new student.

For international students, GSTM will explain the implication of the student's pass if an international student defers from the study. Once the deferment request is approved, GSTM will inform the ICA and cancel the student pass.

GSTM will reapply the student pass for students who have gotten back in regard to when they could resume class. However, student pass applications will be subjected to ICA's approval. Students must also sign a new contract/addendum to the existing contract when a course deferment has been approved. Students who are granted deferment must follow the schedule the School has arranged for them upon resuming studies.

Types of Deferment

Deferment may arise from any of the following situations:

- Course Deferment
- Module Deferment
- Assignment Extension and/or Examination Deferment

As a policy, deferment is generally not encouraged unless on official or compassionate grounds and approval is granted at the discretion of GSTM and External Academic Partner (if applicable).

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, medical grounds, or other valid reasons.

Course deferment is allowed only up to a maximum period of six (6) months for all courses offered by GSTM and one (1) year for courses offered by External Academic Partner. Failing which, the student will be deemed as having withdrawn from the course.

Students apply for the course deferment must complete:

- Deferment form for GSTM course/modules
- Deferment form and Request to Withdraw or Take an Interruption of Study for External Academic Partner's course/module.

The application is subjected to approval by the GSTM and External Academic Partner (if applicable).

A deferment fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees applies to all deferment requests. The deferment fee is non-refundable and non-transferable.

Upon approval of the deferment, the original student contract must be terminated, and a new contract will be issued. All refunds (if applicable) will be according to the GSTM's refund policy as per Standard PEI Student Contract.

Once the student resumes the study as stated on the new Standard PEI Student Contract, he/she is required to sign the student contract and make the course fee payments. A new Fee Protection Scheme (FPS) Insurance will be purchased. (Cross reference to Fee Collection and Fee Protection Scheme Policy, Student Contract Policy, and Procedures for Executing the Student Contract)

For international students, GSTM will reapply the student pass for students who have gotten back in regard to when they could resume class. However, student pass applications will be subjected to ICA's approval.

b) Module Deferment

Module Deferment is deferment by a student who temporarily defers 1 or 2 Modules in a course and then returns to his/her course of studies. This deferment may arise due to factors such as reservist training in national service, short overseas postings, medical grounds, or other valid reasons. The application is subjected to approval by the GSTM and External Academic Partner (if applicable).

Students need to complete:

- GSTM modules: Deferment Form
- External Academic's Partner modules: Deferment Form, and Extenuating Circumstances Claim Form

Deferment Policy

A deferment fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees applies to all deferment requests. The deferment fee is non-refundable and non-transferable. Upon approval of the deferment, the original student contract must be terminated, and a new contract will be issued. All refunds (if applicable) will be according to the GSTM's refund policy as per Standard PEI Student Contract. (Cross reference to Fee Collection and Fee Protection Scheme Policy, Student Contract Policy, and Procedures for Executing the 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) Insurance will be purchased.

For international students, GSTM will reapply the student pass for students who have gotten back in regard to when they could resume class. However, student pass applications will be subjected to ICA's approval.

c) Assignment Extension and/or Examination Deferment

Assignment Extension and/or Examination Deferment is deferred by a student who cannot submit an assignment or attend an examination by the deadline set by GSTM and External Academic Partner (if applicable).

This deferment may arise due to personal circumstances that the student:

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

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

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

Students can apply for the consideration for:

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

Student needs to complete Extenuating Circumstances Claim Form for the module offered by GSTM and External Academic Partner .

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

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

The application is subjected to approval by the GSTM and External Academic Partner (where applicable).

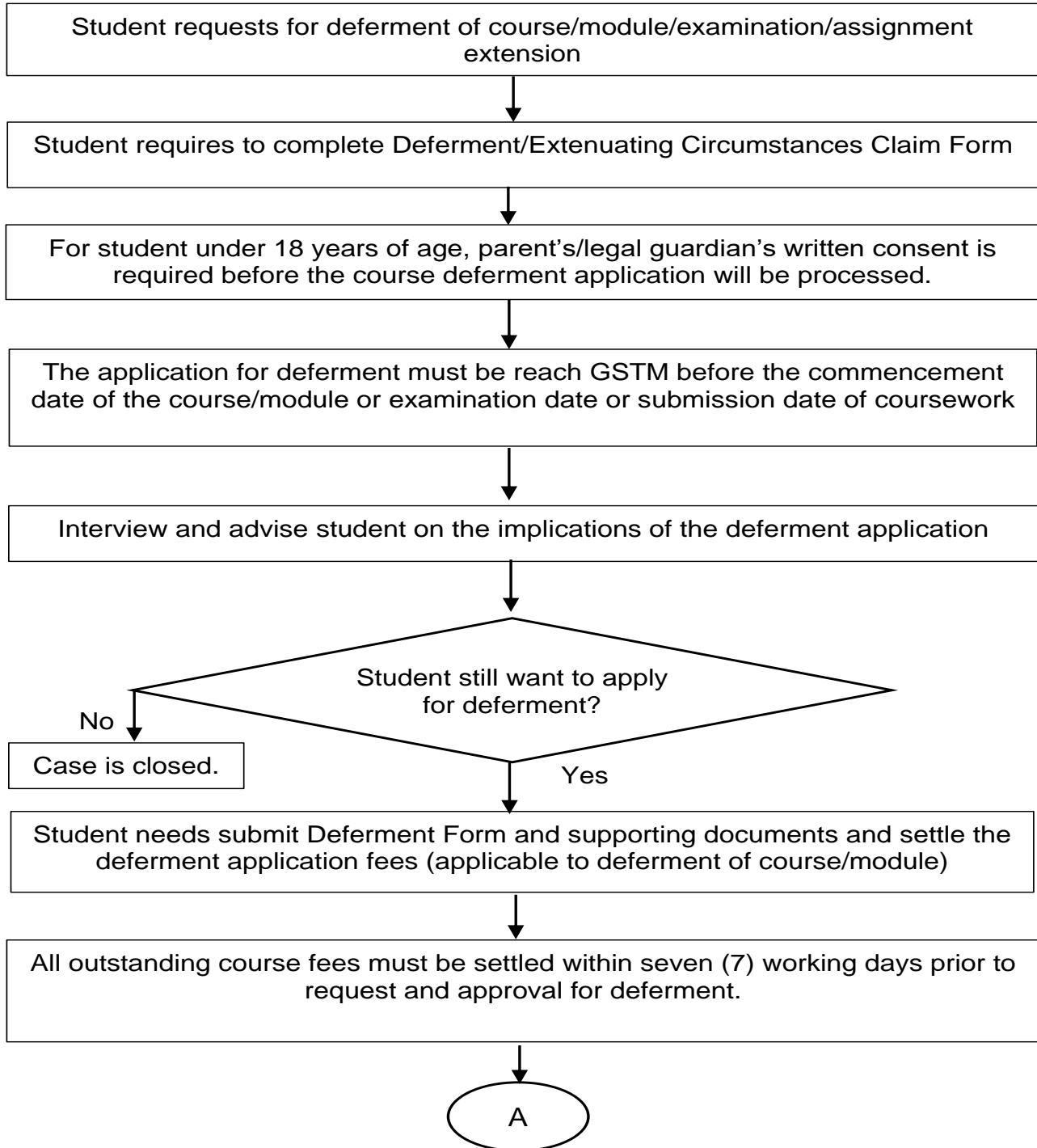
Timeframe for assessing and replying to any request for deferment of the course.

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

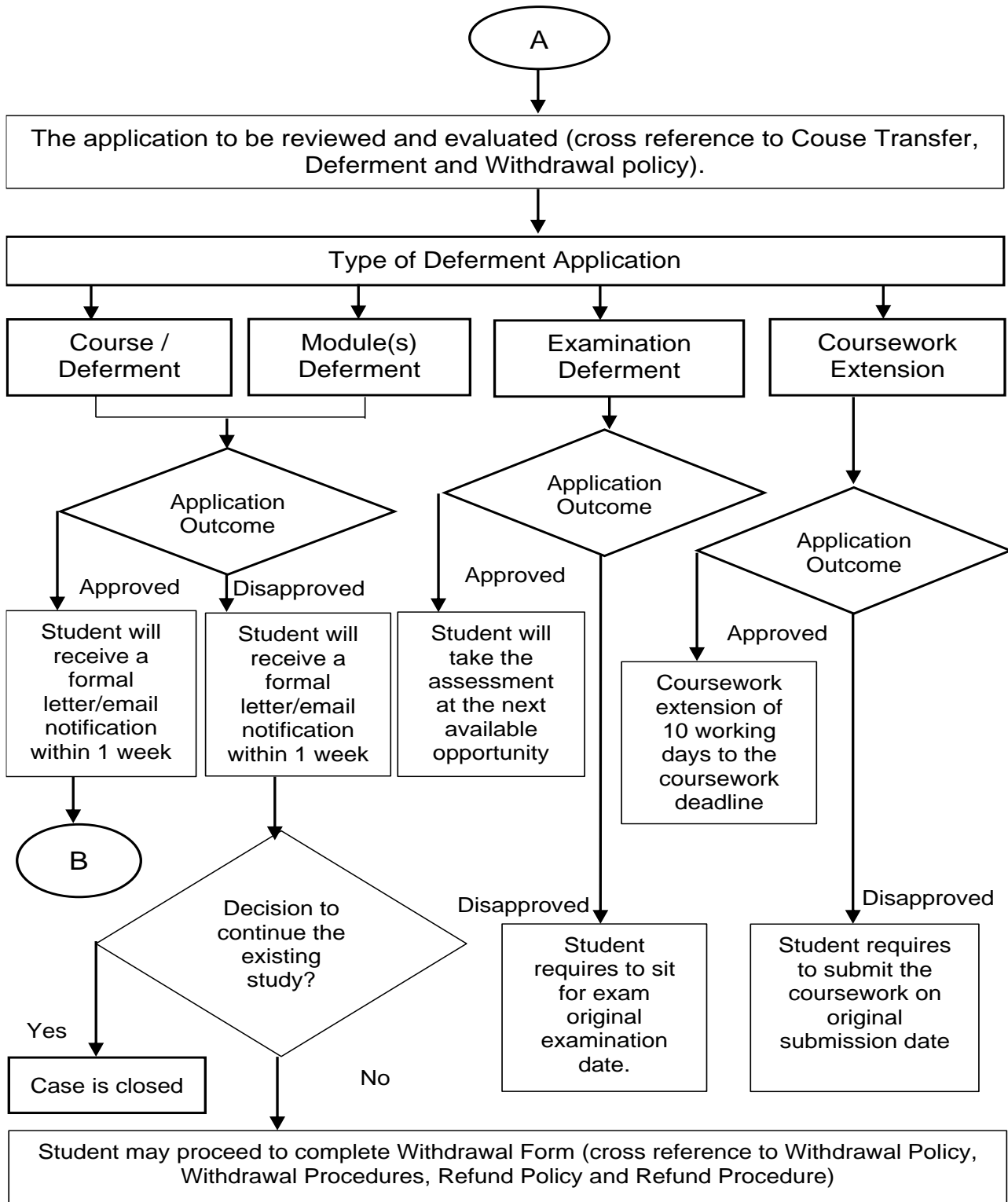
The entire deferment process for the External Academic Partner 's course, from the point of application to the final outcome, will be made known in writing within 10 working days from the date of submission of the Deferment Form to the student.

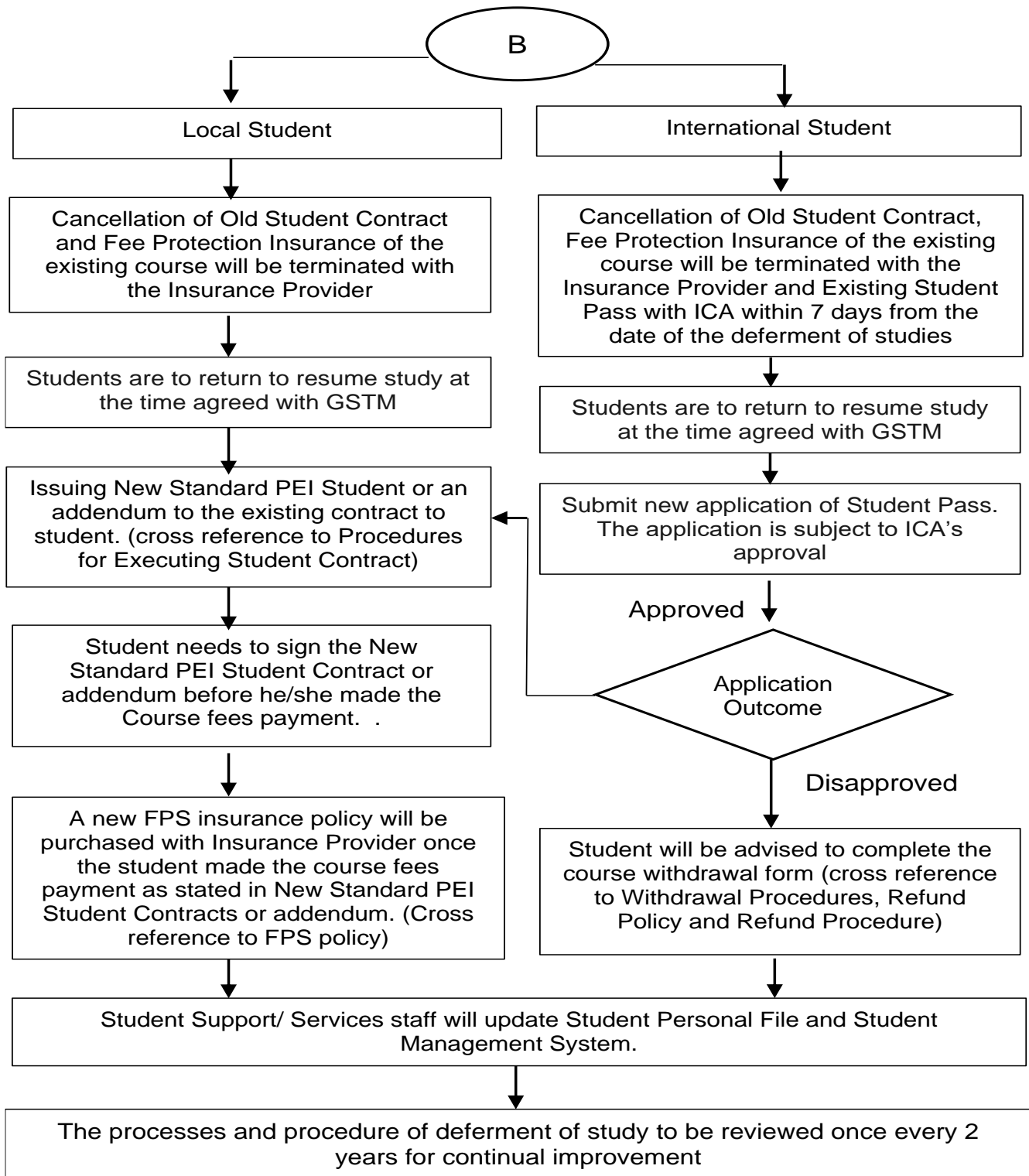
Deferment Procedures

Students studying GSTM's course



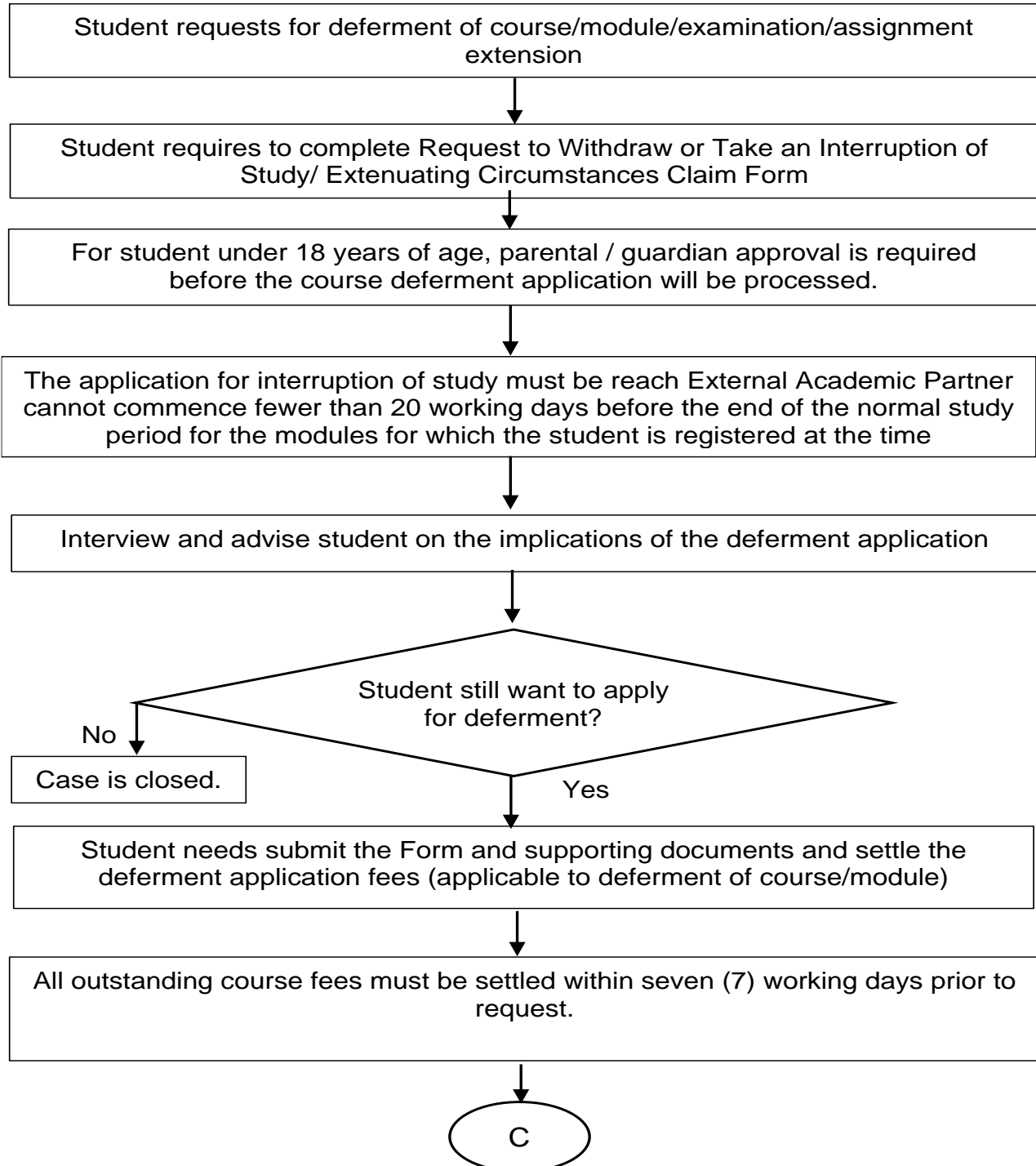
Deferment Procedures

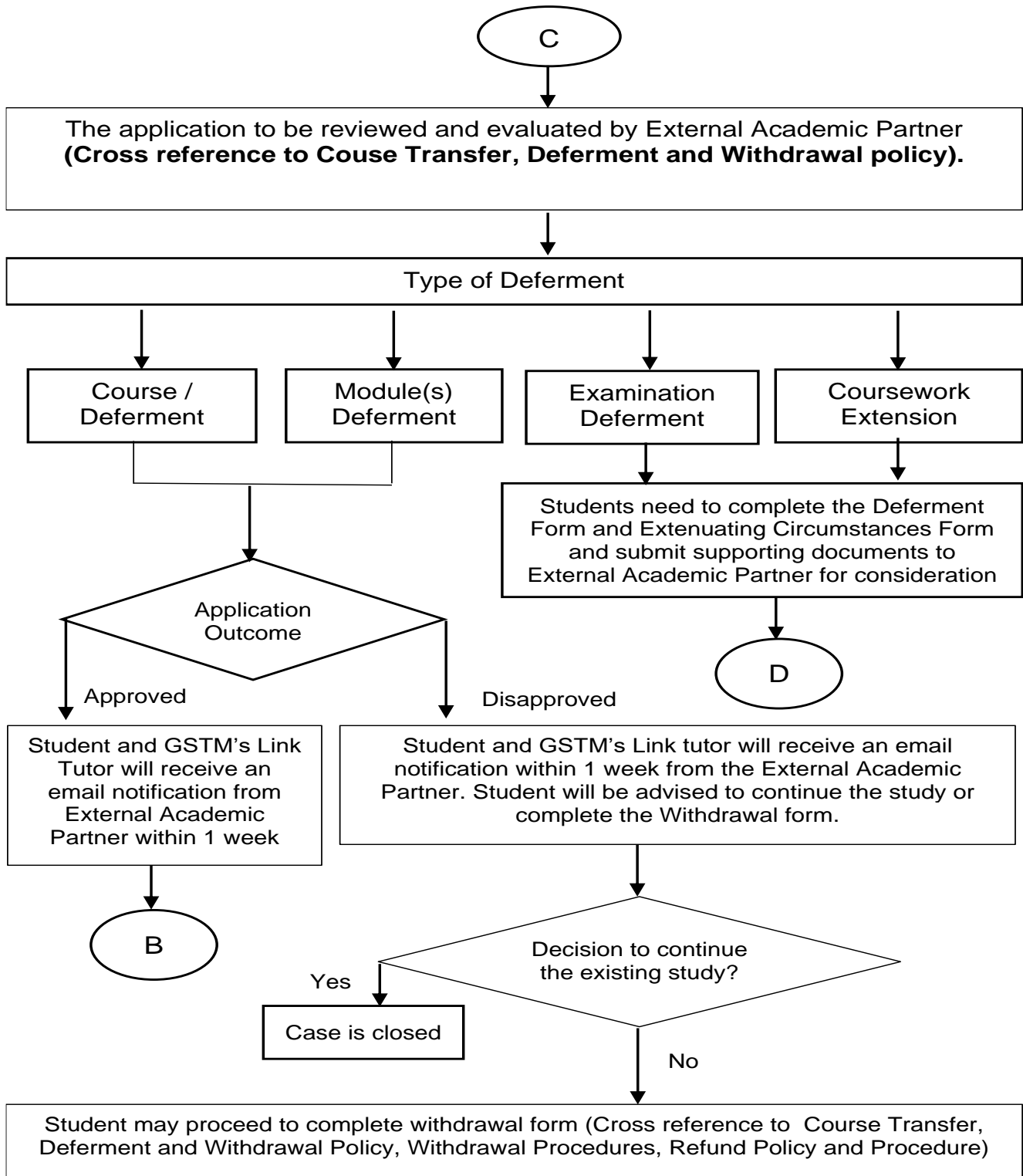




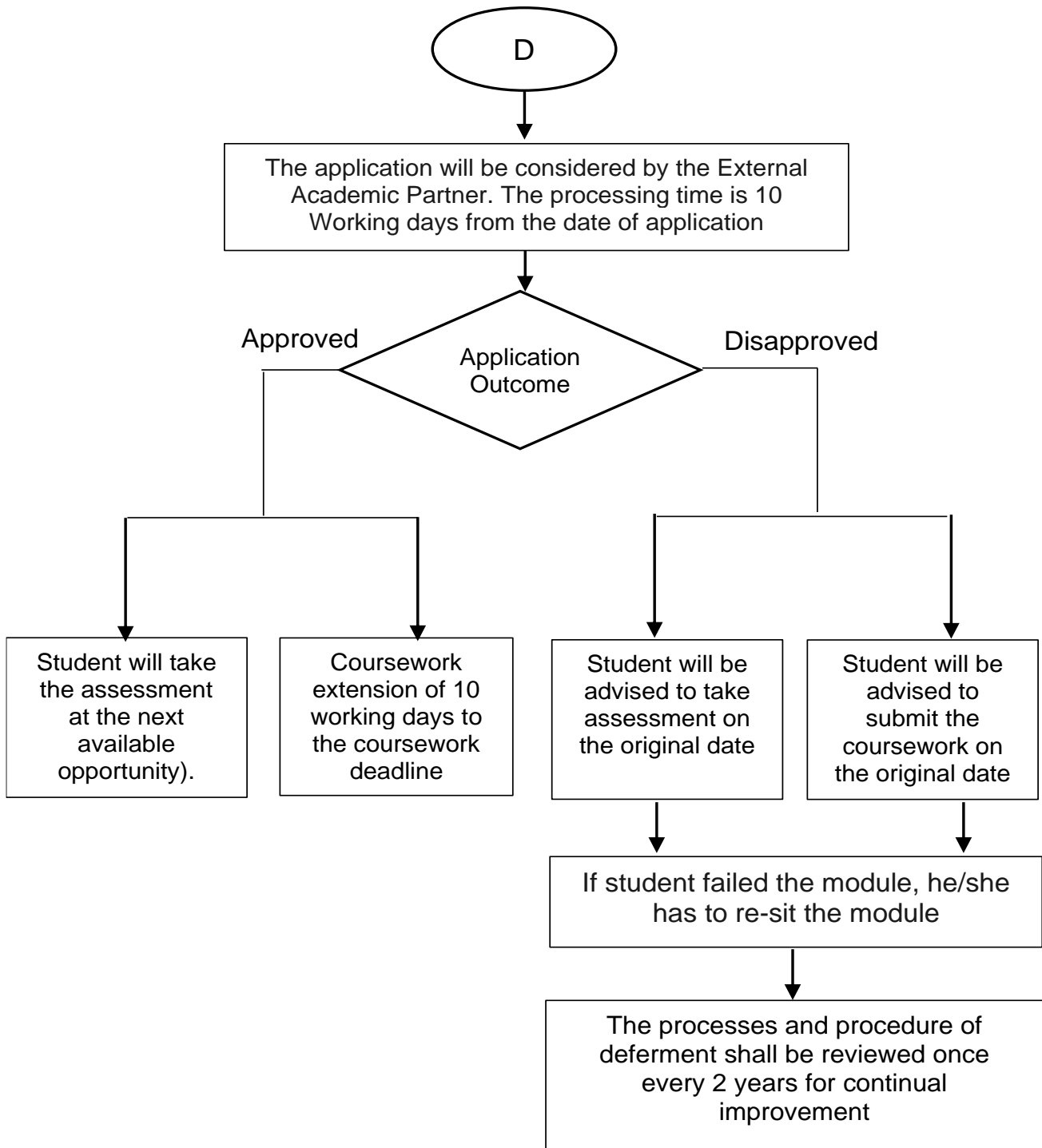
Deferment Procedures

Students studying External Academic Partner's course





Deferment Procedures



Student Code of Conduct

Students are expected to adhere to the highest standards of integrity and respect. The Code of Conduct provides a framework for acceptable behavior in academic and non-academic settings and outlines procedures for addressing breaches.

A student must not engage in any conduct in person, via social media, via email, or by any other means contrary to the standard of conduct expected of students in these regulations. (Cross-reference to Code of Conduct for Synchronous E-Learning Policy) This Student Code of Conduct is intended to guide students' conduct in both the academic and non-academic aspects of their school life by providing an overview of the behaviour generally expected of them as members of the GSTM community. It serves as a broad framework and should not be an exhaustive list.

In line with the above, the GSTM expects students always to uphold the spirit and this Student Code of Conduct. This includes, but is not limited to, the following:

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

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

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

A. Academic, Professional and Personal Integrity

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

The GSTM strictly views cheating in any form, deceptive fabrication, plagiarism, and violation of intellectual property and copyright laws. Any student found to have engaged in such Misconduct will be subject to disciplinary action by the GSTM and/or External Academic Partner. It is important to note that all students are responsible for protecting the academic standards and reputation of the GSTM and/or External Academic Partner. This responsibility can extend beyond each Student's conduct and include reporting incidents of suspected academic dishonesty through the appropriate channels. Students with reasonable grounds to suspect academic dishonesty should raise their concerns directly to the relevant Academic Department.

B. Respect for People

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

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

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

Student Code of Conduct

Sexual Misconduct

Unwanted sexual advances and inappropriate physical contact, sexually explicit remarks or innuendoes of a sexual nature, offensive body language or gestures and other forms of sexual Harassment will not be tolerated by the GSTM.

Students should refrain from all acts (including threats) of Sexual Misconduct (as defined in Sexual harassment section) against any staff, Student, or member of the GSTM community and the wider public, whether it takes the form of action, be it verbal, in writing or on digital media.

Dress Code

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

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

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

Students are obliged to observe and uphold the laws of Singapore and the policies and regulations of GSTM at all times.

When students undertake an industry attachment, they are also expected to observe and uphold the laws of Singapore. Students on internships are expected to adhere to the employer's employment policies, practices, procedures, dress codes, and/or standards of conduct. Student interns must also maintain the established work schedule and meet internship obligations. Students participating in academic or non-academic GSTM-approved activities outside the school are expected to adhere to the rules and regulations set by the external organisers or venue owners.

Smoking

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



Alcohol

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

Online Behaviour

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

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

GSTM authorities ensure that the school premises are properly managed so that students benefit from learning in a safe and pleasant environment and good facilities for all students of the GSTM community. Any act of mutilation, vandalism or theft of properties belonging to members of the community or the GSTM will not be condoned. GSTM IT resources to aid learning and facilitate knowledge creation and dissemination. They should not be used to transmit obscene or inflammatory information for commercial purposes or personal monetary profit. Students should observe good computer etiquette and abide by IT use laws and regulations. Students should respect intellectual property rights.

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

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

This Code of Conduct for Synchronous E-Learning applies to students using any school platform or technology at and outside school. The Code of Conduct for Synchronous E-Learning complements the existing policies:

- Student Conduct and Attendance Policy
- Confidentiality and Security Information Policy
- Privacy Policy
- Work Instruction Internet and Email Usage Policy
- Student Learning Policy

All academic staff and students must adhere to this Code to be admitted to Synchronous E-Learning. It also sets out the procedure which should be followed where the Code of Conduct for Synchronous E-Learning is breached. Breach of the Code of Conduct for Synchronous E-Learning may lead to disciplinary action against a student. Repeated breaches or a single serious breach may result in a student being suspended or expelled from the GSTM and/or University Partner.

A) Expectations of Behaviour in relation to Synchronous E-Learning

GSTM students are expected to maintain and uphold the highest standards of integrity and honesty at all times and embrace community standards, diversity, and mutual respect for one another within the school and the wider Singapore community.

All students must:

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

B) Prohibited Behaviour

All students must not engage in the following behaviour:

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

C) Consequences of a breach

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

D) Online Safety

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

E) Code of Conduct - Student

Students should only log into Microsoft Team using the link invitation from the designated staff from Student Support Services/ Academic Department. The designated staff from Student Support Services/Academic Department will admit the student entry to Microsoft Team.

Students should do their best to find a quiet space where they won't be interrupted, blurring their backgrounds where possible. Where possible, an adult should be available nearby if the student is below 18 years old. Where possible, students should have their cameras on, so the lecturer/ tutor can see the student participating. Students should wear appropriate clothing in line with the normal dress code of the school (refer to Student Handbook). Pyjamas or similar would not be appropriate. Students should follow shared protocols for the class on taking turns, contributing, and muting microphones as decided by the lecturer/ tutor. Students should behave appropriately, taking normal school conduct expectations as a guide

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

If things go wrong

Academic staff should plan beforehand how to manage if something goes wrong. If a student is disruptive or displays challenging or inappropriate behaviour, it might be appropriate to give them a warning, explaining desired behaviour. If the behaviour persists, explain clearly that they will be removed from Synchronous E-Learning. Contact should be made as soon as possible afterwards, and advice should be sought from the Head of Academic/ Academic Director. If there is a serious incident or a serious safeguarding concern that arises from any part of the visual or audio part of the class, the academic staff should calmly explain that the lesson will be finished immediately and contact the designated Student Support Services/ Academic Programme Coordinator staff and Head of Academic/ Academic Director

G) Recording Video Learning

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

H) Quality Assurance

GSTM is ambitious about the quality and quantity of the Synchronous E-Learning curriculum provision that it will make and expects high standards of lecturers providing Synchronous E-Learning. Academic Department will take steps to measure, understand and monitor the quality of Synchronous E-Learning. GSTM recognises that it is important to systematically observe Synchronous E-Learning in the spirit of development and plan to ensure it is effective and efficient to engage student learning and performance. Where it is discovered that Synchronous E-Learning practice is poor or causes concern, further support may be put in place, including additional lessons to support students' learning.



I) Academic Staff's Feedback and Student Engagement

The GSTM expects students and academic staff to maintain a good work ethic during the period of Synchronous E-Learning. Students are accountable for the completion of their work. Academic staff will take steps to understand students' academic progress with and without access to Synchronous E-Learning resources, including those with additional needs.

J) Student Attendance for Synchronous E-Learning

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

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

The respective academic and Student Support Services staff are responsible for monitoring student attendance through Synchronous E-Learning and keeping attendance records. Face-to-face class attendance will be taken by academic staff/tutors. The Student Support Services Department is responsible for collating the reports and informing ICA when the attendance of international students falls below 90% monthly.

The attendance policy should be read in conjunction with Student Conduct and Attendance Policy in monitoring part-time students, full-time local students, and full-time international students.

K) Special Arrangement Synchronous E-Learning for Academic Staff and Students Confirmed Tested Positive for Infectious Disease

This policy should be read in conjunction with the Student Conduct and Attendance Policy and Student Attendance Monitoring Procedures. Academic staff and students who need to be self-isolated at home or during the Home Recovery Programme period shall contact the school, the Academic Programme Coordinator, and Student Support Services for coordination.

A 'Bridging Leave of Absence (LOA)' will be issued for 14 days from the last known date of contact, the date of receiving a medical certificate, or the start date of the Home Recovery Programme, whichever is applicable. During this period, arrangements for online study via Microsoft Teams will be provided. Students will not be penalised for missing class activities during their LOA and will continue to participate in online learning until they are confirmed to test negative for the infectious disease.

Sexual Harassment

Definition of Sexual Harassment

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

Acts of Sexual Misconduct:

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

Whether any act constitutes Sexual Misconduct is determined objectively.

What is Consent?

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

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

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

Example of Sexual Misconduct

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

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

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

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

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

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

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

Disciplinary Rules and Regulations

Student Discipline

The GSTM has jurisdiction to take disciplinary action against a student in respect of a violation of this Student Code of Conduct and any conduct which is or may be detrimental to the interest or welfare of members of the school community or the reputation and dignity of the school. Such conduct can include acts which take place outside school, while the student is on study leave, or carried out by the student in his or her capacity.

The student's responsibility is to acquaint themselves with Singapore's laws and the GSTM's policies and regulations on student conduct. A student shall not be exempt from a disciplinary penalty for acting as part of a group when breaching the Regulations for Student Conduct. A student must not commit a disciplinary offence.

Disciplinary Offence includes, but is not restricted to:

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

Disciplinary Actions, Suspensions and Expulsion

All students are expected to conduct themselves as responsible adults, comply with all GSTM policies and regulations, attend classes regularly, meet their financial obligations to GSTM, and 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 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 number 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.

The expulsion process shall be initiated upon evidence of Misconduct that can contravene school integrity and reputation. The decision made by the School's Director in consultation with the Academic Board and related persons involved (lecture inputs and other students) shall be the outcome.

The categorisation of offenses into Misconduct (Minor Breaches) and Serious Misconduct (Major Breaches):

- Misconduct (Minor Breaches) refers to actions that disrupt the learning environment or breach school policies but do not pose a significant threat to the safety, integrity, or operation of the school. These offenses are generally less severe and can often be corrected through warnings or minor disciplinary actions.
- Serious Misconduct (Major Breaches) refers to actions that significantly violate school policies, endanger the safety or well-being of others, or damage the reputation or operation of the institution. These offenses are more severe and typically warrant stronger disciplinary actions, such as suspension, expulsion, or legal action.

Student Disciplinary Procedures

CATEGORIES OF ALLEGATIONS

The Student Conduct and Attendance Regulations outline the expectations for behaviour and attendance that all GSTM students must adhere to as members of the School. (Cross reference to Student Conduct and Attendance Policy). All allegations of breaches of the GSTM Rules and Regulations for Student Conduct and Attendance will be categorised as 'Misconduct (Minor Breaches)' or 'Serious Misconduct (Major Breaches)'. The offence category is important because it determines what penalty might be imposed.

Misconduct (Minor Breaches)

Misconduct (Minor Breaches) refers to actions or behaviors that violate the school's policies or disrupt the learning environment but do not cause significant harm. The minor breaches are typically less severe, can be corrected through disciplinary action, and do not usually result in lasting damage to individuals or the school. Examples include arriving late to class, causing minor disruptions, or unauthorised solicitation of students. (Cross reference to Table for Type of Offenses)

Serious Misconduct (Major Breaches)

Serious misconduct (Major Breaches) involves major breaches of conduct that significantly harm or pose a threat to the safety, integrity, or reputation of individuals or the school. These offenses are severe, often requiring strong disciplinary measures and may include legal consequences. Examples include harassment, academic dishonesty, threatening behaviour, or criminal activities. Such actions undermine the core values of the school and demand immediate and decisive action. (Cross reference to Table for Type of Offenses)

Examples of Offences

Type of Offenses:

Examples of Offenses	Categorisation of Offences	Actions that may be taken
<p>Attendance and Punctuality Offenses:</p> <p>Arriving More Than 30 Minutes Late for a Class: Arriving late by more than 30 minutes.</p> <p>Attending Lectures Without Fee Payment or Not Registered: Attending classes without paying fees or not being officially registered.</p>	<p>Misconduct (Minor Breaches)</p> <p>Serious Misconduct (Major Breaches)</p>	<p>Actions:</p> <p>a) Arriving More Than 30 Minutes Late:</p> <ul style="list-style-type: none"> • Immediate Action: Marked as absent for that class. • Follow-Up: Warning letter will be issued for students if lateness is frequent. The student may be required to meet with an academic advisor to discuss punctuality issues. <p>b) Attending Without Fee Payment or Registration:</p> <ul style="list-style-type: none"> • Immediate Action: Deemed as trespassing. GSTM reserves the right to take legal action to recover unpaid fees. • Reporting: The student will be reported to the administration for further action. • Additional Steps: The student will be suspended from attending classes until fees are settled or proper registration is completed. Only students with prior approval from the Head of Academic/ Academic Director may be permitted to join classes while the issue is being resolved. <p>Penalties:</p> <p>a) Arriving More Than 30 Minutes Late:</p> <ul style="list-style-type: none"> • First Instance: Marked as absent for the class. Written warning if lateness continues. • Compliance with Attendance Requirements: Students must comply with the attendance requirements: <ul style="list-style-type: none"> ○ International Students: Minimum 90% Class Attendance. ○ Full-Time Local Students: Minimum 80% Class Attendance. ○ Part-Time Students: Minimum 75% Class Attendance. • Repeat Offense: Potential additional penalties such as disciplinary action, or mandatory meetings with the academic advisor. Failure to meet attendance requirements due to frequent lateness may lead to further consequences, including academic penalties or probation. <p>b) Attending Without Fee Payment or Registration:</p> <ul style="list-style-type: none"> • First Instance: Written warning. The student must settle the fee or complete registration to resume attendance. • Repeat Offense: Possible legal action to recover unpaid fees, additional fines, and suspension until the issue is resolved.
<p>Disruptive and Disrespectful Behaviour Offenses:</p> <p>Causing Disturbance in Class (e.g., Use of Mobile Phones): Disruptive behaviour during class, such as using mobile phones, talking loudly, or interrupting the lecture.</p> <p>Unauthorised Solicitation of Students: Offense: Engaging in solicitation activities without prior approval from the school administration, including selling goods or services, recruiting for</p>	<p>Misconduct (Minor Breaches)</p> <p>Misconduct (Minor Breaches)</p>	<p>Actions:</p> <p>a) Causing Disturbance in Class:</p> <ul style="list-style-type: none"> • Immediate Action: The student will receive a verbal warning during the class and may be asked to leave if the disruptive behaviour continues. • Documentation: A written report of the incident will be filed with the Student Support Services or Academic Programme Coordinator. • Follow-Up: The student may be required to meet with a Student Support Services/ an Academic Programme Coordinator to address the disruptive behaviour and its impact on the learning environment.

Examples of Offences

<p>external organisations, distributing materials, or promoting political or social causes among students.</p> <p>Disrespectful Behaviour and Use of Vulgarities Towards Staff and Students: Engaging in disrespectful conduct, including the use of vulgar language, towards staff, faculty members, or fellow students.</p>	<p>Serious Misconduct (Major Breaches)</p>	<ul style="list-style-type: none"> • Repeat Offense: May result in a written warning, temporary suspension from classes, or removal from the course if the disruptive behaviour persists. <p>b) Unauthorised Solicitation of Students</p> <ul style="list-style-type: none"> • Immediate Action: The student will receive a verbal warning and be instructed to cease the unauthorised solicitation activities immediately. • Confiscation: Any materials or items related to the unauthorised solicitation may be confiscated by the school administration. • Documentation: A written report of the incident will be filed with the Student Support Services or Academic Programme Coordinator. • Meeting: The student will be required to meet with a Student Support Services/ an Academic Programme Coordinator to discuss the nature of the solicitation and the school's policies regarding such activities. • Follow-Up: The student may be placed under observation to ensure compliance with school policies. <p>c) Disrespectful Behaviour and Use of Vulgarities Towards Staff and Students</p> <ul style="list-style-type: none"> • Immediate Action: The student will receive a verbal warning and may be asked to leave the class or school premises if the behavior persists. • Documentation: A written report of the incident will be filed with the Student Support Services or Academic Programme Coordinator. • Follow-Up: The student will be required to meet with a Student Support Services/ an Academic Programme Coordinator to discuss the incident and its potential consequences. • Repeat Offense: May result in a formal written warning, temporary suspension, or, in severe cases, expulsion from the school. <p>Penalties:</p> <p>a) Causing Disturbance in Class:</p> <ul style="list-style-type: none"> • First Offense: Verbal warning and possible removal from the class for the session. • Repeat Offense: Written warning and potential suspension from the course or school for a designated period. • Severe Cases: Persistent disruption may lead to further disciplinary action, including suspension or expulsion from the School. <p>b) Unauthorised Solicitation of Students:</p> <ul style="list-style-type: none"> • First Offense: Verbal and/or written warning, with the confiscation of any unauthorised materials or items. • Repeat Offense: Temporary suspension from classes and school activities, and potential expulsion if the solicitation persists or if it is deemed to significantly disrupt the school environment. • Severe Cases: If the unauthorised solicitation is linked to illegal activities or creates a significant disturbance, the school may involve law enforcement authorities, leading to possible legal consequences.
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Examples of Offences

		<p>c) Disrespectful Behaviour and Use of Vulgarities Towards Staff and Students:</p> <ul style="list-style-type: none"> • First Offense: Verbal and/or written warning, depending on the severity of the incident. • Repeat Offense: Temporary suspension from classes and school activities, with the possibility of expulsion for severe or continued misconduct.
<p>Safety, Harassment, and Discrimination</p> <p>Threatening Behaviour and Endangering Safety: Engaging in actions that threaten or endanger the safety, physical or mental health of staff, students, or any individual within the school environment.</p> <p>Harassment: Participating in any form of harassment, including verbal, physical, or psychological, that creates a hostile or intimidating environment.</p> <p>Discrimination Based on Sex, Race, or Religion: Engaging in discriminatory practices that disadvantage or advantage individuals based on sex, race, religion, or any other protected characteristic.</p>	<p>Serious Misconduct (Major Breaches)</p> <p>Serious Misconduct (Major Breaches)</p> <p>Serious Misconduct (Major Breaches)</p>	<p>Actions:</p> <ul style="list-style-type: none"> • Immediate Investigation: Upon receiving a complaint or observing such behaviour, the school will initiate an immediate investigation to determine the facts and circumstances surrounding the offense. The involved parties may be interviewed, and evidence will be gathered. • Interim Measures: While the investigation is ongoing, the student may be suspended from classes and other school activities to prevent further harm or disruption. This may include a no-contact order between the accused and the victim(s). • Counseling or Mediation: If deemed appropriate, the student may be required to attend counseling sessions or participate in a mediation process to address the behavior and its impact on others. • Documentation: A detailed report of the incident and the actions taken will be documented and filed with the Student Support Services or the Academic Programme Coordinator. <p>Penalties:</p> <p>a) First Offense:</p> <ul style="list-style-type: none"> • Verbal and/or Written Warning: The student will receive a formal warning outlining the inappropriate behavior and the consequences of further violations. • Suspension: Depending on the severity of the offense, the student may be suspended for a specified period, during which they are prohibited from attending classes and participating in any school-related activities. <p>b) Repeat Offense or Severe Violation:</p> <ul style="list-style-type: none"> • Expulsion: If the behavior continues or if the initial offense is deemed particularly severe (e.g., causing significant harm or creating a dangerous environment), the student may be expelled from the institution. • Reporting to Authorities: In cases where the offense involves criminal behaviour (e.g., serious threats, physical assault), the school may report the incident to local law enforcement authorities, potentially leading to legal action against the student. <p>c) Restitution: If the offense involves damage to property or causes financial harm, the student may be required to pay restitution or repair costs.</p> <p>d) Mandatory Counseling or Training: The student may be required to participate in sensitivity training, anger management, or other relevant programs as a condition for returning to the school.</p>
<p>Misbehaviour During Industry Attachment:</p> <ul style="list-style-type: none"> • Offense: Misbehaviour during an industry attachment at a company 	<p>Serious Misconduct (Major Breaches)</p>	<p>Actions:</p> <p>a) Immediate Review:</p> <ul style="list-style-type: none"> • Conduct an investigation to understand the nature and extent of the misbehavior.

Examples of Offences

<ul style="list-style-type: none"> ● Example: <ul style="list-style-type: none"> ○ Insubordination: Refusing to follow reasonable instructions from supervisors. ○ Unprofessional Conduct: Displaying inappropriate behaviour such as tardiness, rudeness, or lack of respect towards colleagues. ○ Violation of Company Policies: Failing to adhere to the company's rules, including confidentiality agreements, dress codes, or safety protocols. 		<ul style="list-style-type: none"> ● Contact the internship company to gather details and assess the impact of the student's actions. b) Counseling Session: <ul style="list-style-type: none"> ● Arrange a meeting with the student to discuss the incident, emphasising the importance of professional conduct. ● If necessary, provide guidance or additional training to help the student meet the expected standards. c) Company Liaison: <ul style="list-style-type: none"> ● Liaise with the internship company to determine if the student can continue their attachment or if alternative arrangements need to be made. <p>Penalties:</p> <ul style="list-style-type: none"> a) First Offense: <ul style="list-style-type: none"> ● Written Warning: Issue a formal warning to the student. ● Suspension from Internship: Temporarily suspend the student from the internship while the issue is being addressed. ● Reassessment: Require the student to complete a reflective report or additional training on professional conduct. b) Repeat Offense or Serious Violation: <ul style="list-style-type: none"> ● Termination of Internship: End the student's participation in the internship. ● Academic Consequences: Depending on the severity, the student may fail the internship module or be required to redo it. ● Expulsion: In cases of extreme or repeated misconduct, consider expulsion from the school.
<p>Academic Integrity and Dishonesty</p> <p>Academic Misconduct: Engaging in dishonest or unethical behaviour related to academics, such as plagiarism.</p> <p>Cheating or dishonesty in examinations: Cheating or engaging in dishonest behaviour during exams.</p>	<p>Serious Misconduct (Major Breaches)</p> <p>Serious Misconduct (Major Breaches)</p>	<p>Actions:</p> <ul style="list-style-type: none"> ● Immediate failure of the exam or assignment. ● Reporting to the Examination Board. <p>Penalties: Written warning for minor offenses; suspension or expulsion for repeated or severe violations.</p>
<p>Property and Substance Offenses</p> <p>Consumption of Alcohol on School Premises: Drinking alcohol on school grounds without prior authorisation.</p> <p>Smoking within the school premises: Smoking in non-designated areas within school premises.</p> <p>Destruction or Willful Damage to School Property: Vandalism or deliberate damage to school facilities, equipment, or other property.</p>	<p>Misconduct (Minor Breaches)</p> <p>Misconduct (Minor Breaches)</p> <p>Serious Misconduct (Major Breaches)</p>	<p>Actions:</p> <ul style="list-style-type: none"> ● Immediate Investigation: The school will promptly investigate any reported incidents, gathering evidence and statements from witnesses to determine the circumstances surrounding the offense. ● Confiscation: Any prohibited substances, including alcohol or items used in the act of vandalism, will be immediately confiscated. ● Notification of Authorities: In cases involving significant damage or illegal activities, such as underage drinking or smoking, the school may notify local authorities for further action. ● Temporary Suspension: The student involved may be temporarily suspended from attending classes and participating in school activities during the investigation. ● Parental Notification (if applicable): If the student is under 18, their parents or guardians will be informed of the offense and the ongoing investigation.

Examples of Offences

		<p>Penalties:</p> <p>a) Consumption of Alcohol on School Premises:</p> <p>First Offense:</p> <ul style="list-style-type: none"> • Written Warning: The student will receive a formal warning. • Confiscation: Any alcohol found will be confiscated. <p>Repeat Offense:</p> <ul style="list-style-type: none"> • Suspension: The student may be suspended for a specified period. • Counseling: The student may be required to attend sessions on responsible behaviour and substance use. <p>b) Smoking within the School Premises:</p> <p>First Offense:</p> <ul style="list-style-type: none"> • Written Warning: The student will receive a formal warning. • Fine: A fine of SGD 200 will be imposed, in line with Singapore regulations. <p>Repeat Offense:</p> <ul style="list-style-type: none"> • Increased Fine: The fine may be increased to SGD 500 for repeated violations. • Suspension: Repeated violations may also result in suspension from school activities. <p>c) Destruction or Willful Damage to School Property:</p> <p>First Offense:</p> <ul style="list-style-type: none"> • Restitution: The student will be required to pay for the repair or replacement of the damaged property. • Written Warning: A formal warning will be issued to the student, highlighting the gravity of the offense. <p>Repeat Offense or Severe Violation:</p> <ul style="list-style-type: none"> • Suspension or Expulsion: Depending on the severity of the damage, the student may face suspension or expulsion. • Legal Action: If the damage is extensive, the school may pursue legal action to recover costs.
<p>Forgery and Misrepresentation Offense</p> <ul style="list-style-type: none"> • Falsifying attendance records or signing in on behalf of another student: Engaging in dishonest behaviour by altering or falsifying attendance records or signing in for another student to deceive school authorities. 	<p>Serious Misconduct (Major Breaches)</p>	<p>Actions:</p> <ul style="list-style-type: none"> • Immediate Investigation: The school will conduct a thorough investigation to gather evidence and verify the facts surrounding the incident. • Temporary Suspension: The student involved may be temporarily suspended from classes and school activities pending the outcome of the investigation. • Parental Notification (if applicable): If the student is under 18, their parents or guardians will be informed of the offense and the ongoing investigation. • Meeting with Head of Academic/ Academic Director and Academic Program Coordinator/ Student Support Services: The student will be required to attend a meeting with the Head of Academic/ Academic Director and Academic Programme Coordinator/ Student Support Services to discuss the offense and its implications. <p>Penalties:</p> <p>First Offense:</p>

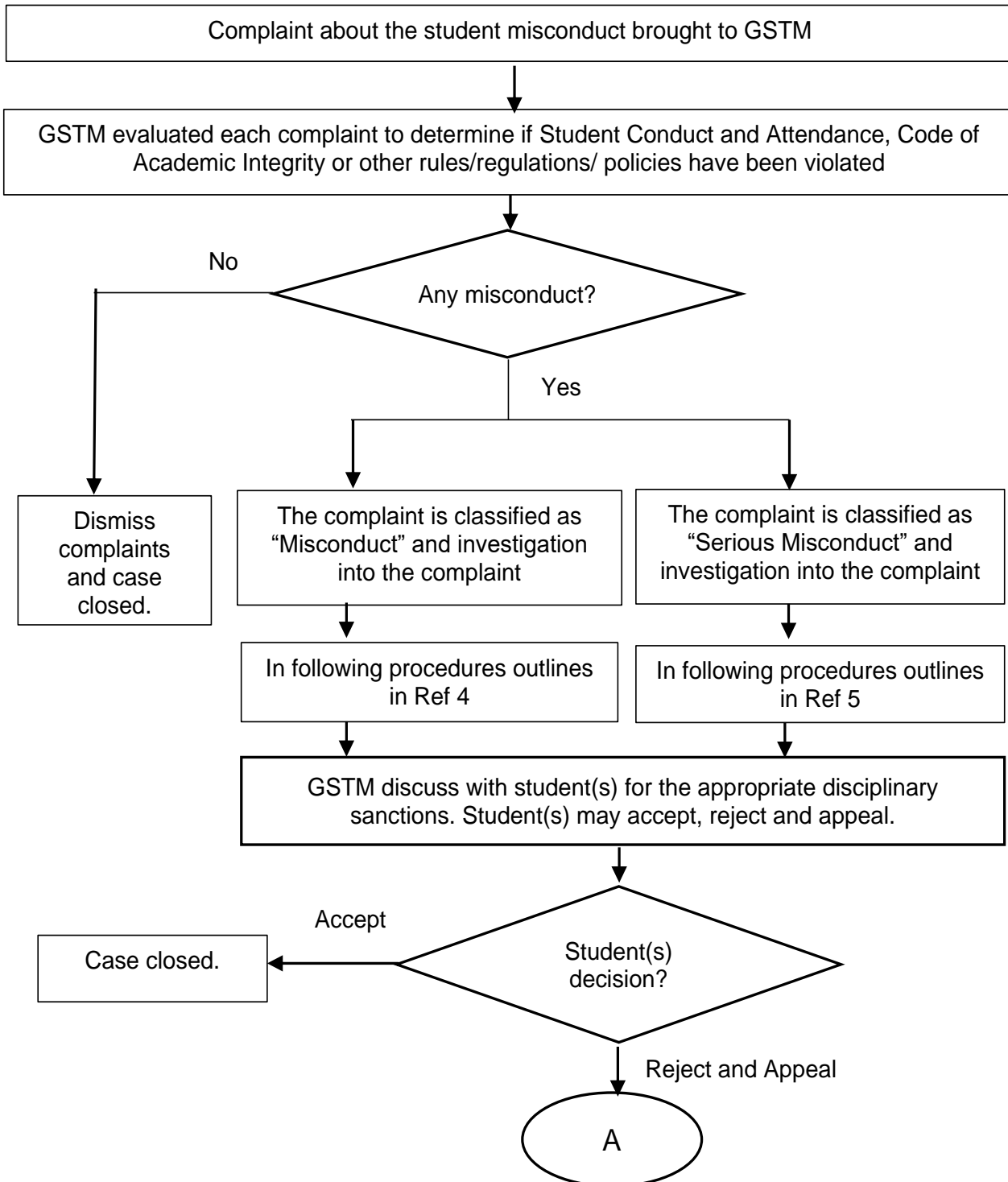
Examples of Offences

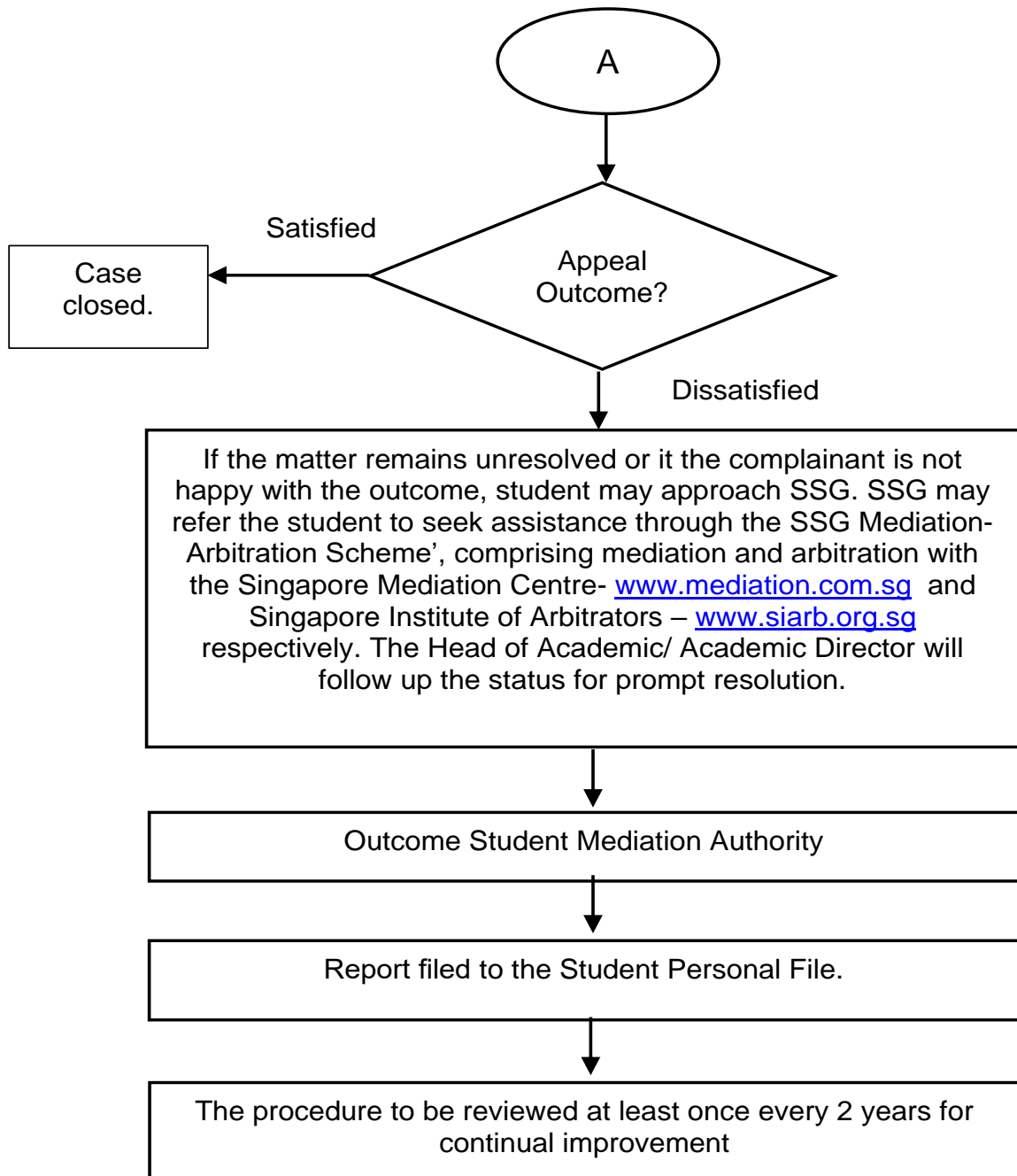
		<ul style="list-style-type: none"> • Written Warning: The student will receive a formal written warning outlining the seriousness of the offense. • Zero Attendance: Any falsified attendance will be voided, and the student will be marked as absent for the corresponding classes. • Disciplinary Probation: The student may be placed on disciplinary probation for a specified period, during which any further misconduct could result in more severe penalties. <p>Repeat Offense or Severe Violation:</p> <ul style="list-style-type: none"> • Suspension: The student may face suspension from the institution for a specified period, depending on the severity and impact of the offense. • Expulsion: In cases of repeated offenses or particularly egregious violations, the student may be expelled from the institution. • Report to Authorities: In cases where the falsification constitutes a breach of law or school policy, the incident may be reported to relevant authorities (e.g. ICA and Police) for further action.
<p>Criminal Activities Offenses:</p> <p>Involvement in Theft, Assault, or Other Criminal Acts: Includes participating in theft, physical assault, or any unlawful behaviour.</p> <p>Engaging in Substance Abuse or Gambling: Participation in illegal gambling or using, possessing, or distributing illegal substances.</p> <p>Participation in Physical Altercations: Engaging in fights or violent behaviour that endangers others.</p>	<p>Serious Misconduct (Major Breaches)</p> <p>Serious Misconduct (Major Breaches)</p> <p>Serious Misconduct (Major Breaches)</p>	<p>Actions:</p> <ul style="list-style-type: none"> • Immediate suspension of the student from all school activities pending investigation. • Reporting the incident to the Singapore Police Force or relevant authorities for further investigation and action. • Internal disciplinary hearing to determine the extent of the offense and appropriate school penalties. <p>Penalties:</p> <ul style="list-style-type: none"> • First Offense: Suspension and written warning, with the possibility of expulsion depending on the severity. • Severe or Repeat Offense: Immediate expulsion from the School. Involvement of legal authorities, which may result in prosecution, fines, or other legal consequences.
<p>Criminal Activities: Offense:</p> <p>Providing a Fake Address: Registering a false or misleading address in Singapore, which violates immigration regulations and school policies.</p>	<p>Serious Misconduct (Major Breaches)</p>	<p>Actions:</p> <ul style="list-style-type: none"> • Initiate an investigation to verify the accuracy of the student's registered address. • Contact the student to provide proof of residence and clarify the discrepancy. • If the address is confirmed to be fake, report the violation to the Immigration and Checkpoints Authority (ICA) to ensure compliance with legal requirements. • Review the student's status at the school and assess whether the violation affects their eligibility to continue their studies under the current student pass. <p>Penalties:</p> <p>a) First Offense: Written Warning: Issue a formal written warning, emphasising the seriousness of the offense and the legal implications. Correction Requirement: Require the student to provide a legitimate address within a specified timeframe or face further disciplinary actions.</p>

Examples of Offences

		<p>Temporary Suspension: If the address is not corrected promptly, suspend the student from classes and school activities until compliance is achieved.</p> <p>b) Repeat Offense or Serious Violation: Expulsion: Expel the student if they persist in providing false information or if the violation is deemed severe. Legal Action: Report to ICA, which may result in legal consequences such as fines, revocation of the student pass, or deportation.</p>
<p>Forgery and Fraud Offenses:</p> <p>Falsifying Documents or Academic Records: This includes forging or altering documents such as medical certificates, educational certificates, or any official school records.</p> <p>Possession of Forged Documents: Holding or using forged documents for any purpose.</p> <p>Providing False Information: Submitting false information to authorities or the educational institution, including during the application process or in official communications.</p>	<p>Serious Misconduct (Major Breaches)</p> <p>Serious Misconduct (Major Breaches)</p> <p>Serious Misconduct (Major Breaches)</p>	<p>Actions:</p> <p>Immediate suspension of the student pending investigation. Confiscation of any forged documents if applicable. Thorough review of the student's academic and administrative records. Reporting the offense to relevant authorities, such as the police, if the forgery constitutes a criminal act.</p> <p>Penalties:</p> <ul style="list-style-type: none"> • First Offense: Verbal and/or written warning, and suspension for a period of time. • Severe or Repeat Offense: Expulsion from the School and a formal report to the Singapore Police Force, which may lead to legal action, including fines or prosecution.
<p>Misuse of Student Pass Offenses:</p> <p>Unauthorised Employment: Working without the necessary work permits or exceeding permitted work hours.</p> <p>Student Pass Sharing: Allowing another person to use one's student pass.</p> <p>Misrepresentation: Providing false information during the student pass application process or to obtain unauthorised benefits.</p>	<p>Serious Misconduct (Major Breaches)</p> <p>Serious Misconduct (Major Breaches)</p> <p>Serious Misconduct (Major Breaches)</p>	<p>Actions:</p> <ul style="list-style-type: none"> • Immediate suspend the student from classes and other school activities pending the outcome of the investigation. • Report the misuse of the student pass to the Immigration and Checkpoints Authority (ICA) and the Ministry of Manpower (MOM) to ensure legal compliance and address the violation appropriately. • Review the student's pass status, and if required, proceed with revoking the pass in accordance with legal and school policies. <p>Penalties:</p> <p>First Offense: Verbal and written warning and suspension until the issue is resolved. Repeat Offense or Serious Violation: Expulsion from the school, and a report to the Singapore authorities (e.g. ICA and MOM) which may lead to legal action, including fines or deportation</p>

Student Disciplinary Procedures





Student Disciplinary Procedures (Ref 4)

PROCEDURES FOR CONSIDERING ALLEGATIONS OF 'MISCONDUCT (MINOR BREACHES)'

This procedure outlines the steps for handling allegations of misconduct classified as minor breaches within the institution. It ensures that all cases are addressed fairly, promptly, and consistently, upholding the school's standards of conduct.

Responsibility for Considering Allegations of Misconduct (Minor Breaches)

Reporting Misconduct (Minor Breaches)

Any staff member or student who witnesses or experiences misconduct must report the incident to either the Head of Academic/Academic Director or the Head of Student Support Services, depending on the nature of the misconduct. The receiving authority (Head of Academic/Academic Director or Head of Student Support Services) logs the report and acknowledges receipt within 3 working days. The staff member responsible for considering the allegation, or their nominee, will complete the Student Misconduct Complaint Form and submit it to the Head of Academic/ Academic Director or Head of Student Support Services.

Initial Assessment

The receiving authority conducts an initial assessment to determine the severity and nature of the misconduct.

- For academic-related issues, the Head of Academic/Academic Director takes the lead.
- For behavioural issues, the Head of Student Support Services takes the lead.

If the misconduct spans both academic and behavioural aspects, both heads will collaborate for a comprehensive assessment.

Investigation Process

The lead authority appoints an investigation officer or team to gather facts, interview witnesses, and collect evidence. The investigation should be completed within 7 working days, ensuring confidentiality and impartiality.

Notification and Disciplinary Meeting

The student involved is notified of the alleged misconduct and invited to a disciplinary meeting to present their side. The meeting is scheduled within 3 working days of the investigation's conclusion, involving the student, the Head of Academic/Academic Director, the Head of Student Support Services, and the Academic Programme Coordinator. At that meeting, the student will be given a fair opportunity to respond to the allegation.

Decision and Sanctions

Based on the investigation and the student's input, the lead authority (or both authorities, if applicable) makes a decision on the appropriate sanctions.

Possible sanctions for minor breaches may include:

- A Formal warning letter; or
- A restitution; or
- Require the student to write a letter of apology or
- Attending a counselling session

The decision and sanctions are communicated to the student in writing within 3 working days of the disciplinary meeting.

Appeal

The student will have the right to appeal against the decision within 7 working days of receiving the sanction notice. The appeal must be submitted in writing to a Misconduct Appeal Committee, which includes members not involved in the initial decision:

- Chair of the Misconduct Appeal Committee (e.g. CEO)
- Deputy CEO
- An Academic Staff
- Student Representative

The appeal file will comprise the following:

- the student complaint misconduct form,
- the student's statement of appeal and any other documents that are relevant to the case.

The Misconduct Appeal Committee reviews the appeal and makes a final decision within 20 working days, notifying the student in writing. Where a meeting is requested by the student or required by the Committee, the Committee will meet without undue delay.

The Misconduct Appeals Committee will not re-hear the case that has already been considered. Rather, the Committee will consider whether there has been any failure of the procedure and whether the decision reached was fair and reasonable in all circumstances. The Misconduct Appeals Committee will have the power to overturn the finding that the student has been found to have breached the Regulations for Student Conduct, e.g. decision made on lack of evidence.

The student will be expected to comply with the penalty imposed under Ref 4.8 of this procedure after the penalty has been imposed, regardless of whether the student chooses to appeal the penalty. If the student remains dissatisfied with the outcome of the procedures, the student may approach to SkillsFuture Singapore (SSG).

SSG may refer the student to seek assistance through the SSG Mediation-Arbitration Scheme, comprising mediation and arbitration with the Singapore Mediation Centre- www.mediation.com.sg and Singapore Institute of Arbitrators – www.siarb.org.sg, respectively.

The Head of Academic/ Academic Director will follow up on the status for prompt resolution.

Student Disciplinary Procedures (Ref 5)

PROCEDURES FOR CONSIDERING ALLEGATIONS OF 'SERIOUS MISCONDUCT (MAJOR BREACHES)'

Responsibility for Considering Allegations of Serious Misconduct (Major Breaches)

Reporting Serious Misconduct (Major Breaches)

Immediate Reporting

Any staff member or student who witnesses or experiences serious misconduct must report the incident immediately to either the Head of Academic/Academic Director or the Head of Student Support Services, depending on the nature of the misconduct.

The report can be submitted verbally or in writing.

Acknowledgment and Logging

The receiving authority (Head of Academic/Academic Director or Head of Student Support Services) logs the report and acknowledges receipt within 24 hours, ensuring that immediate action is taken to prevent further harm or escalation. Immediate action is taken, if necessary, to prevent further harm or escalation of the situation.

Initial Assessment and Immediate Actions

Conduct Initial Assessment

The receiving authority conducts an initial assessment to determine the urgency and nature of the misconduct.

If the issue is academic-related, the Head of Academic/Academic Director will lead the investigation. If the issue is behavioural-related, the Head of Student Support Services will take charge.

Immediate Action

Based on the initial assessment, immediate actions may include suspending the student involved, contacting relevant authorities, or providing support services to those affected. The case is then prepared for a formal investigation

Formal Investigation

Investigation Committee Formation

An Investigation Committee is established, comprising relevant members such as the Head of Academic/Academic Director, the Head of Student Support Services, and other impartial staff members.

The committee is responsible for gathering evidence, interviewing witnesses, and conducting a thorough investigation.

Investigation Process

The committee to conduct a thorough investigation, including gathering facts, interviewing witnesses, and collecting evidence.

The investigation should be completed within 7 working days, ensuring confidentiality and impartiality.

The accused student is notified of the allegations and given an opportunity to present their account of the events.

Notification and Disciplinary Meeting

The student involved is notified of the alleged serious misconduct and invited to a disciplinary meeting.

The meeting is scheduled within 3 working days of the investigation's conclusion, involving the student, the Head of Academic/Academic Director, the Head of Student Support Services, the Academic Programme Coordinator, and any other relevant senior staff members.

The student is given a fair opportunity to respond to the allegation during the meeting.

Decision and Sanctions

Based on the investigation and the student's input, the lead authority (or both authorities, if applicable) makes a decision on the appropriate sanctions.

Possible sanctions for serious breaches may include suspension, expulsion, restitution, or other significant disciplinary actions. The decision and sanctions are communicated to the student in writing within 3 working days of the disciplinary meeting.

Implementation and Monitoring

The Head of Student Support Services, with assistance from Student Support Services staff, ensures that sanctions are implemented and monitors compliance.

The Head of Academic/Academic Director, with assistance from the Academic Programme Coordinator, monitors the student's academic progress and any academic-related sanctions.

Appeals Process

The student has the right to appeal the decision within 7 working days of receiving the sanction notice.

The appeal must be submitted in writing to the Misconduct Appeal Committee, which includes members not involved in the initial decision.

The Misconduct Appeal Committee reviews the appeal and makes a final decision within 20 working days, notifying the student in writing. Where a meeting is requested by the student or required by the Committee, the Committee will meet without undue delay.

The Misconduct Appeals Committee will not re-hear the case that has already been considered. Rather, the Committee will consider whether there has been any failure of the procedure and whether the decision reached was fair and reasonable in all circumstances.

The Misconduct Appeals Committee will have the power to overturn the finding that the student has been found to have breached the Regulations for Student Conduct, e.g. decision made on lack of evidence.

The student will be expected to comply with the penalty imposed after the penalty has been imposed, regardless of whether the student chooses to appeal the penalty.

If the student remains dissatisfied with the outcome of the procedures, the student may approach to SkillsFuture Singapore (SSG).

SSG may refer the student to seek assistance through the 'SSG Mediation-Arbitration Scheme', comprising mediation and arbitration with the Singapore Mediation Centre- www.mediation.com.sg and Singapore Institute of Arbitrators - www.siarb.org.sg, respectively.

The Head of Academic/ Academic Director will follow up on the status for prompt resolution.

PROCEDURAL MATTERS

Recording and monitoring

At the conclusion of a disciplinary matter, a formal record of the penalty imposed on the student for 'misconduct' and 'serious misconduct' offences will be retained. This record will be held on the Student Personal File per the School's data protection policies.

Confidentiality

The GSTM aims to deal with conduct matters sensitively and with due respect for individuals' privacy. All parties must treat as confidential any information communicated to them concerning a matter subject to this procedure and the need to seek appropriate advice and guidance.

The School will, during or at the conclusion of the procedure, inform such members of its staff as necessary, with due regard to all the relevant circumstances.

Video/Mobile recordings

It is not the School's normal procedure for meetings or hearings to be video/mobile-recorded by either party. A recording may be made only where all parties agree to the use of video/mobile recording.

Minutes will be prepared for formal meetings, and a copy of those Minutes will be provided to the student who attended the meeting.

Witnesses

The student will normally be told the names of witnesses whose evidence is relevant to his or her disciplinary hearing unless the person responsible for considering the allegation exceptionally and reasonably believes that a witness's identity should remain confidential.

There should be no normal expectation that the identity of witnesses will be kept confidential, and witnesses should understand that evidence provided by them will, other than in exceptional circumstances, be provided to the student subject to disciplinary proceedings.

Attendance Policy

Student Attendance Policy

The Student Support Services and Academic Department are responsible for monitoring and managing student attendance to enhance learning outcomes and ensure compliance with regulatory requirements.

Attendance Monitoring and Management

The Student Support Services Department will manage student attendance according to the Student Attendance Procedures. This includes:

- Maintaining accurate attendance records.
- Responding to requests for reporting and disclosure of attendance data from the Academic Department.
- Managing alternative attendance arrangements when appropriate.
- Addressing student absences.
- Developing plans for students with persistent absences.
- Retaining all relevant documentation.

Attendance Taking and Monitoring System

GSTM has established and implemented a student attendance taking and monitoring system for all applicable learning modes:

- Classroom-Based Learning: Attendance is recorded for all in-person classes.
- Synchronous E-Learning (Emergency Situations/Special Arrangements): Attendance is recorded for Synchronous E-Learning classes conducted in real-time during specific situations such as:
 - Health Crises: Situations where students or academic staffs are unable to attend in person due to health-related issues or government-imposed quarantine measures.
 - Natural Disasters: Events such as floods, earthquakes, or other disasters that disrupt physical access to the school.
 - Security Threats: Situations where safety concerns prevent physical access to the school.
 - Facility Closures: Instances where the school facilities are temporarily closed due to maintenance or unforeseen circumstances.
- Asynchronous E-Learning: Currently, GSTM does not offer asynchronous e-learning

Responsibilities:

The Head of Academic/Academic Director and/or Head of Student Support Services with the support of Student Support Services and Academic Department will manage cases of persistent student absence in accordance with the Student Attendance Procedures. All students are expected to attend and participate in classes and synchronous e-learning sessions (where applicable).

Notification of Absences:

Students should notify the school of excused absences in advance by completing the Absence Application Form with supporting documents and submitting it to the school.

Attendance Calculation:

Student attendance is calculated based on the number of lessons within a term for each module. For example:

For May 2022 Academic Term

Total number of lessons for the May 2020 Academic Term: 12 Lessons

Each day of absent is computed as $1/12 \times 100\% = 8.3\%$

Compliance with ICA Requirements for International Students

GSTM ensures compliance with ICA requirements by informing ICA if any of the following conditions are not met:

- The student fails to attend classes for a continuous period of 7 days or more without any valid reason.
- The student has not attended classes regularly, with attendance falling below 90% in any month of the course without a valid reason.
- The student's studies at the school have been terminated.

In cases of absenteeism:

- Collect medical certificates for any absenteeism.
- Cancel the Student Pass if the student is uncontactable for 7 days or more without valid reason.
- Implement appropriate and timely interventions for absenteeism without valid reasons.
- Inform parents/guardians of regular absenteeism for international students below 18

Attendance Policy for Special Arrangement for Synchronous E-Learning for Students with Infectious Diseases

Students who test positive for an infectious disease must immediately inform the school and contact the Academic Programme Coordinator or Student Support Services for further assistance.

Leave of Absence (LOA):

Academic staff or students will be issued a 'Bridging Leave of Absence (LOA)' for 14 days from the last known date of contact with an infected individual. This is an interim measure to accommodate the student's health and safety.

Synchronous E-Learning Arrangements:

During the LOA period, students will be provided with arrangements for synchronous e-learning to continue their studies from home or while in isolation. Students will participate in online classes via Microsoft Teams or other designated platforms. Students will not be penalised for missing in-person class activities during their LOA period.

Attendance and Participation:

Students must engage in synchronous e-learning sessions as scheduled. Attendance and participation will be monitored through the online platform. Students will be required to resume in-person classes once they are confirmed to test negative for the infectious disease and are cleared to return to School's premise.

Attendance Policy

Compliance:

This policy is designed to ensure the safety and well-being of all students and staff while maintaining academic continuity.

Students are expected to comply with health guidelines and school procedures during their LOA and upon their return to School's premise.

Attendance Policy for Examination eligibility

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

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

Local students must meet the attendance requirement of 75% (Part-time students) and 80% (Full-time local students) and International Student must meet the attendance requirement of 90%. The Head of Academic/ Academic Director and Student Support Services will be notified monthly if a student falls below the attendance requirement. Students may be barred from examinations should they fail to meet the attendance requirement.

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

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

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

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

Issuance of Warning Letters for Part Time Students

For Certificate, Diploma (Specialized), Specialist, Higher and Advanced Diploma Programmes:

Attendance / Trigger	Absence	Intervention
Overall attendance drops below 80% (excluding approved absences)	2.5	<p>1st Attendance Warning - Under 80% Attendance notice The student is notified that they have been absent twice for the module. Attendance under 80% is recorded in the student's personal file in Student Management System.</p> <p>1st Warning Letter sent to Student. The student is encouraged to speak to the Student Support Services staff about reasons for class absences and must complete the Leave of Absence Application Form within 5 working days with supporting documents to GSTM before or on the same day the lesson commences.</p>
Overall attendance drops below 75% (excluding approved absences)	3	<p>2nd Attendance Warning - Under 75% Attendance notice The student is notified in a warning letter (via email) - Second Warning Letter - that they have failed to meet the school's minimum attendance requirement. Students must achieve 75% attendance to be eligible to sit for the 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 on Conditional Academic Status whose attendance drops below 75% are deemed to be in breach of the attendance condition of their enrolment, which may affect any future enrolment.</p> <p>2nd Warning Letter sent to Student - Not eligible to sit for the exam. The student is encouraged to speak to the Student Support Services staff about reasons for class absences and must complete the Leave of Absence Application Form within 5 working days with supporting documents to GSTM before or on the same day the lesson commences.</p>
Overall attendance drops below 70%, or the student has missed all classes in the previous 2 weeks	3.5	<p>The student is notified in a letter (via email) - the Final Warning Letter - that attendance is below the school's minimum attendance requirement. Attendance below 70% is deemed in breach of the attendance requirement and recorded in the student's personal file in Student Management System.</p> <p>Final Warning Letter sent to Student. The Student Support Services Staff will contact the student to ensure no welfare concerns. The student will be requested to make an appointment with Student Support Service Staff within 3 working days. Failure to make an appointment within 3 working days and/or further absences are subject to disciplinary action, including termination of student status.</p>
Overall attendance drops below 65%	4	<p>A Student Support Services Staff will direct Contact with the Student to ensure no welfare concerns. The student must attend an interview with a Student Support/Services Staff and complete the Withdrawal Form.</p> <p>A Termination Letter was sent to Student. Termination of student status is recorded in the student's personal file in Student Management System.</p>

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

Attendance Policy

Issuance of Warning Letters for Part Time Students

Honours Degree Programmes offered by External Academic Partner:

Attendance / Trigger	Absence	Intervention
Overall attendance drops below 80% (excluding approved absences)	3-5	<p>1st Attendance Warning - Under 80% Attendance notice The student is notified that they have absent third time for the module. Attendance under 80% is recorded in the student's personal file in Student Management System.</p> <p>1st Warning Letter sent to Student. The student is encouraged to speak to the Student Support Services staff about reasons for class absences and must complete the Leave of Absence Application Form within 5 working days with supporting documents to GSTM before or on the same day the lesson commences.</p>
Overall attendance drops below 75%. (excluding approved absences)	4-5	<p>2nd Attendance Warning - Under 75% Attendance notice The student is notified in a warning letter (via email) – Second Warning Letter - that they have failed to meet the school's minimum attendance requirement. Students must achieve 75% attendance to be eligible to sit for the exam. Attendance under 75% is recorded in the student's personal file at Student Management System and may affect the outcome of any academic appeal the student may lodge in the future. Students on Conditional Academic Status whose attendance drops below 75% are deemed to be in breach of the attendance condition of their enrolment, which may affect any future enrolment.</p> <p>2nd Warning Letter sent to Student – Not eligible to sit for the exam. The student is encouraged to speak to the Student Support Services staff about reasons for class absences and must complete the Leave of Absence Application Form within 5 working days with supporting documents to GSTM before or on the same day as the lesson commences.</p>
Overall attendance drops below 70%, or the student has missed all classes in the previous 3 weeks	5-5.5	<p>The student is notified in a letter (via email) – the Final Warning Letter - that attendance is below the school's minimum attendance requirement. Attendance below 70% is deemed in breach of the attendance requirement and recorded in the student's personal file in Student Management System.</p> <p>Final Warning Letter sent to Student. The Student Support Services Staff will contact the student to ensure no welfare concerns. The student will be requested to make an appointment with Student Support and Service Staff within 3 working days. Failure to make an appointment within 3 working days and/or further absences will be subject to disciplinary action, including termination of student status.</p>
Overall attendance drops below 65%	6	<p>A Student Support Services Staff will direct Contact with the Student to ensure no welfare concerns. The student must attend an interview with a Student Support and Services Staff and complete the Withdrawal Form.</p> <p>The withdrawal form will be submitted to External Academic Partner.</p> <p>A Termination Letter was sent to Student. Termination of student status is recorded in the student's personal file in Student Management System.</p>

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

Issuance of Warning Letters for Part Time Students

Postgraduate Programmes offered by External Academic Partner:

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

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

Attendance Policy

Issuance of Warning Letters for Full Time Local Students

Warning letters shall be issues to full time local student, if they do not meet the 80% attendance requirement. For Certificate, Diploma (Specialized), Specialist, Higher and Advanced Diploma offered by GSTM and Postgraduate Programmes offered by External Academic Partner:

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

Issuance of Warning Letters for Full Time Local Students

Warning letters shall be issues to full time local student, if they do not meet the 80% attendance requirement. For BSc/ BEng Honours Degree Programmes awarded by External Academic Partner:

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

Attendance Policy

Issuance of Warning Letters:

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

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

Notification to Guardians/Parents

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

Termination for Part Time and Local Full Time Students

If the Student's overall attendance drops below 65% or the Student has missed all classes in the previous 2 weeks (for Students enrolled on Certificate, Diploma (Specialized)/ Specialist/ Higher/ Advanced Diploma Programme) without any valid reasons or prior Consent or valid approved leave, the Student may be terminated from GSTM.

Termination for Full Time International Students

Suppose the Student has failed to attend classes or is un-contactable for a continuous period of 7 days without any valid reason, prior Consent, or valid approved leave. In that case, the student shall be terminated from GSTM. The Student Support Services Department must ensure that the Student's Pass is cancelled for international students.

Approved Leaves

GSTM approves a leave of Absence based on the reasons stated below. Other reasons for leave of Absence will be considered by the Academic Director/ Head of Academic on a case-to-case basis.

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

Leave of Absence should be requested before the leave is taken and with available supporting evidence. Overall approved leave that can be granted shall not exceed 10% of the course duration unless otherwise assessed by the Academic Director/Head of Academic on a case-to-case basis.

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

For International students who return to their home countries for 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 a leave of Absence upon the school's issue of a written letter.

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

For medical treatments, all Leave Application forms and supporting documents MUST be submitted to the school within 5 working days before and on the same day of the lesson.

Any approved leave of Absence of more than 25% of a module will be advised to apply for deferment of his/her study.

Approved Leaves for Self-Isolated at Home

Students who need to be self-isolated at home due to infectious diseases must contact the school and the Academic Coordinator/ Student Support Services for coordination. Students are required to provide supporting medical documentation to obtain approval for a Bridging Leave of Absence (LOA).

Bridging Leave of Absence (LOA):

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

- From the last known date of contact with the infectious individual, or
- From the date the medical certificate is issued by a healthcare provider, or
- From the start date of the Home Recovery Programme, as applicable.

During their self-isolation or Home Recovery Programme period, students will be provided with arrangements for synchronous e-learning. They will not be penalised for missing class activities during their LOA and should attend online classes via Microsoft Teams until they are confirmed to be negative for the infectious disease.

Attendance Requirements and Module Assessments:

Students will be debarred from module assessments or exams if they exceed the following absence limits:

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

Students who miss more than the allowed percentage of a module will need to pay the module fee to retake the module at a later date. Students are advised to maintain punctuality for all classes.

Student Support

Range of Student support Services:

List of Student Support Service	Type	Local Student		International Student
		PT	FT	
Application of Student's Pass (STP)	Core Support Services			✓
Arranging International Students to complete the formality with ICA for Student's Pass (STP)	Core Support Services			✓
Arranging International Students for Student Pass renewal/extension	Core Support Services			✓
Arranging International Students for Medical Examination and HIV Tests	Core Support Services			✓
Loss of Student's Pass (STP)	Core Support Services			✓
Extension of Student's Social Visit Pass while waiting for the Student Pass issued by ICA Singapore	Core Support Services			✓
Orientation Programmes	Core Support Services	✓	✓	✓
Accommodation advises and legal services	Core Support Services			✓
Medical Insurance	Core Support Services		✓	✓
Close Collaboration with Parent/ Legal Guardian for Students Under 18 Years old	Core Support Services		✓	✓
GSTM's Appointments Booking System	Administrative Support	✓	✓	✓
Update of personal particulars. Course transfer/ deferment/withdrawal	Administrative Support	✓	✓	✓
Request for an official letter	Administrative Support	✓	✓	✓
Reissue Academic Certificate and/ or Transcript	Administrative Support	✓	✓	✓
Replacement of Loss GSTM Student Card	Administrative Support	✓	✓	✓
Booking of room	Administrative Support	✓	✓	✓
Academic Support and Learning Guidance	Academic and Learning Support	✓	✓	✓
*Industry Attachment Placement	Academic and Learning Support		✓	✓
Holistic Programmes (e.g. Co-curricular activities, community involvement, student wellness and leadership development programmes)	Social, Emotional, and Holistic Support	✓	✓	✓
Student Club Registration in GSTM	Social, Emotional, and Holistic Support		✓	✓
Pastoral counselling	Social, Emotional, and Holistic Support	✓	✓	✓
Student Feedback and Evaluation	Administrative and Institutional Support	✓	✓	✓
Financial Assistance Scheme	Administrative and Institutional Support	✓	✓	✓
Advise on Future Study	Academic and Career Support	✓	✓	✓
Career Guidance	Academic and Career Support	✓	✓	✓
Alumni Support	Post-Graduation and Networking Support	✓	✓	✓

Note: 1) PT – Part Time, FT – Full Time; 2) * Applicable to students enrolled on courses with industry attachment placement programmes

Student Support

Core Support Services

1) Application of Student's Pass (STP)

Assisting international students to apply student pass (STP) including submission of supporting documents to Immigration and Checkpoints Authority Singapore (ICA).

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

International students who wish to pursue full time studies in Singapore must apply for a Student's Pass. All Student's Pass holders are required to abide by and comply with Immigration and Checkpoints Authority Singapore (ICA) regulations at all times. The penalties for breaching the rules and regulations of ICA are severe and may result in the termination of the Student's Pass. The terms and conditions of the Student's Pass can be found in the In-Principal Approval (IPA) letter.

3) Arranging International Students for Student Pass renewal/extension

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

4) Arranging International Students for Medical Examination and HIV Tests

All International Students who arrive in Singapore shall complete the medical examination and HIV test by any registered General Practitioner (GP) in Singapore. This Medical Examination Report is to be completed by a registered doctor and returned to the students. The laboratory report for HIV and the X-ray report will be submitted to the Immigration & Checkpoints Authority Singapore (ICA) within 3 months from the date of the issue of the reports.

5) Loss of Student Pass (STP)

International students who have lost their Student's Pass must apply for a replacement within 7 days from the date of loss or damage/defacement. A police report must be lodged at a Singapore police station and submitted to the Student Support Services Department along with other supporting documents. The following documents are required to apply for the replacement of the Student's Pass:

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

Extension of Student's Social Visit Pass

Extension of Student's Social Visit Pass applies to the student waiting for the Student Pass to be issued by ICA Singapore.

Orientation Programmes

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

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

Accommodation Advice and Legal Services

GSTM provides accommodation advice by assisting students to connect with various providers (licensed property agents, hostel operators, and housing owners) to ease their housing search for suitable accommodation that matches their preferences.

GSTM's accommodation assistance is not mandated for students, and it is an extended service to offer students information and guidance to help them find accommodation options best suited to them. Students are at liberty to search for their accommodation through their own network.

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

Medical Insurance

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

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

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

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

Student Support

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

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

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

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

This service is available for students under 18 years old to maintain a close collaboration with parents/ legal guardians. GSTM collects their contact details upon enrolment. After course commencement, the Student Support Service Team uses the parents/legal guardians' details in the GSTM database to reach out to them if needed.

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

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

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

Administrative Support

GSTM's Appointments Booking System

GSTM's Appointments Booking System is implemented to increase the student support services and academic department's efficiency and enhance the student experience in GSTM. It can provide better services to students. It will help reduce the waiting time, provide convenience for the students to make real-time appointments and increase students' satisfaction with the services received from the school to enhance the student experiences in GSTM.

The QR codes for the GSTM's Appointment Booking System are shared with all students during the orientation day and are available in all classrooms and counters within the school's premises.

Update of personal particulars, Course transfer/ deferment/withdrawal

All students must inform GSTM of any changes to their residential address in Singapore, contact numbers and residential status within 7 working days. Personal details must be updated for the school's record as such information may be required by Singapore Government.

International students, in particular, are required to update their particulars within 7 working days upon arrival in Singapore. Students are requested to approach Student Support Services Department and advise them of these changes. A student wishing for course transfer/deferment/withdrawal shall submit the relevant forms to the Student Support Services Department.

Request for Official Letter

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

Reissue Academic Certificate and/ or Transcript.

Graduated students who may have a reason to request a reissue of their awarded certificate and academic transcript will need to provide supporting documents and pay the required reissue fee (refer to the Request for a replacement/Copy of Certificate and/or Transcript Form).

The following documents are required to apply for an academic reissue certificate and/or transcript:

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

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

Replacement of Loss GSTM Student Card

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

Booking of Room

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

- Group Discussion room.
- Laboratory room
- Classroom for the event

All bookings are subject to availability.

Student Support

Academic and Learning Support

Academic Support and Learning Guidance

1) Appointment of Lecturers

All lecturers meet the minimum requirement set by SkillsFuture Singapore (SSG) and approved by the Academic Board and External Academic Partner (if applicable) before registration with SSG.

All lecturers had relevant qualifications, industry and teaching experiences in a relevant field and good teaching track records. The list of lecturers is available on GSTM's website.

2) Academic Support via Email

Academic support is primarily the responsibility of lecturers, who play a pivotal role in guiding students' academic progress. Project-based learning is a key pedagogical approach, fostering collaboration among students under lecturer supervision.

- Collaborative Projects: Groups of three to four students are encouraged to work on projects, promoting teamwork, relationship-building, and cultural understanding.
- Communication: Students are encouraged to communicate with their lecturers via email for academic queries and concerns. This provides a direct and efficient channel for support.
- Assistance for Academic and Attendance Requirements: Students needing help to meet course requirements or maintain attendance are advised to seek support from the Academic or Student Support Services Department.
- The Academic and Student Support Services Department provides assistance in the following areas:
- Study Skills: Techniques and strategies to improve learning and retention.
- Time Management Skills: Practical advice on prioritizing tasks and managing schedules effectively.
- Academic Issues: Support for overcoming specific challenges related to coursework and assessments.

3) Course Materials

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

Digital copies of course materials are generally available for retrieval from the student portal. Hard copies of course materials are available for all students enrolled on GSTM's courses.

4) Study Skills Workshops

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

Examples of Workshops include:

- Academic Writing Skills: This workshop is suitable for all students. Students will acquire knowledge of the standard format of academic writing, paraphrasing and the difference between an essay, a report, a literature review, and a reflection.
- Harvard Referencing: This workshop is suitable for all students. Students will learn how to create a reference list, inset in-text citations (how they should be written and when they should be used) and tips to avoid common mistakes. The Harvard Referencing handbook is available on Student Portal.

- Turn-it-in and Plagiarism: This workshop is suitable for all students. Students will learn how to submit the assignment report. Students also will understand academic integrity, plagiarism, and its consequence. Students will use the similarity reports generated through Turn-it-in to rephrase the content, paraphrase and quote the report to avoid academic misconduct.
- Searching for Sources for Assignments: This workshop is suitable for all students. Students will learn to use Google Scholar, search for secondary sources, and find sources based on topics, keywords, and authors.
- Student Portal Account: This workshop is suitable for all students. Students will learn how to use the log-in Student Portal Account and download forms, school policies, course materials, and ebooks, check the exam results and academic schedules, and update personal information and feedback to the school.
- Introduction of SPSS: The workshop applies to undergraduate and postgraduate programmes awarded by External Academic Partner. Students will learn to use SPSS for quantitative analysis for their honours research projects.
- Online Google Form: This workshop is suitable for all students. Students will learn how to use online Google Forms to conduct surveys for research reports and/or industry projects.
- Resume writing: The workshop applies to all students, and students will learn how to draft a resume that impacts an employer.
- Seminars: Industry experts/ guest speakers will be invited to talk about the trend, market, and industries. Students are invited to join seminars arranged by the school.
- Site Visits: Lecturers may arrange site visits as part of the module requirement, an activity in which students visit a workplace, learn about the business, meet employees, ask questions, and observe work in progress.
- Field Trips: GSTM may arrange field trips for students to learn something outside the classroom, for example, at a museum, a factory, or a historical site.

Industry Attachment Placement

GSTM provides students with internship attachment placement (applicable to courses with internship attachment modules) to gain valuable industry exposure.

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

Students may source a suitable company where appropriate for their IA. It is subjected to GSTM's approval to assess whether the company is appropriate and relevant to the course the student enrolled in.

A student is advised to seek more than one company to successfully secure industry attachment and meet the learning objective of IA.

Student Support

Social, Emotional, and Holistic Support

Holistic Development Programmes:

GSTM provides holistic programmes to value-add student's learning experiences and support their overall development, such as:

- Co-curricular Activities: Student club participation and recreational events to promote teamwork and leadership.
- Community Involvement: Opportunities for volunteer work and social responsibility.
- Student Wellness Initiatives: Activities to promote mental well-being and stress management.
- Leadership Development Programmes: Workshops to foster leadership skills and personal growth.

Student Club Registration in GSTM

Students interested in forming a student club shall complete a student club proposal. The approval of student registration at GSTM is subject to the school's approval.

Pastoral Counselling

Staff providing pastoral counselling should have a professional qualification; otherwise, the GSTM must provide adequate formal training. The objectives of Pastoral Counselling are to:

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



1) Counselling Services

Counselling is available to all GSTM students. It is a voluntary and confidential avenue for students to discuss issues of concern that may not be easily communicated with family or friends.

A student may seek advice on personal and cross-cultural issues, study and learning strategies, stress management techniques and other non-academic matters.

Lecturers are advised to report to the student counsellor if they feel a student may be under emotional stress or disturbance or need additional support. Students shall be encouraged to approach the

Student Counsellor when under emotional stress or disturbance. All conversations with the Student Counsellor shall be treated in confidence. In all cases, the welfare of the student shall be paramount.

2) Academic Counseling

Academic counselling will be continuous as a responsibility of the school for students. The Academic Director/Head of Academic is responsible for helping students choose and progress within their course of study, and the Academic Programme Coordinator assists in coordinating academic counselling.

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



Student Support

Administrative and Institutional Support

Student Feedback and Evaluation

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

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

Financial Assistance Scheme

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

Academic and Career Support

Education and Career Guidance:

To prepare students for academic progression and career readiness, GSTM offer one-to-one support and group workshops including:

- Advice on Future Study: Guidance on academic pathways and further education.
- Career Guidance: Job preparation workshops, resume writing sessions including improving the resume, guidance on job search and industry networking opportunities.
- Mock interviews: To help students practice and prepare for an upcoming job interview.
- Industry Attachment Placements: Practical experience to bridge education and employment.

Post-Graduation and Networking Support

Alumni Support

GSTM maintains connections with graduates to provide networking and career opportunities. It aims to create a supportive and engaged community that benefits both current students and past graduates.

- Networking Opportunities: Provide platforms for alumni to connect with each other and with current students fostering professional relationships and career opportunities.

- Alumni Activities: Organise engaging events such as BBQs, Christmas gatherings, and other social or professional events to strengthen bonds within the alumni community.
- Career Support: Share job opportunities, and industry updates through alumni communication channels.
- Recognition and Involvement: Encourage alumni to contribute by sharing their success stories, participating in workshops, or being guest speakers at GSTM events.

Communication of Student Support Services:

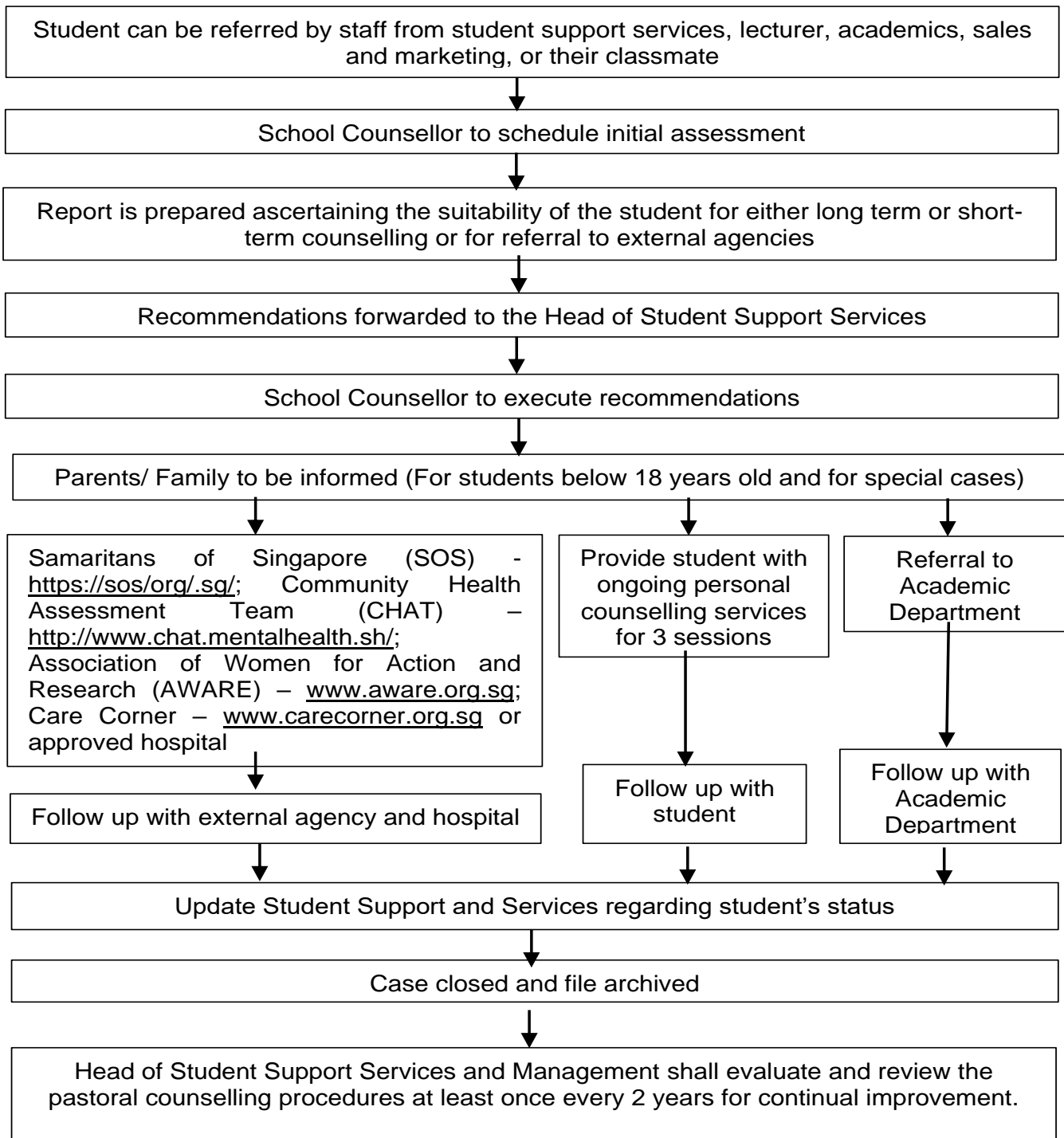
GSTM ensure that all information regarding student support services and programmes is communicated clearly to students through:

- Orientation programmes for new students.
- Updates via email and student portals
- Student handbooks that outline available services available at School website and Student Portal
- Dedicated support staff available to answer student queries.

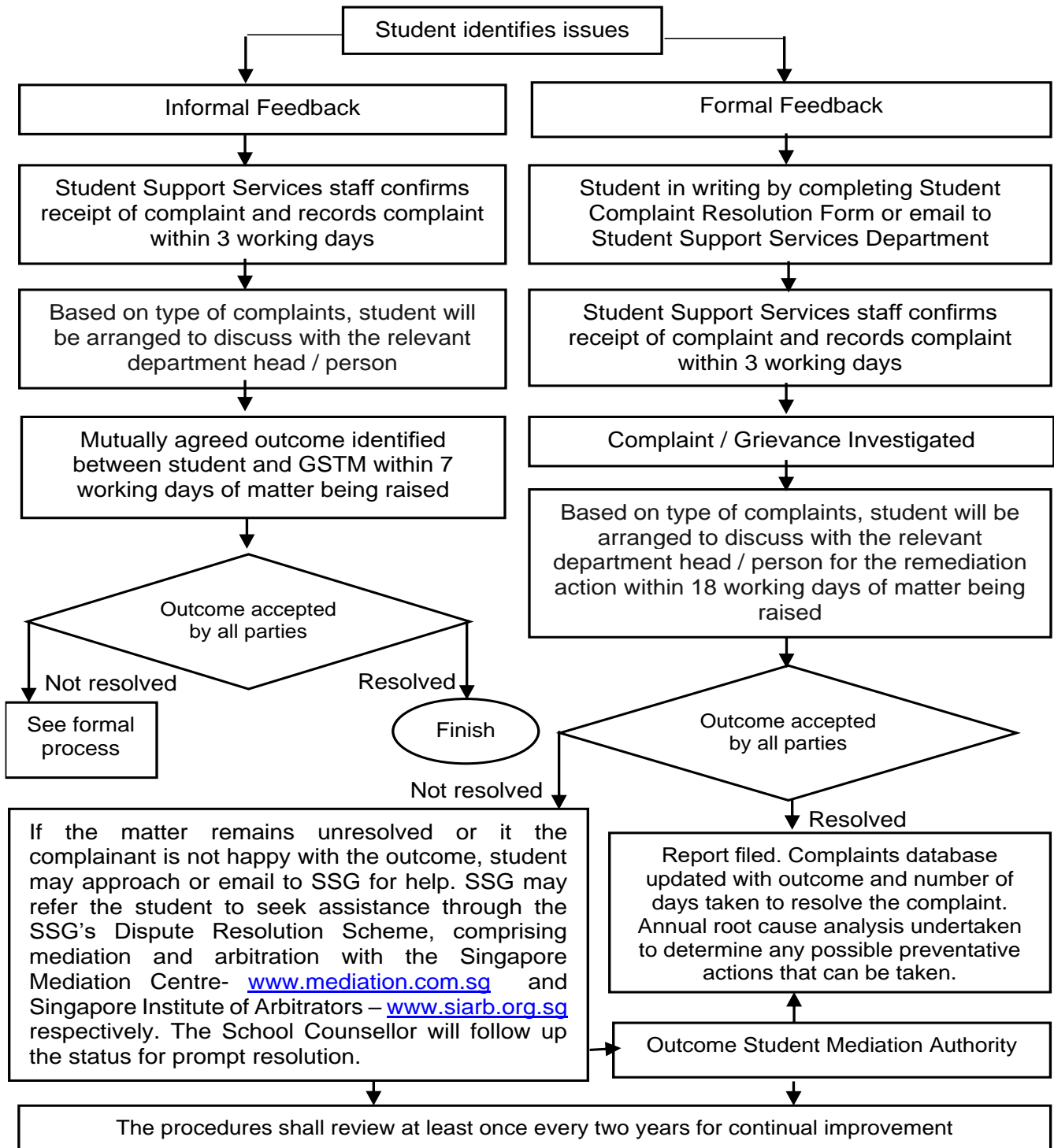


Pastoral Counselling Flow Chart

Pastoral Counselling flow chart



Student Complaint/ Grievance Procedure



Academic Progress

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

Mode of Assessment

Assessments are conducted using diverse methods to evaluate students' knowledge, skills, and application of learning. These include:

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

Each assessment task is assigned a specific weighting, reflecting its contribution to the overall module grade. These weightings are detailed in the module specification and assessment brief, ensuring transparency for students.

Assessment Method	Level 1&2: Certificate / Level 3: Diploma (Specialized) / Diploma	Level 4: Specialist Diploma/ Higher Diploma	Level 5: Advanced Diploma/ Higher Diploma
Assignment (Case study and/or project-based work (Individual/ Group/ Combination)	Mini-Projects	Minimum 1000 Words	Minimum 2000 Words
Examination	Examination Duration: 2 hours Examination Structure: Section A (20 marks) To answer 20 Multiple Choice Questions Section B (80 marks) To answer 4 out of 5 Questions (Combination of short and long essay question focus on application of theory)	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	

Submission of Work for Assessment

Rules

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

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

Late Submission of Assignment Report

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

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

Exceeding Word Limits

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



Student Assessment

Notification form of Assessment

At the start of each course/module, students will be provided with the following assessment-related information during the first lesson:

- The learning objective and learning outcomes of the module.
- The number, nature, and forms of assessment, as detailed in the module specification or assessment brief.
- The assessment tasks, including word count requirements (if applicable), weighting, due dates and marking criteria.
- The GSTM and/or External Academic Partner's academic integrity policy.

During the first lesson, the lecturer will review the module specification/assessment brief with students, explain the assessment methods and expectations and outline coursework requirements and provide the assessment schedule. The module specification/assessment brief clearly outlines the expectations for each assessment task, in relation to the program, as well as the criteria and standards by which performance will be evaluated.

To support student learning

- Students must have a clear understanding of the academic expectations for each assessment task.
- Constructive and timely feedback will be provided to help students progress toward achieving the learning outcomes of the module and course.
- The total assessment workload will be proportionate to the module's weighting.

All students are informed to submit their work through Turnitin prior to final submission to ensure originality and adherence to academic integrity standards.

Student Responsibilities

Students are expected to:

- Familiarise themselves with the requirements of the assessments in their courses/modules.
- Take note of due date of assessments, exam schedules and locations (if applicable)
- Academic Integrity Policy and Code of Conduct for Students (Cross reference to Code of Conduct for Student and Staff (Including Invigilator) Policy).
- Understand the expectations for a final-year project or equivalent assessment of the course/ module (if applicable)

Extraordinary Circumstances

In the event of extraordinary circumstances beyond the school's control, the evaluation scheme may be revised upon approval by the Examination Board. Timely communication regarding such changes will be provided to students.

Assessment Schedule

The Academic Department shall publish the approved assessment schedule and module specification/assessment brief for at least one week in the Student Portal before the new academic term commences.

Student Support Services will inform the students of assessment schedules through notification email and WhatsApp messages.

Students may log in to their student portals for the assessment schedule. They also can download the module specification/assessment brief from their Student Portal and/or external academic partner's student portal (where applicable).

Changes to Assessment Dates

Any changes to assessment dates must be approved by the Examination Board.

Students will receive timely updates regarding changes through email and WhatsApp messages from the Student Support Services.

Submission of Coursework Report

Students shall submit the works through Turn-it-in. All students shall receive their Turn-it-in account and password from the Academic Department. All written coursework shall be checked for originality using Turn-it-in where this is appropriate to the learning outcomes and assessment design. Failure by students to do so will be regarded as a non-submission.

Assessment result are:

Module Lecturer is First Marker to mark all the assessment reports. GSTM appoints a Second Marker to mark all assessment reports before submit it to Examination Board. Examination Board vets and approves all assessment papers, results award; and the process of result moderation of student's work in ensuring that assessments have the consistency of scores across different academic staff or over time; assessments are reliable and fair to all students before they are released to students.

Examination 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.

Student Assessment

Grading System

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%.

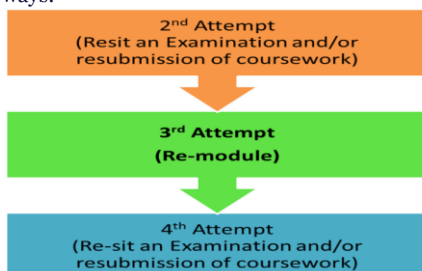
Late submission

For late submission of assignment, if students do not have exceptional circumstances but submit the first attempt of an assessment after the published deadline, the maximum mark that can be awarded will be the pass mark for the module, provided the submitted work is no more than 5 working days after the published deadline. 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. A reassessment attempt after the published deadline will be deemed to have failed the reassessment, and the coursework will be returned to the student unmarked.

Provision for Failed Candidate

Failure in a module

The 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.

Plagiarism

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

Assignment Extension and/or Examination Deferment

Assignment Extension and/or Examination Deferment is deferment by a student who is unable to submit an assignment or attend an examination by the deadline set by GSTM.

This postponement may arise due to personal circumstances that the student:

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

Students can apply for the consideration for:

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

Student needs to complete the Deferment Form/ Extenuating Circumstances Claim Form with valid reasons and supporting documents (Refer to Student Handbook for a list of valid reasons).

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

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

The application is subjected to approval by the GSTM.

Student Assessment – Academic Integrity

Code of Conduct for Students

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

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

Improper behaviour, includes, but is not limited to:

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

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

Academic Integrity

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

Plagiarism is defined as "to take and use another person's thoughts, writings or inventions as one's own", and in particular copying without acknowledgement. Copying of other students' works is also a form of plagiarism. Plagiarism has occurred when the student:

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

If a student's work is found to contain verbatim (or near verbatim) quotation from the work of others without acknowledgement, then plagiarism has been committed. In determining the seriousness of an act of plagiarism, the following factors are usually taken into account:

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

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

Obtaining an unfair advantage:

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

Aiding and abetting academic dishonesty:

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

Falsification of records and official documents:

- a) 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.

The GSTM will impose serious penalties on students who are found to have violated this policy. The following penalties may be imposed:

- expulsion;
- suspension;
- zero mark/fail grade;
- marking down;
- re-doing/re-submitting of assignments or reports; and
- verbal or written warning.

Due Process and Student Rights

Students charged with academic dishonesty may not change their registration in a course in which the charge is pending, or 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:

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

Levels of Seriousness of Any Allegation of a Breach of Academic Integrity

There are three levels of seriousness (Low, Medium and High) as follow:

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

Using Turnitin for Plagiarism Validation Process

Student is required to submit their assignment report through Turnitin for Plagiarism Validation Process. Once the student's check their assignment plagiarism percentage and if above, he/she has to redo the assignment or allow the final mark reduction according to this table. The detail is as following:

Course Qualification Level	Plagiarism Percentage	Plagiarism % Range	Graded Mark (GM) Reduction	Final Mark
Level 1 to 4 (Certificate to Specialist Diploma)	40% Max	41% - 45%	10%	GM - 10%
		46% - 50%	15%	GM - 15%
		51% - 55%	20%	GM - 20%
		56 - 60%	25%	GM - 25%
Level 4 Higher Diploma		More than 61%	Fail	Fail
Level 5 (Advanced Diploma & Higher 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

The Examination Board is to determine the outcome of the academic dishonesty case. All proven cases of academic dishonesty should be penalised as appropriate under the circumstances.

Sanctions may include but are not limited to:

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

Student will be notified for the outcome by Academic Programme Coordinator. Students may appeal in writing to GSTM if they are dissatisfied with the results.

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.

1st Offence

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

2nd Offence

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

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

Appeal Policy

Academic Appeal Policy

Examination Board and External Academic Partner (where applicable) is responsible for maintaining standards that promote academic integrity and student success. It is expected that Examination Board and External Academic Partner (where applicable) will make consistent academic judgments and that students' academic records will reflect their demonstrated abilities and accomplishments.

All students are entitled to know their rights under the Academic Appeals policy. Students may initiate Academic Appeals in relation to the following types of academic decisions:

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

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

Grounds for Academic Appeal

A student has the right to appeal against that decision of the Examination Board and External Academic Partner (where applicable) on the following grounds:

- There has been a material administrative error, the assessment was not conducted according to the Academic Regulations governing the course, or some material irregularity has occurred.
- That there was bias or prejudice, or the perception of bias or prejudice, on the part of at least one of the markers or examiners.
- That the assessment has not been conducted in accordance with the published procedures in the module specification/assessment brief.
- The student's performance in the assessment was adversely affected by illness or other factors which she/he was unable, or for valid reasons unwilling, to divulge before the Examination Board/ external academic partner reached its decision. The student's request must be supported by medical certificates or other documentary evidence acceptable to the Appeal Panel, indicating clearly why such evidence was not previously presented to the Examination Board and/or External Academic Partner.



The following matters do not, of themselves, form grounds for an academic appeal:

- disagreement with a mark or grade.
- challenges to academic judgements of examiners on assessment outcomes.
- claims that the academic performance was adversely affected by factors such as ill-health, where there is no independent, medical, or other evidence to substantiate this.
- complaints against the delivery of teaching and methods of assessment

If a student is dissatisfied with teaching, academic advice, or other service provision during the course, she/he may submit a complaint under the School's Feedback, Complaints Management and Dispute Resolution Procedure as noted above. Students must raise any such concerns as and when they occur, as these cannot be considered later as grounds for an academic appeal. It is recognised that some cases can involve a combination of issues, where a number are related to an appeal and others are not.

The school will assess each case individually. In these circumstances, the student will be informed which issues will be considered under which procedure and s/he will be directed to the alternative procedure as appropriate to allow all issues to be considered.

Students will be advised of the effects, if any, of following two procedures at once, particularly where one procedure may be suspended until the other is completed. Where there is significant overlap, the school may decide to consider matters together if the student agrees.

For example, if an appeal includes matters that could also be dealt with under other procedures, such as the Feedback, Complaints Management and Dispute Resolution Procedure, a joint investigation may be carried out. In such cases, the student will be informed where responsibility for the overall investigation lies and who will issue the final decision.

Timelines for Academic Appeal

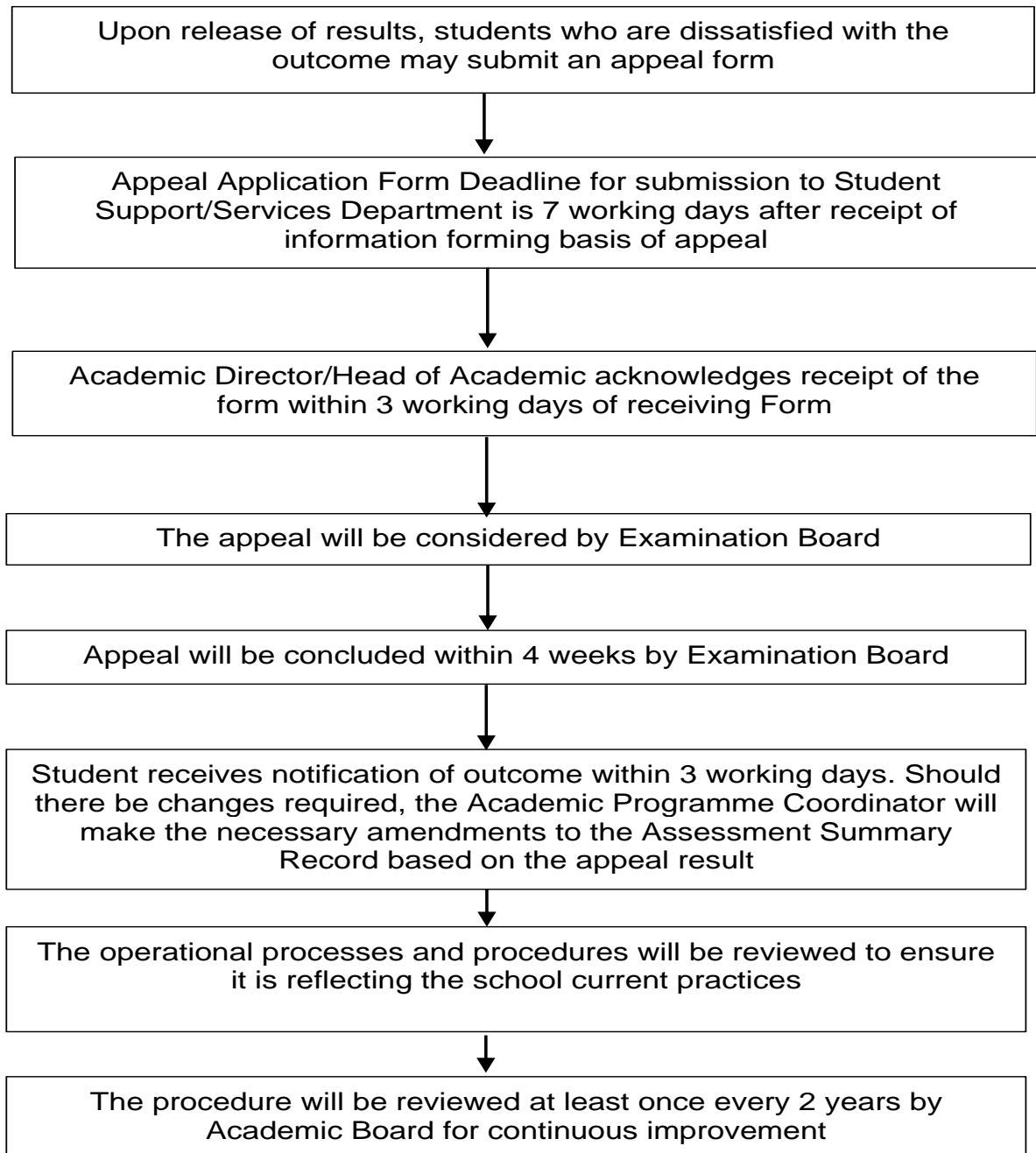
The Academic Appeal process must be fair and transparent, without compromising the integrity of the assessment process. Both GSTM and the External Academic Partner shall adhere to the following timeline:

- **Appeal Submission:** Students must notify the Academic Department and submit their appeal within seven working days from the release of their assessment results/awards to the Academic Department.
- **Appeal Outcome:** The result of the academic appeal will be communicated to the student within four weeks for GSTM courses and within 20 working days for courses of the External Academic Partner. This ensures that all cases are handled promptly and efficiently.

Failure to adhere to the appeal submission timeline will result in the appeal being deemed to have lapsed. However, in extenuating circumstances (e.g., injury or illness), where valid documentation is provided to support the delay, the appeal may still be considered. Both GSTM and the External Academic Partner (where applicable) will ensure that the appeal process is fair, transparent, and in compliance with academic regulations.

Appeal Procedures

Academic Appeals Procedure for course awarded by GSTM



Progression & Graduation

Progression Requirements

Normal Progression Requirements

A student who wants to progress from Diploma (Specialized)/ Diploma (Level 3) to Specialist Diploma/ Higher Diploma (Level 4) must complete all modules at the Diploma (Specialized)/ Diploma Level. The application fee may be waived.

A student who wants to progress from Specialist Diploma to Advanced Diploma must complete all modules at the Specialist Diploma Level. The application fee may be waived. Students aspiring to advance from an Advanced Diploma/Higher Diploma to a top up honours degree awarded by External Academic Partners are required to submit an application. An application fee is applicable, and there is an exclusive course fee discount for GSTM students enrolled in External Academic Partner Programmes at GSTM.

Conditional Progression Requirements

A student who would like to progress from Diploma (Specialized)/ Diploma (Level 3) to Specialist Diploma/ Higher Diploma may be allowed to conditionally progress if they have failed only 1 module at the Diploma (Specialized)/ 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. 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/ Higher Diploma to a top up honours degree programme awarded by External Academic Partner may or may not receive conditional progress if they wait for final results..

Awards and Graduations Policy

All decision is subjected to the External Academic Partner. Students who would like to progress from a top up honours degree programme awarded by External Academic Partner to the Postgraduate programme may or may not receive conditional progress if they wait for the final results. All decision is subjected to the External Academic Partner.

Condition of Entry to Graduation

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% (Part Time Local students), 80% (Full Time Local Students) and 90% (Full Time International Students) overall attendance of the course
- adherence to the Student Code of Conduct
- clear all financial obligations prior to the payment deadline with GSTM.

All awards shall be approved and conferred by GSTM's Examination Board.

A notification email to students that the results and awards are published on the Student Portal.

Note:

The issuance of a completion letter or official academic transcripts is typically contingent upon the settlement of all outstanding fees. If a student has completed their studies but still owes fees, the School may withhold these documents until the debt is settled.

Issuance of Certificate and Transcript

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



Progression & Graduation

Graduation Ceremony

A Graduation ceremony will be held by GSTM 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

GSTM's Awards and Certification

1) Top Student Awards

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

2) Leadership Awards

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

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

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

3) Model Student Awards

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

This is not limited to

- Good grades
- Good attendance
- Good citizenry.

4) Outstanding Student Organisation Awards

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

Emphasis is on contributions to the School:

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

5) Student Improvement Awards

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

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

6) Certificate of Appreciation for Class Representatives

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

7) Certificate of Participation

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

8) Certificate of Attendance

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



Getting Involved

It is important to us that you have the best student experience possible whilst studying for a GSTM award.

There are a number of ways you can express your opinion about your time on your programme. You can speak directly to Student Representative on your course to raise issues on your behalf at meetings that they attend in the Board of Study Meeting throughout the year. You will also be given the opportunity to comment on the modules you have taken during the year.

Student Representation

Student Representatives (or Student Reps) are gather opinion from their fellow students', represent their views at meetings and feedback the outcome of these meetings to students to improve the quality of their experience.

Student Representatives will be invited to attend the Board of Studies. This is a meeting that is held at least three times per year and is attended by your lecturers and administrative staff.

It will provide you with the opportunity to discuss issues about your course and to make sure that your voice is heard.



GSTM Alumni

The GSTM Alumni was established in 2021 and the aim of this alumni is to provide support to former students by celebrating their achievements and keeping them connected to the School, its students and fellow alumni.

Your relationship with GSTM does not end when you leave us. We want to hear from you, so please do stay in touch.

Membership benefits include:

- Free workshops focus on professional development in enhancing their career
- Keep you up to date with news of the School's events.
- Helping you reconnect with old friends
- Social and professional networking opportunities through our reunions and events
- Information on alumni networks and groups

You can find out more about join the GSTM Alumni at

- <https://www.facebook.com/groups/845550612822592/>
OR
- Contact 81890101 (Student Support Services Hotline).

