This handbook has been designed to assist you during your studies at Curtin Singapore.
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WELCOME TO CURTIN SINGAPORE

Congratulations and welcome to Curtin Singapore, a campus of Curtin University.

Curtin University is one of Australia’s largest universities with more than 59,000 students studying across 7 campus locations including Singapore. With a strong research culture, a history of excellence in teaching and a tradition of working in close partnership with business and industry, it has built an international reputation for the quality of its graduates. Curtin University is ranked in the top 1% of universities by the QS World University Rankings. The Faculty of Business and Law is recognised as an elite global business school through accreditation by the Association to Advance Collegiate Schools of Business (AACSB) International - Only 5% of business schools in the world has been awarded this accreditation. Curtin graduates are known for having the skills and knowledge that make a difference in the marketplace. Students studying at Curtin Singapore are students of Curtin University.

We trust that your time with us will be enjoyable and rewarding, both in terms of academic achievement and personal development.

This Student Handbook is a guide for you throughout your time at Curtin Singapore. We encourage you to read it carefully as it has the necessary information you will need as a student to make the most of your studies and campus life, including information on support services available.

We look forward to working with you over the course of your degree and to welcoming you into the prestigious Curtin Alumni following your graduation.

Professor Linley Lord
Pro Vice-Chancellor and President
Curtin Singapore
Curtin University is a vibrant, forward-thinking, innovative university where you can move forward in your chosen career.

The University has a strong, international focus, with campuses in Perth, Singapore, Sarawak, Mauritius and Dubai, offering internationally recognised courses that prepare you to work in the competitive global market.

Delivering its programs in Singapore since 1986, Curtin took its relationship with Singapore one step further when we inaugurated our Curtin Singapore campus in 2008.

At Curtin Singapore we have a dynamic emphasis on innovative teaching methods, strong industry links and highly employable graduates that are synonymous with the Curtin name. Curtin Singapore is supported by a Curtin-appointed Pro Vice-Chancellor and President who oversees the delivery of Curtin’s approach to teaching and learning, and ensures quality and standards are maintained.

Whether you study at Curtin Singapore, Sarawak, Mauritius, Perth or Dubai, you can graduate with the skills to launch your career anywhere in the world.

INTRODUCING CURTIN SINGAPORE

VISION
A recognised global leader in research, education and engagement.

MISSION
Transform lives and communities through education and research.

CORE VALUES
Integrity - to act ethically, honesty and with fairness
Respect - to listen, value and acknowledge
Courage - to lead, take responsibility and question
Excellence - to strive for excellence and distinction
Impact - to empower, enable and inspire
INTRODUCING CURTIN SINGAPORE CONTINUED

CULTURE STATEMENT

Regardless of who you are or where you come from, you’ll find Curtin to be a friendly and relaxed place where respect for one another is a part of everyday life. Curtin is a culturally diverse community where you will be accepted and treated fairly.

At Curtin, everything we do is designed with one overarching goal in mind: to have a positive effect on our students and the wider community. In order to achieve that goal we provide students and staff with a welcoming environment that’s founded on five core values:

- **Integrity** - to act ethically, honesty and with fairness
- **Respect** - to listen, value and acknowledge
- **Courage** - to lead, take responsibility and question
- **Excellence** - to strive for excellence and distinction
- **Impact** - to empower, enable and inspire

Our commitment to equal opportunity is reflected in a range of policies and support services to ensure all students and staff, irrespective of race, gender, beliefs or culture, receive fair and just treatment.
ACADEMIC BOARD
The Curtin Singapore Academic Board consists of distinguished members from the academic field and industry. The Academic Board ensures the academic quality of every course at Curtin Singapore.

Chair
Professor Linley Lord
Pro Vice-Chancellor and President, Curtin Singapore

Members
Associate Professor Simon Leunig
Associate Deputy Vice-Chancellor, International, Curtin University

Professor Jill Downie
Deputy Vice-Chancellor, Academic, Curtin University

Ms Beverley Hudson
Chief Executive Officer
University Partnerships Australasia, Navitas Limited

Mr Andrew Crevald
College Director & Principal, Curtin College

Ms Quek Wai Lan Grace

EXAMINATION BOARD
The Curtin Singapore Examination Board ensures the integrity of examination administration and the processes are in accordance with appropriate academic standards.

Chair
Professor Linley Lord
Pro Vice-Chancellor and President, Curtin Singapore

Members
Mr Andrew Crevald
College Director & Principal, Curtin College

Mr Nick Swallow
Director of Studies (English), Curtin Singapore

Ms Wong Lee Nah
Director of Academic Services, Curtin Singapore

Mr Darryl Pho
Student & Academic Services Manager (Examination), Curtin Singapore

Associate Professor Lim Swee Hia
President, Singapore Nurses Association
ACADEMIC INFORMATION

ONLINE STUDENT SERVICES: OASIS—ONLINE ACCESS TO STUDENT INFORMATION SERVICES

OASIS is a secure web portal to electronic services provided to Curtin students. To log onto OASIS, go to oasis.curtin.edu.au

Once logged into OASIS you will have access to a range of services including:

- Official Communications Channel (OCC)
- student email
- e-Student (your student record, including your personal details, enrolment details and results)
- learning support and services such as the library and Blackboard
- Sanctions Channel (display any sanction currently recorded against a student)
- Curtin news and events
ACADEMIC INFORMATION CONTINUED

Who has access to OASIS?
Once you are offered a place in a course that leads to an award at Curtin, you will automatically have access to OASIS and its core services. Additional services will be made available to you through OASIS when you enrol. If you are terminated from your course, withdrawn or deferred, you will lose your access to OASIS after 45 days. If you did not accept your offer before its lapse date, you will also lose your OASIS access. If you take an approved leave of absence, you will continue to have access to OASIS over your period of leave. After completing your course at Curtin, you will continue to have access to OASIS and student email –for life!

When can I get access to OASIS?
As a new user, you will need to activate your account by going to oasis.curtin.edu.au. You then need to click on ‘Activate your account’ located below the Login button. Follow the instructions on screen to activate your account.

Once your account is activated, go to oasis.curtin.edu.au and type in your Curtin ID (8-digit Student ID number) and password, then click ‘Login’.

OASIS support
If you have read and followed the instructions provided in the help menu and still experience difficulties with OASIS, lodge an OASIS Central support request via the web form (click on ‘Contact Us’ located on the top right corner of the OASIS login screen).

OFFICIAL COMMUNICATION CHANNEL (OCC)
Curtin delivers official communication electronically via the OCC in OASIS. It is your responsibility to log in to OASIS regularly to read these communication. You should check the OCC inbox two or three times a week. Curtin is able to monitor if students have read their official communication.

EMAIL ACCESS
Your student email account can be accessed from OASIS at oasis.curtin.edu.au. To access your email, click on the email inbox link in ‘My Email’ channel on your OASIS ‘Welcome’ tab.

Whilst your email account is for your personal use, Curtin Singapore and your lecturers will also contact or send important information to you via your email account. When emailing the University, students are required to use their student email account, as numerous areas of the University will not communicate with a non-Curtin email address for privacy and security reasons.

All emails from the University regarding essential unit information, i.e. examination timings, timetable, class cancellations, etc. will only be sent to your student email account or to your OCC. It is recommended that you check these accounts every day.
BLACKBOARD– CURTIN’S LEARNING MANAGEMENT SYSTEM

Blackboard provides access to a broad range of resources and learning activities via the Internet. Online resources for your course may include:

- course content: unit outlines, lecture notes, iLecture recordings and eReserve readings
- communication tools: discussion forums, blogs, wikis, Elluminate virtual classroom and email
- assessment: quizzes, tests and online submission of assignments
- internet resources: links to relevant websites around the world.

The level of Blackboard integration in each unit depends on the requirements of the unit and your mode of study. Check with your unit coordinator, lecturer or tutor for further information. To access Blackboard, log onto OASIS (oasis.curtin.edu.au), click on the ‘My Studies’ tab and then click on the link to Blackboard. Further assistance is available from the ‘Student’ tab on the Blackboard web page.

ACADEMIC CALENDAR

The Academic Calendar lists down key dates of each study period that you should take note of. Details shared include first day of class, last day to enrol and withdraw from a unit, amongst other key dates.

You can find the Academic Calendar at http://curtin.edu.sg/current-students/academic-calendar/

Census Date - the census date is the date at which an enrolment is considered to be final. If you are a student, any withdrawal you make after the study period census date will incur an academic penalty (i.e. a WD grade) and a financial penalty (i.e. no refund of your tuition fees).

CREDIT FOR RECOGNISED LEARNING (CRL)

Students who have previously undertaken studies at diploma or university level may apply for Credit for Recognised Learning. CRL or exemptions are usually assessed on qualifications and transcripts submitted at the time of application.

If you wish to apply for CRL, you need to lodge an application supported with transcripts and relevant unit outlines via study.curtin.edu.au/credit/apply/

Students are advised not to enrol into any unit for which an application for CRL has been submitted.
ENROLMENT
As a full-time student, you must be enrolled in four units in each study period or two units if you are a part-time student unless you have less than the required units to complete your course or have prior approval from the Office of Pro Vice-Chancellor on the basis of academic intervention, compelling or compassionate grounds.

Enrolment of units takes place prior to the start of each study period via OASIS and AXIS. Curtin Singapore reserves the right to cancel or withdraw units at its discretion.

It is your responsibility as a student to check that your enrolment is correct and arrange to have it updated if it does not accurately reflect your situation.

ENROLMENT VARIATIONS
Change in Unit Enrolment
If you decide to change your unit enrolment, you may do so by lodging an Enrolment/Change of Enrolment Form available at Student Central on level 1, Block D. Indicate the units to be enrolled and units to be withdrawn on the form, and submit it to Student Central.

The last day to change your unit enrolments is the first Friday of each study period. No addition of units will be accepted after this day.

Unit Withdrawal by Census Date (week 1 to week 4)
A unit withdrawal approved on or before the census date has no financial and academic penalty (the unit enrolment will not be recorded on the academic transcript).

Unit Withdrawal After Census Date but up to and including the Last Date to Withdraw
Unit withdrawal after census date but up to and including the last date to withdraw will incur an academic penalty (the grade for the unit will be recorded as “WD” (Withdrawn) on the academic transcript) and a financial penalty (i.e. no refund of your tuition fees).

Unit Withdrawal After the Last Date to Withdraw
A unit withdrawal submitted after the last date to withdraw will only be accepted and approved under special circumstances. If your application is successful, you will still incur an academic penalty (the unit will be recorded as ‘WD’ (Withdrawn) on the academic transcript) and a financial penalty (i.e. no refund of your tuition fees).

COURSE WITHDRAWAL
Course Withdrawal Procedure
If a student wishes to withdraw, he/she should indicate the withdrawal on the Enrolment/Change of Enrolment Form and make an appointment with a Student and Academic Services Officer. An interview session will be conducted prior to completion of course withdrawal formalities. Students under the age of 18 years are required to obtain their parent’s or guardian’s consent prior to submission.

Following an approved course withdrawal, Curtin Singapore will:
- cancel the current enrolment
- terminate the existing Student Contract
ACADEMIC INFORMATION CONTINUED

- cancel the Fee Protection Scheme (FPS) insurance policy where applicable, and the Student’s Pass for international students
- refund any applicable fees in accordance with the Curtin Singapore Refund Policy, upon receipt of the Application for Refund of Fees form
- send an email confirmation of the course withdrawal
- issue past attendance records to students who are enrolling in another course with another local institution upon request.

The course withdrawal request is processed within 4 weeks of the submission of the Enrolment/Change of Enrolment form.

The official transcript will not be issued for an incomplete course. Transcript will be provided to a student on payment of the prescribed fee.

Policy on Course Withdrawal
The course withdrawal policy is covered under the Variation of Enrolment policy. The Variation of Enrolment policy is published on the Curtin Singapore website and is found on this link: https://curtin.edu.sg/wp-content/uploads/sites/3/2019/01/Variation-of-Enrolment-Policy.pdf

CHANGE OF MAJOR
Change of Major Procedure
After commencing on the course, a student may feel that the choice of major undertaken is not suitable due to personal or academic reasons. The student may consider applying for a change of major by submitting a request via the Enrolment/Change of Enrolment Form to Student Central. Approval of an application is determined by Curtin University and credit for recognised learning is re-assessed based on the new major.

Change of Major application can be submitted from Week 1 until the end of the study period for it to be effective in the following study period. For students under 18 years of age, a written consent from their parent’s/legal guardian’s must be submitted together with the Change of Major application.

An appointment will be arranged to assist the student in making an informed decision by providing relevant information relating to the impact to their academic studies.

The Change of Major application will be submitted to Curtin University for assessment and approval. The student will then be informed of the outcome via email. Change of Major application is processed within 4 weeks upon submission of the Change of Major request.

For approved applications, students who decide to proceed with the change of major, will have their existing Student’s Pass cancelled and a new Student’s Pass will be lodged with Immigration and Checkpoints Authority (ICA) subject to approval.

Students will also sign a new Student Contract and the existing Student Contract will be terminated. The Fee Protection Insurance of the existing course will be terminated with the insurance provider and a new insurance policy will be purchased accordingly.

For approved applications, students who decide not to proceed with the change of major, will continue with their original enrolment and course.
Policy on Change of Major

The change of major policy is covered under the Variation of Enrolment policy. The Variation of Enrolment policy is published on the Curtin Singapore website and is found on this link: https://curtin.edu.sg/wp-content/uploads/sites/3/2019/01/Variation-of-Enrolment-Policy.pdf

LEAVE OF ABSENCE

Leave of Absence Procedure

A student may apply for Leave of Absence, up to a maximum period of 12 months, in the case of one of the following situations:

• no available unit for study in a study period;
• unable to continue studies in a study period due to valid reason(s)

A completed Application for Leave of Absence form has to be submitted by the census date. All applications will be reviewed on a case by case basis and all information provided and circumstances leading to a request as well as regulatory requirements will be taken into account. An academic and financial penalty may apply depending on the time the request is submitted.

Students under the age of 18 years are required to obtain their parent’s or guardian’s consent prior to submission.

Following an approved Leave of Absence, Curtin Singapore will:

• send an email confirmation of the approved Leave of Absence

The Leave of Absence request is completed within 4 weeks of the submission of the Application for Leave of Absence form.

At the approaching end of the approved Leave of Absence, students are required to email academic@curtin.edu.sg on their intention to resume studies. International students must email at least 7 weeks prior to the expiry of their Leave of Absence.

Students who do not enrol for a period of 3 study periods and do not have an approved Leave of Absence will have their course status set to AWOL (Absence Without Leave).

Policy on Leave of Absence

The leave of absence policy is covered under the Variation of Enrolment policy. The Variation of Enrolment policy is published on the Curtin Singapore website and is found on this link: https://curtin.edu.sg/wp-content/uploads/sites/3/2019/01/Variation-of-Enrolment-Policy.pdf

INTERNATIONAL EXPERIENCE

Apply for a Campus Transfer or Student Exchange to broaden your horizons, explore a new culture, and expand your personal and professional networks.

Campus Transfer

A student may request for a transfer between Curtin campuses to complete the remainder of the course but is subject to conditions. Approval of an application is determined by Curtin University and is assessed based on good academic record. Students under the age of 18 years...
are required to obtain their parent’s or guardian’s consent prior to submission.

Following an approved transfer of campus and the receipt of a student’s confirmation on the campus transfer, Curtin Singapore will:

- terminate the existing Student Contract
- cancel the Fee Protection Scheme (FPS) insurance policy where applicable, and the Student’s Pass for international students
- refund any applicable fees in accordance with the Curtin Singapore Refund Policy, upon receipt of the Application for Refund of Fees form
- send an email confirmation on the campus transfer approval

Students from the certain countries will need to complete an additional form - Genuine Student Assessment Form (GSAF). Please approach Student Central to find out if you are required to fill out the GSAF.

Please note that after approval, the respective campus transferred to will provide the required formalities, such as, fees and visa application to the student. The Campus Transfer application form is available beside the Block D lift and the GSAF is available upon request from Student Central.

Policy on Campus Transfer
The leave of absence policy is covered under the Variation of Enrolment policy. The Variation of Enrolment policy is published on the Curtin Singapore website and is found on this link: https://curtin.edu.sg/wp-content/uploads/sites/3/2019/01/Variation-of-Enrolment-Policy.pdf

Student Exchange
Students at Curtin Singapore Campus may apply to study one semester at Curtin Perth Campus while paying similar tuition fees to Curtin Singapore but is subject to conditions. Approval of an application is determined by Curtin Singapore.

Students are eligible to apply if they:

- successfully completed two trimesters in the Bachelor of Commerce or Bachelor of Arts program at the point of application
- have a course-weighted average of 60 or above*
- passed all of their units*
- are on Good Standing

*Students who do not meet this criteria can still apply and their application will be reviewed on a case-by-case basis.

Successful applicants will need to pay for their own expenses including but not limited to visa application fee and other associated fees, Overseas Student Health Cover (OSHC), airfare, living costs and accommodation. They must follow the conditions of the Australian student visa such as maintain full-time enrolment and attendance, maintain satisfactory academic performance, maintain OSHC and provide the Department of Immigration and Citizenship with a home address. The Student Exchange application form is available upon request from the Academic Office.
ACADEMIC INTEGRITY

Academic integrity is essential to the foundation and ongoing work of any academic community, including those who manage, research, teach or study in that community. There are a number of ways in which students may breach academic integrity including cheating, interfering with the learning of others and plagiarising.

Plagiarism

Plagiarism means presenting the work or property of another person as if it were one’s own without appropriate acknowledgment or referencing. Plagiarism constitutes academic misconduct and parties involved will be penalised accordingly.

Plagiarism is considered a breach of academic integrity, so it is necessary for staff and students to know what actions are considered to be plagiarism and how to avoid it.

Plagiarism includes:

• copying of sentences, paragraphs or creative products which are the work of another person;
• paraphrasing sentences, paragraphs or themes too closely;
• using another person’s work(s) or research data without due acknowledgement;
• submitting work that has been produced by someone else;
• copying or submitting computer files, code or website content in whole or in part without indicating their origin;
• submitting previously assessed or published work for assessment or publication elsewhere, without permission or acknowledgement;
• in the case of group projects, falsely representing the individual contributions of the collaborating partners.

Curtin Singapore regards any act of cheating or dishonesty by way of plagiarism very seriously. There are strong penalties for breaches including annulment of results or termination from Curtin Singapore.

The following website contains information on how to avoid plagiarism by providing the information you will need to appropriately cite and reference your work. It also provides helpful exercises in academic writing: [http://academicintegrity.curtin.edu.au/global/studentbook.cfm](http://academicintegrity.curtin.edu.au/global/studentbook.cfm)

Collusion

Collusion occurs when two or more individuals combine their efforts in order to deceive others. In an academic context, this can occur if you work with others on an assignment that is meant to be individual or if you help another student to complete an assignment against instructions. This is also referred to as ‘collaborating too closely.’ The result is that you submit assignments which are very similar without admitting to the collaboration.

While collusion is considered to be a different form of academic misconduct to plagiarism, similar penalties will apply to both students involved in the incident.

Collusion differs from collaboration in that the latter describes an activity in which students have been given permission to work together to accomplish a task. With collaboration, students are usually asked to submit a joint assignment under joint names.
In order to avoid misunderstandings it is essential that task parameters (i.e. how the task should be done and by whom) are specific and transparent.

Academic Misconduct
Academic misconduct means acting dishonestly or unfairly in connection with any examination or other assessment task, or other academic work.

Terminating or Cancelling Enrolment
Curtin Singapore has the right to terminate or cancel a student’s enrolment in response to serious misbehaviour or misconduct. Please refer to the Code of Conduct and Refund policy sections contained in this handbook for academic and financial penalties that may apply.

ACADEMIC STATUS AND CONDITIONAL

Academic Status
All students commence their course with an Academic Status of Good Standing. However, less than satisfactory academic performance will result in a review of the status to either Conditional or Terminated. Notification of Academic Status will be sent electronically via the Official Communication Channel (OCC) in OASIS.

Good Standing
The student is achieving satisfactory course progress with a Semester Weighted Average (SWA) of 50 or higher and passing more than 50% of enrolled units whereby a student is permitted to continue in the course and re-enrol.

Conditional
A student will be placed on Conditional Status if the student obtained a SWA of less than 50 and/or failed 50% or more of the units they were enrolled in for the study period. The student is permitted to continue in the course and re-enrol under conditions as determined by the Pro Vice-Chancellor.

However, if a student does not pass more than 50% of their enrolled units and achieve a SWA of 50% or more in the following study period, the student will remain on Conditional Status and may be recommended for Course Termination. Students on Conditional status may be required to study only 3 units in the following study period. Students are encouraged to meet with a Student and Academic Services Officer to receive appropriate academic counselling.

Terminated
The student has not achieved satisfactory course progress and is terminated from the course. Students that are on a status of Terminated have had a status of Conditional and a current SWA of less than 50 or failed 50% or more of the units they were enrolled in the study period.

Termination may also occur if a student has been on Conditional status at least once previously within the course and failed a core unit for a second time or failed to satisfactorily complete a practical or clinical placement for a second time.

The student is not permitted to continue in the course or re-enrol in the course without approval from Curtin University.
EXAMINATION RULES AND CONDUCT

During the Examination:

- students are required to obey all instructions given by an examination supervisor for the proper conduct of the examination.
- students shall be permitted entry to the examination room on instruction from the examination supervisor.
- any student whose mobile phone rings during an examination may be fined such an amount as approved by Curtin University.
- no food or drink, with the exception of bottled water, shall be consumed in the examination venue.
- “NO ID, NO EXAM”. All Curtin Singapore students are required to produce their Curtin Student ID Card in all examinations and must place the card on their desk where it may be clearly seen by the examination supervisors.

Upon entering the examination venue, students may complete the cover page of the answer booklet but must not otherwise make any notes or begin writing in the answer booklet until advised by the examination supervisors.

- No student shall:
  - be admitted to the room after the first hour has expired
  - leave the room until one hour of the examination has expired
  - leave the room during the last fifteen minutes of the examination
  - be re-admitted to the examination room after they have left unless, during the full period of their absence, they have been under approved supervision
  - be left unsupervised or unattended at any time

If for any reason the examination commences late, the students shall not be disadvantaged. The full reading time and duration shall not be reduced.

A mandatory reading time of ten minutes shall apply for all examinations, irrespective of the duration of the examination. This reading time is additional to the specified duration time of the examination paper.

During reading time, students may write notes. Where the students may write notes, will be indicated on the front cover of the examination paper. If the examination paper is also to be used to write answers, the students may be provided with additional coloured paper (enclosed with examination materials). Please ensure students write their name and ID number on the coloured paper and it is collected and returned with the answer booklet/examination script(s).
• During an examination a student shall not:
  - communicate with any other student
  - by any improper means obtain, or endeavour to obtain assistance in their work, give, or endeavour to give assistance to any other students or commit any breach of good order
  - behave in such a manner as to disturb other students

• If a student is found in possession of any unauthorised material during an examination, this may be deemed as misconduct and they may face disciplinary action. After the unauthorised material has been confiscated, the student shall be allowed to continue the examination. In order to maintain ideal conditions for all other students, no discussion will be entered into. The student’s answer booklet should be kept separate and submitted to the area organising the examination with a written report on all observations made by the supervisor. The student shall be allowed the opportunity to submit in writing their account of the incident.

• Students requiring a supervisor’s attention should raise a hand until attended.

If students think that there is an error or omission in the examination paper they shall report this to the examination supervisor. All reasonable efforts will be made to contact the Examiner to clarify the issue. In the absence of the Examiner, the student shall make suitable notations in their answer booklet. The supervisor shall provide no ruling.

• If an answer booklet is provided to the student for use during the examination, all students MUST hand in an answer booklet with their completed personal details on the front cover irrespective of whether or not the student has attempted any section of the examination paper.

• When a student has been provided with additional answer booklets or paper for notes, all booklets and paper must be collected at the conclusion of the examination.

• At the conclusion of the examination, all students must remain seated until all answer booklets have been collected and counted by the supervisors. Students must wait to be excused by the supervisor.

• Discussion between supervisors during an examination should be restricted to that which is necessary for the proper conduct of the examination and should be held as far away from students as possible, so that the students are not distracted.

MAXIMUM ALLOWED PERIOD FOR COURSE COMPLETION
The maximum period allowed to successfully complete all units of a given enrolled course is 10 years, with the exception of 7 years for the Bachelor of Science (Nursing) Conversion Program for Registered Nurses. This is inclusive of any approved Leave of Absence taken during the course of study.

ASSESSMENTS
Each unit at Curtin Singapore is assessed throughout the study period. The type of assessments for each unit is described in the Unit Outline. Assessments may include assignments, tests, online assessments, mid-semester tests and final examinations. Assignments must be submitted with an Assignment Coversheet at Student Central. The Assignment Coversheet can be downloaded from https://curtin.edu.sg/forms/
Late assessment
Where the submission of a late assessment is permitted, late penalties will be consistently applied in this unit. Where a late assessment is permitted for an assessment item or the entirety of the unit (refer to the Assessment Schedule table in the Unit Outline) and the student does not have an approved assessment extension:

1. For assessment items submitted within the first 24 hours after the due date/time, students will be penalised by a deduction of 5% of the total marks allocated for the assessment task;

2. For each additional 24 hour period commenced an additional penalty of 10% of the total marks allocated for the assessment item will be deducted; and

3. Assessment items submitted more than 168 hours late (7 calendar days) will receive a mark of zero.

Where late assessment is NOT permitted for an assessment item or the entirety of the unit (refer to the Assessment Schedule table in the Unit Outline) and the student does not have an approved assessment extension:

1. All assessment items submitted after the due date/time will receive a mark of zero.

Please refer to your Unit Outlines or lecturers for all submission dates. It is the student’s responsibility to be aware of all submission dates. Assessment extensions may be allowed in some units. This information is indicated on the unit outline. Student may apply for an assessment extension before the due date. Assessment extensions may be granted for valid and justifiable reasons or if the Unit Coordinator is satisfied that the student’s circumstances warrant a valid extension.

Moderation of Assessments
Assessments are subject to moderation. Moderation is a quality review and assurance process which supports the assessment setting and marking activities of lecturers. It involves the Unit Coordinator undertaking a review of selected papers to ensure the assessment marking is valid and reliable.

In some cases a grade of an assessment or examination may change following moderation to conform to the marking standards of the assessment.

Collection of Assessments
The Student and Academic Services Officer will notify students on the collection of marked assignments when it is due to be returned. Students are required to produce their Curtin Student ID Card for identification when collecting the assignment at Student Central. Please note that all assignments are to be collected either in person for individual assignment or by a group representative for group assignment.

Examinations
The examination timetable is released 4 weeks prior to the examination period through the Official Communications Channel on OASIS. It is the students’ responsibility to make themselves aware of the location, time and length of the examination. Examinations may be scheduled on any day or time during the examination period. This may
include Saturdays and evenings. Students should not make commitments to any other activities during this period.

Students may be required to sit for 2 scheduled examination papers in a day but shall not be made to take more than 2 examinations in one calendar day. There will always be a break between examinations taken on the same day. If a student has an examination clash after the publication of the examination timetable, a Request for Alternative Examination – Clash form is to be completed and submitted at Student Central within 1 week. An appropriate alternative examination arrangement will be organised.

If you miss an exam due to ill health or other extenuating circumstances, please contact a Student and Academic Services Officer through Student Central. An Application for Assessment Extension form must be completed and submitted at Student Central with relevant supporting documents within 5 working days of the missed examination.

Please check the examination rules for a list of what you can and cannot bring to an examination. Your unit outline or Blackboard may also specify if you are allowed to bring any study aids/books/notes to an examination. If you are unsure, please check with your lecturer.

Students must familiarise themselves with the Examination Rules and Conduct.

Further Assessment
A student may be eligible for a Further Assessment in the event that they fail an enrolled unit. Further Assessment is a second opportunity granted by the Board of Examiners.

Students will be eligible for consideration if they are enrolled in a unit within their first 200 credit points of study in their course or in a unit in their final study period of a course. The student must have attempted all required assessment tasks for the unit, have marginally failed the unit and have not been found guilty of Academic Misconduct in that unit.

Students that have been granted a Further Assessment will be provided at least three working days’ notice.

It is the responsibility of students to be available to attend or complete the Further Assessment task at the notified time. A student who commits to other arrangements that prevent them from completing a Further Assessment task will not be entitled to another opportunity.

Deferred Assessment
An Application for Assessment Extension must be lodged with Student Central before the due date of the assessment. The only exception is where your personal circumstances (e.g. illness) have prevented this. Such requests will only be accepted where the student is able to supply documentation that clearly supports his or her explanation within 5 working days of the due date of assessment.

Approval for Assessment Extension is not automatic. Students may be permitted by the Board of Examiners to defer an examination where specific criteria are met.
Criteria for Assessment Extension
The student must satisfy the Unit Coordinator and Board of Examiners that the reason for not completing the assessment task was due to exceptional circumstances outside his or her control.

Circumstances that may warrant approval of an Assessment Extension include, but are not limited to:
• student illness, injury or medical condition, supported by a valid medical certificate
• family issues (for example, illness or bereavement, etc.)
• commitments to participate in elite sport or other activities that warrant favourable consideration
• commitment to assist with community service activities
• unavoidable and unexpected work commitments (for example, relocation)

Students will be advised of the outcome on their application for Assessment Extension during the publication of final examination results. A “DA” interim result is the formal approval by the Board of Examiners for a student to complete an outstanding assessment for a unit at a later date.

Students will be advised of the dates of the deferred examinations at least 1 week prior to the start of the examination period. Students must not make any other arrangements during this period, which could prevent them from completing these assessments.

A student who commits to other arrangements that prevents him or her from completing a deferred assessment is not entitled to another opportunity to complete the deferred assessment and will forfeit the rights to a deferred assessment. No extensions of deferred examination will be granted under any circumstances.
ACADEMIC INFORMATION CONTINUED

RESULTS
The latest examination results can be viewed by students through OASIS approximately 3 weeks after the examination period. Examination results will be withheld where a disciplinary action is pending or course assessment remains outstanding. Please log in to eStudent through oasis.curtin.edu.au to view your results.

Results reported on the Statement of Academic Record include both grades and percentage marks.

University Grading System
The table below represents the grading system used at Curtin Singapore. The grades and mark range seen below will correspond with the grades that you will see on e-Student when you view your results.

Semester Weighted Average
A Semester Weighted Average (SWA) for all students is the calculation of the student’s average mark for all units studied in a study period.

<table>
<thead>
<tr>
<th>INTERIM GRADES</th>
<th>MARK RANGE</th>
</tr>
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<tbody>
<tr>
<td>X</td>
<td>Outstanding Further Assessment</td>
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<tr>
<td>DA</td>
<td>Deferred Assessment</td>
</tr>
<tr>
<td>OA</td>
<td>On-going Assessment</td>
</tr>
<tr>
<td>GNS</td>
<td>Grade Not Submitted</td>
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<table>
<thead>
<tr>
<th>FINAL GRADES</th>
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<td>Pass – Mark of 90-99</td>
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<td>8</td>
<td>Pass – Mark of 80-89</td>
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<td>Pass – Mark of 70-79</td>
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<td>5</td>
<td>Pass – Mark of 50-59</td>
</tr>
<tr>
<td>F</td>
<td>Fail – Mark of 0-100</td>
</tr>
<tr>
<td>PX</td>
<td>Pass after Further Assessment</td>
</tr>
<tr>
<td>FX</td>
<td>Fail after Further Assessment</td>
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<tr>
<td>F-IN</td>
<td>Fail – Incomplete/insufficient Assessment</td>
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<tr>
<td>ANN</td>
<td>Result Annulled due to Academic Misconduct</td>
</tr>
<tr>
<td>WD</td>
<td>Withdrawn late</td>
</tr>
</tbody>
</table>
ATTENDANCE REQUIREMENTS

It is your responsibility as a student to attend all lectures, seminars and tutorials. Please bring a copy of your timetable to all classes, especially in the first couple of weeks of the study period to ensure that you are attending the correct classes. Failure to attend the correct classes will result in your attendance not being recorded for that week.

BIOMETRIC ATTENDANCE SYSTEM
Curtin Singapore adopts the Biometric Attendance System where fingerprints are scanned and captured by a Sensory Keypad Biometrics Fingerprint Scanner or also known as a Fingerprint Reader. The fingerprints captured are then downloaded and managed by the Student Attendance Management System (SAMS) to generate attendance record.

STUDENT’S ATTENDANCE GUIDELINES
Students are expected to
• arrive on time for each lesson;
• remain throughout the session for each lesson; and
• scan their fingerprints on the Fingerprint Reader at the beginning and the end of each lesson

ATTENDANCE REQUIREMENT
All Students
Students are required to maintain a minimum 75% attendance for each enrolled unit. Students who fail to obtain the minimum attendance requirement will not be eligible to sit for the final examination or receive grades for the final assessment, regardless of previous work submitted.

International Students
In addition to the requirements above, international student must achieve a minimum monthly attendance requirement of above 90%. Curtin Singapore shall inform ICA when an international student’s attendance is 90% or below, or has failed to attend classes for a continuous period of 7 days or more. This may lead to cancellation of the Student’s Pass.
STUDENT ENGAGEMENT PROGRAM (SEP)

An international student holding a Singapore Student’s Pass is required to be on campus for a minimum of 3 hours per day from Monday to Friday (except on public holidays or during non-teaching weeks, including study review and exam weeks).

Students must register their attendance on campus in the following circumstances:

- if a student does not have a class scheduled on a particular day, he/she is expected to fulfil 3 consecutive hours on campus at any given time between 9am to 6pm (For example, student has 3 hours class every Monday to Thursday but none on Friday, the student must be on campus for 3 hours, at any time between 9am to 6pm every Friday undertaking Student Engagement Program (SEP))

- if a student’s class is run for less than 3 hours on a particular day (For example, student has a 1-hour tutorial class every Monday, student must continue to be on campus undertaking Student Engagement Program (SEP) to complete the remaining 2 hours in order to meet the 3-hour per day requirement)

Students may register their attendance for SEP onto biometric readers located at:

- Block A Level 1 (lounge area)
- Block B1.4 (free-access computer lab)
- Block D Level 1 (lift lobby)

By tapping in and out of the readers, students’ attendance are captured and monitored.

Please note that SEP is compulsory for all international students. The SEP schedule for each international student is determined and pre-enrolled every study period. Students are able to check on Axis on the last working day before the commencement of the study period to determine which days they are required to attend the SEP.

Attendance will be monitored and will form part of ICA’s 90% attendance requirement. Warning letters will be issued to students who fail to meet this attendance percentage.

ABSENCE JUSTIFICATION (AJ)

When a student is absent from class due to valid reasons, for example medical conditions, he/she is required to submit an AJ online via SAMS Website at this link: sams.curtin.edu.sg

If you have a medical certificate issued by a registered medical practitioner in Singapore, it must be submitted to Student Central as well before the AJ can be approved.

Please be advised if you have any assignments or examinations due, an approved AJ will not automatically extend or defer these dates.

Curtin Singapore reserves the right at its sole discretion to reject absence reasons that are invalid or non-justifiable.

In Singapore, it is a legal offence to present forged documents to support reasons for absence. Under Section 468 of the Penal Code, offenders may face up to 10 years imprisonment, or fined, or both.
APPEALS INFORMATION

ACADEMIC STATUS APPEALS
Students terminated from a course due to failure to achieve satisfactory course progress, have a right of appeal against that decision.

The Request for Review of Academic Status form must be submitted within 20 working days commencing from the date of the Official Communication Channel notification, advising you of your course termination. Appeals must be sent or delivered to Student Central.

All appeals must be accompanied by appropriate documentation. Failure to provide documentation may result in the appeal being rejected.

The outcome of the appeal will be communicated to the student within 10 working days of the lodgement of the appeal via Official Communication Channel.

ASSESSMENT APPEALS
Single Assessment Task

Step 1 – Initial Request for Review
Any student who feels the mark awarded for an assessment task is unfair or incorrect should in the first instance raise their concern with the appropriate lecturer responsible for marking the work.

Where this seems warranted, the lecturer or Unit Coordinator will arrange for the work to be re-marked and the outcome notified to the student.

Step 2 – Formal Appeal
If after going through this process, the student is still dissatisfied with the mark awarded, the student may lodge a formal appeal.

The Appeal Against Assessment form must be completed and submitted to Student Central. The appeal must be lodged within 10 calendar days of the date the mark for the assessment task was notified to the student.
Final Examination—Applicable to Students Pursuing Level One Units

Step 1 – Initial Request for Review
Any undergraduate student with a level 1 unit who is dissatisfied with the marks awarded for the final examination assessment should in the first instance make an appointment to see a Student and Academic Services Officer to raise their concern.

At the appointed time, the Student and Academic Services Officer will review the examination paper with the student. If there is no error in the marking, addition of marks or other error, the student will be advised they do not have grounds for any further appeal.

Step 2 – Formal Appeal
If after going through this process, the student is still dissatisfied with the response from the Academic staff, the student may lodge a formal appeal on the Appeal Against Assessment form.

Student lodging a formal assessment appeal must demonstrate the grounds on which they feel they were unfairly assessed.

The appeal must be lodged within 10 working days of the publication of the final results.

The Office of the Pro Vice-Chancellor will forward the formal appeal to Curtin University for review.

Once a response on the appeal has been received from Curtin University and approved by the Curtin Singapore Examination Board, the student will be advised of the outcome of the formal appeal.

The outcome of the formal will be communicated to the student within 8 weeks of the date of lodgement of the formal appeal.
APPEALS INFORMATION CONTINUED

Final Examination—Applicable to Students Pursuing Level Two, Three and Postgraduate Units

The following procedures are to be followed where:

• an undergraduate student with a level 2 or 3 unit is dissatisfied with the marks awarded for the final examination assessment

• a postgraduate student is dissatisfied with the marks awarded for the final examination assessment

**Step 1 – Initial Request for Review**

Any student who is dissatisfied with the marks awarded for the final examination assessment should in the first instance raise their concern with the Unit Coordinator from Curtin University. The Unit Coordinator’s email is found on the unit outline. If a response is not received within 7 days, the student should see an Academic Services Officer with a copy of the email for inquiry.

**Step 2 – Formal Appeal**

If after going through this process, the student is still dissatisfied with the response from the Unit Coordinator, the student may lodge a formal appeal on the Appeal Against Assessment form.

Student lodging a formal assessment appeal must demonstrate the grounds on which they feel they were unfairly assessed. A copy of the email from the Unit Coordinator must be attached to the appeal form. No appeal form will be accepted if the Unit Coordinator’s email response is not attached.

The appeal must be lodged within 10 working days of the publication of the final results. The Office of the Pro Vice-Chancellor will forward the formal appeal to Curtin University for review.

Once a response on the appeal has been received from Curtin University and approved by the Curtin Singapore Examination Board, the student will be advised of the outcome of the formal appeal. The outcome of the formal appeal will be communicated to the student within 8 weeks of the date of lodgement of the formal appeal.
STUDENT CAREER CENTRE
The Student Career Centre provides career related advice to students and graduates. Services provided include:

Workshops
Topics such as resume writing, cover letter preparation, interview-answering skills and networking techniques among others are covered in regularly conducted workshops. These workshops allow students to establish a strong foundation in their job search upon graduation.

Industry Connection talks
Talks are regularly organised to provide a platform for students to hear from industry practitioners on the realities of working in a certain job role. These informal Q&A sessions allow students to gain an inside peek at the challenges and rewards that await them in different job roles.

Individual Consultation
The Student Career Centre also provides advice on avenues for a student to identify suitable career choices as well as guides through the job search process.

Mock Interviews
Mock interviews provide you with an opportunity to apply and test your interview answering skills in a real world setting. This process will closely mirror what you might expect in a real interview and participants will be provided with feedback on all areas of their interview performance, which includes first impressions, non-verbal communications, ability to handle challenging interview questions, among others.

Employment Opportunities
Job openings with partnering employers are available on our internal job portal Curtin Global Careers at globalcareers.curtin.edu.au/

Book an appointment with a career advisor through careers@curtin.edu.sg
STUDENT CENTRAL
One-stop Enquiry and Help Services
Student Central is the main centre which provides administrative support to both students and staff. It is the first point of contact for all day-to-day administrative matters which may include but are not limited to:

- admissions matters
- application for official documents
- Student’s Pass queries
- assignment submissions and collections
- examination, appeal and academic matters
- graduation matters
- Student ID Card issuance, changes and replacement
- purchase and replacement of parking permits
- loan of indoor/outdoor equipment and games
- lost & found enquiry services

Our dedicated staff at Student Central will direct you to the relevant staff or department for further assistance.
Student Central is located at Block D, level 1 and operates from Monday to Friday between 8.30 am and 7.30 pm (except Public Holidays). For any enquiries, you can email us at studentcentral@curtin.edu.sg.

Lost and Found Property
Curtin Singapore would like to advise all students to exercise extra care of their personal belongings, particularly in the canteen, library and computer labs. Laptops, mobile phones, wallets, USB thumbdrives, Student ID Cards and other valuable items should not be left unattended at all times.

If you have lost or found any property on campus, please report the matter to Student Central during office hours or to the Security Guard after office hours.

ACCOMMODATION
Curtin Singapore has a dedicated team that assists students in choosing their accommodation options by providing advice on the best category that would match their preferences. The accommodation team also works with various providers (housing owners, hostel operators, licensed property agents) to ease up the students’ housing search.

Curtin Singapore’s accommodation assistance is not mandated to students. 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.
STUDENT COMMITTEE
The Curtin Singapore’s Student Committee consist of dedicated current students who assist in the planning and organising of activities for all students on and off campus.

Students who would like to be a part of the Student Committee, you may email your intention to studentcomm@curtin.edu.sg. Students are selected based on a comprehensive recruitment criteria and panel interview.

CLUBS AND SOCIETIES
Various interest groups are formed by students in the areas of Sports, Arts and Community Service programs. Club recruitment drives are regularly held at the start of every study period for students to register to be members of the clubs. Recruitment is open all year and throughout the year, a range of events and activities are organised and regular meetings and get-together are also held among clubs.

The following clubs are open for new memberships:
• Badminton Club
• Curtin Community Service Club (CCSC)
• Dance Club
• Futsal Club
• Golf Club
• KUNCI (Indonesian Community)
• Media Club
• Music Club
• Women in Business

You can contact the Student Activities Office through campus.events@curtin.edu.sg if you would like to be a member of any of these clubs.

SPORTS AND GAMES
Loan of Equipment and Games
Curtin Singapore has indoor and outdoor equipment and games for loan. These include pool set, table tennis set, basketball, badminton racquets and shuttlecocks, board games, card games and many more. Approach any staff member at Student Central for loan of equipment and games. All you need to do is to sign out with your Student ID Card in exchange for the equipment or games.

Kindly note that all equipment and games loaned to students, remain the property of Curtin Singapore. Any lost or damaged item is replaceable or chargeable to the relevant student.
COUNSELLING AND DISABILITY SERVICES

Counselling Services
Counselling is available to all Curtin Singapore 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.

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

Disability/Pastoral Program
If you have a medical condition, physical or learning disability, meet with our counsellors to discuss your needs so that we may be able to put in place an access plan to assist you during your studies.

For these services, students may approach Student Central, Monday-Friday, 8.30 am to 7.30 pm or email at counselling@curtin.edu.sg to set up an appointment with the counsellor. Appointment schedule is every Wednesday and Friday, 2.30 pm to 5.30 pm (except during term breaks and on public holidays).
FEE PROTECTION SCHEME (FPS)
Curtin Singapore adopts the Fee Protection Scheme (FPS) to provide full protection of all tuition fees paid by the students. All students who are enrolled with Curtin Singapore will have to purchase the FPS. Students are advised to check all issued receipts and Certificate of Insurance to ensure accuracy of information printed and tuition fees paid. Students are also able to check and monitor the status of their protected tuition fees via the Certificate of Insurance sent to them by email within 7 working days from the date of receipt of tuition fees.

With reference to the Fee Protection Scheme policy:

Insured Events:
The benefits under this insurance are payable upon the occurrence of any of the following events:
- Insolvency or Regulatory Closure of PEI
- PEI’s failure to pay awarded sum by Singapore Courts to the Student
- Accidental Death or Permanent Total Disablement to the Student caused solely and directly by accidental, visible and violent means (excluding any sickness, disease or medical disorder)

Limits of Indemnity:
**Insured Event 1 and/or 2:** Insured Tuition Fees for any one event and in the aggregate

**Insured Event 3:** $10,000 for any one event and in the aggregate

Claims:
Please notify Aegis Insurance Agencies Pte Ltd as soon as an Insured Event occurs or may occur. All claims shall be made on prescribed forms and submitted to Lonpac Insurance Bhd as soon as reasonably possible together with all supporting documents and information. Any information required by Lonpac Insurance Bhd for assessing the claim shall be furnished by the student at his/her expense.
STUDENT ADMINISTRATION CONTINUED

Medical Insurance Scheme Benefits Schedule
The Medical Insurance Scheme Benefits Schedule provides information on the full coverage and/or exclusions of the medical insurance scheme. You may obtain the Medical Insurance Scheme Benefits Schedule from the USB flash drive issued to you during orientation or from the Student Central located at Block D, Level 1.

Medical Insurance Claim Submission
Students covered under the medical insurance scheme are eligible to apply for hospitalization claims subject to the following conditions:

- they are currently enrolled students of Curtin Singapore 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 either of the following medical insurance claim forms, depending on the hospital category the student is admitted to:
  - **claim form only**—If the student is admitted to a Singapore government or government restructured hospital
  - **combined PEI claim form**—If the student is admitted to a private hospital in Singapore or any hospital overseas. The Medical Certification of Treatment attached onto the PEI Claim Form is required to be completed and endorsed by the student’s attending physician

Students must attach all original invoices, receipts and medical reports along with the claim form. All completed claims are to be submitted to Student Central.

MEDICAL INSURANCE
Curtin Singapore confirms and undertakes that it has in place a medical insurance scheme for all its students as required by CPE under EduTrust Certification Scheme. This medical insurance scheme shall minimally provide for an annual coverage limit of not less than S$20,000 per student, at least B2 ward in government and restructured hospitals and 24 hours coverage in Singapore and overseas (if student is involved in school-related activities) throughout the course duration, and the student is encouraged to seek advice on whether more comprehensive insurance cover is required or desired.

Curtin Singapore’s appointed medical insurance provider is AXA Insurance Singapore Pte Ltd.

A Singapore citizen, permanent resident or a non-Student’s Pass international student who is protected by his/her own medical insurance coverage in Singapore can opt out from the medical insurance scheme arranged by Curtin Singapore.
STUDENT ADMINISTRATION CONTINUED

STUDENT’S PASS INFORMATION FOR INTERNATIONAL STUDENTS

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 and comply by Immigration and Checkpoints Authority (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 Student’s Pass can be found in the In-Principle Approval (IPA) letter and on this link: https://www.ica.gov.sg/docs/default-source/ica/files/docs/terms_-_conditions_stp.pdf

Some of these regulations include:

• students are only permitted to attend the course at the school as stated in the In-Principle Approval (IPA) letter;
• students must meet a minimum attendance requirement of 90% per month and not be absent from a class for a continuous period of 7 days without valid reason. Curtin Singapore will report to ICA any student who breaches this regulation. (Please also refer to Attendance section under Academic Information);
• students must understand that the Student’s Pass will be cancelled by the Controller of Immigration if they fail to remain or cease to be retained as a student of Curtin Singapore;
• students holding a Student’s Pass are strictly not allowed to engage in any form of paid employment or in any business, profession or occupation in Singapore during the validity of your Student’s Pass;
• students shall not smoke, administer to themselves, consume or be in any way engaged in the trafficking of any controlled drug as defined in the Misuse of Drug Act or any written law in force relating to the control of dangerous or harmful drugs;
• students shall not take part in any political or other related activities during their stay in Singapore;
• students shall not contravene any laws or any statutory modification or re-enactment in force in Singapore during their stay;
• students are not permitted to remain in Singapore without a valid stay. This will result in overstaying which is punishable by law.

Student’s Pass Renewal

Students are required to fill up the Student’s Pass Renewal form at least 4 weeks before the expiry of the Student’s Pass. The completed form together with the payment for ICA processing fee must be submitted at Student Central.

It is the student’s responsibility to ensure that the Student’s Pass is renewed on time. Curtin Singapore will not be responsible if the Student’s Pass expires or is rejected by ICA due to late renewal.
STUDENT ADMINISTRATION CONTINUED

Student’s Pass Cancellation
International students are required to surrender their Student’s Pass within 7 days from the date of cessation or termination of their course. A Notification for Cancellation of Student’s Pass will be emailed to you, stating the short duration you are permitted to stay in Singapore following the cancellation.

Curtin Singapore will also inform ICA to cancel the Student’s Pass when a student:
• has been absent from class for a continuous period of 7 days
• attendance is below 90%
• has no enrolment in a particular trimester

Loss of Student’s Pass
International students who have lost their Student’s Pass are required to apply for a replacement within 7 days from the date of loss or date of damage/defacement. A police report is required to be lodged at a Singapore police station and should thereafter be submitted to the Student Central along with other supporting documents.

The following documents are required to apply for replacement of 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 Curtin Singapore 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).

Update of Personal Particulars
All students are required to inform Curtin Singapore of any changes to their residential address in Singapore, contact numbers and residency status within 7 working days. It is important that personal details are updated for the institution’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 Central and advise them of these changes.

Singapore Laws and Regulations
All Curtin Singapore students, whether local or international, must take note of Singapore Laws and Regulations. Please refer the website of the Attorney General’s Chambers’ Singapore Statutes Online at [sso.agc.gov.sg/](http://sso.agc.gov.sg/) for the full list.

USE OF STUDENT ID CARD
Your Student ID Card serves as your identification on campus. The Card is issued by Curtin Singapore to its registered students. It entitles a student to access the library, photocopier and other campus facilities. This Card is non-transferable and must be produced as a proof of identity during Examinations or to any Curtin staff as and when required. Please ensure your Student ID Card details are correct at all times.

Please approach Student Central for all Student ID Card related matters.
Curtin Singapore is committed to maintaining the confidentiality of students’ personal information and pledges not to divulge any of the student’s personal information to any third party without the prior written consent of the student.

**IT PRIVACY AND CONFIDENTIALITY**

- Monitoring of electronic communication systems is limited to duly authorised investigations by the IT Manager or delegated personnel.
- Curtin Singapore’s IT Manager is authorised to monitor and log details of e-mail and internet usage of students to monitor compliance with Curtin Singapore policies and legal requirements.
- Curtin Singapore’s senior management team or delegates have authority to access these logs with respect to students within their area or responsibility.

- Curtin Singapore abides by legislative and regulatory requirements to ensure the privacy and confidentiality of student information. Curtin Singapore will use its best efforts not to disclose the contents of any e-mails or browsing logs to any third party, unless required by law to do so, or with the consent of the student.
STUDENT’S RESPONSIBILITY
As a student of Curtin Singapore, you are part of the Curtin community and as such, have certain responsibilities. You will be required to comply with all relevant laws, University Statutes, rules, by-laws, policies and procedures. You must be aware of information on course requirements and academic progress and recognise that cheating, plagiarism, fabrication or falsification of data and the improper use of copyright material are not acceptable.

You will participate constructively within Curtin Singapore’s learning environment and act at all times honestly and responsibly in relation to academic matters and the use of campus facilities. You will also be expected to behave in a manner showing respect and sensitivity to both Curtin staff and students’ rights and responsibilities and to embrace diversity.

Alcohol and illegal drugs are not allowed on campus premises. The possession of illegal drugs is a criminal offence and any student caught in possession of illegal drugs on campus premises will be reported to the police.

Irresponsible behaviour on the part of the student may lead to the student being:
- asked to leave a room or any campus premises by an authorised Curtin Singapore staff member;
- reported to the relevant Government department;
- suspended from activities for a period of time determined by the Pro Vice-Chancellor and President or Director of Academic Services; or
- expelled from Curtin Singapore.
STANDARD CODE OF CONDUCT CONTINUED

LIBRARY CODE OF CONDUCT

Curtin Singapore aims to provide a safe and pleasant place for students to study. The library codes of conduct are necessary in order to protect the rights of individuals using the library and preserving library materials and facilities from harm and damage. Conduct of library users include but not limited to:

- Behaviour or language that is disruptive, abusive, insulting, harassing or threatening to library users or staff is not permitted.
- To maintain a quiet study atmosphere in the library, only whispering or soft talking is permitted.
- Food, beverages, and smoking are not permitted in the library.
- Academic work in the library is the priority.
- Mutilation and theft of library materials are serious offences. Offenders will be penalised and payment must be made to cover all damages.
- Copyright rules should be strictly observed by all library users when making copies of library materials.
- Reservation of seats in the library is not permitted.
- Personal belongings should not be left unattended. The library will not be responsible for any loss or damages of personal belongings. Books and other materials left unattended may be removed by library staff and taken to Library Counter.

- The library has a security system and Closed Circuit TV to safeguard library materials and property. If the alarm sounds, return to the library counter.
- Users should be aware of Curtin Singapore computer use policy.

Violations of the library codes of conduct may result in temporary removal or permanent ban of the violator from the library at the discretion of the Librarian. Library staff may require a user to leave the library for noncompliance so as to ensure the safety of others. Campus security may be summoned if a violator refuses to leave the library.
STANDARD CODE OF CONDUCT CONTINUED

ACADEMIC
Please refer to Academic Misconduct section contained in this handbook.

HARASSMENT
Curtin Singapore should be a pleasant environment for both students and staff to encourage the effectiveness of work and learning. Harassment consists of unwelcome, offensive, abusive, belittling, or threatening behaviour directed at staff members and students. All forms of harassment are considered unlawful. Curtin Singapore will consider disciplinary action in cases of harassment. Students subject to any form of harassment by any individual or group of individuals are advised to report the matter in confidence to the Safer Community Team on (65) 6593 8004 or via email at safer@curtin.edu.sg.

ANTI-DISCRIMINATION
Curtin Singapore does not welcome discrimination on the basis of sex, race, religion or disability. Any student who feels they have been discriminated against on these grounds should contact Student Central.

As a student at Curtin Singapore you are subject to the provisions of the Republic of Singapore.

COPYRIGHT
Copyright Act (Chapter 63) 2006 and are also obliged to abide by the University’s policies and requirements on copyright. Students who deliberately disregard policy and copyright requirements will be liable to disciplinary action and may risk prosecution by individual copyright owners.

The possession and use of unauthorised copies of study materials is an offence under Singapore law. Students are not permitted to bring unauthorised copies of textbooks or study materials onto the campus.

Unauthorised copies of textbooks are not permitted in campus. Any student found in possession of unauthorised copies will have the copy removed and may be liable for prosecution.

EATING OR DRINKING
Eating or drinking in any classroom, lecture theatre, tutorial room, Library, common study room or computer labs is prohibited. This will help to keep these areas clean and comfortable for all students. Please ensure that rubbish is put in the bins provided.

UNAUTHORISED AUDIO AND VIDEO RECORDING
No unauthorised recording of audio or video of all activities, lectures and tutorials is allowed.

MOBILE PHONES
Mobile phones must be switched off or be kept in silent mode at all times during class or while you are in the Library.
STANDARD CODE OF CONDUCT CONTINUED

SMOKING
Curtin Singapore is a smoke-free campus.

ALCOHOL
Alcohol is not allowed to be sold or consumed on campus.

GAMBLING
Gambling or any game of chance is not allowed on campus.

PENALTIES
Refusal of Enrolment
Where evidence of any criminal conviction, misbehaviour, or incapacity on the part of a person/student is discovered and it is agreed that the safety or ability of staff/students to pursue their lawful activities within Curtin Singapore would be prejudiced if that particular person were enrolled or allowed to continue as a student of Curtin Singapore, Curtin Singapore may:
• refuse to enrol or
• cancel the enrolment.

Cancellation of Enrolment
Curtin Singapore may cancel the enrolment of any student:
• who has gained admission to Curtin Singapore by misrepresentation, by falsification of documents or by other fraudulent means, or
• who has failed to fulfil the normal requirements for admission or enrolment, or
• for any act of grave misconduct associated with the academic program and their delivery of Curtin Singapore.
The Curtin Singapore Library provides services for all staff and students of Curtin Singapore. It holds a collection of textbooks and reference books that support the teaching and learning needs at Curtin Singapore.

**Opening hours**
Library counter services will be closed 15 minutes before the library closes. Photocopiers and computers will be turned off 5 minutes prior to closing.

<table>
<thead>
<tr>
<th>STUDY PERIOD</th>
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<tbody>
<tr>
<td>Monday – Friday</td>
<td>8.30am – 9.00pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>8.30am – 1.30pm</td>
</tr>
<tr>
<td>Sunday and public holidays</td>
<td>CLOSED</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STUDY FREE WEEK/S PERIOD (TRIMESTER 1A AND SEMESTER 1)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>8.30am – 6.00pm</td>
</tr>
<tr>
<td>Saturday, Sunday and public holiday</td>
<td>CLOSED</td>
</tr>
</tbody>
</table>

Enquiries
Library staff at the library counter are available to assist students at all times, including how to use the library services, electronic resources or help with finding information for their studies.

Collection
Full bibliographical records of the resources are accessible through Curtin Singapore Library catalogue.

Loans services
Current students must present a Student ID Card to borrow books or use library facilities and services.

All Library textbooks are not to be taken into any test venues for all assessments, such as quizzes, presentations and tests. During examination period, all textbooks on loan will be strictly used in the library only.

Note: Opening hours are subject to change and notices of the changes will be displayed at the entrance doors.
Loan rules

- Your Student ID Card is your library card. You must present your Student ID Card every time you wish to borrow any library items. You must check that all library items in your possession have been properly issued to you before leaving the library.

- You are responsible for all items charged out on your Student ID Card.

- You must return or renew library items when due.

- You will be held responsible for any library items found damaged. You must check for and report any damages before borrowing the item.

- Library items lost or damaged must be paid or replaced by users.

- You must report lost library items at the Library Counter immediately. You are liable to pay overdue fines (where applicable), calculated from the date due to the date when the lost items are reported, if subsequently found, to the date the book is returned. The cost of replacement for library items lost, inclusive of fines and surcharge, is not refundable.

- Any change of personal particulars must be reported to Student Central immediately.

My library account
You can check your library account via My Portal at Curtin Singapore library catalogue. It gives you access to all of your borrower information including overdue loans, reservation, loan history and more.

Returns
You may return borrowed items at the Library Counter during opening hours. When the library is closed, you can use the Book Drop which is located next to the Library entrance.

Renewals
Library members may renew items borrowed at the Library Counter or online via My Portal at Curtin Singapore library catalogue. Renewal is denied if:

- item is reserved by another library member
- library member has outstanding fines
- library member has exceeded the renewal limit for the item category

Recalls
All items are subject to recall. They are to be returned immediately, if needed for course reserve. A borrower who fails to respond promptly to urgent recall requests will be liable for fines.

<table>
<thead>
<tr>
<th>Borrower</th>
<th>Maximum Item from Collection</th>
<th>Loan Duration</th>
<th>Renewal Limit</th>
<th>Overdue Fines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>1 Student Textbook Collection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4 General Collection</td>
<td>2 hours</td>
<td>1</td>
<td>SGD0.50 per hour</td>
</tr>
<tr>
<td></td>
<td>2 weeks</td>
<td></td>
<td>1</td>
<td>SGD0.50 per day</td>
</tr>
<tr>
<td>EAP Students</td>
<td>1 EAP Readers Collection</td>
<td>1 week</td>
<td>1</td>
<td>SGD0.50 per day</td>
</tr>
<tr>
<td>Teaching Staff</td>
<td>5 Desk Copy Collection</td>
<td>1 study period</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 Student Textbook Collection</td>
<td>2 hours</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 weeks</td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 General Collection</td>
<td></td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
Reservations
Library members may place an online reservation for any item that is out on loan via My Portal at Curtin Singapore library catalogue. Member will be informed of its availability via email. All reservations will be cancelled if the items are not collected by the specified date in the email notification. Reservations must be collected in person at the Library Counter.

Reminder and overdue notices

<table>
<thead>
<tr>
<th>OVERDUE NOTIFICATION</th>
<th>PERIOD OF NOTIFICATION SENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reminder of Item Coming Due</td>
<td>3 days before due date</td>
</tr>
<tr>
<td>First Overdue Notice</td>
<td>7 days after due date</td>
</tr>
<tr>
<td>Second Overdue Notice</td>
<td>14 days after due date</td>
</tr>
<tr>
<td>Third Overdue Notice</td>
<td>21 days after due date</td>
</tr>
<tr>
<td>Final Notice</td>
<td>28 days after due date</td>
</tr>
</tbody>
</table>

You will receive library reminder and overdue notifications by email. It is your responsibility to keep track of the due dates of the loans by your student email and library account via My Portal at Curtin Singapore library catalogue regularly. Non-receipt of reminder is not a valid reason for waiver of fines. If the item(s) is not returned by 28 days from the date due, it is considered lost and you have to pay for the replacement cost of the item(s).

Fines for overdue library items
Library members can check whether they have accumulated any outstanding fines through My Portal at Curtin Singapore library catalogue. Overdue fines will not be computed for Library closure hours. Items that are returned after 28 days from the date due are considered lost. Please refer to ‘Lost or damaged items’ below for more details.

Borrowers with overdue items or unpaid fines will have their borrowing privileges suspended and a sanction will be placed on their student record.

Lost items
Library members are responsible for the items which are borrowed under their library accounts. The loss of a library item must be reported immediately.

Library members have to pay:
- the price when the item was purchased + GST
- a processing fee of SGD20 + GST per item
- overdue fines (if any) computed from due date to date when the item is reported lost

Library members may replace the item reported lost with a new copy within a month from the date of the item is reported lost. The replacement copy must be acceptable to the Library. The processing fee of SGD20 + GST is still payable for each item.

The cost of replacement for library items lost, inclusive of processing fee and overdue fines, is not refundable.
Damaged items
Borrowers will have to pay repair charges for damaged done to the item borrowed. Borrowers are responsible for the processing fee of SGD20.00 + GST as well. If the item is damaged beyond repair, the replacement charges will be levied as a lost item.

Printing and photocopying services
Three network printers cum photocopiers are located at the library for you to use during library operating hours. Payment is made using your Student ID Card.

You can top up (place credit) your Student ID Card at the Library Counter. Minimum and maximum value to top up are SGD2 and SGD20 respectively, which is non-refundable.

The charges for printing and photocopying services are as follows:

<table>
<thead>
<tr>
<th>PRINTING AND PHOTOCOPYING SERVICE</th>
<th>CHARGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4 in Black &amp; White</td>
<td>SGD0.10 per page</td>
</tr>
<tr>
<td>A4 in Colour</td>
<td>SGD1.00 per page</td>
</tr>
<tr>
<td>A3 in Black &amp; White</td>
<td>SGD0.20 per page</td>
</tr>
<tr>
<td>A3 in Colour</td>
<td>SGD1.50 per page</td>
</tr>
</tbody>
</table>

Singapore Copyright Act
You are required to observe the Singapore Copyright Act when making photocopies. Photocopying and reproducing from books, periodicals (journals), etc. constitute infringements of copyright unless the acts fall within the exceptions.

There is a fair dealing exception for:

- ONE copy of an article from a periodical,
- ONE copy of not more than 10 per cent of the total number of pages of published work (if work contains more than 10 pages)
- ONE chapter of the published work even if one chapter exceeds 10 per cent of the total number of pages

If your copying exceed the limits allowed under the Copyright Act, the University will not be liable for any infringement of copyright action which may be taken against you. In this event, you will be personally liable.

Book recommendations for purchase
Staff and students are welcome to recommend materials for purchase to meet the teaching, learning and research needs of the University. You may use the Library Recommendation Form or email us at library@curtin.edu.sg
Electronic Resources

Students may access the Electronic Resources remotely from Curtin Singapore Library website at library.curtin.edu.au. Students need to use Curtin ID number and password to access the E-resources.

The e-Resources consist of:

- past examination papers,
- LibGuides,
- e-Reserve,
- ebooks,
- referencing guide,
- journals,
- database,
- and espace.

Library account

You can check your library account via My Portal at Curtin Singapore Library catalogue to:

- check the number of items borrowed.
- check fines owed to the Library.
- check the status of reservations.
- renew loans.
- cancel reservations.
- change your library password.

Procedure

1. Go to Curtin Singapore Library Catalogue
2. On the main page, click Go.
3. On the top right corner, click Login
4. Type your Username: Curtin ID (eg. 12345678)
5. Password: student (this is your initial password, remember to change your password via Curtin Singapore Library catalogue)
6. Click Login

You are now logged in and can check your current loans, overdue items, reserved items, and loan history. You can also change your Library password to something easier to remember.

Don’t forget to log out after checking your library account!

If you have any problems with your account, see the library staff for assistance.
Procedure to change Curtin Singapore Library password

1. Go to Curtin Singapore Library catalogue
2. On the main page, click Go.
3. On the top right corner, click Login
4. Type your Username: Curtin ID (eg. 12345678)
5. Password: student (this is your initial password, remember to change your password via Curtin Singapore Library catalogue)
6. Click Login
7. On the left panel, click My Portal. Under the drop down list, choose Details.
8. Click on the pencil icon at the end of Change Password option.
9. Type your current password: student
10. Enter your New password and re-enter to confirm password.
11. Click Save to save your new password.

Important notes
- Username: Your Student ID number is your username
- Password: student – a generic password
- Please note that you may change the password via the Curtin Singapore Library catalogue
- Inability to access Curtin Singapore Library catalogue to renew your loan is not a valid reason for waiver of overdue fines.

Online tutorials
The Curtin University library website has tutorials on a range of research and information skills topics.

Learning Workshops
The library aims to promote the use of information and information sources effectively, and offers various workshops to support students and lecturers in their academic activities. These workshops assist students and lecturers in identifying and retrieving information both in print and electronic formats for their study, research and teaching purposes. These include series of workshop such as database searching techniques, finding scholarly journal articles, referencing and citation for undergraduate and postgraduate students. Please visit www.curtin.edu.sg to learn more about the library workshops and discover how they will benefit your academic journey.

Alternatively, please email to library@curtin.edu.sg to enquire more about the workshops.
Group discussion room

Three air-conditioned group discussion rooms equipped with projectors are available for your use. Each group can book the GDR for 1 hour per day. The minimum number of users in each GDR is two and the maximum is six at any time. Extension of the usage of room is permitted for another hour based on room availability.

Bookings of the discussion rooms may be made at the Library Counter using your Student ID Card, or by phone (Tel: +65 6593 8050) or via email. If booking is done via email, you will receive an email confirmation. Please print out and bring along for verification.

Computers

Computers in the computer labs B1.2, B1.3, B1.4 and Library are available for use for word processing, internet browsing, emailing and other general software applications. If there are scheduled classes conducted in labs B1.2 and B1.3, we seek the cooperation of students, who are not involved in the class, to leave the lab.

You can login to the computers using your Curtin Student ID number and password. Computer labs opening hours are from 8.00 am to 10.00 pm daily, except Sunday and public holidays.

Common study room

The common study room is for students to do their studying and revision. Please respect other users in this room by lowering your voice, keeping to brief conversations and not having food or drinks in this room. Do not leave your belongings unattended in the room.

<table>
<thead>
<tr>
<th>DURING STUDY PERIOD</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Monday – Saturday</td>
<td>8.00am – 10.00pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>8.00am – 10.00pm</td>
</tr>
<tr>
<td>(4 weeks prior to examination period)</td>
<td></td>
</tr>
<tr>
<td>Sunday and public holidays</td>
<td>CLOSED</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DURING INTER-STUDY BREAK PERIOD (TRIMESTER 1A AND SEMESTER 1)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Sunday</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Public holidays</td>
<td>CLOSED</td>
</tr>
</tbody>
</table>

IT SUPPORT

For all IT support requests, please email itsupport@curtin.edu.sg or contact IT by calling the IT hotline on (65) 6593 8061 during the following hours:

- Study Period 8.30 am to 9.00 pm from Monday to Friday (excluding public holidays)
- Non Study Period 8.30 am to 6.00 pm from Monday to Friday (excluding public holidays)

Password reset service is available at the Library and Student Central.
Internet Usage
Wireless internet access is available on campus.

To access the wireless network, you are required to log on to the campus computers (in the library or computer labs). For subsequent access this step is not required, unless you request your password to be reset.

Your username will be your 8-digit Curtin Singapore student ID number. When you first log into a computer, your password will be your date of birth in the format YYYYMMDD.

For example if your date of birth is 2nd June 1981, you will log in as follows:

Username: 14044115
Password: 19810602

Students will be required to change their password after they log on for the first time.

Curtin Singapore regulates the use of internet by recording how much each user downloads via quota system. Generally, all downloads are free of charge. There is however a limit placed on the internet usage per student per day (1000 MB). If you reach your daily internet quota, your internet speed will be throttled (meaning they will load at a much slower rate).

Examples of websites that can use your download allocation quickly are:
- chat rooms
- new websites that change their content automatically
- video streaming
- audio streaming
- music downloads
- downloading banned contents

If there is a need to increase your internet quota, kindly email your request to itsupport@curtin.edu.sg. Kindly take note that all requests will be subject to review and approval on a case by case basis.

Students are not allowed to connect personal laptops and notebooks to the Ethernet/LAN cable (the orange coloured network cable connected to campus PCs). If a laptop is found connected to the Ethernet/LAN cable, IT will not hesitate to ban the laptop from connecting to both the wireless and the non-wireless networks.

If you have any questions pertaining to your access and internet connection on campus, do not hesitate to email itsupport@curtin.edu.sg

Appropriate Use of Internet and Email
The IT facilities are provided by Curtin Singapore to students as tools to assist in their learning. These systems, including all equipment and contents (however stored), are the properties of Curtin Singapore.
Misuse of electronic communication systems may result in disciplinary action. The form and severity of such action will depend on the circumstances, but may include monitoring of use, loss of access, suspension or expulsion from Curtin Singapore.

The following are examples of prohibited use:

- accessing, storing or communicating obscene or offensive materials, for example any inflammatory, pornographic or violent material or any message, joke or form which violates any law or harassment such as racial or sexual harassment or creates an intimidating or hostile study environment;

- using Curtin Singapore’s communications system for personal commercial benefit, including setting up or running a business;

- accessing, storing or communicating confidential Curtin Singapore material or information;

- accessing, storing or communicating material in a way that violates Curtin Singapore’s or any other person’s copyright or other intellectual property rights;

- communicating personal views on social, political, religious or other matters for purposes unrelated to study with Curtin Singapore;

- transmitting of chain letters or petitions, spamming etc;

- communicating any information or material that could damage the reputation of Curtin Singapore or any other person, including information or material which degrades or criticises the motives or ethics of any person;

- communicating anonymously or under any name other than your own;

- wagering or betting;

- accessing or attempting to access another person’s website or system without their permission.

Curtin Singapore is not responsible for technical problems associated with any web-based E-mail services.

STUDY AREAS
Students could hold self-study sessions at study areas on campus. There are 2 areas allocated for this purpose: The Study Room at Block C Level 1, and Block A Level 1. Aside from these areas, students could venture outdoors along sheltered benches, or at the library’s common area designated for this purpose.

STUDENTS’ LOUNGE
The Students’ Lounge is located at level 1, Block C and is opened from Monday to Friday between 8.30 am and 9.00 pm.

RECREATIONAL LOUNGE
The Recreational Lounge is located at level 1, Block A and is opened from Monday to Friday between 8.30 am and 9.00 pm.
FIRST AID
Certified first aid officers are available on campus. In the event that you are unwell or injured on campus, please approach Student Central, Library or Security for assistance.

GYM
The gym is one of the recreational and health facilities available at Curtin Singapore. Located at Block C Level 1, the gym is open to all current students free of charge. A number of fitness equipment could be found and utilised at the gym. The gym’s operating hours during teaching period is between 10.00 am and 9.00 pm on weekdays and 10.00 am to 3.00 pm on Saturdays. It is closed on Sundays and Public Holidays.

BASKETBALL COURT
Singapore students and members of the community may request for full access to this facility. It has been used for friendly games and student competitions. The basketball court has become the student’s frequent training ground during the afternoons and early evenings. With the basketball court located outdoor, behind blocks B and C, the basketball court does not have fixed operating hours.

PARKING ON CAMPUS
Parking is available on campus for all students at the designated car parks. A parking permit is required to be displayed at all times when the vehicle is parked on campus. Any parked vehicle without a valid parking permit displayed will be considered as parked illegally and will be wheel clamped.

A parking permit can be purchased from Student Central and motorists are to declare on Curtin Singapore’s agreed terms of Traffic & Parking Rule found on the Application for Parking Permit form.

ROAD SAFETY AND RESPONSIBILITIES OF ROAD USERS ON CAMPUS
Curtin Singapore would like to strongly remind all motorists using the campus roads to exercise caution at all times.

The campus roads and designated parking areas are used by staff, students and the public. As such, care and safety should be of utmost importance for every user. Please note that reckless driving or speeding which will result in endangering other road users will be reported to the proper authorities.
TUITION FEE
Students are responsible for ensuring that all tuition fees are paid by the due date. Payment made after the due date is subject to a late payment fee of $160 plus a weekly late payment fee of $100. Any enquiries about tuition fees should be addressed to the Finance Department through the Finance Counter or via email at finance@curtin.edu.sg.

All fees are payable in Singapore dollars only.

PAYMENT OPTIONS
By Mail
Cheque payable to Curtin Singapore
Postal Address: 90 and 92 Jalan Rajah Singapore 329162
Please write your name and student ID number on the back of the cheque.

By Credit Card
Please come in person to the Finance Counter with your Student ID Card and your credit card (Visa or MasterCard).

By Overseas Telegraphic Transfer or Local Internet Transfer
Account Name: Curtin Singapore
Name of Bank: Citibank N.A.
Bank Address: 8 Marina View, Asia Square Tower 1, Singapore 018960
Account Number: 0850303029
Branch: Singapore
Bank Code: 7214
Branch Code: 001
Swift Code: CITISGSG
Please state your student ID number and registered name in the reference field and email a copy of the transfer application to finance@curtin.edu.sg.
Please advise Curtin Singapore Finance Department immediately when the funds have been direct deposited into the bank account. Please ensure you keep the receipt and present it to Curtin Singapore Finance Department as proof of payment. If student ID number and registered name are not stated in the reference field and proof of payment is not presented, the fund may be returned back to the sender within 7 days. Tuition fee payments are only accepted based on the instalment amount stated in the Standard PEI-Student Contract. Tuition fees will be based on the prevailing rates during the new contract period upon the expiry of the existing contract.

ISSUE OF RECEIPTS
An official receipt is issued by Curtin Singapore for every payment (other than photocopying, ring binding and laminating charges) made by students. The receipt indicates the total amount paid with a detailed breakdown of what the payment is for. Student will receive the official receipt of each payment via email.

Request and payment for printing of official documents are to be made directly to Curtin University.

OVER AND UNDERCHARGING POLICY
Curtin Singapore is committed to the avoidance of over or undercharging.

Detailed breakdown of course fees, including non-tuition fees are clearly defined in the Standard PEI-Student Contract and payment schedule.

REFUND POLICY
Private Education Institution (PEI) refers to Curtin Singapore, for the purpose of the Refund Policy.

The refund policy is published on the Curtin Singapore website found on this link: http://curtin.edu.sg/edutrust/refund-policy

1.1 Notification and Arrangement
PEI shall notify the Student within three (3) working days upon knowledge of any of the following:
   i. It does not commence the Course on the Course Commencement Date;
   ii. It terminates the Course before the Course Commencement Date;
   iii. It does not complete the Course by the Course Completion Date;
   iv. It terminates the Course before the Course Completion Date;
   v. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the Standard PEI-Student Contract within any stipulated timeline set by CPE; or
   vi. The Student’s Pass application is rejected by Immigration and Checkpoint Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.
1.2 Withdrawal for Cause
Subject to Clause 1.8, the Student shall be entitled to immediately withdraw from the Course by giving written notice to the PEI of his/her intention to do so if the PEI is in breach of any of its obligations under the Student Contract or fails to perform its obligation(s) under the circumstances in Clause 1.1 (i) to (v).

1.3 Refunds for Withdrawal for Cause
For circumstances under Clause 1.1, the PEI shall, within seven (7) working days after notifying the Student, refund to the Student:

i. The entire amount of the Course Fees; and

ii. The Miscellaneous Fees (if any).

The PEI shall also, as soon as practicable after receiving the Student’s notice of withdrawal under Clause 1.2 (and in any event no later than seven (7) working days after receiving such notice) refund to the Student the amounts stated in this Clause 1.3.

1.4 Refunds for Withdrawal Without Cause
Where the Student withdraws from the Course for any reason other than those set out in Clause 1.2 or Clause 1.8, the PEI shall, subject to Clause 1.9, as soon as practicable after receiving the Student’s written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice) refund to the Student the following sums (less any applicable bank administrative charges properly paid/payable):

<table>
<thead>
<tr>
<th>% of [the aggregate amount of the fees paid under course fees and miscellaneous fees]</th>
<th>If the student's written notice of withdrawal is received</th>
</tr>
</thead>
<tbody>
<tr>
<td>[95%]</td>
<td>More than [70] days before the Course Commencement Date</td>
</tr>
<tr>
<td>[90%]</td>
<td>Before, but not more than [70] days before the Course Commencement Date</td>
</tr>
<tr>
<td>[50%]</td>
<td>After, but not more than [28] days after the Course Commencement Date</td>
</tr>
<tr>
<td>[0]</td>
<td>More than [28] days after the Course Commencement Date</td>
</tr>
</tbody>
</table>

1.5 Cooling-Off Period
The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Clause 1.4) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

If the Student and the PEI cannot settle a dispute using the way arranged by the PEI, the Student and the PEI may refer the dispute to the CPE Mediation-Arbitration Scheme (www.cpe.gov.sg).

This Clause 1.5 takes precedence over the PEI’s refund policy stated in Clause 1.4.
FINANCIAL INFORMATION CONTINUED

1.6 Deemed Withdrawal
A Student who transfers from the Course to another course with the PEI shall, for the purposes of this Clause, be deemed to have withdrawn from the Course and the provisions of Clause 1.4 shall apply save as otherwise agreed between the PEI and the Student.

1.7 Change of Course
Further to Clause 1.6, a fresh PEI-Student Contract under this format shall be executed between the PEI and the Student for any change of Course, whether with the same PEI or otherwise.

1.8 Force Majeure
In the event that any party shall be rendered unable to carry out the whole or any part of its obligations under this Agreement for any reason beyond the control of that party, including but not limited to acts of God, force majeure, strikes, war, riot and any other causes of such nature, then the performance of the obligations hereunder of that party or all the parties as the case may be and as they are affected by such cause shall be excused during the continuance of any inability so caused, but such inability shall as far as possible be remedied with all reasonable despatch. For the avoidance of doubt, this Clause shall not apply to cases where:

i. The PEI is declared to be insolvent and/or a winding-up order made or bankruptcy issued by the Singapore court against the PEI (or, any partner of the PEI if the PEI is a partnership); and

ii. The relevant authority(ies) issue(s) an order to cease and/or terminate the operations of the PEI, or the happening of anything of a similar nature under the laws of Singapore.

1.9 No Double Claim
For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from the PEI or the Insurance Company pursuant to a provision of the Student Contract or the Master Insurance Agreement in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against the PEI or the Insurance Company for the same payment in respect of the same matter or damage pursuant to any other provision of the Student Contract or the Master Insurance Agreement.

1.10 Jurisdiction
The parties hereby irrevocably agree that the courts of Singapore are to have jurisdiction to settle any disputes which may arise out of or in connection with the Student Contract which cannot be settled successfully through the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) and that, accordingly, any legal action arising out of or in connection with the Student Contract (“Proceedings”) may be brought in those courts and the parties irrevocably submit to the jurisdiction of those courts PROVIDED THAT nothing in this Clause shall limit the right of any party to take Proceedings in any other court of competent jurisdiction nor shall the taking of Proceedings in one or more jurisdictions preclude that party from taking Proceedings in any other jurisdiction, whether concurrently or not.

1.11 Withdrawal of a unit
Where a student withdraws from a unit before census date, no fee liability is incurred. Any fees paid in respect of the unit will be retained as credit towards the next study period. Should a student request a refund of the tuition
fee associated with the withdrawn unit, the refund policy applies to the withdrawn unit.

1.12 Misconduct or fraudulent or forged material presented
In the event of misconduct or fraudulent or forged material is presented, no refund will be granted.

1.13 Singapore Consumer Protection Laws
This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Singapore’s consumer protection laws.

1.14 Special Circumstances
In special circumstances the Pro Vice-Chancellor and President or nominee may increase the amount of any refund provided. If a larger refund is approved, a fee (up to S$550) may still be charged.

REFUND PROCEDURE
Students may apply for a refund by submitting an Application for Refund of Fees form to the Finance Counter. The form is available from Student Central. An application for refund will normally be processed within 7 working days from the date a complete application is received by the Finance Department. Please note that the omission of pertinent information or relevant documentation will delay the processing of the application.

The student refund will be made via cheque or electronic funds transfer to the bank account nominated on the application form.
FIRE EVACUATION PROCEDURE/PLAN

In the event of an emergency, a staff member will direct any persons to their assigned assembly points to follow the fire emergency procedures in a quick and orderly manner. A successful evacuation will rely on students and staff following the procedures below.

Upon hearing of the Fire Alarm Bell:
• be aware of an emergency situation occurring
• keep calm
• evacuate the classroom/office
• evacuate via the nearest safe exit or fire stairs. There are safe exit staircases located on every level at Blocks A and D, along with a fire exit route map.
• DO NOT use the lifts
• proceed to the following designated assembly points:
  - Block A: Car park located behind Block A
  - Blocks B and C: Basketball Court
  - Block D: Car park located in front of Block D

• DO NOT re-enter the building until directed by an Authorised Personnel.
• CALL 995 for any emergencies.

Campus Map Showing Meeting Points
• Assembly Point 1: Car park area beside Block A
• Assembly Point 2: Basketball Court
• Assembly Point 3: Car park area beside Block D
CAMPUS SECURITY AND SAFETY CONTINUED

SECURITY GUARD
Security firm recognised by the Singapore Police Force has been engaged by Curtin Singapore with deployment of trained security officer to conduct daily routine patrolling and to attend unforeseen incidents in the campus to ensure a safe environment.

The security guard house is located at the campus main gate when entering into the campus. It is operated 24/7. Staff and students may contact the following using the internal phone installed around the campus for further assistance if required:

Monday to Friday
Student Central – (65) 6593 8000

Saturday, Sunday & Public Holidays
Duty Security Officer – (65) 6593 8070 or (65) 8268 9746

CCTVS
Curtin Singapore has a total of 32 CCTVs around the campus, these CCTVs are coloured and night enabled which allows 24 hours, 7 days a week recordings. These CCTVs are in place to protect not only Curtin Singapore’s property but all of it students, staff and visitors.
QUALITY ASSURANCE

FEEDBACK MANAGEMENT

Continual Improvement to:
- Education Delivery Services
- Overall Student Experience

Feedback Management and Resolution
Stage 1
Feedback will be reviewed and resolved by relevant departmental manager

Feedback Submission by Contributor
Feedback can be contributed via:
- Email at feedback@curtin.edu.sg
- Feedback Form (available at Student Central and http://curtin.edu.sg/feedback/)
- Phone call at +65 6593 8000

Feedback Management and Resolution
Stage 2
If unresolved, the feedback will be reviewed and resolved by relevant head of department

Feedback Management and Resolution
Stage 3
If the feedback is still unresolved, feedback initiator is referred to Singapore Mediation Centre (Refer to CPE Mediation-Arbitration Scheme at http://www.cpe.gov.sg/student-services/dispute-resolution for more information)
QUALITY ASSURANCE CONTINUED

Your feedback is valuable to us!

As Curtin Singapore, our primary goal is to ensure student satisfaction by providing service at excellent standards in the private education industry. We welcome any complaint and compliment regarding our services including any issues regarding environment, staff attitude, and the quality of lecture/education provided. Nevertheless, we also welcome any information that you can share with us. Every feedback is of great importance for us.

You may contact us to forward your feedback via the following channels:

- Feedback Form which can be obtained and submitted at Student Central (Block D Level 1)
- Email feedback@curtin.edu.sg
- Telephone call to (65) 6593 8000

All feedback will be resolved within 21 working days.

STUDENT SURVEYS
Survey methodology:

- Survey is initiated for various areas to be reviewed
- Improvement plans are to be monitored through the subsequent surveys
- Students tell us their opinions via survey forms
- Curtin Singapore reviews the survey outcome
- Thorough study is carried out before decisions on improvement plan are made to ensure benefits can be enjoyed by as much students as possible
- Continual improvement through surveys
- Each survey is unique and has specific areas to investigate
- Students are highly encouraged to participate in surveys to ensure all voices are heard

Students are highly encouraged to participate in surveys to ensure all voices are heard.
QUALITY ASSURANCE CONTINUED

Understanding the effect course contents, teaching staff and facilities have on students has become a vital part of Curtin Singapore’s improvement measures. This has resulted in Curtin Singapore implementing a suite of regular student feedback surveys as part of this continual improvement process.

Student surveys are powerful tools to help Curtin Singapore to gather valuable data which allows for an in-depth analysis of the overall school climate, at the same time rendering a representative picture of student views. We use the analysed results obtained in each survey to review our processes, course materials, teaching methods, etc. to ensure every student enjoys high quality education services.

COMMITTEE FOR PRIVATE EDUCATION

Regulates private education to raise quality and standard

The Committee for Private Education (CPE) is the governing committee appointed by SkillsFuture Singapore* in 2016 to carry out its functions and powers relating to private education in Singapore under the Private Education Act**. CPE ensures the provision of quality education and protects all students throughout their course of study in private education institutions (PEIs) by:

- Regulating the private education sector;
- Providing student services for all students in private schools; and
- Facilitating capability development efforts to uplift the standards in the local private education industry.

Curtin Singapore complies with the regulations under the Private Education Act and all legislations enacted by the CPE.

Note:

* The SkillsFuture Singapore (SSG) is a statutory board under the Ministry of Education (MOE). SSG plays a key role in the quality assurance for private education institutions and adult training centres to ensure that students and working adults have access to high quality, industry-relevant training throughout life.

** The Private Education Act is an Act to provide for the regulation and accreditation of private education institutions so as to ensure the provision of quality education thereat and for matters connected therewith.
QUALITY ASSURANCE CONTINUED

CPE's two-tier regulatory regime comprises the Enhanced Registration Framework (ERF) and the EduTrust Certification Scheme (EduTrust). The ERF sets out the basic standards that private education institutions (PEIs) need to adhere to in order to operate; the EduTrust requires PEIs to provide a higher standard of educational services in order to be certified.

**Enhanced Registration Framework (ERF)**
The Enhanced Registration Framework (ERF) sets the minimum standards that all Private Education Institutions (PEIs) must meet through the mandatory registration requirements. The ERF examines a PEI based on the corporate governance, quality of provisions, and information technology.

Curtin Singapore has obtained 4-year ERF registration period.

**EduTrust Certification Scheme (EduTrust)**
The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered by CPE for all PEIs, which aims to function as governing standards to recognise PEIs that are able to consistently maintain high standards in key areas of management and in the provision of education services.

Curtin Singapore has obtained 4-year EduTrust Certification.

**CPE Student Services Centre**
The CPE Student Services Centre addresses enquiries on private education, provides information on studying in Singapore, and offers advice to students who encounter problems during their course of study in private schools which cannot be resolved by the schools.

The CPE Student Services Centre can be contacted via:

Address:
CPE Student Services Centre
1 Marina Boulevard
#18-01 One Marina Boulevard
Singapore 018989
Tel: (65) 6512 1140
Email: CPE_CONTACT@cpe.gov.sg
## CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Contact Category</th>
<th>Email Address</th>
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<tbody>
<tr>
<td>General Enquiries</td>
<td><a href="mailto:info@curtin.edu.sg">info@curtin.edu.sg</a></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:studentcentral@curtin.edu.sg">studentcentral@curtin.edu.sg</a></td>
</tr>
<tr>
<td></td>
<td>Tel: (65) 6593 8000</td>
</tr>
<tr>
<td></td>
<td>Fax: (65) 6593 8001</td>
</tr>
<tr>
<td>Academic Services (Enrolment, timetable,</td>
<td><a href="mailto:academic@curtin.edu.sg">academic@curtin.edu.sg</a></td>
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<td>Change of Major, Leave of Absence, Transfer</td>
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<td>of Campus, Course Withdrawal, Credit of</td>
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<tr>
<td>Recognized Learning)</td>
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<tr>
<td>Examination and Assessments (Academic</td>
<td><a href="mailto:assessments@curtin.edu.sg">assessments@curtin.edu.sg</a></td>
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<td>Attendance</td>
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<td>Finance</td>
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<td>IT Support</td>
<td><a href="mailto:itsupport@curtin.edu.sg">itsupport@curtin.edu.sg</a></td>
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<td>Library</td>
<td><a href="mailto:library@curtin.edu.sg">library@curtin.edu.sg</a></td>
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<td>Student Administration (for Student’s Pass</td>
<td><a href="mailto:studentadmin@curtin.edu.sg">studentadmin@curtin.edu.sg</a></td>
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<td>Student Activities and Events</td>
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<tr>
<td>Accommodation assistance</td>
<td><a href="mailto:accommodations@curtin.edu.sg">accommodations@curtin.edu.sg</a></td>
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<tr>
<td>Feedback, compliments and suggestions</td>
<td><a href="mailto:feedback@curtin.edu.sg">feedback@curtin.edu.sg</a></td>
</tr>
<tr>
<td></td>
<td>Tel: (65) 6593 8091</td>
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## CONTACT INFORMATION CONTINUED

### SOCIAL MEDIA

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Campus Map
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