STUDENT HANDBOOK FOR DIPLOMA PROGRAMS

This handbook has been designed to assist you during your studies at Curtin Singapore.

Make tomorrow better.
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WELCOME TO CURTIN SINGAPORE

Congratulations on being accepted into Curtin College and commencing an exciting and rewarding study at Curtin Singapore with a pathway to degree awarded by Curtin University.

Curtin College is the integrated pathway provider to Curtin University for local and international students, delivering diploma programs that articulate students onto the Curtin University Bachelor programs. 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.

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 life 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 study at Curtin Singapore and wish you every success with your studies.

Professor Linley Lord
Pro Vice-Chancellor and President
Curtin Singapore
INTRODUCING CURTIN COLLEGE

Awarding Institution

Since 2000 Curtin College has established itself as the major pathway provider to Curtin University. Located on the main Curtin University campus in Bentley, Western Australia, Curtin College offers courses to students in Singapore. Curtin College has produced over 8,000 students who have successfully progressed to the second Year of a Bachelor degree at the University.

Curtin College is a registered Australian higher education provider offering Diploma programs (equivalent to the first year of the degree program).

VISION
Transforming lives through Curtin-focused learning.

MISSION
Curtin College delivers leading learning and teaching outcomes for students progressing to Curtin University.

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 COLLEGE 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.
INTRODUCING CURTIN COLLEGE CONTINUED

CURTIN COLLEGE ACADEMIC BOARD
The Academic Board is a body which has ultimate oversight for all academic functions at Curtin College, including teaching and learning objectives and academic outcomes. It includes wide representation from Curtin University and Curtin College.

Independent Chair
Emeritus Professor Kateryna Longley

Curtin College Members
Mr Andrew Crevald
College Director & Principal

Professor Beverley Webster
Academic Director

Ms Lea Marlow
Director, Quality & Student Services

Dr Elsamaul Elhebir
Program Coordinator, Health Sciences

Dr Pranavi Garg
Program Coordinator, Commerce

Mr Imran Khalid
Program Coordinator, Engineering and Information Technology

Dr Ron Blaber
Program Coordinator, Humanities

Mr Minh Thang Hoang &
Mr Sonish Sapkota
Curtin College Student Representatives

Ms Eleonora Laslo
Student and Academic Services Coordinator (Executive Officer)

Ms Bronwyn Mortimer
Academic Coordinator, Language, Learning & Teaching

Curtin Singapore Members
Professor Linley Lord
Pro Vice-Chancellor and President

Ms Wong Lee Nah
Director of Academic Services

Curtin University Members
Professor Julianne Reid
Deputy Vice-Chancellor, Education

Associate Prof Sonia Dickinson
Dean, Teaching & Learning

Mrs Barbara Lung
Acting Director, Curtin International

Associate Prof Simon Winetroube
Director, Curtin English

EXAMINATION BOARD
The Board of Examiners is a committee that ensures that the assessment and determination of performance for each student enrolled in a course is conducted in a fair and equitable manner.

Chair
Professor Beverley Webster
Academic Director

Curtin College Members
Ms Eleonora Laslo
Student and Academic Services Coordinator (Executive Officer)

Dr Ron Blaber
Program Coordinator, Humanities

Dr Pranavi Garg
Program Coordinator, Commerce

Ms Wong Lee Nah
Director of Academic Services

Curtin Singapore Member
Ms Wong Lee Nah
Director of Academic Services
CURTIN SINGAPORE 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

Associate Professor Lim Swee Hia
President, Singapore Nurses Association

EXAMINATION BOARD
Curtin Singapore Academic and 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
ACADEMIC INFORMATION

STUDENT’S ONLINE RESOURCES
Important information is made available to students via AXIS, Email and Moodle as follows:

Axis
AXIS contains important information such as enrolment and personal details, results, timetable and announcements. It is also where you can access your Moodle and Curtin email.

Access to Axis: Go to https://learning.curtin.edu.sg

Students should access the AXIS daily to read important notices and emails from Curtin Singapore.

Moodle
Moodle is an online learning and assessment tool. Here, you can find important information to your studies such as lesson materials and unit outlines.

Email Access
All students are given their own webmail account. As email is the preferred means of communication, all related information concerning your studies will be sent to this email address. Students are expected to also use this email address for all correspondences with Curtin Singapore.

You can access your emails by clicking on the “My Email” at the “Study Essentials” tab after you log in to AXIS.
INTRODUCING ACADEMIC INFORMATION CONTINUED

UNIT OUTLINES
Unit Outlines provide information on unit contents, assessment requirements, resources and contact details of lecturers or unit coordinators where applicable. Retaining all unit outlines is important for any future references.

Unit Outlines are available electronically via Moodle to all students at the commencement of each study period.

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

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

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

ENROLMENT
As a student, you must be enrolled in four units in each study period unless you have less than four units to complete your course or have prior approval from the Director of Academic Services on the basis of academic intervention, compelling or compassionate grounds.

Online enrolment of units takes place prior to the start of each study period via AXIS. Students should ensure enrolment into related elective units of the degree course they intend to pursue.

Curtin Singapore reserves the right to cancel or withdraw units at its discretion and only due to unforeseen circumstances.

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.

CHANGE IN UNIT ENROLMENT
A student has access to change unit enrolment until the first Friday of each study period. No addition of unit will be accepted after this day. Student must make an appointment with a Student and Academic Services Officer to seek approval for any unit withdrawal.

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 (week 5 to week 9)
Unit withdrawal after census date but before the end of week 9 will incur an academic penalty (the grade for the unit will be recorded as “W” (Withdrawn) on the academic transcript) and a financial penalty (i.e. no refund of your tuition fees).
INTRODUCING ACADEMIC INFORMATION CONTINUED

Unit Withdrawal after Census Date (week 10 to week 12)
Unit withdrawal after census date from week 10 to week 12 will incur an academic penalty (the grade for the unit will be recorded as “NC” (Not Completed) on the academic transcript) and a financial penalty (i.e. no refund of your tuition fees).

COURSE WITHDRAWAL
A current student who wishes to withdraw, should make an appointment with a Student and Academic Services Officer. An interview session will be conducted prior to completion of the course withdrawal form. If you are under the age of 18 years, you are required to obtain your parent’s or guardian’s consent prior to submission.

Following an approved course withdrawal, Curtin Singapore will:
• cancel your current enrolment
• terminate your existing Student Contract
• cancel your Student’s Pass (for international students)
• refund any applicable fees in accordance with the Refund Policy, upon receipt of the Application for Refund of Fees form
• email you a confirmation of your 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 course withdrawal form.

An official transcript will be issued upon request for an incomplete course 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 COURSE
A student is required to undertake the course for which they received an offer of admission. If you wish to change to another course offered by Curtin Singapore, please make an appointment to discuss the matter with a Student & Academic Services Officer. To change the course at the beginning of the study period, you must apply before the end of Week 2 of the study period.

Curtin Singapore will consider each application before approving a change of course request. In some instances, it may not be possible/viable to transfer to another program for reasons of timing, Student’s Pass conditions, program availability, current academic performance or not meeting entry requirements.
INTRODUCING ACADEMIC INFORMATION CONTINUED

LEAVE OF ABSENCE

A student may apply for Leave of Absence in the second study period at any time after enrolment up until the census date, 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 to case basis and all information provided, 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 old are required to obtain their parent’s or guardian’s consent prior to submission.

Following an approved Leave of Absence, Curtin Singapore will:

• cancel the current enrolment
• cancel the Fee Protection Scheme (FPS) where applicable, and the Student’s Pass (for international students).
• send an email confirmation for 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.

When approaching the 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 Leave of Absence.

Curtin Singapore may authorise Leave of Absence for a maximum of four (4) months (one study period). Application for Leave of Absence longer than one study period will be reviewed by the Director of Academic Services. Application will only be considered for exceptional circumstances (evidence of supporting claim must be submitted).

Students who do not enrol for a period of 3 study periods and who do not have an approved leave of absence will have their course status set to AWOL (Absence Without Leave). Students with this status are no longer guaranteed a place in their course.

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
COLLEGE CODE OF CONDUCT
The College Code of Conduct establishes to build a safe, secure and comfortable learning and work environment for staff and students. Under the College Code of Conduct, there are some principles that all staffs and students should observe and uphold.

Policy Principles
As part of an academic community all staffs and students are expected to:

- treat others with respect and courtesy;
- show respect for the opinions and views of others;
- treat others equitably and inclusively, irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, marital status, age, or political conviction;
- avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or other form of intimidation;
- maintain appropriate standards of dress and language in class and on campus;
- familiarise themselves with, and abide by, College policies and procedures;
- maintain standards of academic conduct, particularly in relation to academic integrity;
- be aware of their responsibilities in relation to their units and course of study and act according to the rules and expectations of classroom behaviour as determined by, and/or negotiated with the lecturer;
- respect the College and University property;
- be free from the influence of alcohol and/or drugs when in attendance at the College;
- behave in a manner which does not threaten the life or safety of any person;
- behave responsibly and follow the instructions of College and/or campus staff in the case of an emergency.

Student and Staff Expectations
As part of an academic community all members of the College community can expect:

- to be treated with courtesy and respect;
- to be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- to be able to freely communicate and voice alternative points of view in rational debate;
- to participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment;
- to rely on the protection of personal information;
INTRODUCING CURTIN SINGAPORE CONTINUED

• to be able to access personal records, subject to the provisions of the Freedom of Information Act [1992];

• to be provided with timely and accurate information pertaining to their enrolment and program of study (students), terms and conditions of employment (staff), and all administrative matters;

• to have reasonable access to lecturing staff in consultation outside normal contact hours (students);

• that unit and program assessments will be equitably and appropriately implemented and assessed;

• that the facilities and equipment in use are safe, and comply with occupational health and safety guidelines;

• that the College and University will implement appropriate procedures and actions in the case of any emergency;

• that the College will take action when there is a breach of the College Code of Conduct;

• where students breach the College Code of Conduct the following processes will be actioned depending on whether the misconduct is Academic or General, and the level of misconduct. This information can be found on https://www.curtincollege.edu.au/wp-content/uploads/2019/08/College-Code-of-Conduct-QTDPO008-V2.2-1.pdf:

  Schedule A – Academic Misconduct (Plagiarism)
  Schedule B – Academic Misconduct (Other Academic)
  Schedule C – General Misconduct
  Schedule D – Gross Academic or General Misconduct

• All incidents of student misconduct will be recorded in a Student Misconduct Register. College records of plagiarism and Student Misconduct are not shared with other parties, including the partner university;

• where students wish to report a student or staff member for not abiding with the College Code of Conduct, the Student Complaints Policy should be used.

Curtin Singapore regards any breach of the code 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: https://library.curtin.edu.au.

INTRODUCING ACADEMIC INFORMATION CONTINUED

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: https://library.curtin.edu.au


EXAMINATIONS RULES AND CONDITIONS

Examination Rules and Conduct Board

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.
• students are not allowed to wear watches during exams (due to smart watch technology)
• any student whose mobile phone rings during an examination may be fined such an amount as approved by Curtin Singapore.
INTRODUCING ACADEMIC INFORMATION CONTINUED

• 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 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 15 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 10 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 and attendance cards 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.

ACADEMIC STATUS AND CONDITIONAL

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.

Curtin Singapore monitors the academic progress of each student’s performance throughout their studies. Students are assigned a status according to their academic achievements in each study period. Academic status is classified as Good Standing, Conditional (Condition 1, Condition 2 or Condition 3) or Terminated.

For further information on Curtin Singapore Students’ Policies, you may refer to this Curtin Singapore web link: http://www.curtin.edu.sg/about/policy-governance/
CRITERIA IF ANY OF THE FOLLOWING OCCUR | CURRENT OR HIGHEST ACADEMIC STATUS | PREVIOUS ACADEMIC STATUS | NEXT STUDY PERIOD
--- | --- | --- | ---
Student fails more than 50% of their enrolled subjects in their first study period | Good Standing |  | Conditional Status 1
Student fails more than 50% of their enrolled subjects in their second study period | Conditional Status 1 |  | Conditional Status 2
Student fails more than 50% of their enrolled subjects in their second study period | Conditional Status 2 |  | Conditional Status 3
Student fails the same unit twice | Good or Conditional Status 1 or Conditional 2 |  | Conditional Status 3
Student fails the same unit three times | Good Standing or Conditional Status 1 or Conditional Status 2 or Conditional Status 3 |  | Terminated
Conditional Status 1 student passes more than 50% of enrolled units in a study period | Conditional Status 1 |  | Good Standing
Conditional Status 2 student passes more than 50% of enrolled units in a study period | Conditional Status 2 |  | Conditional Status 1
Conditional Status 3 student passes more than 50% of enrolled units in a study period | Conditional Status 3 |  | Conditional Status 2

TERMINATING OR CANCELLING
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.

COURSE COMPLETION
Upon completion of all units in the Diploma of Commerce or Diploma of Arts and Creative Industries, a student will be awarded with the Statement of Academic Record and Testamur (Certificate). These documents are issued by Curtin College.

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, quizzes, online assessments, mid-semester tests and final examinations. Assignments must be submitted with an Assignment and Report Cover Sheet at Student Central. The Assignment and Report Cover Sheet can be obtained from Student Central.
INTRODUCING ACADEMIC INFORMATION CONTINUED

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 assignments or by a group representative for group assignments.

EXAMINATIONS
The examination timetable is released 4 weeks prior to the examination period through AXIS. 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 evening during the examination period, with the exception of Sunday. Students should not make commitments to any other activities during this period.

Students may be required to sit for two scheduled examination papers in a day but shall not be made to take more than two examinations in one calendar day. There will always be a break between examinations taken on the same day.

If you miss an exam due to ill health or other extenuating circumstances, please contact a Student and Academic Services Officer through Student Central.

DEFERRED ASSESSMENTS
An Assessment Deferral/Sickness Claim Form 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 2 calendar days of the due date of assessment.

Approval for deferral is not automatic. Students may be permitted by the Board of Examiners to defer an examination where specific criteria are met.
CRITERIA FOR ASSESSMENT (EXAM) DEFERRAL FORM

Student must satisfy the Unit Moderator 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 Assessment Deferral/Sickness Claim include, but are not limited to:

- student illness, injury or medical condition, supported by a valid medical certificate
- family issues (for example family injury, 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 of their application for deferral during the final examination results. A “D” 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.

RESULTS

The latest examination results can be viewed by students through AXIS approximately 3 weeks after the examination period. Examination results will be withheld where a student disciplinary action is pending or course assessment remains outstanding. Please log in to https://learning.curtin.edu.sg to view your results.

The table, which follows, 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 Moodle when you view your results.
INTRODUCING CURTIN SINGAPORE CONTINUED

GRADING SYSTEM

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<td>10</td>
<td>High Distinction</td>
<td>100</td>
</tr>
<tr>
<td>9</td>
<td>High Distinction</td>
<td>90-99</td>
</tr>
<tr>
<td>8</td>
<td>High Distinction</td>
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<td>6</td>
<td>Credit</td>
<td>60-69</td>
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<tr>
<td>5</td>
<td>Pass</td>
<td>50-59</td>
</tr>
<tr>
<td>F</td>
<td>Fail</td>
<td>Under 50</td>
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<tr>
<td>GNS</td>
<td>Grade Not Submitted</td>
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<tr>
<td>D</td>
<td>Deferred Assessment</td>
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<td>EX</td>
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<tr>
<td>NC</td>
<td>Did Not Complete (Fail)</td>
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<tr>
<td>ANN</td>
<td>Result Annulled Due to Misconduct</td>
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</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)

• If there is an overlap between the period where the student completes the Student Engagement Program (SEP) and the academic class, the attendance for SEP will be marked as absent.

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.
**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 Application for a Formal Appeal against Termination and Progress form must be submitted within 20 working days from the date of the official advice to you of your course termination. The form can be obtained from Student Central or AXIS at [https://learning.curtin.edu.sg](https://learning.curtin.edu.sg) by selecting ‘Students’ on the top menu then Documents. Appeals must be submitted 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 to Curtin Singapore.

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**ASSESSMENT APPEALS**

**In-study Period Assessments**

**Step 1 – Informal Appeal**

Any student who feels the mark awarded for an assessment task is unfair or incorrect may request a review of marks by completing the Application for an Informal Appeal of Result form. Application must be submitted to the lecturer for the unit by email within 10 working days of the publication of the marks for the assessment.

Unit Coordinator will arrange for the work to be re-marked and the outcome will be notified to the student via email within 10 working days of receipt of the Informal Appeal of Result.

**Step 2 – Formal Appeal**

If after going through the informal appeal of result, the student is still dissatisfied with the mark awarded, the student may lodge a formal appeal.
APPEALS INFORMATION CONTINUED

The Application for Formal Appeal of Results form must be completed and submitted to Student Central. The appeal must be lodged within 10 working days of receiving feedback from the Informal Appeal of Result process.

**Step 3 - Appeal Committee**
If a student is still dissatisfied with the outcome of the formal appeal, they may lodge a written appeal to the Appeals Committee via appeals@curtin.edu.sg within 10 working days of receiving written notification of the outcome of the formal appeal.

Student should include a copy of the Application of Informal Appeal and Application of Formal Appeal form and their outcomes. Student will be advised the outcome of the appeal within 10 working days of receipt of the written appeal.

**Final Results**
Upon notification of the final result, students who believe that their result is incorrect or unfair may submit an appeal against their mark. Students must be aware that when submitting an appeal, the results can be changed either upward or downward.

**Step 1 – Formal Appeal**
Students who believe that their final result is incorrect or unfair may apply for a formal appeal by submitting an Application for Formal Appeal of Results form. The appeal must be lodged within 10 working days from the publication of results.

All applications for a Formal Appeal of Results must be submitted to Student Central and students will be issued with a receipt from their application.

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

The formal appeal will be reviewed and the student will be advised of the outcome by email to the student email account within 10 working days of receipt of the Formal Appeal.

**Step 2 – Appeals Committee**
If a student is still dissatisfied with the outcome of the appeal, then a written appeal can be lodged to the Appeals Committee via appeals@curtin.edu.sg. Appeals can only be accepted from the AXIS email account.

The written appeal should be lodged within 10 working days of receiving the written notification of the outcome of the Formal Appeal. The appeal should include a copy of the Application for a Formal Appeal of Result form. The student will be advised of the outcome by email to the student email account within 10 working days of receipt of the 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 to be guided 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 to undergo in a real interview and participants will be provided with feedback on all areas of their interview performance, including first impressions, non-verbal communications, and 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 [https://globalcareers.curtin.edu.au/](https://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, amendments 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 if required. 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 during the start of every study period for new 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, soccer ball, 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).
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

Administration Agent:
AEGIS INSURANCE AGENCIES PTE LTD
Tel: (65) 6837 0306
Fax: (65) 6837 0305
Email: customerservice@aegisic.com
Website: www.aegisic.com

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.

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.
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 https://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 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.

• 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 rooms 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.

SMOKING
Curtin Singapore is a smoke-free campus.
STANDARD CODE OF CONDUCT CONTINUED

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.

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

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<tr>
<th>STUDY FREE WEEK/S PERIOD (TRIMESTER 1A AND SEMESTER 1)</th>
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<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>

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

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 at https://library.curtin.edu.sg

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.
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 at Curtin Singapore Library catalogue at [https://library.curtin.edu.sg](https://library.curtin.edu.sg). 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: Loan Duration and Renewal Limit

<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, 4 General Collection</td>
<td>2 hours, 2 weeks</td>
<td>1, 1</td>
<td>SGD0.50 per hour, SGD0.50 per day</td>
</tr>
<tr>
<td>Teaching Staff</td>
<td>5 Desk Copy Collection, 1 Student Textbook Collection, 1 General Collection</td>
<td>1 study period, 2 hours, 2 weeks</td>
<td>1, 1</td>
<td>1, 1</td>
</tr>
</tbody>
</table>
Reservations
Library members may place an online reservation for any item that is out on loan at Curtin Singapore Library catalogue at https://library.curtin.edu.sg.

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.
CAMPUS RESOURCES AND FACILITIES CONTINUED

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.

Balance credits are cleared (non-refundable) upon finishing the last trimester or semester of your course.

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
Library Account

You can check your library account via My Portal at Curtin Singapore Library catalogue at https://library.curtin.edu.sg to:

- check the number of items borrowed.
- check the 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 at https://library.curtin.edu.sg
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 at [https://library.curtin.edu.sg](https://library.curtin.edu.sg)
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 at [https://library.curtin.edu.au](https://library.curtin.edu.au) 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](http://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](mailto:library@curtin.edu.sg) to enquire more about the workshops.
Group discussion room (GDR)

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>
</tr>
</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)

A troubleshooting FAQ for students is also available at http://curtin.edu.sg/current-students/it-support

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.

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.
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 or;
- 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.
INTRODUCING CURTIN SINGAPORE CONTINUED

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 the Curtin Singapore campus. 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 and 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.
FINANCIAL INFORMATION CONTINUED

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](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.

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

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 placed to protect not only Curtin Singapore’s property but all of it students, staff and visitors.
QUALITY ASSURANCE

FEEDBACK MANAGEMENT PROCEDURE

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 by:
- 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 https://www.ssg.gov.sg/cse/student-services/dispute-resolution.html 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 6593 8000

All feedback will be solved in 21 working days.

STUDENT SURVEYS

Survey methodology:

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

CONTENTS
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.
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.

SkillsFuture Singapore (SSG) One Call Centre
The SSG One Call 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 SSG One Call Centre can be contacted via:
Address:
SkillsFuture Singapore
1 Marina Boulevard
#18-01 One Marina Boulevard
Singapore 018989
Tel: (65) 6785 5785
Website: https://portal.ssg-wsg.gov.sg
<table>
<thead>
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<th>CONTACT INFORMATION</th>
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<tbody>
<tr>
<td><strong>General Enquiries</strong></td>
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<tr>
<td>Email: <a href="mailto:info@curtin.edu.sg">info@curtin.edu.sg</a></td>
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<tr>
<td>Email: <a href="mailto:studentcentral@curtin.edu.sg">studentcentral@curtin.edu.sg</a></td>
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<tr>
<td>Tel: (65) 6593 8000</td>
</tr>
<tr>
<td>Fax: (65) 6593 8001</td>
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<tr>
<td><strong>Academic Services</strong> (Enrolment, timetable, Change of course, Leave of Absence, Course Withdrawal, Credit of Recognized Learning)</td>
</tr>
<tr>
<td>Email: <a href="mailto:academic@curtin.edu.sg">academic@curtin.edu.sg</a></td>
</tr>
<tr>
<td><strong>Examination and Assessments</strong> (Academic Misconduct, Academic Status, Application for Assessment Extension, Results, Supplementary or Deferred Exams)</td>
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<tr>
<td>Email: <a href="mailto:assessments@curtin.edu.sg">assessments@curtin.edu.sg</a></td>
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<tr>
<td><strong>Attendance</strong></td>
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<td>Email: <a href="mailto:attendance@curtin.edu.sg">attendance@curtin.edu.sg</a></td>
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<td>Email: <a href="mailto:appeals@curtin.edu.sg">appeals@curtin.edu.sg</a></td>
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<td><strong>Finance</strong></td>
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<tr>
<td>Email: <a href="mailto:finance@curtin.edu.sg">finance@curtin.edu.sg</a></td>
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<tr>
<td><strong>IT Support</strong></td>
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<tr>
<td>Email: <a href="mailto:itsupport@curtin.edu.sg">itsupport@curtin.edu.sg</a></td>
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<tr>
<td><strong>Library</strong></td>
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<tr>
<td>Email: <a href="mailto:library@curtin.edu.sg">library@curtin.edu.sg</a></td>
</tr>
<tr>
<td><strong>Student Administration</strong> (for Student’s Pass renewals, student contracts and Fee Protection Scheme insurance matters)</td>
</tr>
<tr>
<td>Email: <a href="mailto:studentadmin@curtin.edu.sg">studentadmin@curtin.edu.sg</a></td>
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<tr>
<td><strong>Student Activities and Events</strong></td>
</tr>
<tr>
<td>Email: <a href="mailto:campus.events@curtin.edu.sg">campus.events@curtin.edu.sg</a></td>
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<tr>
<td>Email: <a href="mailto:graduations@curtin.edu.sg">graduations@curtin.edu.sg</a></td>
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<td><strong>Career Services</strong></td>
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<td>Email: <a href="mailto:careers@curtin.edu.sg">careers@curtin.edu.sg</a></td>
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<td><strong>Counselling Services</strong></td>
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<td><strong>Accommodation assistance</strong></td>
</tr>
<tr>
<td>Email: <a href="mailto:accommodations@curtin.edu.sg">accommodations@curtin.edu.sg</a></td>
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<tr>
<td><strong>Feedback, compliments and suggestions</strong></td>
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<tr>
<td>Email: <a href="mailto:feedback@curtin.edu.sg">feedback@curtin.edu.sg</a></td>
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## CONTACT INFORMATION CONTINUED

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Campus Map
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Curtin Education Centre ERF No: 200804822R (20 May 2018 to 19 May 2022)