This handbook has been designed to assist you during your studies at Curtin Singapore.
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WELCOME TO THE ENGLISH PROGRAM

Welcome to Navitas English program at Curtin Singapore. We are very glad you have chosen to study with us. We have a friendly and dedicated team of teachers and administrative support staff, who will work hard to make your studies and life in Singapore successful and enjoyable.

We are dedicated to ensuring that you make significant progress in your English language and pre-university studies to help you achieve your academic and career goals.

Please read this booklet carefully. It will give you information about your program, and ways to make the most of your time with us.

We hope you enjoy your learning experience at Curtin Singapore.

Best wishes

Nick Swallow
Director of Studies (English)
Curtin Singapore
Curtin University is a vibrant, forward-thinking, innovative university where you can move forward in your chosen career.

Curtin Singapore was officially opened in 2008 with the dynamic emphasis on innovative teaching methods, strong industry links and highly employable graduates that are synonymous with the Curtin name. Curtin Singapore is supported by a Curtin-appointed Pro Vice-Chancellor & President who oversees the delivery of Curtin’s approach to teaching and learning, and ensures quality and standards are maintained.

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

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

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

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

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

Members
Associate Professor Henry Li
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 Malcolm Baigent
Acting College Director & Principal
Curtin College

Associate Professor Lim Swee Hia
President, Singapore Nurses Association

Ms Quek Wai Lan Grace
External Member

Dr. Charles Wang
Academic Staff Member

Ameera Bana and James Simon Maliki
Curtin Singapore Student Representatives

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

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

Members
Mr Malcolm Baigent
Acting College Director & Principal
Curtin College

Mr Nick Swallow
Director of Studies (English)
Curtin Singapore

Ms Wong Lee Nah
Director of Academic Services
Curtin Singapore
ABOUT NAVITAS ENGLISH

AWARD WINNING INSTITUTION
Navitas English is a wholly owned subsidiary of Navitas; a leading global education provider that offers an extensive range of educational services to students and professionals including university programs, professional education and English language training. Navitas educates over 80,000 students a year via its global network of more than 110 colleges and campuses.

Navitas English is passionate about making a difference in people’s lives, building bridges across cultures and creating futures through delivering responsive and relevant English language, literacy and training services that meet the needs of individuals, government, community and industry.

OUR TEACHING STAFF
Teachers say:
“The best thing about teaching is watching the excitement on a student’s face as they discover something new. Knowing that you have helped a student appreciate and enjoy your subject is very rewarding.”
Ng Sook Mun

“Seeing the students progress in their English speaking skills makes me proud.”
Margaret Anantha

“For all new and prospective students to Curtin Singapore, I would like to welcome you. I am sure you will quickly feel at ease here and love living in Singapore just like I do.”
Carolyn Penney
ACADEMIC INFORMATION

COURSE DURATION & TUITION TIME

- The Diploma of English for Academic Purposes consists of 4 units:
  - General English 2
  - General English 3
  - Academic English 2
  - Academic English 3

- 40 weeks full-time course
- 20 hours of face-to-face tuition per week (4 hours per day divided into 2 x 2 hour lessons)
- 4 hours of MyStudy; supervised self-study sessions per week (1 hour per day except Friday)

PROGRESSION TO HIGHER UNITS AND ENTRY TO CURTIN PROGRAMS

<table>
<thead>
<tr>
<th>UNITS</th>
<th>PASSING SCORES</th>
<th>DIRECT ENTRY</th>
<th>REQUIREMENTS</th>
<th>ATTENDANCE REQUIREMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>General English 2</td>
<td>60%</td>
<td>General English 3</td>
<td>maintain an average passing score</td>
<td>maintain an overall attendance percentage of at least 90%</td>
</tr>
<tr>
<td>General English 3</td>
<td>60%</td>
<td>Academic English 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Academic English 2</td>
<td>50%</td>
<td>Academic English 3</td>
<td>pass all the assessments; you may resubmit 1 assignment and 1 exam skill per unit</td>
<td></td>
</tr>
<tr>
<td>Academic English 3</td>
<td>50%</td>
<td>50% entry requirement for Diploma of Commerce; 60% entry requirement for Bachelor of Commerce programs; 65% entry requirement for other Bachelor &amp; Master programs</td>
<td>the mid and final exams count as 1 assessment, your best score in each section is used</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>achieve a combined overall score of 50% for each exam skill from midterm and final exams</td>
<td></td>
</tr>
</tbody>
</table>
COURSE ASSESSMENTS
Assessments at Navitas English include in-class assessments, timed essays, seminars and homework assignments to be submitted by deadlines set by teachers.

General English units

<table>
<thead>
<tr>
<th>ASSESSMENT</th>
<th>WEIGHTING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Progress Tests</td>
<td>60%</td>
</tr>
<tr>
<td>Writing Tasks</td>
<td>20%</td>
</tr>
<tr>
<td>Speaking Tasks</td>
<td>20%</td>
</tr>
</tbody>
</table>

Academic English 2

<table>
<thead>
<tr>
<th>ASSESSMENT</th>
<th>WEIGHTING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessed Genre Essays</td>
<td>20%</td>
</tr>
<tr>
<td>Seminars</td>
<td>20%</td>
</tr>
<tr>
<td>Research Report</td>
<td>20%</td>
</tr>
<tr>
<td>Exams</td>
<td>30%</td>
</tr>
<tr>
<td>Observation &amp; Participation</td>
<td>10%</td>
</tr>
</tbody>
</table>

Academic English 3

<table>
<thead>
<tr>
<th>ASSESSMENT</th>
<th>WEIGHTING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written Literature Survey</td>
<td>20%</td>
</tr>
<tr>
<td>Collaborative Speaking</td>
<td>10%</td>
</tr>
<tr>
<td>Seminar Presentation</td>
<td>10%</td>
</tr>
<tr>
<td>Research Essay</td>
<td>20%</td>
</tr>
<tr>
<td>Case Study</td>
<td>10%</td>
</tr>
<tr>
<td>Exams</td>
<td>30%</td>
</tr>
</tbody>
</table>
INTRODUCING ACADEMIC INFORMATION CONTINUED

SETTING OF ASSESSMENTS
Assessments are given in class. Your teacher will explain the requirements of each assessment and will use an Assessment Cover Sheet detailing the marking criteria. The Cover Sheet is also used to:

- record marks for your assessments with reference to marking criteria.
- to give you written feedback about your assessments.

ASSESSMENT DEFERRAL
Students who are unable to submit assessments on the scheduled dates may defer that assessment provided they have a valid reason and/or evidence. An approved Absence Justification will not automatically extend or defer these dates. Instead, students must fill in an Assessment Deferral form and submit it to the Director of Studies (English) within 2 working days from the last day of absence along with evidence. Once deferral has been approved, a new date for submission of the assessment will be set. It is essential that the student be present for the assessment on the new deferred date. There will be no opportunity to defer the assessment date a second time. Repeated failure to submit the assessment will result in a mark of zero being awarded for that assignment.

MARKING & MODERATION
Teachers are responsible for marking all course specific assessments for their classes. For the marking of assessments, teachers must go through a process of internal moderation. This means that another teacher will mark at least three of the assessments from your class so that your teacher can compare the marks that he or she has given with the marks that the other teacher has given (with reference to the marking criteria on the Cover Sheet). For seminars this may involve another teacher coming into your classroom to watch members of your class giving their seminars, or your seminar being videoed and moderated later.

RESULTS
Assessment results will be released to you within 14 working days of the assessment date or by the final Friday of the course, whichever comes first. Final overall results are rounded up to the nearest whole number and will be available on the final Friday of the course by 6pm.

RE-SUBMISSION OF ASSESSMENTS
Academic English students may resubmit one assessment per unit and the maximum mark possible for the resubmitted assessment is 50%. A seminar must be resubmitted at a time dictated by the teacher and should be watched by at least two teachers. Only cumulative totals count for Academic English 2 weekly essays so in practice some of these can be at fail standard and the student can still pass the whole assessment item.

FAILURE & REPEATING AN ENGLISH UNIT
A student is allowed to repeat the same unit twice. A third failure may lead to termination from the program.

Conditional One status - student has failed a unit once.
Conditional Two status - student has failed the same unit twice.
A student on Conditional One or Two status will be closely monitored by the teacher and may be tasked to do additional work outside of class. The student will meet with the Director of Studies (English) regularly to discuss his or her progress.

FAILURE & REPEATING AN ACADEMIC ENGLISH UNIT
A repeating student must complete all the assessments. If a student scores a lower mark when repeating an assessment, the previous higher score can be retained as long as the lower of the two marks is a pass. However, if a student fails an assessment which they previously passed, the failure must stand.

ASSESSMENT APPEALS
If a student is dissatisfied with awarded marks, he or she may submit the Diploma of English for Academic Purposes Assessment Appeal form to Student Central or the Student and Academic Services Officer within 10 working days from the result release. The appeal procedure will take up to 10 working days. The student will first meet with their respective teacher who will explain and discuss the assessment marks. If the student is still dissatisfied with the teacher’s explanation, the student’s assessment will be moderated. The Director of Studies (English) will make a final decision and the appeal outcome sent to the student through the Student Portal email.

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.
ACADEMIC INTEGRITY
Students at Navitas English enter an academic environment which is bound by certain rules of behaviour. Academic integrity refers to the fact that students must uphold certain principles and follow the rules of behaviour of the academic community. Navitas English is committed to ensuring that all students behave with academic integrity. Therefore, it is essential that students understand the principles underlying academic integrity and behave in a manner according to these principles.

REGULATIONS FOR THE CONDUCT OF ASSESSMENTS
The following regulations apply to the conduct of Navitas English courses:

a) Requirement to show a valid Student ID Card
   • No student will be permitted to sit an assessment without a valid Student ID card.
   • Students are required to display a valid Student ID card at the beginning of each new section of an assessment.

b) Assessment venues
   • Assessments will be conducted in venues that are conducive to the assessment process.
   • Students will be informed of the venue for an assessment at least 24 hours before the commencement of that assessment.
   • A seating plan will be placed outside each assessment venue indicating where each student will sit inside the assessment venue together with an assessment timetable showing the duration.

c) Permitted and non-permitted items
   • Students are not permitted to bring the following items to their desks in an assessment venue: mobile phones or any other electronic devices, pencil cases, hats or caps, dictionaries, textbooks, notes or notepaper, food or drink (other than water).
   • All electronic items must be switched off before entering an assessment venue.
   • Students are permitted to bring pens, pencils, rulers, erasers and stationery that they will use during the assessment to their desks in the assessment venue.
INTRODUCING ACADEMIC INFORMATION CONTINUED

d) Entering the assessment venue
- Students will be permitted to enter an assessment venue by an Invigilator five (5) minutes prior to the scheduled commencement time of an assessment.
- Upon entering an assessment venue students are not permitted to communicate with one another in any way.
- Students wishing to bring non-permitted items (listed in the previous section) into the assessment venue should put them in a bag or handbag which must be placed at the front of the assessment venue.
- Upon sitting down at his or her allotted desk, each student should place a valid Student ID card on the desk where it is clearly visible to the Invigilator.
- No writing of any kind is permitted until students are directed to do so by the Invigilator.

e) Commencement of an assessment
- After checking each student’s ID card, the Invigilator will give further instructions about assessment duration and conduct before handing out the assessment papers face down.
- Students must not turn their assessment papers over and start the assessment until told to do so by the Invigilator.
- If for any reason an assessment begins late, the scheduled duration of the assessment may be extended.
- If an assessment is delayed or interrupted for more than thirty (30) minutes, then the assessment may be re-scheduled at the discretion of the Director of Studies (English).

f) Conduct during an assessment
- Students must obey the Invigilator’s instructions throughout the assessment.
- Students who require attention during an assessment should raise their hand and wait to be attended to by the Invigilator. Students should not call out to attract attention.
- Students must 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.
  - commit any breach of good order, or
  - behave in such a manner as to disturb other students or the proper conduct of the assessment.
g) Irregular practices
- Irregular practices by a student during an assessment may result in one or more of the following immediate actions:
  - unauthorised materials being confiscated.
  - being allowed to continue the assessment but being investigated afterwards.
  - being removed from the assessment venue.
- In a situation where a student is suspected of misconduct, a full written report must be made by the Invigilator. This must be submitted to the Director of Studies (English) immediately after the assessment together with the student’s assessment paper and any confiscated materials.
- Alleged misconduct will be fully investigated subsequent to the assessment and may result in a mark of zero, or a reduced mark for the assessment being awarded.
- A student who is the subject of an investigation for alleged misconduct will be given the opportunity to submit a written explanation as to why the alleged misconduct took place.
- After an investigation the student will be contacted by the Director of Studies (English) within five (5) working days regarding the alleged irregular practice and advised in writing of the results of the investigation and any action that the school intends to take.

h) Late arrival to/early departure from an assessment venue
- No student shall:
  - be given additional time if he or she is late
  - be re-admitted to the assessment venue after he or she has left

i) Conclusion of an assessment
- Students will be informed by the Invigilator as the end of the assessment approaches.
- Students must stop writing immediately they are told to do so by the Invigilator.
- Students must remain seated until all assessment papers have been collected and counted by the Invigilator.
- Students may not leave the assessment venue until told to do so by the Invigilator.
- Students must not communicate with any other students until they have left the assessment venue.
INTRODUCING ACADEMIC INFORMATION CONTINUED

CHANGE OF ENROLMENT

Change in Unit Enrolment
• A student may apply for a Change of Unit Enrolment by week 2 Friday 6pm
• Depending on the application request, the refund policy may apply and/or extra fees may need to be paid
• There will be no replacement lessons and it is the student’s responsibility to catch up on what has been missed in class

Leave of Absence
• A student may apply for Leave of Absence by week 2 Friday 6pm
• Where an application is submitted after week 2 Friday but before week 5 Friday, Leave of Absence may be granted based on extenuating circumstances
• A student cannot apply for Leave of Absence for more than 2 study periods unless otherwise approved
• It is a student’s responsibility to contact Curtin Singapore with their intent to return, otherwise you may be withdrawn from your course in which case you shall lose all rights and privileges of a continuing student and may be required to re-apply for admission into the course
• Curtin Singapore may refuse or cancel an approved Leave of Absence, should you provide any information that is false or misleading

Course Withdrawal
• An interview session will be conducted prior to completion of course withdrawal formalities
• Refund policy will apply as stated in the Student’s Contract

CERTIFICATION AND END-OF-COURSE DOCUMENTS

Certificates
Certificates are issued as recognition of successfully passing the final module, Academic English 3, of the Diploma of English for Academic Purposes.

Record of Achievement
All students will receive a Record of Achievement upon completion of their unit, even if they have not passed. The Record of Achievement displays the results of all course assessments, the aggregate score and shows comments provided by the teacher about a student’s competency in the areas of reading, listening, writing, speaking and motivation/study skills.

Students can collect their end-of-course documents from the Academic Services Officer.
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 REGULATIONS CONTINUED

ATTENDANCE REQUIREMENT

International Students

International students 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.

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: http://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.
The Student Career Centre provides career related advice to students and graduates. Services provided include:

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

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

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

**Mock Interviews**
Mock interviews provide you with an opportunity to apply and test your interview answering skills in a real world setting. This process will closely mirror what you might expect to undergo in a real interview and participants will be provided with feedback on all areas of their interview performance, which includes first impressions, non-verbal communications, 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 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 6.00 pm (except Public Holidays). For any enquiries, you can email us at studentcentral@curtin.edu.sg.

Lost and Found Item
Students are advised to exercise extra care of their personal belongings in high traffic areas, such as 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:
- Music Club
- Dance Club
- KUNCI (Indonesian Community)
- Curtin Community Service Club (CCSC)
- Media Club
- Golf Club
- Women in Business
- Badminton Club
- Futsal Club

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.
STUDENT SUPPORT SERVICES CONTINUED

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 6.00 pm or email at counselling@curtin.edu.sg to set up an appointment with the counsellor. Appointment schedule is every Wednesday and Friday, 2.30 pm to 5.30 pm (except during term breaks and on public holidays).
FEE PROTECTION SCHEME (FPS)

Curtin Singapore adopts the Fee Protection Scheme (FPS) to provide full protection of all tuition fees paid by the students. All students who are enrolled with Curtin Singapore will have to purchase the FPS. Students are advised to check all issued receipts and Certificate of Insurance to ensure accuracy of information printed and tuition fees paid. Students are also able to check and monitor the status of their protected tuition fees via the Certificate of Insurance sent to them by email within 7 working days from the date of receipt of tuition fees.

With reference to the Fee Protection Scheme policy:

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

Limits of Indemnity:
Insured Event 1 and/or 2: Insured Tuition Fees for any one event and in the aggregate
Insured Event 3: $10,000 for any one event and in the aggregate

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

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$30,000 per student, at least B1 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 contents at curtin.edu.sg/online-orientation-june-july-2020/

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. (For further clarification, please refer to the Attendance Section of the Handbook);

• students must understand that the Student’s Pass will be cancelled by the Controller of Immigration if they fail to remain or cease to be retained as a student of Curtin Singapore;

• students holding a Student’s Pass are strictly not allowed to engage in any form of paid employment or in any business, profession or occupation in Singapore during the validity of your Student’s Pass;

• students shall not smoke, administer to themselves, consume or be in any way engaged in the trafficking of any controlled drug as defined in the Misuse of Drug Act or any written law in force relating to the control of dangerous or harmful drugs;

• students shall not take part in any political or other related activities during their stay in Singapore;

• students shall not contravene any laws or any statutory modification or re-enactment in force in Singapore during their stay;

• students are not permitted to remain in Singapore without a valid stay. This will result in overstaying which is punishable by law.

Student’s Pass Renewal

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

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

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

Curtin Singapore will also inform ICA to cancel the Student’s Pass when a student:

• has been absent from class for a continuous period of 7 days
• attendance is below 90%
• has no enrolment in a particular trimester

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

The following documents are required to apply for replacement of Student’s Pass:

• one recent passport-sized photo (taken within the last 3 months)
• valid travel document (with a validity period of at least 6 months)
• a letter from Curtin Singapore stating that the student is currently a registered student
• a Statutory Declaration signed by the holder or a police report (original copy)

• students in all circumstances are to acknowledge a copy of the Terms & Conditions of Student’s Pass (STP).

Update of Personal Particulars
All students are required to inform Curtin Singapore of any changes to their residential address in Singapore, contact numbers and residency status within 7 working days. It is important that personal details are updated for the institution’s record as such information may be required by Singapore Government. International students in particular are required to update their particulars within 7 working days upon arrival in Singapore. Students are requested to approach Student Central and advise them of these changes.

Singapore Laws and Regulations
All Curtin Singapore students, whether local or international, must take note of Singapore Laws and Regulations. Please refer the website of the Attorney General’s Chambers’ Singapore Statutes Online at sso.agc.gov.sg 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 of 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.
- In accordance with the Personal Data Protection Act 2012 (PDPA), Curtin Singapore recognises the rights of the students to protect their data and the needs of Curtin Singapore to collect them for legitimate and reasonable purposes. In this context, Curtin Singapore will collect, use or disclose personal data when:
  a) the student have the knowledge and gave a consent (with some exceptions),
  b) Curtin Singapore have stated the purpose in an appropriate manner and must be within reason in the given circumstance.
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 are expected to behave respectfully, embracing the diversity of both Curtin staff and students with a sense of consideration of their rights and responsibilities.

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

Irresponsible behaviour on the part of the student may lead to the student being:

- asked to leave a room or any campus premises by an authorised Curtin Singapore staff member;
- reported to the relevant Government department;
- suspended from activities for a period of time determined by the Pro Vice-Chancellor and President or Director of Academic Services; or
- expelled from Curtin Singapore.
LIBRARY CODE OF CONDUCT

Curtin Singapore aims to provide a safe and pleasant place for students to study. The library codes of conduct is 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 includes:

- 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 Closed Circuit TV to safeguard library materials and property.
- Users should be aware of Curtin Singapore computer use policy.

Violations of the library code 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

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.

ALCOHOL
Alcohol is not allowed to be sold or consumed on campus.
STANDARD CODE OF CONDUCT CONTINUED

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

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

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

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

<table>
<thead>
<tr>
<th>LIBRARY OPENING HOURS</th>
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</thead>
<tbody>
<tr>
<td>Monday - Friday</td>
<td>8.30am – 9.00pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>8.30am – 1.30pm</td>
</tr>
<tr>
<td>Sunday and public holidays</td>
<td>CLOSED</td>
</tr>
</tbody>
</table>

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 [library.curtin.edu.sg](http://library.curtin.edu.sg)

**Loans services**
Current students must present a Student ID Card to borrow books or use library facilities and services. A student may borrow 1 reserve book and 4 books from the general collection.
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 paid for, 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.

<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>EAP Students</td>
<td>1 EAP Readers Collection</td>
<td>1 week</td>
<td>1</td>
<td>SGD0.50 per day</td>
</tr>
<tr>
<td>Teaching Staff</td>
<td>5 Desk Copy Collection</td>
<td>1 study period</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 Student Textbook Collection</td>
<td>2 hours</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 General Collection</td>
<td>2 weeks</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

My library account

You can check your library account at the [library.curtin.edu.sg](http://library.curtin.edu.sg) It gives you access to all of your borrower information including overdue loans, reserves, 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 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.
Reservations
Library members may place an online reservation for any item that is out on loan at Curtin Singapore library catalogue at 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 Curtin Singapore library catalogue. Overdue fines will not be computed for Library closure hours.

Items that are returned by 28 days from the date due are considered lost. Please refer to ‘Lost or damaged items’ below for more details.

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

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

Library members have to pay:

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

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

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

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

You can top up (place credit) your Curtin Singapore 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 library.curtin.edu.sg to:

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

Procedure

1. Go to Curtin Singapore Library catalogue at 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 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 library.curtin.edu.sg 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 students. Please visit curtin.edu.sg to learn more about the library workshops and discover how they will benefit your academic journey.

Alternatively, please email to library@curtin.edu.sg to enquire more about the workshops.
Group discussion room (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>COMMON STUDY ROOM OPERATING HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Saturday</td>
</tr>
<tr>
<td>Sunday and public holidays</td>
</tr>
<tr>
<td>Sunday (4 weeks prior to examination period)</td>
</tr>
</tbody>
</table>
CAMPUS RESOURCES AND FACILITIES CONTINUED

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.

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

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

Appropriate Use of Internet and Email
The IT facilities are provided by Curtin Singapore to students as tools to assist in their learning. These systems, including all equipment and contents (however stored) are the properties of Curtin Singapore.

Misuse of electronic communication systems may result in disciplinary action. The form and severity of such action will depend on the circumstances, but may include monitoring of use, loss of access, suspension or expulsion from Curtin Singapore.

The following are examples of prohibited use:

• accessing, storing or communicating obscene or offensive materials, for example any inflammatory, pornographic or violent material or any message, joke or form which violates any law or harassment such as racial or sexual harassment or creates an intimidating or hostile study environment;
• using Curtin Singapore’s communications system for personal commercial benefit, including setting up or running a business;
CAMPUS RESOURCES AND FACILITIES CONTINUED

- 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.

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.
INTRODUCING CURTIN SINGAPORE CONTINUED

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.
FINANCIAL INFORMATION

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

By PayNow
Student can enter the Unique Entity Number 2008084822RSGD or scan the QR code on the right.

Curtin Education Centre Pte Ltd is displayed as the recipient name. 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.

By Western Union GlobalPay
International Student may also make their payments through Western Union GlobalPay. This allows students to pay tuition fees in their local currency, quickly and conveniently. For more information on Western Union GlobalPay for Students, visit curtin.edu.sg/future-students/fees-charges/making-payments/western-union-globalpay-for-students/.

Please advise Curtin Singapore Finance Department immediately when the funds have been direct deposited into the bank account. Please ensure you keep the receipt and present it to Curtin Singapore Finance Department as proof of payment. If student ID number and registered name are not stated in the reference field and proof of payment is not presented, the fund may be returned back to the sender within 7 days. Tuition fee payments are only accepted based on the instalment amount stated in the Standard PEI-Student Contract. Tuition fees will be based on the prevailing rates during the new contract period upon the expiry of the existing contract.

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

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

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

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

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

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

1.1 Notification and Arrangement
PEI shall notify the Student within three (3) working days upon knowledge of any of the following:

i. It does not commence the Course on the Course Commencement Date;
 ii. It terminates the Course before the Course Commencement Date;

 iii. It does not complete the Course by the Course Completion Date;

 iv. It terminates the Course before the Course Completion Date;

 v. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the Standard PEI-Student Contract within any stipulated timeline set by CPE; or

 vi. The Student’s Pass application is rejected by Immigration and Checkpoint Authority (ICA).

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

 1.2 Withdrawal for Cause

 Subject to Clause 1.8, the Student shall be entitled to immediately withdraw from the Course by giving written notice to the PEI of his/her intention to do so if the PEI is in breach of any of its obligations under the Student Contract or fails to perform its obligation(s) under the circumstances in Clause 1.1 (i) to (v).

 1.3 Refunds for Withdrawal for Cause

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

 i. The entire amount of the Course Fees; and

 ii. The Miscellaneous Fees (if any).

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

 1.4 Refunds for Withdrawal Without Cause

 Where the Student withdraws from the Course for any reason other than those set out in Clause 1.2 or Clause 1.8, the PEI shall, subject to Clause 1.9, as soon as practicable after receiving the Student’s written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice) refund to the Student the following sums (less any applicable bank administrative charges properly paid/payable):
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.

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### Table: % of (The Aggregate Amount of the Fees Paid Under Course Fees and Miscellaneous Fees) vs. If the Student’s Written Notice of Withdrawal is Received

<table>
<thead>
<tr>
<th>% of Amount Paid</th>
<th>Notice of Withdrawal</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>more than [28] days before the Course Commencement Date</td>
</tr>
<tr>
<td>75%</td>
<td>before, but not more than [28] days before the Course Commencement Date</td>
</tr>
<tr>
<td>0</td>
<td>on or after the Course Commencement Date</td>
</tr>
</tbody>
</table>
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 (SIArb) and that, accordingly, any legal action arising out of or in connection with the Student Contract (“Proceedings”) may be brought in those courts and the parties irrevocably submit to the jurisdiction of those courts PROVIDED THAT nothing in this Clause shall limit the right of any party to take Proceedings in any other court of competent jurisdiction nor shall the taking of Proceedings in one or more jurisdictions preclude that party from taking Proceedings in any other jurisdiction, whether concurrently or not.

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

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

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

REFUND PROCEDURES
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 person 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 lift
- proceed to the following designated assembly points:
  - Assembly Point 1: Car park located behind Block A
  - Assembly Point 2: Basketball Court
  - Assembly Point 3: 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, (65) 9768 7690 or (65) 8268 9746

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

FEEDBACK MANAGEMENT

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

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

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

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

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

Your feedback is valuable to us!

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

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

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

All feedback will be solved in 21 working days.

STUDENT SURVEYS

Survey methodology:

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

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

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

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

COMMITTEE FOR PRIVATE EDUCATION

Regulates private education to raise quality and standard

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

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

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

Note:

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

** The Private Education Act is an Act to provide for the regulation and accreditation of private education institutions so as to ensure the provision of quality education thereat and for matters connected therewith.
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:** [portal.ssg-wsg.gov.sg/feedback](http://portal.ssg-wsg.gov.sg/feedback)
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<th>CONTACT INFORMATION</th>
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<td>General Enquiries</td>
<td>IT Support</td>
</tr>
<tr>
<td>Email: <a href="mailto:info@curtin.edu.sg">info@curtin.edu.sg</a></td>
<td>Email: <a href="mailto:itsupport@curtin.edu.sg">itsupport@curtin.edu.sg</a></td>
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<td>Email: <a href="mailto:studentcentral@curtin.edu.sg">studentcentral@curtin.edu.sg</a></td>
<td>Library</td>
</tr>
<tr>
<td>Tel: (65) 6593 8000</td>
<td>Email: <a href="mailto:library@curtin.edu.sg">library@curtin.edu.sg</a></td>
</tr>
<tr>
<td>Fax: (65) 6593 8001</td>
<td>Student Administration</td>
</tr>
<tr>
<td></td>
<td>(for Student’s Pass renewals, student contracts)</td>
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<tr>
<td></td>
<td>Email: <a href="mailto:studentadmin@curtin.edu.sg">studentadmin@curtin.edu.sg</a></td>
</tr>
<tr>
<td>Academic Services (Enrolment, Timetable, Leave of</td>
<td>Student Activities and Events</td>
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<td>Absence, Course Withdrawal, Academic Misconduct,</td>
<td>Email: <a href="mailto:campus.events@curtin.edu.sg">campus.events@curtin.edu.sg</a></td>
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<td>Academic Status, Application for Assessment Extension,</td>
<td>Career Services</td>
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<td>Email: <a href="mailto:accommodations@curtin.edu.sg">accommodations@curtin.edu.sg</a></td>
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<tr>
<td>Attendance</td>
<td>Feedback, compliments and suggestions</td>
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<td>Email: <a href="mailto:feedback@curtin.edu.sg">feedback@curtin.edu.sg</a></td>
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<td>Finance (Fee Protection Scheme Insurance matters)</td>
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<td>Email: <a href="mailto:finance@curtin.edu.sg">finance@curtin.edu.sg</a></td>
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Campus Map
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Curtin Education Centre ERF No: 200804822R (20 May 2018 to 19 May 2022)