Curtin Singapore

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 50,000 students studying across its Australian and international campuses, 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 Singapore

Curtin University is a vibrant, forward-thinking, innovative university where you can move forward in your chosen career.

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

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

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

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

Vision

Working in partnership we will make a difference for people and our planet.

Strategic Positioning

Curtin Singapore is the globally recognised, regionally relevant university of choice for students, staff, and our communities.

Core Values

Integrity - to act ethically, honesty and with fairness

Respect - to listen, value and acknowledge

Courage - to lead, take responsibility and question

Excellence - to strive for excellence and distinction

Impact - to empower, enable and inspire

Introducing Curtin Singapore continued

Culture statement

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

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

Integrity - to act ethically, honesty and with fairness

Respect - to listen, value and acknowledge

Courage - to lead, take responsibility and question

Excellence - to strive for excellence and distinction

Impact - to empower, enable and inspire

Our commitment to equal opportunity is reflected in a range of policies and support services to ensure all students and staff, irrespective of race, gender, beliefs or culture, receive fair and just treatment.

Introducing Curtin Singapore continued

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

Professor Seth Kunin
Deputy Vice-Chancellor, Global
Curtin University

Professor Paul Brunton
Deputy Vice-Chancellor, Academic
Curtin University

Mr Malcolm Baigent
Chief Executive Officer
University Partnerships Australasia
Navitas Limited

Professor Chris Rawson
Dean, Learning & Teaching, Faculty of Science and Engineering

Associate Professor Subra Ananthram
Dean, Learning & Teaching, Faculty of Business and Law

Associate Professor Nicole Slatter
Dean, Learning & Teaching, Faculty of Humanities

Associate Professor Marina Ciccarelli
Dean Learning & Teaching, Faculty of Health Sciences

Ms Kerry Valentine
College Director & Principal
Curtin College

Associate Professor Lim Swee Hia
President, Singapore Nurses Association

Ms Quek Wai Lan Grace
External Member

Dr Ashley Tong
Academic Staff Member

Jyotirmay Vyas and Bernard Koo
Curtin Singapore Student Member

Introducing Curtin Singapore continued

Examination Board

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

Chair

Professor Linley Lord
Pro Vice-Chancellor and President
Curtin Singapore

Members

Ms Kerry Valentine
College Director & Principal
Curtin College

Mr Nick Swallow
Director of Studies (English)
Curtin Singapore

Dr Saravanan Sathiyaseelan
Director of Academic Services
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 Perth, Western Australia, Curtin College offers courses to students in Singapore.

Curtin College has helped over 12,500 students realise their dreams of a Curtin University bachelor's degree.

Curtin College is registered as an Institute of Higher Education provider under Tertiary Education Quality and Standards Agency (TEQSA). TESQA regulates and assures the quality of Australia's higher education sector (including universities).

TEQSA Provider Code PRV12157.

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 Alan Dench

Curtin College Members

Ms Kerry Valentine
College Director & Principal

Mr Les Hughes
Academic Director

Dr Elsamaul Elhebir
Program Manager, Health Sciences

Dr Pranavi Garg
Program Manager, Commerce

Mr Imran Khalid
Program Manager, Engineering and Information Technology

Ms Renuka Pathmasuntharam
Program Manager, Humanities

Ms Lea Marlow
Quality and Compliance Manager (Executive Officer)

Curtin Singapore Members

Professor Linley Lord
Pro Vice-Chancellor and President

Dr Saravanan Sathiyaseelan
Director of Academic Services

Curtin University Members

Professor Julianne Reid
Associate Provost

Associate Professor Subra Ananthram
Dean, Learning and Teaching, FBL

Professor Chris Rawson
Dean, Learning and Teaching, SAE

Associate Prof Simon Winetroube
Director, Curtin English

Board of Examiners

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

Mr Les Hughes
Academic Director

Curtin College Members

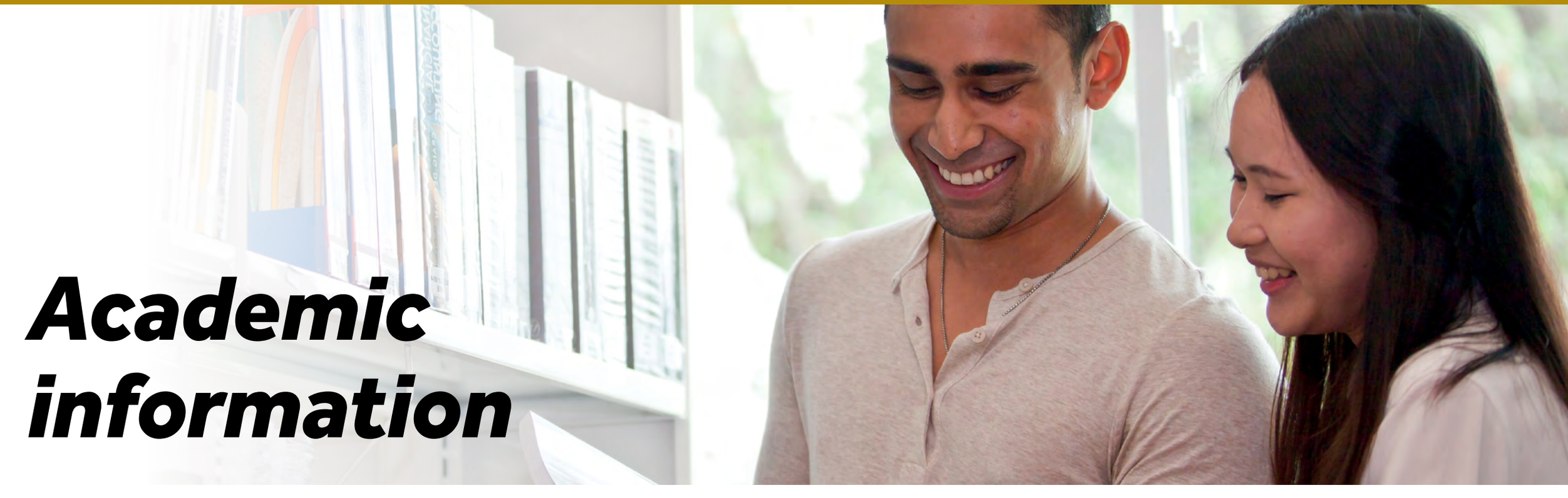
Mr Imran Khalid
Program Manager, Engineering and Information Technology

Ms Renuka Pathmasuntharam
Program Manager, Humanities

Dr Pranavi Garg
Program Manager, Commerce

Curtin Singapore Member

Dr Saravanan Sathiyaseelan
Director of Academic Services



Academic information

Student's online resources

Important information is made available to students via Axis, Email and Moodle as follows:

Axis

Axis is where you can access a range of services where you can

- Access Moodle
- View your timetable
- Check your Student Email
- Complete your class enrolment
- View announcements
- View your final results

To log on to Axis, go to *https://learning.curtin.edu.sg*

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 "My Email" under the "Study Essentials" tab after you log in to Axis. It is recommended that you check your Student Email every day to read important notices and emails from Curtin Singapore.

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 *https://students.curtin.edu.sg/student-essentials/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. 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).

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. Student must make an appointment with a Student and Academic Services Officer to seek approval for any change in unit enrolment from week 2.

Unit withdrawal by census date (week 1 to week 4)

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 (i.e. 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).

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 (i.e. grade for the unit will be recorded as "F" (Fail) 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:

- withdraw 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 for an incomplete course.

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.

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:

- withdraw 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 2 study periods and who do not have an approved leave of absence will be considered as AWOL (Absence Without Leave). A new application to admit into the course will be required if an AWOL student wishes to return to studies.

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*

Academic information continued

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.

Academic integrity

Academic integrity at its core is about honesty and responsibility and is fundamental to Curtin Singapore's expectations of you. This means that all of your work should be your own and it should be underpinned by integrity, which means to act ethically, honestly and with fairness.

Academic misconduct

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

Types of academic misconduct

Plagiarism

The element inherent to plagiarism is the lack of acknowledgement of the original source.

Plagiarism includes:

- Paraphrasing, copying, or presenting any part of the work or other(s) without a reference to those sources.
- Reproducing teaching material or lecture notes without acknowledgment of those sources in the work;
- Translating foreign works into English without acknowledgment of those sources;
- Reusing one's own previously submitted or assessed work, in part or in whole, without permission from the Unit Coordinator;
- In the case of group work, falsely claiming or attributing authorship where there has been inadequate contribution.

Collusion

Collusion includes assistance provided to, or received from another person in the preparation or production of any part of a work;

• Editing and proofreading may result in collusion if there is a contribution to the work resulting in a work no longer being the original work of the student. This may include rewriting, contribution of additional material, amending work or part of a work;

• Collusion may also include sharing answers or allowing another person or persons to copy any part of a work;

• Collusion is not limited to collaboration with a Curtin College or Curtin University student but may include collaboration with any person, irrespective of their location.

Academic information continued

Cheating and Contract Cheating

Cheating and Contract Cheating may include:

- Accessing unauthorised notes during an examination that is held either on-campus or online. The notes may be on or in an object, a data storage device (see Definitions), or on any part of the body;
- Sitting an examination or test that is held either on-campus or online on behalf of another student or having another person undertake the examination;
- Communication with another student during an examination. It is irrelevant whether or not information is exchanged or imparted in the communication. Communication includes speech, writing, non-verbal communication, or the use of a data storage device.
- Copying from another student or allowing another student to copy during an examination or assessment that is held either on-campus or online;
- Purchasing work, bartering or commissioning another person or website to produce work which is then passed off as one's own.
- Submitting work that is generated and/or enhanced with the use of digital assistance (e.g. translators, digital assistants, or artificial intelligence tools such as ChatGPT, Bard, Bing, etc.) to the extent where the submitted work isn't a reasonable representation of the student's abilities and/or cannot be considered an original work of the student unless otherwise explicitly permitted by the assessment specification.
- Selling one's work is also considered contract cheating.

Misrepresentation may include:

• Submission of a falsified testamur or academic transcript to gain admission to a course at Curtin College;

• Submission of fabricated or falsified documents, or medical certificates to gain an advantage in admission, assessment or course progress;

• In respect of attendance requirements under the Attendance Policy, falsely asserting attendance at a class or laboratory session.

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

For more details refer to the Curtin College Academic Integrity Policy and Procedures following this link: *https://www.curtincollege.edu.au/current-students/essential-information/policies-procedures-forms*

Academic misconduct 'other'

- Academic dishonesty that does not fall into the other misconduct categories.
- Falsifying medical certificates for assessment extension.

Academic information continued

Test and examination rules and conditions

Requirement to have a Valid Curtin Student Identification

- All Curtin Singapore students are required to produce their Student ID Card in all tests and examinations and must place the card on their desk where it may be clearly seen by the invigilators.
- Students will not be provided with additional time to complete a test or examination as a consequence of delays in identity verification.

Test and Examination Attendance

- Students are responsible for sitting their examination as advised in any progressive test schedule or examination timetable.
- Failure to be present at the venue during the test or examination will lead to a zero for the test or examination, even if you submit work for the test or examination.

Commencement of the Test and Examination

- Students must arrive 30 minutes before each test or examination begins to ensure that your laptop is able to connect to the Wi-Fi and access Moodle. A briefing for each test or examination will be conducted at the venue before the start of the test or examination. Students arriving late to the venue will not be granted additional time to complete the test or examination.
- If, for any reason, a test or examination commences late the students will not be disadvantaged. The full reading time (if applicable) and duration will not be reduced.
- If, for any reason, an examination is delayed or interrupted for more than 30 minutes, the examination may be re-scheduled at the discretion of the Director of Academic Services.

Food and Drink in Test and Examinations

- Food or drink, other than water, will not be brought into the test or examination or consumed without permission.

Approved Test and Examination Materials

- The possession or use of any materials (e.g. type of calculator(s), permitted notes) will be authorised by the invigilator and communicated to the student.
- If unauthorised material is found in the possession of a student or used during a test or examination, they may face disciplinary action.
- Dictionaries are not permitted in any test or examination.

Other Items

- Headwear (e.g. hats, caps) is not to be worn during a test or examination with the exception of those for medical, disability or obligatory religious requirements.

Failure to Undertake/Late Arrival/Early Departure from a Test and Examination

- Students who fail to undertake or are late for a test or examination because they misread the progressive

Academic information continued

test schedule or examination timetable details or accepted incorrect information on progressive test schedule or examination schedule details from another person, are not entitled to sit the test or examination at any other time or receive any other concession.

- Where a student has attempted to sit a test or examination in a unit but has not been able to complete or undertake the examination due to illness or some other valid reason, the student may apply for an assessment extension as per the Assessment Extension Procedure.

Conduct in the Examination

- Students will adhere to examination instructions. Such instructions may define permitted reference materials and expectations regarding academic referencing.
- During an examination a candidate will not:
  - Communicate with any other student (unless required to do so);
  - Obtain, or endeavour to obtain, unauthorised assistance in their work;
  - Give, or endeavour to give, assistance to any other students; and
  - Behave in such a manner inconsistent with the proper conduct

Mobile phones, electronic devices and other aides

- Unless explicitly authorised for the purposes of an examination, students are prohibited from:
  - Accessing, being in possession of, or using any mobile phone or unauthorised electronic device;
  - Accessing, being in possession of, or using any device capable of storing information or connecting with another device, including but not limited to electronic devices;
  - Accessing, being in possession of, or using any notes or unauthorised materials;
  - Accessing, being in possession of, using any device capable of communicating with another person; and
  - Interacting or colluding with any other person.

Further requirements specific to Face-to-Face Written Examinations

- Face-to-face written examinations may have 10 minutes reading time in addition to the duration of the examination. During reading time a student may make notes or highlight text, as directed in examination instructions provided by the invigilators.
- No student will:
  - Be admitted to the venue after the first hour (including reading time) has expired;
  - Leave the venue until one hour of the examination has expired;
  - Leave the venue during the last 15 minutes of the examination; and
  - Be re-admitted to the venue after they have left unless, during the full period of their absence, they have been under approved supervision

Academic information continued

Progress and intervention

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, or Terminated.

For further information, you may refer to this *link*.

Academic information continued

CURRENT ACADEMIC STATUS	CRITERIA	NEXT STUDY PERIOD
Good Standing	Student passes 50% or more of their enrolled units in a study period	Good Standing
Good Standing	Fails a unit for the first time	Good Standing (but will receive an Early Warning Notification)
Good Standing	Fails 50% or more of enrolled units in a study period	Conditional
Conditional	Student passes more than 50% of enrolled units and meet the following criteria: • Pass any previously failed units that resulted in their status remaining Conditional; • Meet all conditions that may have been set down in relation to Conditional status; or • No longer meet the criteria for Conditional or Terminated.	Good Standing
Conditional	Student fails 50% or more of enrolled units	Terminated
Good Standing, Conditional	Student fails a unit for the third time	Terminated
Good Standing, Conditional	Doesn’t complete at least 100 credits (usually four units) over the previous year	Terminated
All Academic Status	Student changes program	Returns to an Academic Status which is one level lower or Good Standing
Returning Students (after withdrawal)	Returning to the same program	Remain on the previous Academic Standing
	Returning to a different program with no shared units	Conditional

Academic information continued

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, Diploma of Arts and Creative Industries or Diploma of Information Technology, 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.

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.

The Assessment and Moderation policy can be found here: *https://www.curtincollege.edu.au/current-students/essential-information/policies-procedures-forms/*

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 are unable to submit the examination on time due to medical reasons or other extenuating circumstance, please complete the Application for Assessment Extension located in *https://students.curtin.edu.sg/student-essentials/forms-and-documents/* and submit it together with the relevant documentation to *Assessments@curtin.edu.sg*. An application for Assessment Extension is to be submitted prior to the due date. If this is not possible, it can be submitted within **TWO calendar days** following the missed examination with the required documentation.

Academic information continued

Assessment extension

If you unable to complete the assessment due to medical reasons or other extenuating circumstances, an Application for Assessment Extension and the relevant documentation must be submitted via email to *Assessments@curtin.edu.sg*. An application for Assessment Extension is to be submitted three (3) days prior to the due date. If this is not possible, it can be submitted within two (2) calendar days following the missed assessment with the required documentation.

Students will be notified of the outcome of the application by email to the student email address. Please note that an application for Assessment Extension is subject to approval. If the assessment extension is not approved, the relevant penalties will apply.

Criteria for Assessment (Exam) extension form

Student must satisfy the Associate Director of Academic Services 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 Extension 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
- commitments to participate in emergency service or defence force activities (for example bushfire protection)
- unavoidable and unexpected work commitments (for example, relocation)
- other reason/s such as religious custom or event, that prevents completion of the assessment by the original due date

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

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

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

Academic information continued

Results

The latest examination results can be viewed by students through 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 will correspond with the grades that you will see on Moodle when you view your results.

Grading system

FINAL GRADES	DESCRIPTION	MARK (RANGE)
10	High Distinction	100
9	High Distinction	90-99
8	High Distinction	80-89
7	Distinction	70-79
6	Credit	60-69
5	Pass	50-59
PA	Pass	0-100
F	Fail	0-99
NC	Fail Incomplete	0-99
X	Outstanding Supplementary Assessment	
PX	Pass After Supplementary Assessment	
FX	Fail After Supplementary Assessment	
DA	Deferred Assessment	
GNS	Grade not Submitted	
ANN	Result Annulled Due to Academic Misconduct	
W	Withdrawn from Unit	
EX	Exemption	

Attendance requirements

It is your responsibility as a student to attend all classes. Failure to attend the correct classes will result in your attendance not being recorded for that week.

Facial Recognition Attendance System

Curtin Singapore adopts a contactless facial recognition technology where facial features are scanned and captured by the facial recognition terminal. The data captured are then downloaded and managed by the Student Attendance System (SAS) 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 in using the facial recognition terminal 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.

Attendance regulations continued

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 Facial Recognition Terminal located at:

- Level 2 Library
- Level 3 UniHub
- Level 4 Student Connect

By scanning in and out of the terminal, 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 SAS Website at this link: *http://sas.curtin.edu.sg*

If you have a medical certificate issued by a registered medical practitioner in Singapore, it must be attached in the AJ request before the AJ can be approved.

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

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

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

Appeals information

Academic status appeals

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

The 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 Axis at *https://learning.curtin.edu.sg* by selecting 'Students' on the top menu then Documents. Appeals must be submitted or via email to *appeals@curtin.edu.sg*.

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.

Assessment appeals

In-study period assessments

Step 1 – Informal appeal of result

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 which can be found at this link: *https://students.curtin.edu.sg/student-essentials/forms-and-documents/*. Application must be submitted by email to *appeals@curtin.edu.sg* within 10 working days of the publication of the marks for the assessment. A Student & Academic Services Officer will arrange for a review session 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 of result

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 can be found at this link: *https://students.curtin.edu.sg/student-essentials/forms-and-documents/* and must be completed and submitted via email to *appeals@curtin.edu.sg*. The appeal must be lodged within 10 working days of receiving feedback from the Informal Appeal of Result process. The application must include an explanation as to why the student wishes to appeal the result.

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.

Step 4 - External Appeal

Where the appellant is unsatisfied with the outcome of the Appeals Committee, they may lodge an appeal with an External body.

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 via email to *appeals@curtin.edu.sg*. 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 Curtin Student 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.

Step 3 - External Appeal

Where the appellant is unsatisfied with the outcome of the Appeals Committee, they may lodge an appeal with an External body.

Student support services

Curtin Singapore provides student support services to students from the day they join Curtin Singapore to the day they graduate. Services provided include:

Career Consultation services

Career Consultation services provide advice on avenues for a student to identify suitable career choices as well as guides through the job search process. 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 communication, and ability to handle challenging interview questions, among others.

Industry engagement

Undergraduate and postgraduate students can benefit from engagement with professionals from the industry who act as mentors. You will be able to gain knowledge, skills and experience, and advice through various modes of guidance from the mentors.

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.

Beyond the classroom workshop series

Workshops that complement your academic studies through a range of learning and development sessions that will up-skill and value-add your journey towards success and employability. Students can enrol in workshops on career planning, resume writing, interview skills, networking skills, or learn more academic skills such as assignment skills, study skills, digital skills, and referencing to expand knowledge or support your learning.

Student support services continued

Employment opportunities

Job openings with partnering employers are available on

our internal job portal Curtin Global Careers at *https://globalcareers.curtin.edu.au/*

Book an appointment with a Student Experience and Engagement Manager through *SEE@curtin.edu.sg*

Student Connect

One-stop enquiry and help services

Student Connect 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:

- application for letter requests
- Student's Pass queries
- examination, appeal and academic matters
- graduation matters
- loan of games
- lost & found enquiry services

Student Connect is located on Level 4 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 *studentconnect@curtin.edu.sg*.

Lost and found items

Students are advised to exercise extra care of their personal belongings in high traffic areas, such as the 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 item on campus, please report the matter to Student Connect during 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 support services continued

Curtin Singapore Student Committee (STUCO)

STUCO provides various avenues of engagement for Curtin Singapore's students and promotes a vibrant campus life. Supported by Curtin Singapore, monthly events are organised to cater to a wide range of interests, such as sports, arts, and community outreach programs.

Students who would like to be a part of the STUCO may register their interest via email at *SEE@curtin.edu.sg*. Students are selected based on comprehensive recruitment criteria and panel interviews.

Student Clubs

Curtin Singapore has a list of established student groups and clubs catering to a wide selection of interests in the areas of sports, arts, and community service programs. Club recruitment drives are held at the start of every study period for students to register to be members of the clubs. Recruitment is open all year long, a range of events and activities are organised, and regular meetings and get-togethers are also held among clubs. Refer to the Curtin Singapore website for information about student clubs and fun-filled activities at *https://students.curtin.edu.sg/curtin-experience/student-clubs/*

Please contact us at *SEE@curtin.edu.sg* if you would like to be a member of any of these clubs.

Games

Loan of equipment and games

Curtin Singapore has games for loan. These include pool set, board games, card games and many more. Approach any staff member at Student Connect for loan of games. All you need to do is to sign out with your Student ID Card in exchange for the games.

Kindly note that 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.

Student support services continued

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 Connect, 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 Tuesday and Thursday, 2.00 pm to 5.00 pm (except during term breaks and on public holidays).

Student administration

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 under FPS Group Insurance. Students are advised to check all issued receipts to ensure accuracy of information printed and tuition fees paid. Students may submit a request for the Certificate of Insurance to *finance@curtin.edu.sg*.

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 Howden Insurance Brokers (S.) 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:

Howden Insurance Brokers (S.) Pte Limited
Tel: 6856 8328
Email: *customerservice_aegis@howdengroup.com*
Website: *www.howdengroup.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 Income Insurance Limited.

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.

Group Hospital and Surgical Insurance for Covid-19

Curtin Singapore is committed to ensure safety and well-being for our students. As part of our ongoing support services to all international students, Curtin Singapore has in place a medical insurance scheme that covers hospitalisation costs due to COVID-19 infections only.

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 at *https://curtin.edu.sg/curtin-university/policy-governance/medical-insurance/*

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 emailed to *academic@curtin.edu.sg*

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 complete the Student's Pass application at least 4 weeks before the expiry of the Student's Pass.

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 Connect 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 Connect 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 Library for all Student ID Card related matters.

Confidentiality and privacy policy

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.

Standard code of conduct

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 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 code 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 Closed Circuit TVs 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.

Standard code of conduct continued

Academic

Please refer to Academic Misconduct section contained in this handbook located *here*.

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 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 Connect.

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 learning spaces, Library, common study areas 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 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.

Campus resources and facilities

Library

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 diploma programs 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.

STUDY PERIOD	
Monday – Friday	8.30am – 7.30pm
Saturday	8.30am – 1.30pm
Sunday and public holidays	CLOSED

STUDY FREE WEEK(S) PERIOD (IN TRIMESTER 1A AND SEMESTER 1)	
Monday – Friday	8.30am – 6.00pm
Saturday, Sunday and public holidays	CLOSED

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.

Campus resources and facilities continued

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.

BORROWER	MAXIMUM ITEM FROM COLLECTION	LOAN DURATION	RENEWAL LIMIT	OVERDUE FINES
Students	1 Student Textbook Collection 4 General Collection	2 hours 2 weeks	1 1	SGD0.50 per hour SGD0.50 per day
Teaching Staff	5 Desk Copy Collection 1 Student Textbook Collection 1 General Collection	1 study period 2 hours 2 weeks	1 1 1	

My library account

You can check your library account at Curtin Singapore library catalogue at *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.

Campus resources and facilities continued

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

OVERDUE NOTIFICATION	PERIOD OF NOTIFICATION SENT
Reminder of Item Coming Due	3 days before due date
First Overdue Notice	7 days after due date
Second Overdue Notice	14 days after due date
Third Overdue Notice	21 days after due date

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 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.

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 Curtin Singapore 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:

PRINTING AND PHOTOCOPYING SERVICE	CHARGES
A4 in Black & White	SGD0.10 per page
A4 in Colour	SGD1.00 per page
A3 in Black & White	SGD0.20 per page
A3 in Colour	SGD1.50 per page

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 email us at *library@curtin.edu.sg*

Campus resources and facilities continued

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 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)
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.

Campus resources and facilities continued

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)
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.

Learning workshops

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

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

Campus resources and facilities continued

Group Discussion (GD) and Single Study (S)Pods

7 GD Pods and 4 S Pods are available for group and single student use respectively. Each group or student can book the Pods for 1 hour per day. The minimum number of students in GD Pods is 2 and the maximum is 4 at any time. Extension of the usage of Pod is permitted for another hour based on room availability.

Bookings of the Pods may be made at the Library Counter using your Student ID card, or by email *library@curtin.edu.sg*. If booking is done via email, you will receive an email confirmation.

Computers

Computers in the Library are available for use for word processing, Internet browsing, emailing and other general software applications.

You can login to the computers using your Student ID card number and AXIS password.

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 between 8.30 am and 6.00 pm from Monday to Friday (excluding public holidays).

Internet usage

Wireless internet access is available on campus.

Before you are able to connect to Curtin Singapore Wi-Fi for the first time, you are required to login to AXIS or the campus computers in the library. You will not be required to do this step for subsequent access, 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

To connect to Curtin Singapore Wi-Fi, the log in details will be

Username: 14044115@learning.curtin.edu.sg

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. If a laptop is found connected to the Ethernet/LAN cable, IT will 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

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;

Campus resources and facilities continued

- 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.

Curtin Student UniHub

Curtin Student UniHub is located on Level 3 and is opened from Monday to Friday between 8:30 am and 8:00 pm, and on Saturday between 8:30 am and 1:30 pm. There are food and drinks vending machines for students and staff use, and microwaves are also available to heat up food.

Curtin Student UniHub is also a great place to network and interact with students. Students can enjoy pool games and other activities.

First aid

Certified first aid officers are available on campus. In the event that you are unwell or injured on campus, please approach Student Connect, Library or Security for assistance.

Gym

A gym is available at the Curtin Singapore campus. Located on Level 2, 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 8.30 am and 7.30 pm on weekdays. It is closed on Saturdays, Sundays and public holidays.

Parking

Parking is available at the Alpha building for students or guests visiting the campus. Enjoy a 10-minute grace period for pick-up/drop-off. Full parking charge will apply for vehicles in the car park beyond 10 minutes from the time of entry.

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 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:
10 Science Park Road, The Alpha,
Science Park II, Level 3, Unit 03-08,
Singapore 117684

Please write your name and student ID number on the back of the cheque. Before mailing the cheque, please email a copy of the front and back of the cheque to *finance@curtin.edu.sg*.

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 using the mobile banking app.

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* so that we can identify your fees and allocate them to your account promptly. If your student ID number and registered student 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.

By Convera GlobalPay

International Student may also make their payments through Convera GlobalPay. This allows students to pay tuition fees in their local currency, quickly and conveniently. For more information on Convera GlobalPay for Students, visit *https://students.curtin.edu.sg/student-essentials/fees/payment-options/convera-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.

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: *https://students.curtin.edu.sg/student-essentials/fees/refund-policy/*

Financial information continued

1.1 Notification and arrangement

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

- It does not commence the Course on the Course Commencement Date;
- It terminates the Course before the Course Commencement Date;
- It does not complete the Course by the Course Completion Date;
- It terminates the Course before the Course Completion Date;
- 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

- 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 are obliged to pay for only services received e.g. the semester/term fees during which the student had participated in and benefitted from e-Learning. Any unconsumed Course Fees and Miscellaneous Fees already paid shall be refunded to the Student 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:

- The entire amount of the Course Fees; and
- 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):

Financial information continued

% OF [THE AGGREGATE AMOUNT OF THE FEES PAID UNDER COURSE FEES AND MISCELLANEOUS FEES]	IF THE STUDENT'S WRITTEN NOTICE OF WITHDRAWAL IS RECEIVED
[95%]	More than [70] days before the Course Commencement Date
[90%]	Before, but not more than [70] days before the Course Commencement Date
[50%]	After, but not more than [28] days after the Course Commencement Date
[0]	More than [28] days after the Course Commencement Date

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:

- 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
- 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.

Financial information continued

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.

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.

1.15 Non-refundable Fees

Fees for consumable goods or services would not be refundable. The list of non-refundable fees for consumable goods or services are listed in Schedule C of Standard PEI-Student Contract.

Refund procedure

Students may apply for a refund by submitting an Application for Refund of Fees form via e-mail to *finance@curtin.edu.sg*. The form is available in Curtin Singapore website *https://students.curtin.edu.sg/student-essentials/forms-and-documents/* 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 electronic funds transfer to the bank account nominated on the application form.

Campus security and safety

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 the building, along with a fire exit route map.
- DO NOT use the lift
- proceed to the designated assembly points
- DO NOT re-enter the building until directed by an Authorised Personnel.
- CALL 995 for any emergencies.

CCTVS

Curtin Singapore has 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

The feedback management is a system of collecting, responding to and analysing feedback with the objective of achieving quality enhancement. To be an effective education quality assurance system, the feedback (which includes complaints, compliments, and information sharing) management system adopts the following attributes:

- All feedback received are acknowledged and evaluated for follow-up action.
- Any action taken is recorded and made known to the person giving the feedback.
- All complaints are resolved within a reasonable time frame (within 21 days).

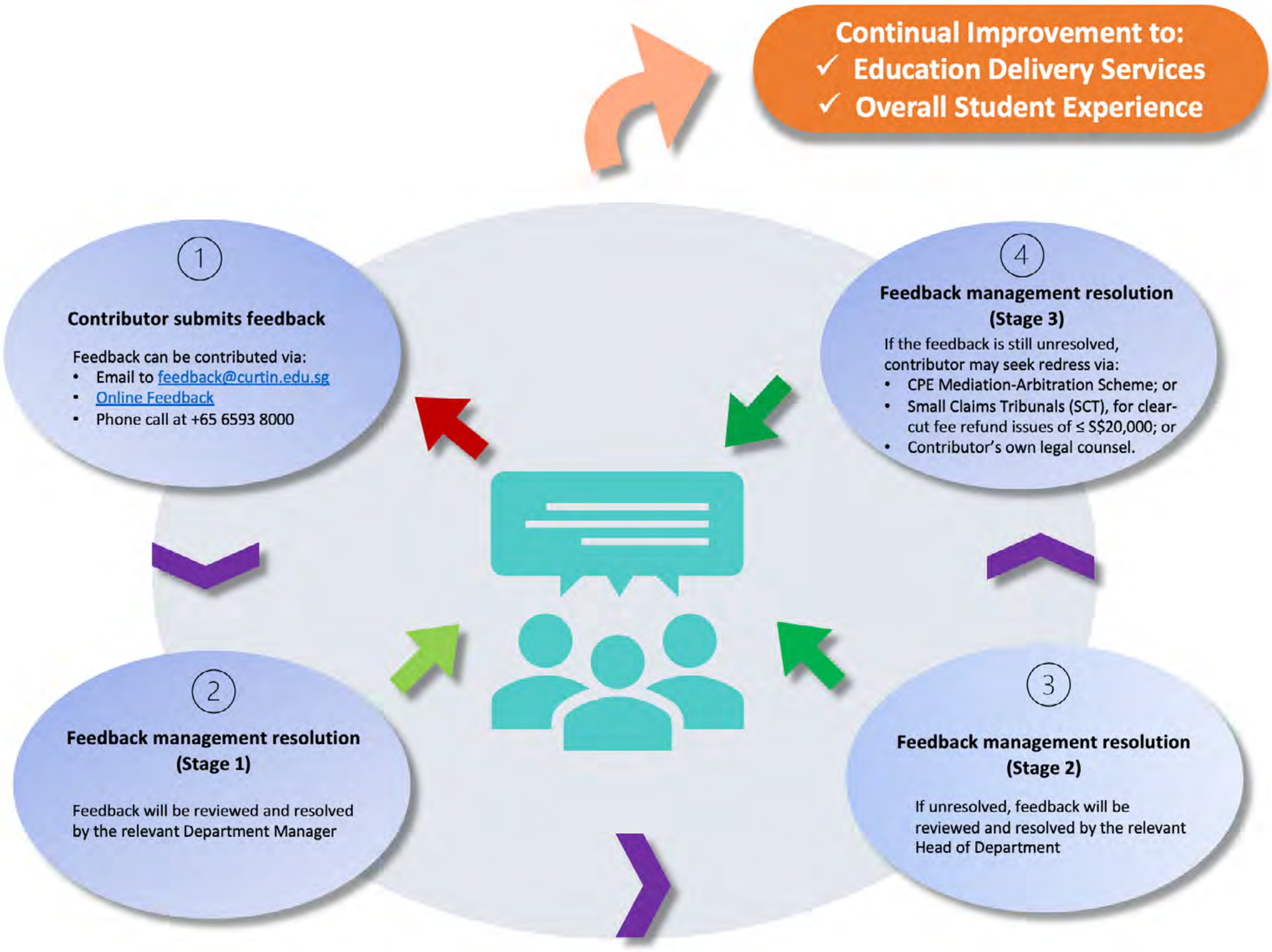
The feedback management also performs the following functions:

- acts as an effective mechanism in understanding the changing needs of the students and stakeholders, thereby helping in designing appropriate interventions.
- monitor the efficiency and effectiveness of processes with the objective to achieve continual improvement in the delivery of education services

All students are strongly encouraged to participate and contribute to the feedback management system to support and realise the continual improvement goal. You may submit your feedback via the following channels:

- Email *feedback@curtin.edu.sg*
- Telephone call to 65938000
- Fill up a Feedback Form. The form can be downloaded at *http://students.curtin.edu.sg/wp-content/uploads/sites/27/2020/09/Feedback-form.pdf*

Feedback management system



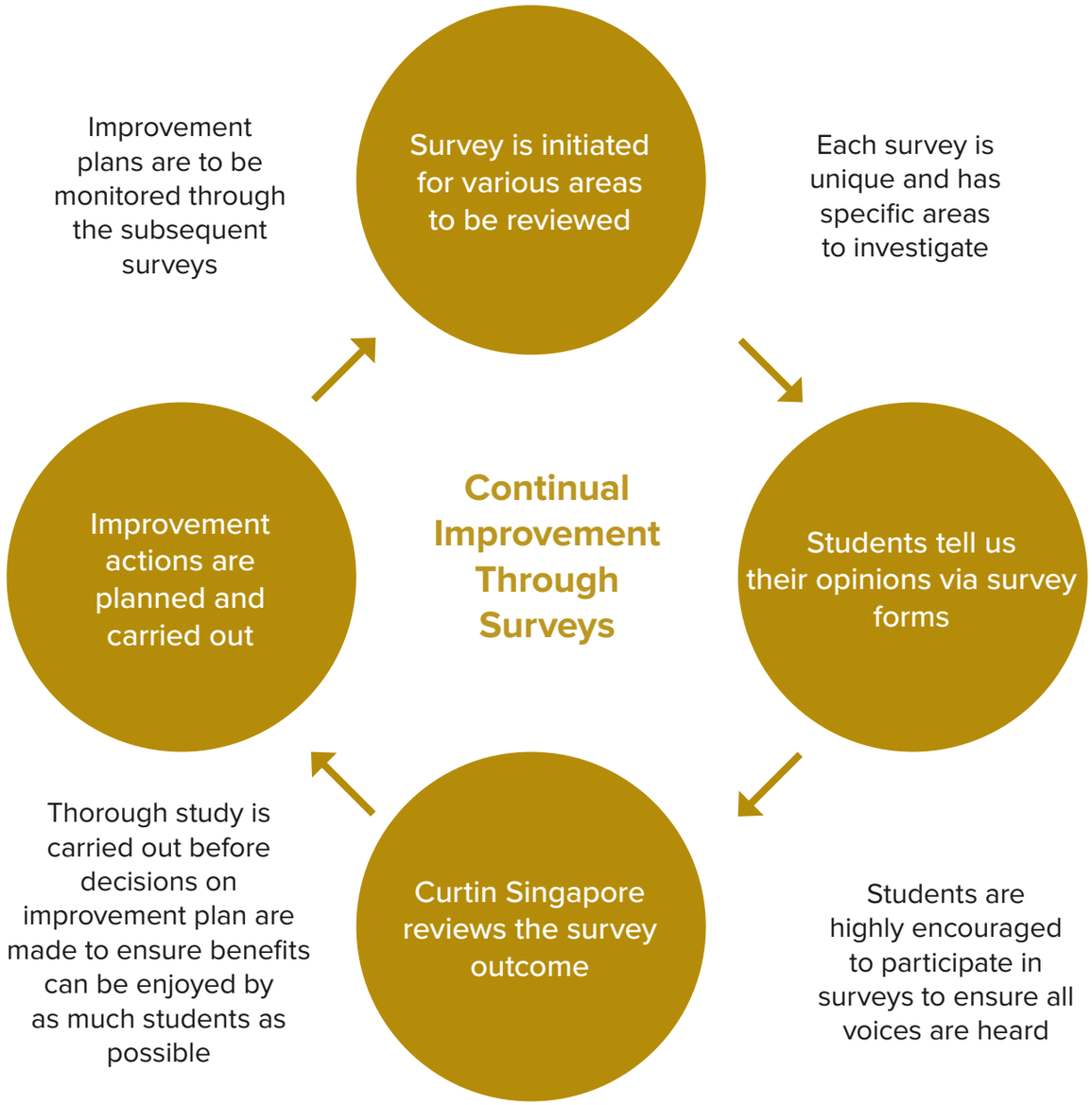
Quality assurance continued

Understanding the effect of course contents, academic 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 the 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 campus 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.

Student surveys

Survey methodology:



Quality assurance continued

Committee for Private Education

The Committee for Private Education (CPE) is a government agency appointed by the SkillsFuture Singapore* (SSG) to carry out its functions and powers relating to private education under the Private Education Act**. Sanctioned with the legislative power, CPE regulates the private education sector, provide student services, consumer education and facilitate capability development efforts to uplift standards in the local private education industry.

The regulatory initiative comprise the mandatory Enhanced Registration Framework (ERF) which sets out the basic standards that a Private Education Institution (PEI) would need to adhere to in order to operate and the EduTrust Certification Scheme (EduTrust) which is a quality assurance scheme that differentiate private schools according to their quality in education and improvements leading to a good education outcome.

For more information regarding CPE's support and services, please go to *https://www.ssg.gov.sg/cpe/pei.html*

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 thereafter and for matters connected therewith.

Contact information

CONTACT INFORMATION	
General Enquiries	Email: info@curtin.edu.sg Email: studentconnect@curtin.edu.sg Tel: (65) 6593 8000 Fax: (65) 6593 8001
Academic Services (Enrolment, timetable, Campus Transfer, Change of course, Leave of Absence, Course Withdrawal, Credit for Recognised Learning, Student's Pass renewals, student contracts)	Email: academic@curtin.edu.sg
Examination and Assessments (Academic Misconduct, Academic Status, Application for Assessment Extension, Results, Supplementary or Deferred Exams)	Email: assessments@curtin.edu.sg
Academic Support (For attendance matters)	Email: attendance@curtin.edu.sg
Appeals	Email: appeals@curtin.edu.sg
Finance (Fee Protection Scheme Insurance matters)	Email: finance@curtin.edu.sg

CONTACT INFORMATION	
IT Support	Email: itsupport@curtin.edu.sg
Library	Email: library@curtin.edu.sg
Student Activities and Events	Email: SEE@curtin.edu.sg
Graduation	Email: graduations@curtin.edu.sg
Career Services	Email: careers@curtin.edu.sg
Counselling Services	Email: counselling@curtin.edu.sg
Accommodation assistance	Email: accommodations@curtin.edu.sg
Feedback, compliments and suggestions	Email: feedback@curtin.edu.sg

Contact information continued

SOCIAL MEDIA		
	Facebook	www.facebook.com/CurtinSingapore
	Instagram	www.instagram.com/CurtinSingapore
	YouTube	www.youtube.com/CurtinSingapore

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