



Curtin Singapore

# ***STUDENT HANDBOOK***

FOR ENGLISH PROGRAM

Make tomorrow better.

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



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# Welcome to the English Program

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

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

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

We hope you enjoy your learning experience at Curtin Singapore.

Best wishes



**Nick Swallow**

Director of Studies (English)  
Curtin Singapore





# *Introducing Curtin Singapore*

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

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

## **Vision**

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



# About Navitas English



## Award winning institution

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

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

## Our teaching staff

### Teachers say:

“The best thing about teaching is watching the excitement on a student's face as they discover something new. Knowing that you have helped a student appreciate and enjoy your subject is very rewarding.”

*Ng Sook Mun*

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

*Margaret Anantha*

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

*Carolyn Penney*



# Academic information



## Course duration & tuition time

- The Diploma of English for Academic Purposes is a full-time program and consists of 4 units:
  - General English 2
  - Academic English 1
  - Academic English 2
  - Academic English 3

## Progression to higher units and entry to Curtin programs

UNITS	PASSING SCORES	DIRECT ENTRY	REQUIREMENTS		ATTENDANCE REQUIREMENT
General English 2	60%	Academic English 1	maintain an average passing score		maintain an overall attendance percentage above 90%
Academic English 1	60%	Academic English 2	pass all the assessments		
Academic English 2	60%	<ul style="list-style-type: none"> <li>• 60% entry requirement for Diploma of Commerce and Diploma of Information Technology</li> <li>• 60% entry requirement for Academic English 3</li> </ul>	pass all the assessments	achieve an overall score of 60% and a score of 55% for each written assessment and a combined score of 55% for all other skills	
Academic English 3	50%	<ul style="list-style-type: none"> <li>• 50% entry requirement for Diploma of Arts and Creative Industries</li> <li>• 60% entry requirement for Bachelor of Commerce programs</li> <li>• 65% entry requirement for other Bachelor &amp; Master programs</li> </ul>	pass all the assessments	achieve a combined overall score of 50% for each exam skill from midterm and final exams	

## *Introducing academic information continued*

### **Course assessments**

Assessments at Navitas English include in-class assessments, timed essays, seminars and homework assignments to be submitted by deadlines set by teachers.

### **General English units**

<b>ASSESSMENT</b>	<b>WEIGHTING</b>
Speaking Tests	20%
Writing Tests	20%
Reading Tests	20%
Listening Tests	20%
Language Awareness Tests	20%

### **Academic English 2**

<b>ASSESSMENT</b>	<b>WEIGHTING</b>
Assessed Genre Essays	20%
Seminars	20%
Research Report	20%
Exams	30%
Observation & Participation	10%

### **Academic English 3**

<b>ASSESSMENT</b>	<b>WEIGHTING</b>
Written Literature Survey	20%
Collaborative Speaking	10%
Seminar Presentation	10%
Research Essay	20%
Case Study	10%
Exams	30%





## ***Introducing academic information continued***

### **Assessments details**

Assessments details are given in class. Your teacher will explain the requirements of each assessment and will use an Assessment Cover Sheet detailing the marking criteria. The Cover Sheet is also used to record marks and comments for your assessments with reference to marking criteria.

### **Assessment deferral**

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

### **Marking and moderation**

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

### **Results**

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

### **Re-submission of assessments**

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

### **Failure & repeating an English unit**

A student is allowed to repeat a unit once. A second failure may lead to termination from the program.

Conditional status - student has failed a unit and is now repeating.

A student on Conditional status will be closely monitored by the teacher and may be tasked to do additional work outside of class. The student may meet with the Director of Studies (English) to discuss his or her progress.



## ***Introducing academic information continued***

### **Failure & repeating an academic English unit**

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

### **Assessment appeals**

If a student is dissatisfied with awarded marks, he or she may submit the Diploma of English for Academic Purposes Assessment Appeal form to [english@curtin.edu.sg](mailto:english@curtin.edu.sg) within 10 working days from the result release. The appeal procedure will take up to 10 working days. The student will first meet with their respective teacher who will explain and discuss the assessment marks. If the student is still dissatisfied with the teacher's explanation, the student's assessment will be moderated. The Director of Studies (English) will make a final decision and the appeal outcome sent to the student through their student email.

### **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**

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

Plagiarism includes:

- Copying of sentences, paragraphs or creative products (in whole or in part) which are the work of other persons without due acknowledgment. Creative products include webpages, books, articles, theses, unpublished works, working papers, seminar and conference papers, internal reports, lecture notes or recordings, computer files, images or video
- Too closely paraphrasing sentences, paragraphs or themes without due acknowledgment
- Using another person's work (including words, music, creative or visual artefacts, computer source code, designs, problem solutions or ideas)
- In the case of collaborative group projects, falsely representing the individual contributions of the collaborating partners
- Submitting work which has been produced by someone else – including friends, family or a paid contracting service (This is known as contract cheating, assessment outsourcing or ghost writing.)
- Submitting one's own previously assessed or published work for assessment or publication elsewhere, without appropriate acknowledgement (self-plagiarism)

## ***Introducing academic information continued***

- Using language translation or paraphrasing services (either online or contracted) to disguise original source text (cross-lingual or back translation plagiarism, and spinning)

### **Cheating**

Cheating means acting dishonestly or unfairly in order to gain an advantage. Examples include:

- Cheating in an exam, test or supervised assessment activity.

Considered Academic misconduct:

- Being in possession of unauthorised materials
- Having a mobile phone or other electronic device in an examination or testing environment
- Copying answers from another person or permitting another student to copy answers
- Exchanging notes, talking or communicating with another student in an examination or test
- Improperly obtaining prior knowledge of an examination or test paper and using that knowledge in the examination or test or providing that information to a student(s) who are yet to undertake the examination or test

Considered General misconduct:

- Removing an examination paper from an examination room when it is specified that the paper is not to be retained by the student; storing or sharing an examination paper that was illegally obtained
- Disrupting an examination or assessment activity in any way

- Impersonating a student in an examination or arranging for another to impersonate, take or complete the assessment on your behalf.
- Cheating in an assessment or other assessable work by submitting written or creative work which has been drafted or produced by someone else – including friends, family or a paid contracting service (this is known as contract cheating, assessment outsourcing or ghost writing) and claiming authorship for it. This includes:
  - Allowing someone or an organisation to draft or complete an assessment task on your behalf
  - Contracting another person to do the work for you
  - Purchasing work from another source
  - Allowing or contracting another person to edit and substantially change your work.

### **Collusion**

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

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

## ***Introducing academic information continued***

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

### **Translation and paraphrasing software**

Students must submit out-of-class assessments, e.g., Academic English 2 research report or Academic English 3 literature survey, using their own English grammar and vocabulary. Writing an assessment in a student's first language and then using software to translate into English is unacceptable. In addition, copying and pasting text into paraphrasing software is also considered academic misconduct. Penalties will apply for any misuse of computer software.

### **Falsification or fabrication of data or other content**

Falsification or fabrication of data occurs when data is misrepresented within an assessment or research. Examples include:

- Fabrication is making up results and reporting them
- Falsification is altering results so that the research is not accurately represented

### **Academic misconduct 'other'**

Academic dishonesty that does not fall into the other misconduct categories.

- Falsifying medical certificates for assessment extension.

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.

## **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

## ***Introducing academic information continued***

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 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

## ***Introducing academic information continued***

### **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

### **Irregular practices**

- Irregular practices by a student during an assessment may result in one or more of the following immediate actions:
  - unauthorised materials being confiscated.
  - being allowed to continue the assessment but being investigated afterwards.
  - being removed from the assessment venue.
- In a situation where a student is suspected of misconduct, a full written report must be made by the Invigilator. This must be submitted to the Director of Studies (English) immediately after the assessment together with the student's assessment paper and any confiscated materials.
- Alleged misconduct will be fully investigated subsequent to the assessment and may result in a mark of zero, or a reduced mark for the assessment being awarded.
- A student who is the subject of an investigation for alleged misconduct will be given the opportunity to submit a written explanation as to why the alleged misconduct took place.
- After an investigation the student will be contacted by the Director of Studies (English) within five (5) working days regarding the alleged irregular practice and advised in writing of the results of the investigation and any action that the school intends to take.





# Attendance requirements

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

## 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

### International students

International students must achieve a minimum monthly attendance requirement of above 90%. Curtin Singapore shall inform ICA when an international student's attendance is 90% or below, or has failed to attend classes for a continuous period of 7 days or more. This may lead to cancellation of the Student's Pass.

## Attendance requirements continued

### 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. You can submit a maximum of 2 medical certificates (MC) is allowed per study period.

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.



# ***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***

### **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 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](mailto: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 items 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](mailto: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](mailto:SEE@curtin.edu.sg) if you would like to be a member of any of these clubs.

### **Games**

#### **Loan of 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 all games loaned to students, remain the property of Curtin Singapore. Any lost or damaged item is replaceable or chargeable to the relevant student.



## ***Student support services continued***

### **Counselling and Disability Services**

#### **Counselling Services**

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

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

#### **Disability/Pastoral Program**

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

For these services, students may approach Student Connect, Monday-Friday, 8.30 am to 6.00 pm or email at [counselling@curtin.edu.sg](mailto: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](mailto: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](mailto:customerservice_aegis@howdengroup.com)

Website: [www.howdengroup.com](http://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 [english@curtin.edu.sg](mailto:english@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](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 study period

### **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 [sso.agc.gov.sg](https://sso.agc.gov.sg) for the full list.

### **Use of Student ID card**

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

Please approach Student 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 codes of conduct is necessary in order to protect the rights of individuals using the library and preserving library materials and facilities from harm and damage.

Conduct of library users includes:

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

- The library has 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**

### **Harassment**

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

### **Alcohol**

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

### **Gambling**

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

## ***Standard code of conduct continued***

### **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 teaching and learning needs at Curtin Singapore.

### Opening hours

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

#### LIBRARY OPENING HOURS

Monday – Friday	8.30am – 7.30pm
Saturday	8.30am – 1.30pm
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 [library.curtin.edu.sg](http://library.curtin.edu.sg)

## Loans services

Current students must present a Student ID Card to borrow books or use library facilities and services. Program student may borrow one book from the English collection for 7 days.

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 Connect immediately.

BORROWER	MAXIMUM ITEM FROM COLLECTION	LOAN DURATION	RENEWAL LIMIT	OVERDUE FINES
EAP Students	1 EAP Readers Collection	1 week	1	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](http://library.curtin.edu.sg) It gives you access to all of your borrower information including overdue loans, reserves, loan history and more.

### Returns

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

### Renewals

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

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

### Recalls

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

## 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](http://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
Final Notice	28 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 via My Portal at Curtin Singapore library catalogue regularly. Non-receipt of reminder is not a valid reason for waiver of fines. If the item(s) is not returned by 28 days from the date due, it is considered lost and you have to pay for the replacement cost of the item(s).

### Fines for overdue library items

Library members can check whether they have accumulated any outstanding fines through Curtin Singapore library catalogue. Overdue fines will not be computed for Library closure hours.

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

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

### Lost items

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

Library members have to pay:

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

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

The cost of replacement for library items lost, inclusive of processing fee and overdue fines, is not refundable.

## 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 Curtin Singapore Student ID Card at the Library Counter. Minimum and maximum value to top up are SGD2 and SGD20 respectively, which is non-refundable.

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

The charges for printing and photocopying services are as follows:

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

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

### **Procedure**

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

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

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

If you have any problems with your account, see the library staff for assistance.



## Campus resources and facilities continued

### Procedure to change Curtin Singapore Library password

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

### Important notes

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

### Online tutorials

The Curtin University Library website at <https://www.curtin.edu.au/library> has tutorials on a range of research and information skills topics.

### Learning workshops

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

Alternatively, please email to [library@curtin.edu.sg](mailto:library@curtin.edu.sg) to enquire more about the workshops.

## ***Campus resources and facilities continued***

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

Seven GD Pods and four 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 two and the maximum is four 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](mailto: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 number and AXIS password.



## Campus resources and facilities continued

### IT support

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

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

### 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 not hesitate to ban the laptop from connecting to both the wireless and the non-wireless networks.

If you have any questions pertaining to your access and internet connection on campus, do not hesitate to email [itsupport@curtin.edu.sg](mailto: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 or Library 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](mailto: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](mailto: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](mailto: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](mailto: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.

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

### Over and undercharging policy

Curtin Singapore is committed to the avoidance of over or undercharging.

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

### Refund policy

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

The refund policy is published on the Curtin Singapore website found on this link: <https://students.curtin.edu.sg/student-essentials/fees/refund-policy/>

#### 1.1 Notification and Arrangement

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

- i. It does not commence the Course on the Course Commencement Date;

## ***Financial information continued***

- ii. It terminates the Course before the Course Commencement Date;
- iii. It does not complete the Course by the Course Completion Date;
- iv. It terminates the Course before the Course Completion Date;
- v. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the Standard PEI-Student Contract within any stipulated timeline set by CPE; or
- vi. The Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and 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:

- i. The entire amount of the Course Fees; and
- ii. The Miscellaneous Fees (if any).

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

### **1.4 Refunds for Withdrawal Without Cause**

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



## 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
100%	more than [28] days before the Course Commencement Date
75%	before, but not more than [28] days before the Course Commencement Date
0	on or 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:

- i. The PEI is declared to be insolvent and/or a winding-up order made or bankruptcy issued by the Singapore court against the PEI (or, any partner of the PEI if the PEI is a partnership); and
- ii. The relevant authority(ies) issue(s) an order to cease and/or terminate the operations of the PEI, or the happening of anything of a similar nature under the laws of Singapore.



## 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 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](mailto: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).

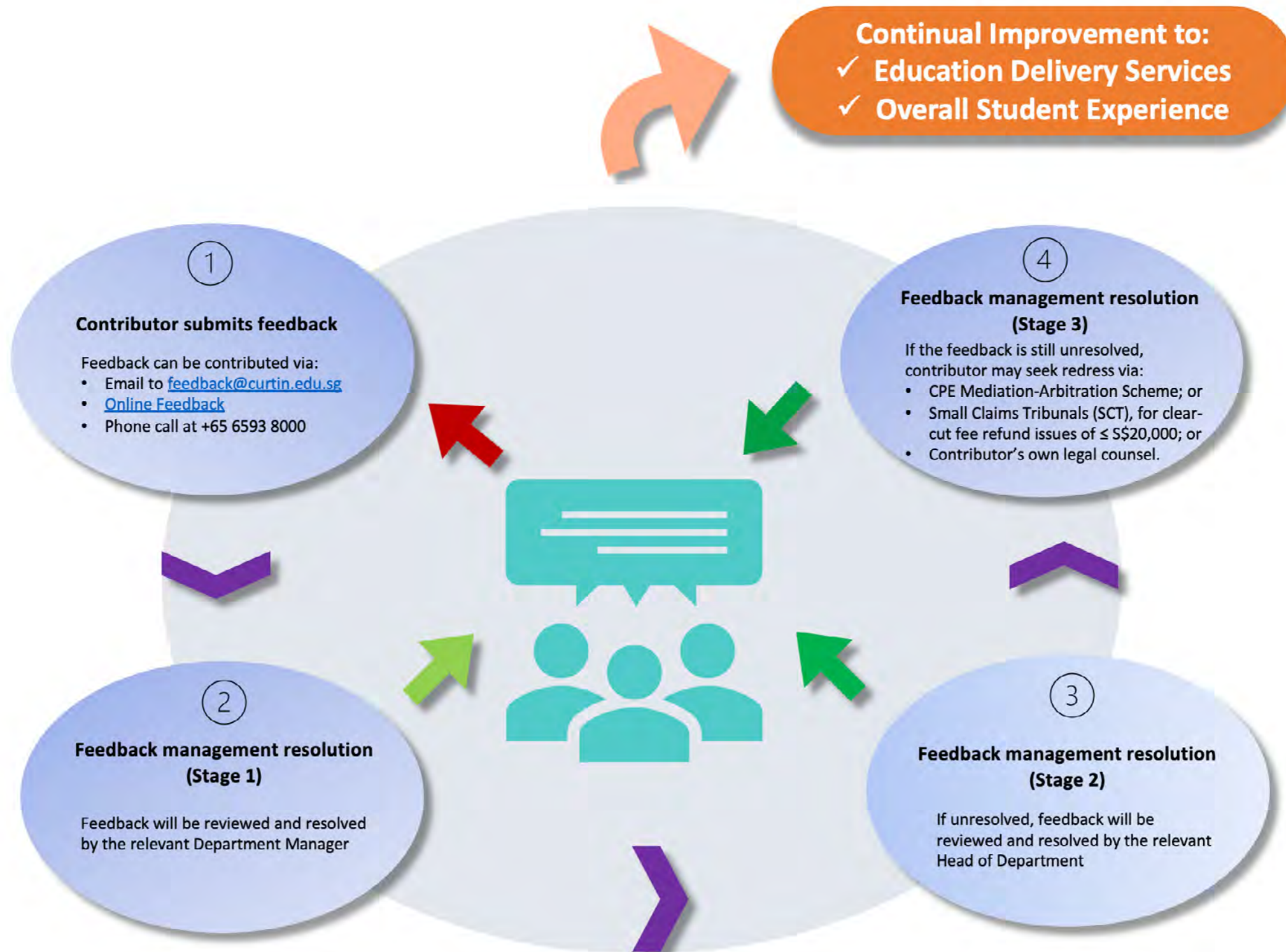
The feedback management also performs the following functions:

- 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](mailto: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>

## Quality assurance continued





## Quality assurance continued

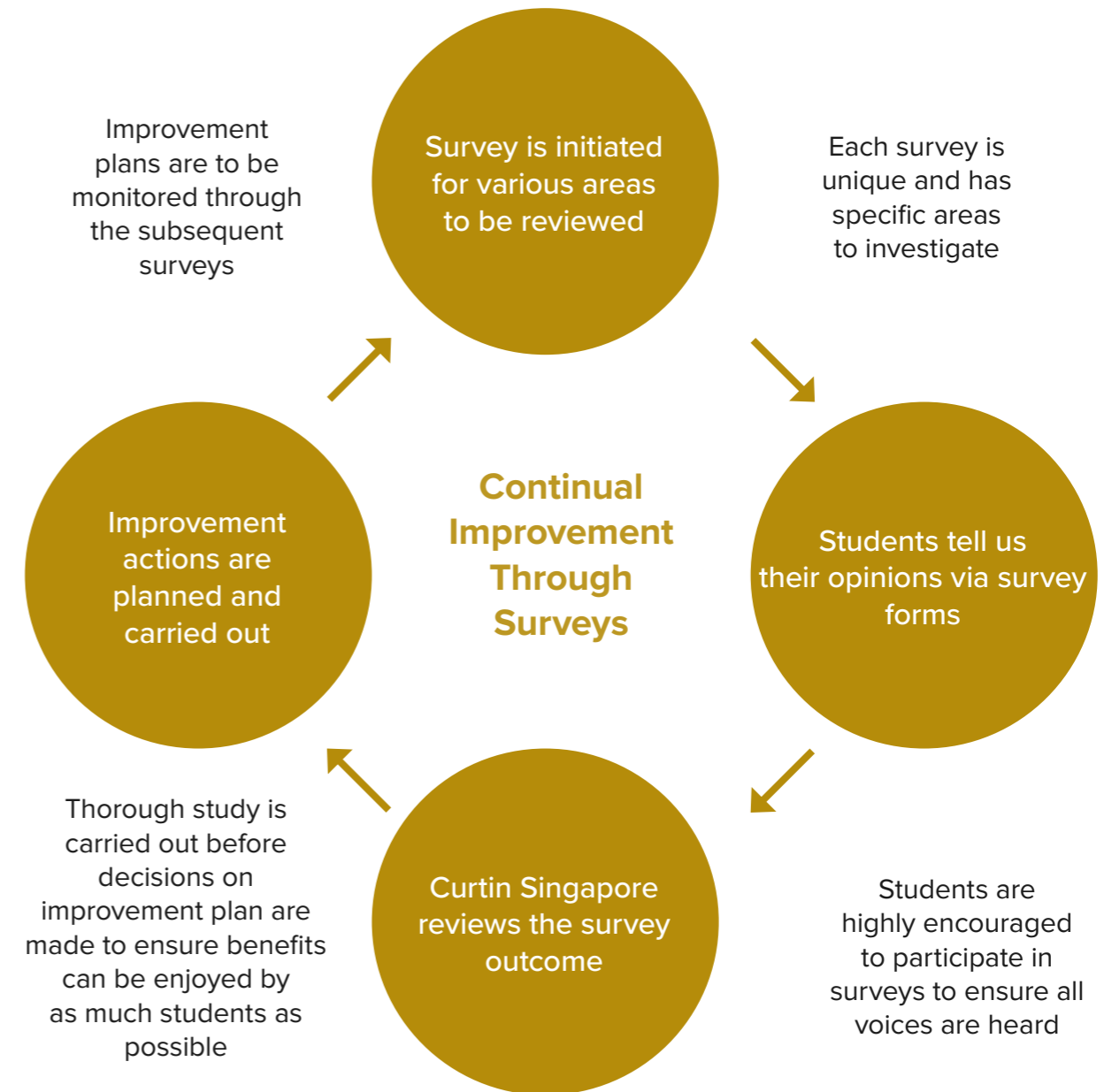
Understanding the effect of course contents, academic staff and facilities have on students has become a vital part of Curtin Singapore’s improvement measures. This has resulted in Curtin Singapore implementing a suite of regular student feedback surveys as part of the continual improvement process.

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




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Academic Services (Enrolment, Timetable, Leave of Absence, Course Withdrawal, Academic Misconduct, Academic Status, Application for Assessment Extension, Results, Appeals, Supplementary or Deferred, Attendance, Student's Pass renewals, student contracts)	Email: <a href="mailto:english@curtin.edu.sg">english@curtin.edu.sg</a>

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Student Activities and Events	Email: <a href="mailto:SEE@curtin.edu.sg">SEE@curtin.edu.sg</a>
Career Services	Email: <a href="mailto:careers@curtin.edu.sg">careers@curtin.edu.sg</a>
Counselling Services	Email: <a href="mailto:counselling@curtin.edu.sg">counselling@curtin.edu.sg</a>
Accommodation assistance	Email: <a href="mailto:accommodations@curtin.edu.sg">accommodations@curtin.edu.sg</a>
Feedback, compliments and suggestions	Email: <a href="mailto:feedback@curtin.edu.sg">feedback@curtin.edu.sg</a>



## Contact information continued

### SOCIAL MEDIA

	Facebook	<a href="http://www.facebook.com/CurtinSingapore">www.facebook.com/CurtinSingapore</a>
	Instagram	<a href="http://www.instagram.com/CurtinSingapore">www.instagram.com/CurtinSingapore</a>
	YouTube	<a href="http://www.youtube.com/CurtinSingapore">www.youtube.com/CurtinSingapore</a>



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