



STUDENT HANDBOOK

2009/2010

This Student Handbook is for students of SMa School of Management (SMa-SOM)

The Handbook contains procedures, rules & regulations and policies of SMa-SOM that are essential to your success with us.

PLEASE READ AND MAKE SURE YOU UNDERSTAND ALL CONTENT WITHIN THIS HANDBOOK

Updated **AUGUST 2009**

Our Campuses:-

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Visit our website at <http://www.sma.edu.sg>

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Acknowledgement of Student Handbook



1. Message from our CEO

Welcome to **SMA School of Management (SMA-SOM)**.

We are all aware that business and career success demands that we stay ahead in meeting the needs of our students. It is our vision to make SMA-SOM to be one of the top management schools in Singapore and the region by boosting our efforts and resources to ensure that our teaching and learning are of the highest academic standard. We have achieved the prestigious Singapore Quality Class award (SQC-PEOs), and we will continue to pursue excellence in all directions.

We are committed to deliver a learning experience that is relevant and practical in an ever-changing business environment, hence we are focused on recruiting leading academic staffs and investing in facilities and resources. All these will provide the best possible teaching and learning experience for our staffs and students. Our teaching is designed to prepare graduates with a lifelong learning and work readiness for the communities.

As the school is wholly owned by Singapore Manufacturers' Federation (SMA), a Not-for-Profit leading business federation established in 1932, we are able to tap into the vast network and expertise of our 2600 corporate members to provide our students the link to the business community. In addition, both SMA and SMA-SOM work closely with various Singapore Government agencies, such as Economic Development Board, SPRING Singapore, Workforce Development Agency, IE Singapore, and various Chambers and international institutions. All these collaborations provide access to our students to a wide array of opportunities in terms of important linkages for their career.

At SMA-SOM, we are also committed to diversity, and our aim is to give our students from all backgrounds a chance to achieve their potential and to make a contribution to the communities. Whether you are a prospective student contemplating university education for the first time, a working adult looking to enhance your professional development, or perhaps simply an interested member of the public, I encourage you to explore our website.

As the Chief Executive Officer of SMA-SOM, my goal is to create a learning environment in which all our students can engage in the pursuit of knowledge and skills across a broad range of disciplines. My team and I are committed in making a positive difference in the lives of our students.

You've taken an important first step by accessing and reading this information, and I hope you will take a further step in the right direction to become a part of us.

Mr. Richard Soh

Chief Executive Officer
SMA School of Management

2. About the School

SMa School of Management (SMa-SOM) is a wholly-owned subsidiary of the Singapore Manufacturers' Federation (SMA), a leading business federation with over 77 years of establishment in Singapore. SMA has been providing training and certification courses since 1966 and annually train over 6,500 participants.

SMa-SOM was established with the aim to enhance the human capital development of Singapore workforce and strongly advocates education and training as the key to human capital development. Through the provision of quality and industry recognized qualifications, SMa-SOM graduates are well equipped to meet the challenges of today's knowledge based economy.

At SMa-SOM, we believe strongly that a holistic education, which incorporates both academic rigorousness and practical knowledge as a critical cornerstone of success. To ensure that our courses stay relevant with the latest development, we work closely with our 2,600 industry members to tap their specific expertise and skills to combine academic vigour with hands-on practical knowledge.

Our Mission

To nurture individuals to succeed, connect with and serve the society by extending knowledge and stimulating learning

Our Vision

A Premier Institute of Higher Learning

Our Core Values

Care

Care for the individuals, community and environment by conducting ourselves ethically and responsibly

Open-Mindedness

Creating and fostering an environment conducive to innovation and open communications

Respect

Respect for and acceptance of the diversity and intellectual independence of every individual

Excellence

Exceeding expectations in all our service delivery

Our Service Guarantee

We guarantee that our course delivery and Student Services are adequate and effective through our process of continual improvement and control of nonconformity.

As a not-for-profit organization, we place the welfare of all our stakeholders ahead of organizational gains. We will uphold our values, integrity and our quality in delivery and support of our students, and we will conform to applicable statutory and regulatory requirements without exception.

3. Singapore Quality Class for Private Education Organisations

The Singapore Quality Class for Private Education Organisations (SQC-PEOs) is a scheme administered by SPRING Singapore to recognize PEOs that have attained a commendable level of performance in their journey to business excellence and to assist them to reach world-class standards of business excellence based on the Singapore Quality Award (SQA) framework and requirements in the private education sector. SMA-SOM is one of the SQC-PEOs, hence our international students are able to enjoy the following 'green lane' benefits:

- a) Reduced processing time for Student's Pass application from 4 weeks to 2 weeks.
- b) Student's Pass valid for full duration of student's study.
- c) Waiver of security deposit (all level).
- d) For PRC students (all levels): waiver of interview at Singapore's Beijing Embassy and direct submission of applications to the Immigration & Checkpoints Authority (ICA) of Singapore
- e) Granting of 1-month Social Visit Pass, upon completion of studies, for foreign students to wind down their activities in Singapore and make arrangements to leave the country.

4. CaseTrust for Education

CaseTrust for Education was launched by the Consumers Association of Singapore (CASE), as a trust-mark for Private Education Organizations (PEOs). This trust-mark ensures that PEOs have fulfilled all the mandatory regulatory requirements that allow them to continue enrolling international students into their programmes and courses. SMA-SOM is pleased to be certified by CASE as an organization that possesses the foundation for good quality student welfare / protection practices and standards.

To achieve the CaseTrust for Education certification, PEOs have to fulfil two conditions, (1) The Student Protection Scheme and (2) Development of a standard student contract.

4.1 Student Protection Scheme (CaseTrust)

4.1.1 The Student Protection Scheme (SPS) as stipulated by the Consumers Association of Singapore (CASE) serves to protect the students' fees in the event a PEO is unable to continue operations due to insolvency and/or regulatory closure. Furthermore, the SPS protects the student if the PEO fails to pay penalties or return fees to the students arising from judgements made against it by the Singapore courts.

4.1.2 **SMA-SOM has both the Student Tuition Fee Insurance and the Student Tuition Fee Account (Escrow) as its SPS.**

4.1.3 Student Tuition Fee Insurance - with NTUC INCOME Cooperative Limited (NTUC Income)

NTUC Income, being the CASE-endorsed insurance provider, indemnifies students for their tuition fee paid in advance to the PEO in the event:

- a) the PEO is unable to continue operations due to insolvency, and/or regulatory closure;
- b) the PEO fails to pay penalties or return fees to the student arising from judgements made against it by the Singapore courts;
- c) of death or total permanent disability of the student.

4.1.4 Student Tuition Fee Account (Escrow) - with Development Bank of Singapore (DBS)

- a) DBS, being a CASE-endorsed bank, takes into custody the tuition fees paid by students to the PEO and only when specified conditions for release of fees (to the PEO) have been met, will the bank disburse the tuition fee on a regular basis to the PEO.
- b) The disbursement will cease if the PEO is unable to continue operations due to insolvency, and/or regulatory closure or fails to pay penalties or return fees to the student arising from judgements made against it by the Singapore courts.

- 4.1.5 **SPS only applies to students who apply for Student's Pass from 1 December 2004 onwards. This scheme is compulsory for international students. All international students are required to sign the Standard Student Contract, applying for the SPS. Local students have a choice to opt to applying for Student Protection Scheme.**

4.2 Standard Student Contract

- 4.2.1 As part of the requirements of CaseTrust, international and local students are required to enter into a Standard Student Contract with the School prior to confirmation of enrolment and this policy is communicated to the students through our various communication channels, including our website.
- 4.2.2 While it is only made compulsory for all international students to take up the Student Protection Scheme, the School will grant local students an option to enjoy the benefits of the Student Protection Scheme and this option is clearly indicated in the Standard Student Contract (Local Student).
- 4.2.3 **In summary, the Standard Student Contract is a mandatory document for the enrolment of both international and local students.**

5. Policies for Full-time International Students

5.1 Student's Pass

- 5.1.1 All international students are required to hold a valid Student's Pass issued by the Immigration & Checkpoints Authority (ICA) of Singapore in order to pursue full-time study in Singapore. Students who have never studied in any institutions in Singapore prior to joining SMa-SOM are categorised as New Applicant for Student's Pass. New applications must be submitted at least two (2) months and not more than six (6) months from the course commencement date.
- 5.1.2 The international student is not required to be present in Singapore while their application is being processed. If the international student is in Singapore, the student must ensure that he/she has a valid visa to stay in Singapore while the application is being processed.
- 5.1.3 **Student's Pass is issued under the following strict conditions set by the ICA. International students must abide by these rules and regulations at all times:**
- a) The Student's Pass is issued to you for the purpose of studying in a particular course with SMa-SOM.
 - b) You must carry your Student's Pass at all times.
 - c) It is the School's responsibility to inform ICA if you fail to attend classes for a continuous period of 7 days or more without valid reason; where your attendance falls below 90% in any month of the course without valid reason; and if you have completed the course or wishes to terminate your studies with the School. The ICA will withdraw your Student's Pass under any of the above mentioned circumstances.
 - d) You are strictly prohibited from working in Singapore, even if it does not involve any payment to you.
 - e) You must strictly observe all laws, rules and regulations of Singapore.
 - f) You cannot be adopted by any Singaporean or Singapore Permanent Resident while being a Student's Pass holder.
 - g) You cannot be married to a Singaporean or Singapore Permanent Resident while being a Student's Pass holder.
 - h) You must surrender your Student's Pass (along with Passport and Disembarkation/Embarkation Card) to the ICA for cancellation within seven (7) days from the date of your discontinuance/termination of study with SMa-SOM. Alternatively, you may surrender your Student's Pass to the School for cancellation via the ICA online SOLAR+ system.
 - i) You are not allowed to overstay in Singapore after the Student's Pass has expired, unless with written approval from the ICA.

5.2 Student's Pass Renewal

5.2.1 Renewal of Student's Pass applies to international students whose:

- a) Student's Pass expires before the end of their course of study with SMA-SOM.
- b) Students who will be continuing their studies with SMA-SOM and have fulfilled the requirements of Continuing Enrolment.

5.2.2 It is your responsibility to ensure that your Student's Pass is valid and renewed on time. SMA-SOM is not liable to compensate or be held responsible if your Student's Pass has expired due to late renewal or that the renewal application was rejected by the ICA.

5.2.3 If your Student's Pass is expiring before the expected completion date of your course, you should have your Student's Pass renewed. Please adhere to the following procedures:

- a) You should approach our Student Services Office with your Passport and Student's Pass at least **one (1) month** prior to the expiry of your current Student's Pass to complete formalities with SMA-SOM for application for renewal of Student's Pass (with ICA).
- b) You will be informed by our Student Services Office on the expected processing duration of ICA and schedule for your follow up with SMA-SOM on the application status.
- c) If your application for renewal is turned down by the ICA, you will be given a 2-week Social Visit Pass and you will have to leave Singapore before the pass expires.

5.3 Loss of Student's Pass or Passport

5.3.1 It is your responsibility to ensure that your Student's Pass and Passport are safely kept. Should these documents be misplaced or stolen, you must immediately have them replaced.

5.3.2 If your Student's Pass and/or Passport was misplaced or stolen, you should adhere to the following procedures:

- a) Contact the police **immediately** to make a police report and obtain a statutory declaration (police report) from the authority.
- b) You should approach our Student Services Office **immediately** with the original police report to complete formalities with SMA-SOM for application for replacement of Student's Pass (with ICA).
- c) You will be informed by our Student Services Office on the expected processing duration of ICA and schedule for your follow up with SMA-SOM on the application status.
- d) You should also approach the respective Embassy of your home country immediately with a copy of the police report to arrange for a replacement for your Passport.

5.4 Cancellation of Student's Pass

5.4.1 Your Student's Pass will and cancelled under the following circumstances:

- a) You have finished your course of study (as registered with ICA) with SMA-SOM.
- b) You have decided to discontinue your studies at SMA-SOM.
- c) You have violated the rules and regulations stipulated by the ICA for Student's Pass holders.
- d) You have been expelled from SMA-SOM.

5.4.2 International students returning to their home country permanently must surrender their Student's Pass (along with Passport, return flight ticket and Disembarkation/Embarkation Card) to the ICA for cancellation. Alternatively, he/she may surrender his/her Student's Pass (along with return flight ticket) to the School for cancellation via the ICA online SOLAR+ system.

5.4.3 Student will then be informed by the ICA of his/her Social Visit Pass status. Students should note the expiry date for their Social Visit Pass. Staying in Singapore without a valid Social Visit Pass is an immigration offence.

5.5 Travelling Outside of Singapore

5.5.1 **If you would like to travel outside of Singapore, you should adhere to the following procedures:**

- a) The procedure of **Leave Application** with SMa-SOM applies even during term breaks, public holidays or any other holidays designated by SMa-SOM.
- b) You are obligated to inform SMa-SOM of your whereabouts and contact details outside Singapore.

6. General Info on SINGAPORE & Studying in SMa-SOM

6.1 Our Campuses

Our **City Campus**, located along North Bridge Road is opposite the new National Library and beside Raffles Hotel Arcade. It is also within close proximity to the Mass Rapid Transit (MRT) 'City Hall' Station.

Our other campus, **SPRING Campus**, is located at SPRING Singapore Building at Bukit Merah.

Classes will be held at either of our campuses and at times at external venues when such need arises.

6.2 Transportation

Transport via bus services and or the Mass Rapid Transit (MRT) system is easy and convenient. The EZ-Link fare card for use to pay for bus and MRT rides can be purchased from all MRT stations and bus terminals.

6.3 Postal Service & Telephones

Post Office is available within walking distance from the SMa-SOM City Campus. Alternatively, you may use the SAM automated machines to weigh your mails or buy stamps. Mailboxes can be found in most places and almost certainly outside every MRT stations.

The main mobile operators in Singapore are SINGTEL, M1 and STARHUB. If you do not wish to buy a mobile phone, pre-paid phone cards are also available for you to make overseas calls from selected phone booths.

6.4 Food

Singapore with its ethnic diversity offers food from all walks of life. You may visit the hawker centre, coffee shops, food courts, fast-food restaurants, small eateries or even fancy restaurants within close proximity to our campuses.

6.5 Accommodation

If you wish to look for or change accommodation, you may like to consult our Student Services staff.

6.6 Banks

If you open a bank account, you will normally be given a debit card ('ATM card'), together with your Personal Identification Number (PIN). Do not forget your PIN, do not give the PIN to others and do not write it down on anything that is kept together with your ATM card.

Automated Teller Machines (ATM) are easily available around Singapore and you can withdraw money from your saving accounts through these machines anytime of the day. Some ATM can accept debit cards of other banks as well.

Most ATM cards comes with NETS services which allows you to use it as a mode of payment to buy things in most shops without the physical transaction of cash. The ATM / NETS card is not a credit card as the amount of money you withdraw with or spent using the card will be automatically debited from your saving account with the respective bank.

6.7 Medical Care & Injuries

We recommend that you locate a registered clinic which is normally located in the town central of most housing estates to consult a doctor when you are ill or not feeling well.

In a medical emergency, SMA-SOM may authorize a qualified medical examination or emergency treatment for you, as may be necessary. The School will contact your parents or legal guardian to obtain further authorization when time and situation permits.

You must comply with and adhere to basic safety measures within or outside of SMA-SOM. Field trips outside of SMA-SOM will require your consent to agree and behave in a responsible manner.

Students with medical condition that could affect their ability to complete the course assessment should inform the Student Services in person with supporting evidence immediately. All medical information provided will be treated in strictest confidence.

6.8 Insurance

You are strongly encouraged to take up an insurance coverage in Singapore to cover the cost of medical treatment for illnesses, injuries, loss or theft of valuables, cost of replacing losses (e.g. loss of Student's Pass or Passport), etc.

If your personal belonging is lost / stolen or you are a victim to a criminal offence, make a police report with the Police immediately. Make a copy of the Police Report issued to you by the Singapore Police Force and submit it to your insurance company for a claim subjecting to the relevance of the incident occurred and your insurance coverage. Please check with your insurance company for more details.

6.9 In Case of an Emergency or when HELP is Needed

The following telephone numbers can come in handy in case of an emergency or when help is needed:

Police (Singapore Police Force)	999
Fire / Ambulance	995
Immigration & Checkpoints Authority of Singapore (ICA)	6391 6100

Embassy / High Commission / Consulate Office

Embassy of the People's Republic of China	6418 0246 / 6418 0224
High Commission of India	6737 6777 / 6737 6809
Embassy of the Republic of Indonesia	6737 7422
Malaysian High Commission	6235 0111
Embassy of the Union of Myanmar	6735 6576 / 6735 1672
High Commission of the Democratic Socialist Republic of Sri Lanka	6254 4595 / 6254 4596 6254 4597
Royal Thai Embassy	6737 2175 / 6737 2644
Embassy of the Socialist Republic of Vietnam	6462 5938 / 6467 3573

TOUCH Community Services (TOUCHLine) **1800 377 2252**
Youths between 12 to 19 years old, who are struggling, frustrated or depressed and badly in need of a listening ear.
(Weekdays daily : 9am to 6pm)

Samaritans of Singapore (SOS) **1800 221 4444**
SOS provides a daily 24-hour confidential service by trained volunteers who offer emotional support to people who are in crisis or thinking of suicide.

7. School Rules & Regulations

The rules and regulations of the School are subject to revision and the implementation of new ones from time to time. You are reminded to check for such updates from the SMA-SOM's website and notice boards or even via email notices from the School to keep yourself updated.

You will have to abide by the new or revised rules and regulations with effect from the date of notice. Please do not hesitate to contact our Student Services Office for any clarification when necessary.

7.1 General Conduct

- Achieve an attendance of at least 90% and be punctual for all scheduled classes, lectures, tutorials and practicum.
- Be a keen learner, engage with the lecturers and actively participate in classes, lectures, tutorials and practicum.
- Be committed and prepared for continuous assessments / practical tests and exams.
- Dress in proper attire and display a satisfactory personal appearance while in SMA-SOM's campuses, or whenever representing SMA-SOM in any occasions.
- Behave responsibly within and outside of the SMA-SOM campuses.
- Respect the personal property of others and the property of SMA-SOM.

- g) Show respect to SMA-SOM's academic and service staffs.
- h) Respect the rights, feelings, dignity, health and safety of others and act with courtesy.
- i) Respect the ethnic diversity, within and outside of the SMA-SOM campuses.
- j) Do not engage in activities deemed inappropriate by the School, e.g. smoking, stealing, gambling, cheating, physical fighting, use of vulgar language, and any other misconduct deemed fit by the School.
- k) Do not engage in the use/possession of items deemed inappropriate by the School, e.g. alcohol, unauthorized drugs, banned magazines, etc.
- l) Do not engage in the possession of illegal/prohibited items in accordance to the laws of Singapore, e.g. weapons, firearms, articles deemed dangerous, etc.

7.2 Property of SMA-SOM

- 7.2.1 We expect students to take good care of the School's property, facilities, equipments and resources. Any student caught vandalizing or cause damage/lost of these items will need to pay the cost for repairing or replacing the items to its original condition.
- 7.2.2 All classrooms for the evening classes will be opened from 6pm till 10pm. A classroom will be opened for students' self study/discussion sessions, subjected to availability of the rooms. Students are to remove any litter, clean their surrounding area and push back their chairs before leaving the classroom.

7.3 Eating/Drinking in Classrooms/Library/Computer Labs

- 7.3.1 Students are not allowed to eat or drink (except bottled plain water) in the classrooms/library/computer labs of SMA-SOM.

7.4 Punctuality

- 7.4.1 Students are expected to observe punctuality for classes/lessons. Those who arrive more than 45 minutes late for class will be marked as absent for that class/lesson.

7.5 Student's Belongings

- 7.5.1 Students are expected to take care of their personal belongings. SMA-SOM will not be held liable for the loss of any personal belongings within the School's premises.

7.6 Smoking Prohibition (By Law)

- 7.6.1 With effect from 1 Jan 2009, the smoke-free areas will be extended to cover all indoor public places, regardless of whether they are air-conditioned.
- 7.6.2 For outdoor areas, the smoke free zones are extended to areas within 5 metres radius of the entrances/exits of buildings or property edges. Thus, no smoking is allowed within the 5 metres radius range.
- 7.6.3 Smoking in prohibited places is an offence under Section 3(2) of the Smokers Smoking in Prohibited Places Act. First-time offender can be fined up to \$1,000 and for repeat offender, up to \$2,000 upon conviction in Court.
- 7.6.4 A smoking area has been designated outside the campuses.

7.7 Disciplinary Actions / Penalties

7.7.1 Any disciplinary record made is kept in the student's file. Any violation is referred to the Student Disciplinary Committee of the Academic Board of SMA-SOM.

7.7.2 **Disciplinary actions may be taken for the following (but not limited to) breaches of expected conduct:**

- a) Poor attendance & insufficient academic progress.
- b) Cheating or attempted cheating during exams or other assessments.
- c) Plagiarism.
- d) Signing in or out for another student on an attendance sheet.
- e) Forgery of a medical certificate and/or any other documents, including alteration of any documents.
- f) Inappropriate attitude and behaviour, such as being disrespectful and insubordination to staff member of SMA-SOM; inappropriate or aggressive behaviour to fellow students.
- g) Inappropriate or revealing attire.
- h) Sleeping, eating or drinking in class (with exception of bottled water), reading newspapers/magazines, use of mobile phone, electronic audio/visual/gaming equipments, or any other wilful misconduct in class.
- i) Fighting or committing other mischievous act of disturbance, littering, smoking, gambling, extortion, use of vulgarities, consumption of alcohol/chewing gum, use/possession of drug, etc.
- j) Theft, vandalism or damage of property of another student, a staff member, or of SMA-SOM.
- k) Failure to respond to a staff member of SMA-SOM at the pre-determined time after a written notice requiring presence is served.
- l) Repeat an offence or failure to improve after a warning letter is served.
- m) Taking up employment while registered as a full-time international student (Student's Pass holder) of SMA-SOM.
- n) Absent from class without official leave.
- o) Unauthorized entry into a compound within SMA-SOM.

Penalties include:

- a) Warning letters.
- b) Bar from exams.
- c) Signing a bond of good behaviour witnessed by parents / legal guardian.
- d) Disqualification and removal from the programme/course.
- e) Expulsion (taken if there is serious breach of conduct or an accumulated record of misconduct even though no single incident is serious enough by itself to warrant expulsion). Expulsion implies termination from the programme/course and the termination of registration as a student with SMA-SOM.
- f) Any offence committed under the Singapore law will result in the perpetrator to be handed over to the police.

7.7.3 **The following disciplinary actions will be taken for failing to comply with attendance requirement:**

Action Taken	Cause
1st warning letter issued to student & parents / legal guardian	Absent for 3 days or occasions without valid reason and supporting document
2nd warning letter issued to student & parents / legal guardian - including meeting with parents / legal guardian	Absent for 5 days or occasions (accumulative from the previous absenteeism) without valid reason and supporting document
3rd & final warning letter issued to student & parents / legal guardian - including meeting with parents / legal guardian	Absent for 7 days or occasions (accumulative from the previous absenteeism) without valid reason and supporting document
Expulsion letter issued to student expelling student from School. Parents / Legal guardian will be informed in writing	Absent for more than 7 days or occasions (accumulative from the previous absenteeism) without valid reason and supporting document

7.7.4 **The following disciplinary actions will be taken for poor conduct (non-academic) and failing to comply with the rules & regulations of the School:**

Action Taken	Cause
Reminder letter issued to student & parents / legal guardian	1st offence
1st warning letter issued to student & parents / legal guardian	2nd offence (accumulative from previous misconduct)
2nd warning letter issued to student & parents / legal guardian - including meeting with parents / legal guardian	3rd offence (accumulative from previous misconducts)
3rd & final warning letter issued to student & parents / legal guardian - including meeting with parents / legal guardian	4th offence (accumulative from previous misconducts)
Expulsion letter issued to student expelling student from School. Parents / Legal guardian will be informed in writing	5th offence (accumulative from previous misconducts)

7.8 Academic Dishonesty

7.8.1 Academic dishonesty in the preparation or presentation of any assessable work is regarded as misconduct, and SMA-SOM imposes serious measures on students who are found to have acted in this way. **The major categories of academic dishonesty are:-**

Academic fraud is making a false representation to gain an unjust advantage. This can include:

- a) making contact with another person, contrary to instructions, during an exam or other assessments;
- b) reusing one's own work that has been submitted previously and counted towards another course (without permission);
- c) bringing unauthorised material or devices into an exam other than those specified for that assessment;
- d) falsification of data;

Plagiarism is the presentation of the thoughts or works of another as one's own. This may include:

- a) copying or paraphrasing material from any source without due acknowledgement;
- b) using another's ideas without due acknowledgement;
- c) work with other without permission and presenting the resulting work as though it was completed independently.

- 7.8.2 It is the responsibility of the student to ensure that coursework (assignment/project) submitted is his/her own work. Any student found submitting work done by other people or if a significant portion of his/her work contains unacknowledged content, he/she is deemed to have committed plagiarism and will be subjected to disciplinary action by the School/University. Unless otherwise stated, the referencing style to be used is **American Psychological Association (APA)** referencing for Psychology and Security programmes and the **Chicago Referencing** for all other programmes.
- 7.8.3 Attempting to cheat in an assessment or exam, even if the student did not succeed in using the material, is treated as cheating. Having the "banned" material with you in an assessment or exam is considered as cheating, even if you did not use it.
- 7.8.4 The Disciplinary Committee will investigate and evaluate the case and provide the student with an opportunity for hearing before the Committee. The Committee shall determine whether academic dishonesty occurred and set the appropriate action or penalty. The Chair of the Disciplinary Committee will make its recommendation directly to the General Manager, Academic Affairs & Operations. Any appeal should be directed to the General Manager, Academic Affairs & Operations.
- 7.8.5 **The consequences for students caught cheating and plagiarism will be as follows:**
- a) Immediate failure of the module/unit, which have to be repeated; and fees will be charged for this re-sit
 - b) This incident will be entered into the student's record.
 - c) The findings of the inquiry will be forwarded to the student's parents / legal guardian.
 - d) Any further incidence of cheating or plagiarism will result in the student being expelled.
- 7.8.6 The Committee's recommendation / decision is final unless the Committee recommends that the student be either suspended or expelled, in which case the final sanction is decided by the General Manager, Academic Affairs & Operations.

8. General Policies & Information

8.1 Change of Personal Details

- 8.1.1 **It is extremely important for you that the School keeps updated information of your personal contact details for convenience of:**
- a) verification by the authorities (Student's Pass holders);
 - b) informing you in the event that the class is postponed or cancelled;
 - c) updating you on new policies and procedures of SMa-SOM;
 - d) informing your family in the event of an accident;
 - e) general correspondences.
- 8.1.2 **If you have changed your personal particulars/details, you must complete the Student's Particulars Update Form and submit it to our Student Services Office as soon as possible. A copy of the form can be obtained from the Student Services Office or downloaded from our website at <http://www.sma.edu.sg> .**

8.2 Confidentiality

- 8.2.1 SMa-SOM is committed to maintaining the confidentiality of our student's personal information and undertakes not to divulge such information to any unauthorized third party (except to government authorities) without the prior consent of the student.

8.3 Email Notices by SMa-SOM

8.3.1 SMa-SOM may notify students on some of these issues:

- a) Lesson schedule or change in lesson schedule/venue
- b) Exam schedule or change in exam schedule/venue
- c) New or change in policies and procedures of SMa-SOM
- d) Upcoming events/activities of SMa-SOM
- e) Collection of assignments/projects

8.3.2 SMa-SOM will not be liable for any student who misses deadlines due to failure in checking his/her emails.

8.4 SMa-SOM Student ID Card

8.4.1 All SMa-SOM students will be issued with a SMa-SOM student ID card, which must be produced as a form of identification when required by the School. The student ID card is also used for compulsory verification during exams.

8.4.2 If you misplaced or lost your student ID card, you must approach our Student Services Office **immediately** to arrange for a card replacement. A replacement fee is chargeable.

8.5 Requests for Referral Letter

8.5.1 If you need a referral letter from the School to certify your enrolment with the School and/or your current academic performance, you must complete the Request for Document Form and submit it to our Student Services Office for processing.

8.5.2 **The School will take 7 working days from the date of request to process your request.** Any request that involves or requires processing time by external parties (e.g. university partners, government authorities, etc.) will take at least 14 working days.

8.6 Printing & Photocopying

8.6.1 Facilities for printing and/or photocopying of additional handouts, assignments/projects, or any other materials required by students are available at the School's Library.

8.6.2 Printing and/or photocopying will be charged accordingly which students must purchase cash cards in order to use these facilities.

The School will not entertain any printing and/or photocopying for students.

8.7 Library Rules

8.7.1 All students must observe and abide by the following rules and regulations of the library:

- a) Other than the consumption of plain water (bottled), eating or drinking in the library is not allowed.
- b) To prevent causing disturbance to other students, you are to maintain silence at all time while in the library. Mobile phone must be switched to silent mode.
- c) Reference materials are only meant for in-house consultation.
- d) All printed publications are protected by the Copyright Act. Where a literary, dramatic or musical work is not less than 10 pages, students may photocopy up to 10% of the number of pages in a published edition of the work or if the work is divided into chapters, up to one chapter.
- e) The library is a study area and students should not treat it as a resting place.

8.7.2 **It is an offence to write in, damage, lose or refuse to return library material. For any lost item, the borrower will be required to pay the replacement copy and administrative fee.**

8.7.3 **Students are encouraged to utilise the library resources of our campus to do their researches or projects.** The reference books are only meant for browsing in the library and students should not remove the books from the library without the authorisation from the School. To ensure more students can make use of the reference books kept in the library, students are only allowed to borrow up to two books for a maximum of four (4) hours per book at any time. Any additional hour held by the students will be charged at \$2.00 per hour.

Student can also make use of the National Library which is centrally located and conveniently accessible from our campus.

8.8 Use of Computer in the Computer Labs

8.8.1 Students are allowed to use the computer in the computer labs to work on their assignments or projects, however penalties apply for abusing of the computer usage service.

Please DO NOT:

- a) Install or remove software
- b) Change any Windows settings
- c) Store files on the computer's hard drive.
- d) Bring food into the computer room.

Please DO:

- a) Use the available software and the Internet for your study.
- b) Store your work files and assignments etc. on your own external drive / thumb-drive.
- c) Shut down the computer properly when you are finished.

8.9 Loss & Found

8.9.1 Any articles/items found within the School can be referred to the Student Services Office. Students can approach the Student Services Office to check for their lost article/item. Lost articles/items not claimed within fourteen (14) working days will be discarded.

9. Attendance Policy

The students must ensure that they sign the attendance personally for every class attended. Students caught signing the attendance on behalf of another student will be subjected to severe disciplinary action by the School.

9.1 International Students

9.1.1 Under the Immigration Act of Singapore, all international students holding a Student's Pass must not be absent for a continuous period of seven (7) days or more or that the percentage of attendance for the course in any month must not fall below **90%** or below without any valid reason. A student will be required to surrender the Student's Pass for cancellation if he/she does not satisfy the attendance requirement.

9.1.2 **As part of the Singapore Quality Class (SQC) requirements, all international students should spend at least 7 hours per school day, attending classes, tutorials, doing individual/group projects and assignments and participating in enrichment activities and co-curriculum activities.**

9.2 Students Funded under Skills Development Fund (SDF)

9.2.1 Students in our Diploma and Certificate programmes are eligible to apply for subsidy from the Workforce Development Agency's Skills Development Fund (SDF) to fund their studies. They are required to observe a **75%** minimum attendance, failing which, the School will recover the portion of the SDF subsidy from either the student and/or the sponsoring company.

9.3 Local Students in SMa-SOM Proprietary Programmes

9.3.1 Full-time students enrolled in our SMa-SOM proprietary programmes must attend all classroom lessons and work experience days to obtain their qualification. All non-attendance must be supported with a medical certificate or approved leave of absence from SMa-SOM. A student may be barred from exams if his/her attendance falls below **80%** for each course of study. In addition, the student may not be placed out for fieldwork practicum (if any) if his/her attendance is less than satisfactory.

9.3.2 **Full-time student who is absent from class/session must submit documentary proof covering the period of absence to the Student Services Office within three (3) working days to avoid being penalized for missing classes. Documentary proofs that are valid include:**

- a) Approval of Leave by SMa-SOM.
- b) Medical certificates issued by a registered hospital, polyclinic or clinic of Singapore.
- c) Letter from parents or legal guardian explaining your absence with valid reason/s (subject to acceptance by SMa-SOM).
- d) Documentary proof explaining your absence for any unforeseen and unavoidable circumstances (subject to acceptance of SMa-SOM).

9.3.3 While there is no minimum attendance requirement for the part-time students enrolled in our SMa-SOM proprietary programmes, our School encourages attendance by incorporating a 10% attendance component in the overall assessment.

9.4 Students in Overseas Programmes offered through SMa-SOM

9.4.1 Students enrolled in overseas programmes offered through SMa-SOM are to refer to their respective universities' handbooks and/or unit outline to determine the attendance requirements as the requirements may vary from university to university and programme to programme.

9.5 Leave Application

9.5.1 You should avoid making an application for leave if the period of leave involves missing classes, assessments, field trips, or any other scheduled events.

9.5.2 If you have an application for leave where the period of leave involves missing the above mentioned activities, there will not be any make up lessons and/or assessments. In such case, you will be given zero (0) mark on the affected components. As a result, you could fail the module/level and may, depending on the course requirements, have to repeat the whole course or module/level.

9.5.3 If you are travelling outside of Singapore:

- a) Do not make any travel arrangement, including the commitment of money, before leave approval is granted.
- b) Once your leave is approved, you may make your travel arrangement and you must provide a copy of the return air ticket or boarding pass to the Student Services Office immediately.
- c) You must promptly return to SMa-SOM to attend your scheduled classes on the day after the end of your approved leave period.

9.5.4 If you are a Student's Pass holder and would like to travel outside of Singapore, you should adhere to the following procedures:

- a) The procedure of **Leave Application** applies even during term breaks, public holidays or any other holidays designated by SMa-SOM.
- b) You are obligated to inform SMa-SOM of your whereabouts and contact details outside of Singapore.

9.5.5 If you wish to apply for leave, you should adhere to the following procedures:

- a) You should seek permission from your respective lecturer/s of such intention.
- b) You must complete the Student's Leave Application Form and submit it to our Student Services Office at least **7 working days** before the intended date of leave.
- c) Parent's formal letter of consent to the application and to absolve SMa-SOM's responsibilities for any disruption to your study in Singapore is required if you are below the age of 18 (an indication of approval to your travel plan from your parents or legal guardian is also required if you wish to travel out of Singapore during the period of leave).
- d) You might be required to meet with the respective staff in-charge in case of any query to your application.
- e) SMa-SOM shall inform you on the outcome of the application - a copy of the leave application form indicating the outcome will be returned to you.

9.6 Medical Leave

9.6.1 If you are absent from class/session due to medical reasons, you should adhere to the following procedures:

- a) Contact the SMa-SOM's Student Services Office informing on your absence.
- b) You must complete the Student's Leave Application Form and submit it along with original valid medical certificate/s covering the period of absence to our Student Services Office **immediately** upon your return to the School.
- c) Medical certificates other than those issued by a registered hospital, polyclinic or clinic of Singapore will not be accepted for the application.

10. Scheduling Policy

10.1 Timetable / Course Schedule

- 10.1.1 **Timetables / course schedules and the allocation of lesson venues are available on the campuses plasma TV on a daily basis. Students are encouraged to refer to the plasma TV for their schedule on a daily basis as there may be changes occasionally.**
- 10.1.2 Classes for full-time students are usually scheduled during the day on weekdays whereas classes for part-time students are usually held in the evenings. When the need arises, classes may be conducted during the weekends. For full-time students, classes for certain modules/units may occasionally be held in the evenings.
- 10.1.3 The timetable / course schedules are fixed by the School and for the benefit of the majority of students, we will not be able to make changes to the timetable/course schedules to accommodate individual student's schedule.

10.2 Changes to Timetable / Course Schedule and/or Lesson Venue

- 10.2.1 While the School strives to commit to the timetable/course schedule and lesson venue agreed/released to the students, SMA-SOM reserves the right to amend the timetable/course schedule and/or lesson venue when necessary (especially under circumstances beyond the control of the School).
- 10.2.2 Should there be any changes to the timetable/course schedule and/or lesson venue, the School will make every effort to inform the students about the change.

10.3 Changing Lessons/Classes

- 10.3.1 Students are not allowed to unilaterally change classes or attend lessons he/she is not scheduled to attend. Sudden surge in student's number in a particular lesson not made known to the School in advance can result in possibilities of overcrowding in classrooms and/or insufficient seats or lesson handouts.
- 10.3.2 Under such circumstances, students who are not scheduled for the particular lesson/class may be asked to leave the lesson/class and/or lesson handouts may not be issued to them. The School will not be responsible over any miss out on lessons by these students nor compensate students under such circumstances.

11. Re-Enrolment Policy

11.1 Re-Enrolment for Next Semester/Trimester

- 11.1.1 Students will be informed on the need for re-enrolment for next semester/trimester for programmes (if applicable) at least three weeks before the start of the next semester/trimester.
- 11.1.2 **It is the responsibility of the students to ensure that they have fulfilled the pre-requisites (if applicable) for the modules/units that they are enrolling for the next semester/trimester.**

11.2 Late Re-Enrolment Fee

- 11.2.1 Students are expected to observe the stipulated deadline for the re-enrolment exercise, failing which, they will be liable to pay a **S\$50** (subject to prevailing GST) administrative fee.

11.3 Cancellation/Changes after Re-Enrolment

- 11.3.1 An administrative fee of **S\$50** (subject to prevailing GST) will be applicable for every cancellation/change of module/unit after student has been enrolled in the Re-Enrolment exercise.

12. Deferment Policy

12.1 Deferment of Course

- 12.1.1 A deferment refers to a student's request to delay his/her study of the course and to carry forward his/her paid fees to a later period. Deferment may arise due to factors such as the need to serve in national service or for any other valid reason.
- 12.1.2 As a policy, deferment is generally not encouraged unless on official or compassionate grounds and approval is granted at the sole discretion of the School. All requests for deferment must be supported by official documentary evidence.
- 12.1.3 **If you wish to defer your study, you should adhere to the following procedures:**
- You must complete the Request for Course Deferment Form and submit it to our Student Services Office along with official documentary evidence.
 - Parent's formal letter of consent to the deferment and to absolve SMA-SOM's responsibilities for any disruption to your study in Singapore is required if you are below the age of 18.
 - An appointment will be arranged for you to meet with the respective staff in-charge for advice and counselling session. With advice from our staff, you will decide on whether to continue with your study or proceed with the deferment.
 - SMA-SOM shall put it in writing to inform you on the acknowledgement of deferment.
 - Upon acknowledgement:** you must approach our Student Services Office as soon as possible to complete formalities with SMA-SOM and the Student's Pass cancellation (Student's Pass holder only) processes for the deferment of study. Your Student's Pass must be returned to the School.
 - For Student's Pass holder, SMA-SOM will cancel your Student's Pass with the ICA.

12.2 Late Request for Deferment of Course

- 12.2.1 Students who submit their request for deferment upon or after the start of the module/unit for a particular semester/trimester will not be able to carry forward his/her paid fees for the particular module/unit to a later period, unless otherwise approved by SMA-SOM.

13. Transfer Policy

13.1 Transfer of Level

- 13.1.1 Transfer of level within a course may be possible depending on the regulations of the respective course of study but you shall be solely responsible for future outcomes resulting from the transfer should it be approved.
- 13.1.2 **If you wish to have a transfer of level of study, you should adhere to the following procedures:**
- You must complete the Request for Transfer of Course/Level Form and submit it to our Student Services Office at least **14 working days** prior to the commencement date of the level.
 - Parent's formal letter of consent to the transfer and to absolve SMA-SOM's responsibilities for any disruption to your study in Singapore is required if you are below the age of 18.
 - An appointment will be arranged for you to meet with the respective staff in-charge for assessment session. With advice from our staff, you will decide on whether to continue with your current level or proceed with the transfer request, subject to your satisfying the pre-requisites of the intended level.
 - Assessment of your request will be based on your current academic performance, level of understanding (language proficiency), lecturer's recommendation and most importantly your satisfying the pre-requisites of the requested level.

- e) Decision of the School pertaining to the request is final. SMa-SOM shall put it in writing to inform you on the outcome of the request.
- f) **If the request is approved:** you must approach our Student Services Office as soon as possible to complete formalities with SMa-SOM for the transfer of level.

13.2 Transfer of Study Mode

13.2.1 Transfer of study mode refers to a change from full-time study to part-time study or vice versa for the same course. This may be possible depending on the regulations of the respective course of study but you shall be solely responsible for future outcomes resulting from the transfer should it be approved. Student's Pass holders are not eligible for such transfer.

13.2.2 **If you wish to have a transfer of study mode for study, you should adhere to the following procedures:**

- a) You must complete the Request for Transfer of Course/Level Form and submit it to our Student Services Office at least **14 working days** prior to the commencement date of the module/level.
- b) Parent's formal letter of consent to the transfer and to absolve SMa-SOM's responsibilities for any disruption to your study in Singapore is required if you are below the age of 18.
- c) An appointment will be arranged for you to meet with the respective staff in-charge for assessment session. With advice from our staff, you will decide on whether to continue with your current study mode or proceed with the transfer request.
- d) SMa-SOM shall put it in writing to inform you on the outcome of the request.
- e) **If the request is approved:** you must approach our Student Services Office as soon as possible to complete formalities with SMa-SOM for the transfer of study mode.

13.3 Transfer of Course

13.3.1 For transfer of course, your current Student's Pass must be cancelled in order for a new Student's Pass application to be made to the ICA. All Student's Pass applications are subject to approval by the ICA.

13.3.2 **If you wish to have a transfer of course, you should adhere to the following procedures:**

- a) You must satisfy the pre-requisites of the requested course and have a good class attendance record before such request can be considered.
- b) You must complete the Request for Transfer of Course/Level Form and submit it to our Student Services Office at least **one (1) month** prior to the commencement date of the course.
- c) Parent's formal letter of consent to the transfer and to absolve SMa-SOM's responsibilities for any disruption to your study in Singapore is required if you are below the age of 18.
- d) An appointment will be arranged for you to meet with the respective staff in-charge for assessment session. With advice from our staff, you will decide on whether to continue with your course of study or proceed with the transfer, subject to your satisfying the pre-requisites of the intended programme.
- e) SMa-SOM shall put it in writing to inform you on the outcome of the request.
- f) **If the request is approved:** you must approach our Student Services Office as soon as possible to complete formalities with SMa-SOM and the Student's Pass application (Student's Pass holder only) processes for the transfer of course. Your Student's Pass and highest education qualification certificates / academic transcripts are required for the application.
- g) **As a policy, internal transferring from one course/programme to another is "Deemed Withdrawal" in the Student Contract.**

13.4 Transfer to Another School - Deemed Withdrawal

13.4.1 For Student's Pass holder, your Student's Pass with SMA-SOM must be cancelled in order for a new Student's Pass application to be made to the ICA by the new School.

13.4.2 **If you wish to transfer to another School, you should adhere to the following procedures:**

- a) You must complete the [Request for Post-Enrolment Withdrawal Form](#) and submit it along with your Student's Pass to our Student Services Office.
- b) Parent's formal letter of consent to the transfer of School and withdrawal from SMA-SOM, and to absolve SMA-SOM's responsibilities for any disruption to your study in Singapore is required if you are below the age of 18.
- c) An appointment will be arranged for you to meet with the respective staff in-charge for counselling session. With advice from our staff, you will decide on whether to continue with your current study or proceed with the withdrawal/transfer.
- d) Should you decide to continue with the transfer, you must first confirm your enrolment with the school of your choice. You (Student's Pass holder) are required to submit to our Student Services Office Form V36A of ICA where Section A has been fully completed by the school that you intend to transfer to.
- e) Our Student Services Office will notify you to collect the Form V36A once it is completed by SMA-SOM.
- f) Your (Student's Pass holder) attendance record and progress report (if any) for the processing of this transfer will only be released if you do not have any outstanding financial obligation to SMA-SOM.
- g) SMA-SOM reserves the right to reject a request for transfer if the student has failed to comply with the terms and conditions of their enrolment at SMA-SOM or ICA.

14. Withdrawal Policy

14.1 Post-Enrolment Withdrawal

14.1.1 **If you wish to withdraw from SMA-SOM voluntarily, you should adhere to the following procedures:**

- a) You must complete the [Request for Post-Enrolment Withdrawal Form](#) and submit it along with your Student's Pass to our Student Services Office.
- b) Parent's formal letter of consent to the withdrawal and to absolve SMA-SOM's responsibilities for any disruption to your study in Singapore is required if you are below the age of 18.
- c) An appointment will be arranged for you to meet with the respective staff in-charge for counselling session. With advice from our staff, you will decide on whether to continue with your study or proceed with the withdrawal.
- d) For Student's Pass holder, SMA-SOM will cancel your Student's Pass with the ICA.

14.2 Late Request for Post-Enrolment Withdrawal

14.2.1 Students who submit their request for discontinuance/termination of study after the start of module/unit for a particular semester/trimester will not be entitled to a refund of their fees paid (refer to Refund Policy). Special approval may be granted by SMA-SOM on a case-by-case basis.

15. Payment Policy

15.1 Fee Payment

- 15.1.1 Students must pay their fees laid out in the respective Standard Student Contracts and by the date(s) stipulated in the Letter of Acceptance, Payment Schedule and Payment Notices.
- 15.1.2 Payment can be made in full or by instalments according to the predetermined plan. A non-refundable Registration Fee is to be paid upon enrolment.
- 15.1.3 Receipts will be issued to the students at the point of payment, and students are reminded to keep these receipts for future references in the event of any payment discrepancies that might occur.

15.2 Mode of Payment

- 15.2.1 Students may opt to make payment of course fees through the following options:

- a) Cash
- b) Cheque (made payable to "SMA School of Management Pte Ltd")
- c) NETS
- d) Credit Cards
- e) iBanking - DBS current account no. **033-900808-7**
(Students are required to print out the confirmation page and exchange for an official SMA-SOM receipt)

All payments have to be made out in Singapore dollars.

- 15.2.2 Students are only allowed to utilise the 0% credit card instalment plan for full or first payment. Subsequent payment of course fees by instalments will be subjected to a 5% non-refundable administrative charge (plus the prevailing GST).

15.3 Late Payment of Fee

- 15.3.1 Students are expected to observe the stipulated deadline as indicated in the payment schedule and/or our notice for payment, failing which, they will be liable to pay a **S\$50** (subject to prevailing GST) administrative fee per module/unit or 1% of the fee due whichever is higher.

15.4 Outstanding Fees

- 15.4.1 Students are expected to make timely payment of course fees to the School. A student may be barred from attending lessons, sitting for exam and/or progression to the next level, if he/she fails to satisfy any outstanding financial obligation to SMA-SOM.
- 15.4.2 SMA-SOM reserves the right to bar students from attending exams and/or withheld certificates and/or academic transcripts of these students until their outstanding financial obligations with the School are fulfilled.

16. Refund Policy

Our Refund Policy relates to course withdrawal “With Cause” or “Without Cause”. The Policy is governed by the Student Contract entered into between the School and the student.

16.1 Refund of Tuition Fee

With Cause

All application/registration, enrolment, sponsorship and Escrow bank charges / insurance premiums paid to/through SMa School of Management Pte Ltd are non-refundable. 100% of tuition fee paid are refundable under any of the following conditions:

- a) Student's Pass application is rejected by the ICA.
- b) SMa-SOM fails, for any reasons, to start the course on the commencement date.
- c) SMa-SOM fails, for any reasons, to complete the course by the completion date except those that are caused by the students themselves, such as, deferment, re-sit, re-module, etc.
- d) SMa-SOM terminates the course for any reason prior to the completion of the course.
- e) SMa-SOM is in material breach of its obligations under this Agreement.

Application/Registration Fee is not refundable.

Without Cause

If you withdraw for any reason other than those set out above (With Cause), the following refund percentages apply:

- **100%** of the aggregate amount of the course fees and additional fees paid when student's written notice of withdrawal is received by the School more than 60 days before the course commencement date.
- **75%** of the aggregate amount of the course fees and additional fees paid when student's written notice of withdrawal is received by the School between 30 to 60 days before the course commencement date.
- **25%** of the aggregate amount of the course fees and additional fees paid when student's written notice of withdrawal is received by the School lesser than 30 days to 1 day before the course commencement date.
- **No refund** when student's written notice of withdrawal is received by the School upon course commencement.

Registration/Application Fee is not refundable.

% of the aggregate amount of the Tuition Fee paid	If Student's written notice of withdrawal is received
100%	More than 60 days before the course commencement date
75%	Between 30 to 60 days before the course commencement date
25%	Less than 30 days to 1 day before the course commencement date
0%	Upon course commencement

- 16.1.1 **It takes 14 working days to process the refund request upon receipt of the necessary documents. The 5% administrative charge for payment processing is non-refundable.**
- 16.1.2 **For payment made via bank loans or credit card instalment plans, refund will be credited back to the respective bank if the School has an undertaking (with the bank) to do so.**
- 16.1.3 **For other modes of payment or when there is no undertaking by the School, a crossed cheque will be issued to the student under the student's name as per registered with the School. The School will not entertain any requests for such cheques to be issued to third party.**
- 16.1.4 The student will be required to collect the cheque personally from the School. A letter of authorisation duly signed by the student must be submitted to the School should the student decide to have the cheque collected on his/her behalf by a representative. **The full name and NRIC / FIN / Passport No. of the student and the representative must be clearly stated in the mentioned authorisation letter.**

16.2 Requests for Fee Refund

16.2.1 The following conditions must be fulfilled for refund of tuition fee, if any is to be considered:

- a) Any request for withdrawal must be submitted in writing with the Request for Post-Enrolment Withdrawal (duly completed) to the Student Services Office. Request for refund not relating to course withdrawal must be submitted in writing with the Request for Refund (duly completed) to the Student Services Office.
- b) Refund will be based on the remaining number of unconsumed semester(s) / module(s) from the date (of notice) of withdrawal in accordance to the stipulated timeline prior to the commencement of the next semester as drawn out in the Refund Policy.
- c) No refund will be given for modules that have already completed and/or have commenced within any given semester.
- d) Students with medical conditions or face genuine financial difficulties must support their claims with official documentary evidence to the School for consideration.
- e) All requests pertaining to withdrawal matters are to be approved by the School.
- f) Any decision relating to refund of tuition fee arising from withdrawal shall be made at the sole discretion of the School and that shall be final. Upon which, the student concerned shall be informed in writing of the School's decision.

16.3 Refund of SPS Tuition Fee Insurance Premium

16.3.1 Refund of insurance premium for the Student Tuition Fee Insurance under the Student Protection Scheme (SPS) will be made to the student as follows once all administrative formalities are fulfilled:

Full Premium Refund (after deducting administrative charge)

NTUC Income will retain an administrative charge under the Full Premium Refund Conditions as follows:

- a) When ICA rejects the Student's Pass Application of the international student.
- b) When the international student applicant declines to accept SMa-SOM's offer to begin his/her course and does not enter Singapore.

Partial Premium Refund (subject to administrative charge)

NTUC Income has the discretion to retain the first six to twelve months premium subject to the minimum administrative charge under Partial Premium Refund Conditions before refunding the balance premium. The conditions include:

- a) When the insured student discontinues his/her studies with SMA-SOM in order to continue his/her education with a government school.
- b) When the insured student switches to another course within the School.
- c) When the insured student needs to return to his/her country of residence due to severe illness or other legitimate reasons, subject to the discretion of NTUC Income.

16.4 Refunds from SPS Tuition Fee Account (Escrow)

16.4.1 Tuition fee paid into Student Tuition Fee Account (Escrow) under the Student Protection Scheme (SPS) will be credited by the Bank into the student's bank account as indicated (by student) in the Escrow Confirmation once all administrative formalities are fulfilled. Terms of refund as follows:

- a) Tuition fee paid into the Student Tuition Fee Account will be fully refunded to the student should his/her Student's Pass application (new application) be rejected by the ICA.
- b) Non-utilised tuition fee paid into the Student Tuition Fee Account will be refunded should the Student's Pass renewal be rejected by the ICA.
- c) Non-utilised tuition fee paid into the Student Tuition Fee Account will be refunded (subject to administrative charge) under the following circumstances:
 - When the student switches to another course within the School.
 - When the student withdraws from the course before the course end date as indicated in the Escrow Confirmation.
 - When the student defers the course to a later date.
- d) The terms of refund as approved by CASE and drawn out in the School's Refund Policy is applicable for the refund.

17. Grievance Policy (& Query/Feedback Mechanism)

SMA-SOM is committed to provide a satisfactory learning experience for the students during their studies with us. The School treats and handles all reports of grievances or query/feedback with strict confidence. Such information will only be made available to authorized personnel on a need-to-know basis.

In the event that a student has any grievance/feedback/concerns/issues, he/she can observe the following procedures:

17.1 Grievance

17.1.1 If you encounter any grievances:

- a) You are encouraged to seek assistance and/or advice from your lecturer or our Student Services staff as you deem fit.
- b) You can complete the Student's Query/Feedback Form and submit it to our Student Services Office. Alternatively you may email our Student Services Office or choose to speak/write in to our Student Services Manager.
- c) An appointment will be arranged for you to meet with the Student Services Manager for counselling session followed by a follow up on your issue of grievance.

- d) SMa-SOM shall inform you on the outcome/status of the investigation - a copy of the investigation report and/or a letter from the School indicating the findings and actions taken will be forwarded to you.
- e) Our interim response is within three (3) working days. Depending on the complexity of the case, our response time is within **21 working days**.
- f) The School will base on its findings to take appropriate actions to resolve the issue within the shortest time possible.
- g) In the event that the School and you are unable to resolve the dispute in accordance with the Grievance Policy above, the School and you shall refer the dispute to the CASE Mediation Centre for mediation prior to instituting any legal action or proceedings.

17.2 Query/Feedback

17.2.1 If you have any query/feedback:

- a) You can complete the Student's Query/Feedback Form and submit it to our Student Services Office. Alternatively you may email our Student Services Office.
- b) You may be called upon to meet with the Student Services Manager for feedback/discussion session followed by a follow up on your query / feedback.
- c) SMa-SOM shall inform you on the outcome/status of the investigation - a copy of the investigation report and/or letter from the School indicating the findings and actions taken will be forwarded to you.
- d) Our interim response is within three (3) working days. Depending on the complexity of the case, our response time is within **21 working days**.
- e) The School will base on its findings to take appropriate actions for improvement and/or resolve the issue within the shortest time possible.

17.3 Course Evaluation

17.3.1 As part of the SMa-SOM's commitment to provide quality courses to our students, the School regularly invites students to evaluate and provide feedback relating to the areas of teaching, staff and services.

17.3.2 Responses from students will be kept with **STRICT CONFIDENTIALITY** and will only be used by the School to make improvements to our courses and services.

17.4 Student Counselling

17.4.1 Students who require psychological and emotional support can refer to our counselling service may contact our Student Services Office to arrange for an appointment with our trained and registered counsellor. All sessions conducted with the counsellor will be kept strictly confidential.

18. Course Material Policy

18.1 Purchase of Textbooks

18.1.1 The cost of textbooks is not included in the course fees. You are strongly encouraged to refer to the unit outlines to determine whether you would like to purchase the textbooks.

18.1.2 As far as possible and when required, SMa-SOM will make arrangements for the textbook vendors to sell the textbooks that are available locally to the students during the first three (3) weeks of the semester/trimester.

18.1.3 For textbooks that have to be brought in from overseas, you must place your order and make payment with the Student Services Office at least four (4) weeks before the commencement of semester/trimester. Cancellation of orders will not be entertained. The shipment of textbooks will arrive in approximately 4 - 6 weeks, subjected to the availability of the books.

- 18.1.4 You are not obliged to buy the textbooks from SMa-SOM's designated vendors and are free to purchase the textbooks from other sources.

18.2 Provision of Course Materials / Handouts

- 18.2.1 As far as possible, SMa-SOM will provide course materials for the students during their studies with the School. However, if for certain reasons the School is prohibited to mass print and distribute course materials for students due to licensing laws (i.e. course materials with copyrights issues), students will be required to log in to the respective University's website to download these copyrighted course materials.

18.3 Collection of Course Materials / Handouts

- 18.3.1 Course materials will be issued to students in class by the lecturer during the first two lessons of the module. All students who were absent during these lessons must collect the course materials from the Student Services Office before the fourth (4th) week of the module or arrange for a classmate to do so.

18.4 Photocopying of Additional Handouts

- 18.4.1 Facilities for printing and/or photocopying of additional handouts, assignments/projects, or any other materials required by students are available at the School's Library.

19. Assessment Policy

19.1 SMa-SOM Proprietary Programmes

- 19.1.1 Students enrolled in our SMa-SOM proprietary programmes will be assessed through a combination of assignments / tests / quizzes, attendance and final exam.
- 19.1.2 The weightage of the various assessment components will be made known to the students in the unit outline of the respective modules. **Onus is on the student to read and understand the assessment criteria, format and weightage of module/unit components.** Students may refer to their lecturers / unit coordinator for clarification when necessary.

19.2 Overseas Programmes Delivered Through SMa-SOM

- 19.2.1 Students enrolled in overseas programmes offered through SMa-SOM are to refer to the respective universities / programmes unit outlines to determine the assessment components as they may vary from university to university and module to module.
- 19.2.2 **Onus is on the student to read and understand the assessment criteria, format and weightage of module/unit components.** Students may refer to their lecturers / unit coordinator for clarification when necessary.

20. Coursework Policy

20.1 Submission of Assignment/Project

- 20.1.1 For both SMa-SOM proprietary programmes and overseas programmes offered through SMa-SOM, students are required to submit their assignments/projects on or before the stipulated deadline, failing which, a 'Fail' grade will be awarded. Penalties will be imposed on students at the discretion of the SMa-SOM and/or the University for late submission of assignments/projects.
- 20.1.2 Any request for extension of submission deadline for assignments must be forwarded in writing with appropriate reasons on the prescribed form five (5) working days prior to the due date. Extension is not automatically granted.

- 20.1.3 It is the responsibility of the student to ensure that coursework (assignment/project) submitted is his/her own work. Any student found submitting work done by other people or if a significant portion of his/her work contains unacknowledged content, he/she is deemed to have committed plagiarism and will be subjected to disciplinary action by the School/University. Unless otherwise stated, the referencing style to be used is **American Psychological Association (APA)** referencing for Psychology and Security programmes and the **Chicago Referencing** for all other programmes.
- 20.1.4 Students are required to submit their assignments/projects together with the Assignment/Project Cover Sheet over the counter of our Student Services Office. **Submission times are between Mondays to Fridays from 9am - 7pm.** Alternatively, a student may choose to drop his/her assignments/projects into the drop box outside our Student Services Office, but we recommend that this be the last option (deadline expires) as no receipt will be issued for such submission.
- 20.1.5 **Students must ensure that the Assignment/Project Submission Receipt is removed from his/her Assignment/Project Cover Sheet by our Student Services staff, duly endorsed and returned to him/her.**
- 20.1.6 **Assignment/Project Submission Receipt that does not bear signatory acknowledgement from our Student Services staff and the official SMa-SOM stamp will not be accepted as a proof of assignment/project submission.**
- 20.1.7 **Assignments/Projects submitted cannot be retrieved back by the student.**

20.2 Collection of Assignment/Project

- 20.2.1 **Assignments/Projects returned to the Student Services Office after marking by lecturers must be claimed by students within 30 days from the date of release of the final exam results.**
- 20.2.2 Student will be notified by our Student Services Office once his/her assignments/projects are ready for collection. It is the student's responsibility to check with the School on the availability of his/her assignments/projects for collection no later than **30 days** from the date of release of the final exam results.
- 20.2.3 It is the discretion of the School and/or the lecturer to decide if assignments/projects can be cleared for return to students.

21. Intellectual Property Rights

The protection of Intellectual Property Rights is a great importance to Singapore's economy growth, particularly in a knowledge-based economy. We therefore need to recognise the value of and respect the intellectual property rights of others. Please note that students are not allowed to tape (whether is video or audio format) lectures delivered by our lecturers or visiting academics.

22. Examination Policy (SMa-SOM Proprietary programmes only)

The following Examination Policy is established with SMa-SOM Proprietary programmes in mind and overseas programmes offered through SMa-SOM should adhere to policies and procedures established by the respective universities.

22.1 Examination Schedule & Venue

- 22.1.1 All exam date, time and venue are fixed by the SMa-SOM and changes to accommodate individual's request will not be entertained.
- 22.1.2 **Student will not be allowed to attend exam in a campus of SMa-SOM or any alternative venues if he/she is not scheduled to take the exam in that particular venue.**
- 22.1.3 Notice of exam dates will be published on SMa-SOM's website and School's notice board ten (10) working days prior to the exam date. It is important for all students to refer to the website and School's notice board for their respective exam date.

- 22.1.4 Exams for part-time students may be scheduled during the day on weekdays whereas exams for full-time students may be held in the weekdays' evenings. When the need arises, exams may be conducted during the weekends.
- 22.1.5 Exams for several different courses and/or modules/units may occasionally be held in the same Exam Room/Hall at a particular time.
- 22.1.6 SMA-SOM reserves the right to amend the exam schedule and/or venue when necessary (especially under circumstances beyond the control of the School). Should there be any changes to the schedule and/or venue, the School will make every effort to inform the students about the change.

22.2 Eligibility for Examination

- 22.2.1 Students must satisfy the following requirement to be eligible for exam:
 - a) Full-time students must satisfy a minimum class attendance of **80%** of the particular module/unit.
 - b) Cleared all outstanding financial obligations to SMA-SOM and its partnering universities
 - c) Complete all coursework (assignments/projects) of the particular module/unit.
- 22.2.2 **The School reserves the right to bar students from taking the exams if they do not satisfy any of these requirements.**
- 22.2.3 If a student is barred from exam due to outstanding financial obligation to the School, he/she must satisfy all mentioned requirements at least **three (3) working days** before the exam date to be eligible for the exam.
- 22.2.4 A student who is barred from the exam due to outstanding financial obligation to the School may sit for the supplementary exam as 1st and only attempt if he/she cleared the outstanding payment before the schedule supplementary exam.

22.3 Application for Deferred Examination

- 22.3.1 Any request for deferment from exam must be forwarded in writing with documentary proof on the Request for Deferred Exam Form to the Student Services Office at least five (5) working days prior to the exam date. Approval for a deferred exam will be granted at the sole discretion of the SMA-SOM and/or its university partner.
- 22.3.2 **Request for deferment will ONLY be considered based on the following reasons:**

Reason	Supporting Document/s
National Service (Reservist) In-Camp Training	SAF 100A or other official supporting documents from MINDEF/SAF/SPF/SCDF
Outstation	Company letter and flight ticket or Passport
Medical reasons	*Medical certificate
Compassionate ground (e.g. death of next-of-kin, emergency cases, etc)	Death certificate, hospitalization documents, etc.

- 22.3.3 **Students will be notified of the schedule for the deferred exam at least 1 week before the scheduled exam. In the absence of such approval, students must attempt the exam in accordance to the scheduled date.**
- 22.3.4 If you are unable to attend an exam due to illness, you must produce a valid medical certificate from a registered hospital, polyclinic or clinic of Singapore within **two (2) working days** from date of exam to our Student Services Office, failing which the medical certificate will not be considered.

- 22.3.5 In the case of hospitalisation, the student must notify the respective lecturer and our Student Services Office within **two (2) working days** after the date of exam. The medical certificate (for hospitalisation) must be submitted to our Student Services Office within **two (2) working days** after discharged from the hospital.
- 22.3.6 **For SMA-SOM proprietary programmes, students approved by the School for deferred exam will be allowed to take the supplementary exam as their deferred exam. There will not be any supplementary exam for students who failed their deferred exam.**
- 22.3.7 **For overseas programmes offered through SMA-SOM, approval for a deferred exam will need to be granted by the respective university.**
- 22.3.8 **Students who are absent from an exam and are unable to produce a valid document for prove of absence will be given a Fail grade.**

22.4 Examination Procedures

Pre-Examination

- a) It is your responsibility to find out the confirmed/exact schedule and venue of exam. You should check with your lecturers on schedules of upcoming exams and further confirm it against the information put up on the Examinations & Results notice board. Do note that exam schedules may subject to changes.
- b) Tuition fee along with any other financial obligations to the School must be settled prior to the exam. The School reserves the right to bar any candidate who fails to settle his/her financial obligations from the exam.
- c) You must bring along your SMA-SOM Student ID Card for verification by the Invigilator when attending an exam. **Candidates without any form of official identification document that bears a photo of him/her will not be allowed to sit for the exam.**
- d) You must bring along your own pens, 2B pencil, ruler, eraser and correction fluid. You may bring along non-programmable calculator, if allowed for the module/unit. Students will be informed to bring along dictionaries if it is required and allowed for a particular exam.
- e) You should arrive at the Exam Room/Hall at least 20 minutes before the commencement of the exam. No candidate will be admitted into the Exam Room/Hall later than 30 minutes after the start of the exam.
- f) You are not allowed to enter the Exam Room/Hall until you are instructed to do so by the Invigilator.
- g) You are not allowed to bring into the Exam Room/Hall any unauthorized books, written or printed documents, pictures or drawings, notes, papers, personal dictionaries or electronic dictionaries/translators, unless otherwise permitted. Other electronic devices, e.g. mobile phones, audio/video players (MP3, etc.), etc. are similarly not allowed.
- h) You must refer to the seating arrangement chart pasted outside the Exam Room/Hall for the seats pre-allotted to you and sit at your assigned desk. Invigilators reserve the rights to insist that candidates comply with the seating arrangements.
- i) In the event that an exam is declared as "open-book exam", students will be allowed to bring original textbooks, articles and/or notes into the exam. **Photocopied textbooks/books are not allowed and will be confiscated from the student before or during the exam.**

During Examination

- a) You are to be seated in the Exam Room/Hall at least 10 minutes before the exam is due to commence. Once inside the Exam Room/Hall, exam conditions prevail, you may not communicate with other candidates in any way.
- b) Mobile phones and all electronic devices that emit noise should be switched off, and placed in your bag along with all other unauthorised items at the front of the Exam Room/Hall.
- c) No eating, drinking or smoking is allowed in the Exam Room/Hall.

- d) You must produce your SMA-SOM Student ID Card for verification purposes. The Card must be placed at the top left-hand corner of your desk where it can be clearly seen before the commencement of each exam paper.
- e) You must sign in the Exam Attendance List in the presence of the Invigilator.
- f) You may only turn over the exam paper and/or write on the exam paper (or answer booklet/script) when you are instructed by the Invigilator to do so.
- g) Once the exam has commenced, you are not allowed to leave the Exam Room/Hall without permission from the Invigilator. Any candidate who leaves the Exam Room/Hall without permission will not be allowed to return.
- h) You are responsible for reading the exam instructions yourself (i.e. "Answer 4 questions from Section A, ..."). The Invigilator will not give any advice with respect to these instructions.
- i) You are not permitted to leave the exam or hand-in your exam script within the first 30 minutes of the exam and last 30 minutes before the end of the exam.
- j) If any assistance is required, the Invigilators' attention must be sought by raising a hand silently.
- k) No question on the meaning of an exam question may be asked.
- l) All answers must be written with blue or black ink with the exception that when the answers are to be input onto a specific answer script using pencil. Diagrams may be drawn in pencil.
- m) No extra papers will be provided for rough working. Rough working must be shown on the writing sheets / answer scripts provided.
- n) A 10 minutes Reading Time will be given at the start of an exam unless not required for the module / exam paper. No writing is allowed during Reading Time unless informed by the Invigilator to do so.
- o) The Invigilator will advise candidates of the time elapsed in the following matter:

 Half an hour before the end of exam, the Invigilator will advise that candidates have 30 minutes remaining. During the last 15 minutes of the exam, the Invigilator will advise that there are 15 minutes remaining. After this announcement, no candidate may return their scripts or leave the Exam Room/Hall until the complete exam period is over.

 Upon completion of the allocated exam time, the Invigilator will advise that the time is up. Candidate must immediately cease writing, drawing or calculating.
- p) You must refrain from talking during the exam. Attempting to communicate with, receiving assistance from, or copying from the paper of another candidate or any other forms of cheating are against the School's regulations. Such act will be recorded and dealt with seriously; and may lead to the removal of the candidate committing the offence from his/her course and from the School.
- q) If cheating or attempted cheating is detected, the candidate must surrender any items found / used as a medium of cheating to the Invigilator and sign on the Invigilator's Report. The candidate may continue with the exam in this case. However, the Student Disciplinary Committee of the Academic Board will interview the candidate after the exam. Cheating or attempted cheating is a serious breach of exam rules and may lead to the candidate having to repeat the semester or being expelled from the School.
- r) A candidate caught cheating in one module may continue to take the exams for the remaining modules.
- s) Upon completing the exam, you must return the exam papers, answer scripts, used or unused writing papers, dictionaries or other exam related materials, and must follow the Invigilator's instructions for handing in these items. If the exam is still in progress, you must leave the Exam Room/Hall and the area outside the Exam Room/Hall quietly. Under no circumstances should you remove the above mentioned items from the Exam Room/Hall.
- t) Once the exam ends, you must remain seated and silent until all exam scripts have been collected by Invigilator and until they have completed any necessary tallying and administrative matters. Exam conditions prevail until the Invigilator announces that candidates may leave.

22.5 Absence from Examination

- 22.5.1 Should you be taken ill during the exam or have a valid reason for not attending the exam, you must provide valid medical certificate or proof of absence document within **2 working days** of the exam date.
- 22.5.2 Medical certificates other than those issued by a registered hospital, polyclinic or clinic of Singapore will not be accepted under such circumstances. Absence from exam without valid supporting document/s will be treated as failing the respective course/module.
- 22.5.3 Students with valid reason (as stated for Application for Deferred Examination) for absence from the exam will be allowed to take the supplementary exam as their deferred exam. There will not be any supplementary exam for students who failed their deferred exam.
- 22.5.4 For overseas programmes offered through SMA-SOM, approval for a deferred exam will need to be granted by the respective university.
- 22.5.5 Students who are absent from an exam and are unable to produce a valid document for proof of absence will be deemed to have sat for and failed the exam.

22.6 Cheating During Examination

- 22.6.1 Candidates who are caught cheating or attempting to cheat during the exam may continue with the exam pending inquiry by the Student Disciplinary Committee. Cheating of any form, such as but not limited to, talking, passing of notes and scrap papers, possession of mobile phones, hidden notes and any gadgets/devices/paraphernalia used to achieve an unfair advantage over fellow students, is forbidden at SMA-SOM.
- 22.6.2 A fail grade will be awarded to the candidate if the Student Disciplinary Committee finds during the inquiry session that cheating had occurred during the exam. For overseas programmes offered through SMA-SOM, the final decision will lie with the overseas universities offering the programme.
- 22.6.3 The School takes cheating very seriously and there will be a formal inquiry by the Student Disciplinary Committee. We would like to highlight that if the charges are substantiated, the consequences will be as follows:
- Immediate failure of the module/unit, which have to be repeated; and fees will be charged for this re-sit
 - This incident will be entered into the student's record.
 - The findings of the inquiry will be forwarded to the student's parents / legal guardian.
 - Any further incidence of cheating or plagiarism will result in the student being expelled.
- 22.6.4 The Committee's recommendation / decision is final unless the Committee recommends that the student be either suspended or expelled, in which case the final sanction is decided by the General Manager, Academic Affairs & Operations.

22.7 Publication of Examination Results

- 22.7.1 The results of all course assessments and exams shall be finalised by the Examination Board. Confirmed results for courses other than the Bachelors and Masters Degree courses shall be posted on the School's notice board.
- 22.7.2 **The timeline required for the processing and release of exam results may take up to three (3) months subject to the complexity and requirements of the academic processes.**
- 22.7.3 Candidates must check their results from the notice board. To protect privacy and ensure accuracy of information, results will not be released over the telephone
- 22.7.4 For SMA-SOM proprietary programmes, students who have obtained a marginal fail grade of 45 - 49 marks out of 100 will be automatically included for the supplementary exam. Students with a grade of 44 and below will be required to re-module that unit (i.e. pay the course fees, attend classes, submit assignment(s), and sit for test(s)/exam).

22.7.5 Students enrolled in overseas programmes offered through SMA-SOM are to refer to the respective University's handbook for the result publication procedures as they may differ from University to University

22.8 Grading Systems
(SMA-SOM Proprietary programmes only)

Generally all exam grades will be moderated and issued by Examination Board of respective awarding bodies. The grades of award for performance in a module/unit within a SMA-SOM Proprietary programme/course are indicative as follows:

Grade Letter	Notational Point Scores	Grade Description	
HD	80% to 100%	High Distinction	Exceptional performance indicating complete and comprehensive understanding of the subject matter, genuine mastery of relevant skills, demonstration of an extremely high level of interpretative and analytical ability and intellectual initiative; and achievement.
D	70% to 79%	Distinction	Work of superior quality demonstrating a sound grasp of content, together with efficient organization and selectivity.
C	60% to 69%	Credit	Work of good quality showing more than satisfactory achievement.
P	50% to 59%	Pass	Work showing satisfactory achievement.
F	0% to 49%	Fail	Unsatisfactory performance indicating an inadequate understanding of the basic subject matter, failure to develop relevant skills, insufficient evidence of interpretive and analytical ability.
F-NF		Fail – Non Fulfilment	Students fail to complete all unit assessment requirements. Students awarded an F-NF will not be eligible for a supplementary exam.
P@		Pass Supplementary	Re-assessment Pass
F@		Fail Supplementary	Re-assessment Fail
WA		Result Withheld	Result Withheld due to non payment of fees or other reasons deemed fit by the School. In this case, please contact the School immediately for clarification.

22.8.1 For overseas programmes offered through SMA-SOM, please refer to the respective university's handbook as the grading key may differ from university to university.

22.9 Supplementary Examination

22.9.1 For SMA-SOM proprietary programmes, only students who have obtained a marginal fail grade of 45 - 49 marks out of 100 are allowed to sit for the supplementary exam. Students with a grade of 44 and below will be required to re-module that unit (i.e. pay the course fees, attend classes, submit assignment(s), and sit for test(s)/exam).

22.9.2 A candidate who sat for a supplementary exam will only be awarded a grade of 'P@' for 'Pass Supplementary' or 'F@' for 'Fail Supplementary'.

22.9.3 Under circumstances that a candidate is sitting for a deferred exam due to his/her absence (with valid reason and documentary evidence) from the main exam, the exam will be graded as per main exam. The candidate must complete the stipulated form and submit it along with a valid medical certificate or prove of absence document to our Student Services Office within **2 working days** of the main exam date.

22.9.4 The candidate should check with the School on schedule of the supplementary exam which the schedule will be released at least 1 week before the scheduled exam. Do note that exam schedules may subject to changes.

22.9.5 Students enrolled in overseas programmes offered through SMA-SOM are to refer to the respective University's handbook for the eligibility criteria as the criteria may differ from University to University)

22.10 Appeal Against Results

22.10.1 Generally, requests for appeal of results are considered against Fail results only. In accordance to the guidelines set by the Examination Board, students who want to appeal against their results must demonstrate one of the following grounds along with supporting evidence:

- a) The student's grade was not based on the specified assessment methods. (As specified in a study guide or course handout at the start of the course. After the start of the course, variations to the published assessment methods and weighting require the support of a majority of the students in the course; subsequently all students must receive written notification of the change. Any variations should be finalized by the end of week 3 of the course);
- b) A piece of work handed in on time had not been marked;
- c) The student's progress in the unit had been disadvantaged by not obtaining feedback on assessed work within a reasonable time;
- d) Demonstrated bias by the lecturer, tutor or unit coordinator against the student that affected the grade or mark awarded to the student (this allegation must be supported by specific instances);
- e) Alleged wrong advice from staff teaching the unit (e.g. the content of the exam or approval of an extension for an assignment);
- f) Other grounds (except those in the list of not valid grounds) if the Examination Board accepts these as reasonable;
- g) The assessment methods used were in breach of the SMa-SOM's Assessment Policy unless an exception has been approved by Examination Board.

22.10.2 In addition, student must provided link or rationale between reviewing his/her exam scripts and resubmitting his/her appeal.

22.10.3 Appeals submitted without stating grounds (or without supporting evidence), or the grounds given have been classified by Academic Board as invalid for appeal will not be considered at all.

22.10.4 The following grounds are classified as not valid for supporting an appeal:

- a) Objectives of the unit;
- b) Assessment methods approved for the unit;
- c) Standard required to receive particular grades in the unit;
- d) A study overload;
- e) Personal and medical problems, which normally should be dealt with by deferred assessment;
- f) Financial implications of not passing the unit;
- g) Grades received by the student in other units;
- h) Amount of work the student has done;
- i) Penalty imposed for plagiarism in accordance with the School's guidelines
- j) General grievances;
- k) Poor teaching;
- l) Need for additional marks to enable a pass/grade;
- m) Delay in receiving written notification of a supplementary assessment

22.10.5 The procedure for appeal against results as follows:

- a) For SMA-SOM proprietary programmes, student who wishes to appeal must complete the Appeal Against Results Form and submit it to our Student Services Office within **14 working days** from the date of release of results. The School will not accept any request beyond the stipulated deadline without valid reason (written proof must be attached).
- b) Application to appeal against results does not entitle the students to view or retain their exam scripts.
- c) A non-refundable administration fee of **S\$50** per module (subject to prevailing GST) is chargeable on submission.
- d) To ensure objectivity in the appeal process, the appeal will be administered by an independent Examination Board. The outcome of the appeal can be one of the following:
 - The original grade awarded will remain; or
 - A better grade will be awarded; or
 - A worse grade will be awarded
- The decision of the Examination Board shall be final and no further appeal will be entertained.
- For students enrolled in overseas programmes offered through SMA-SOM,

22.10.6 Students enrolled in overseas programmes offered through SMA-SOM are to refer to the respective University's handbook for the result publication procedures as they may differ from University to University.

22.11 Re-Module - after failing a module/level

22.11.1 A student will be required to repeat (re-module) the module/level of study should he/she fails a particular unit. Tuition fee will be charged to the student for the re-module. He/She will not be allowed to graduate from the course and may not progress to the next module/level should the module/level failed be a prerequisite to the latter.

22.11.2 To register for re-module, a student should adhere to the following procedures:

- You must complete the Application for Re-Module Form and submit it along with fee payment made for the re-module to our Student Services Office at least **7 working days** prior to the commencement date of the module/level.
- You will be informed of the schedule for the module/level by our Student Services Office once the formalities with SMA-SOM for the re-module are completed.

23. Contact Information

Student Services Office

Our dedicated team of Student Services staff serves as the forefront contact-point for students' queries/feedbacks and provides assistances to students whenever necessary within its means.

Should you have any issues you wish to raise with Sma-SOM, you may contact us at:

SPRING Campus:
Student Services Hotline : (65) 6572 5620

City Campus:
Student Services Hotline : (65) 6622 6620

Student Services Email : feedback@sma.edu.sg

The opening hours of our Student Services Office are as follows:

Mondays to Fridays : 9am to 9pm
Saturdays : 9am to 1pm
Sundays & Public Holidays : Closed

Admission Office

Our friendly Admission staffs are always ready to help students with information on our range of courses/programmes and admission related matters.

If you would like to refer friends/relatives to study with Sma-SOM, you may contact us at:

SPRING Campus:
Admission Enquiry Hotline : (65) 6572 5600

City Campus:
Admission Enquiry Hotline : (65) 6622 6622

Admission Enquiry Email : enquiry@sma.edu.sg

The opening hours of our Admission Office are as follows:

Mondays to Fridays : 9am to 9pm
Saturdays : 9am to 5pm
Sundays & Public Holidays : Closed
