



# **STUDENT HANDBOOK**

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# About CSM Academy

## 1. INTRODUCTION

Dear Student,

### WELCOME TO CSM ACADEMY INTERNATIONAL

Welcome to CSM Academy to embark on your learning journey with us. As a Service Management training organisation with a focus on healthcare services, we aim to impart not just skills and knowledge in your area of focus but also to inculcate a service mindset in you such that you could make a difference for yourself and for someone else in whatever you do and whichever industry you go to.

In this Student Handbook, you will find lots of useful information, including an overview of the rules, regulations and systems, policies and procedures currently practiced in CSM Academy International.

The Management, Academic and Administration Staff aims to provide a professional, efficient and responsive service to students in order to achieve and maintain standards of excellence to support your studies with us.

We strongly advise you to read this Student Handbook, develop the habit of reading notices/announcements, enrolment into your choice modules, checking your class schedules, etc, all via our student portal named MyCSM portal.

This handbook is subject to review and update from time to time. The Academy reserves the right to amend any information without prior notice.

If you have any questions or concerns, please visit CSM Academy, or contact our staff at **(65) 629 629 62** or **csmsupport@csmacademy.edu.sg**

We will be glad to help you!

We wish you success in your studies here in CSM Academy International.

## 2. MESSAGE FROM THE CEO



CSM Academy International was established in April 2005. It offers Service Management related education programs that are enhanced through our linkages with several overseas Universities and Organizations that are renowned for their specialist courses in the service arena.

We recognize the fact that academic program offerings are in abundance and hence want to be able to address the needs of the Service Industry whereby there is hardly any academic service diplomas or degrees. The service industry now amounts for more than half of a country's GDP in this region and hence the message becomes clear that Excellent Customer Service is now the key to a competitive advantage in a business.

Service is everything to the success of your organization regardless of the nature of your industry, be it Healthcare, Hospitality, Tourism, IT and even manufacturing.

Good Customer Service is not just the duty of the frontline staff. It should permeate throughout the organization whereby senior management has to believe in it and walk the talk in order to create a service culture in the company, thus, our service management programs from certificate to master levels would cater to the entire company needs in all sectors.

We are committed to provide a high standard of service by promoting an environment conducive to student learning. We have developed transparent redress policies that were disseminated to our students and conveyed in our communication channel in the student handbook, website, etc to assure them that their welfare is also taken care of besides their study needs.

Our lecturers and tutors are selected based on their subject expertise, experience and dedication. We have more than 70 full-time and/or part-time academic staff including an overseas pool of 14 lecturers/professors/associate professors from our partner Universities, who fly in to conduct intensive lectures on a regular basis for the Bachelor and Master programmes. Out of 70 Academic staff, a panel of 18 Singapore Registered Nurses takes the leading role as part-time nurse educators to train our students in the Certificate III in Aged Care Work, Certificate in Therapy Services and Nursing courses. We spare no efforts to provide what is best for our students in their aspirations to achieve their dreams and ambitions.

*Lynn Chow*

Chief Executive Officer  
CSM Academy International

### **3. ABOUT US**

CSM Academy International aims to be the activist in revolutionary Service Management Training for the development of Service and Support Professionals in the Asia Pacific and therefore established their Headquarters in Singapore to specifically address the needs of organizations in the training of their staff in Excellent Customer Service Skills and Management Skills, as this would translate into higher returns on a company's investment. To achieve this, CSM Academy International initiated the development of new service training programmes to meet the needs of the service economy with innovative training.

CSM Academy International's successful partnerships and affiliations with reputable overseas universities have provided further educational opportunities for many working adults. These universities provide flexible curricula, good track records and established histories that give students added value.

CSM Academy International provides knowledge, experience sharing and tools on the psychological, behavioral, motivational and technological aspects of customer service and support as well as managerial skills via:-

- ◆ Master's to Certificate Programmes
- ◆ Companywide in-house training sessions
- ◆ Public seminar
- ◆ Management conference with flown-in speakers
- ◆ Professional Service Qualifications

CSM Academy International is committed to continuously improve their services and to consistently deliver quality service to customers.

#### **Our Vision**

To be the Premier Educator for Service Excellence.

#### **Our Mission**

To Inspire the Passion for Service and contribution to society through Excellence in Education.

#### **Our Values**

Responsibility, Integrity, Passion and Excellence (RIPE)

#### **Our Culture**

An open and conducive learning environment with mutual respect and professionalism to build a high performance organisation.

#### 4. SCHOOL PREMISE AND FACILITIES

CSM Academy is equipped with modern educational and training facilities, consisting of:

- Counselling Room
- Refreshment Corner
- Student's Lounge
- Computer Room
- Wireless Internet
- Laboratory
- Conference Room

| Premise Name    | Address                                                   | Facilities            | Capacity | Area (m <sup>2</sup> ) |
|-----------------|-----------------------------------------------------------|-----------------------|----------|------------------------|
| 250 Sims Avenue | 250 Sims Avenue #03-01 SPCS Building Singapore 387513     | Classroom 1           | 68       | 102                    |
|                 |                                                           | Classroom 2           | 27       | 41                     |
|                 |                                                           | Classroom 3           | 22       | 33                     |
|                 |                                                           | Counseling Room       | –        | 8                      |
|                 |                                                           | Conference Room       | –        | 25                     |
|                 |                                                           | Reception Area        | –        | 25                     |
| 39 Sims Avenue  | 39 Sims Avenue Charis Manor Nursing Home Singapore 387412 | Simulation Ward       | 18       | 27                     |
|                 |                                                           | Lecture Room 1        | 46       | 70                     |
|                 |                                                           | Lecture Room 2        | 45       | 68                     |
|                 |                                                           | Rehab Training Centre | 28       | 42                     |

#### 5. COURSE OFFERINGS

CSM Academy International offers a wide range of courses designed to cater to diverse academic and professional interests. From healthcare and life sciences to business and technology programs, students can choose from various qualifications, including certificates, diplomas, bachelor's degrees, and postgraduate studies.

To explore the full list of available courses and learn more about each program, students are encouraged to visit the official CSM Academy International website at [www.csmacademy.edu.sg](http://www.csmacademy.edu.sg).

# **Academy Policies and Procedures**

## **1. STUDENT SUPPORT SERVICES**

CSM Academy undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points as listed.

We provide a wide range of support services including, but not limited to:

- Fee Protection Scheme
- Administration of Student Passes
- Students' attendance monitoring
- Student Orientation Programme
- Pastoral Counselling and mental well-being activities
- Alumni support and networking opportunities
- Accommodation advice and experiential learning activities
- Transportation advice
- Advice on Singapore law including ICA Student Pass Terms and Conditions
- Education and career guidance
- Dispute Resolution
- Academic Support Services
- Student Satisfaction Surveys

Note: This comprehensive list of student support services is not meant to be exhaustive. The School undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points as listed.

## **2. FEE PROTECTION SCHEME**

The Fee Protection Scheme (FPS) serves to protect the students' fees in the event a Private Education Institution (PEI) is unable to continue operations due to insolvency, and/or regulatory closure.

The FPS also protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

FPS is compulsory for both local and international students taking courses at CSM Academy except for courses with waiver granted by SWDA.

CSM Academy appointed Lonpac Insurance BHD to be the FPSG Provider for our students.

You may refer to CSM Academy's Website for details:

<https://csmacademy.edu.sg/our-students/fee-protection-scheme-fps/>

## **3. STANDARD STUDENT CONTRACT**

The Standard PEI-Student Contract ("Student Contract") CSM Academy adopts is a very important legal document between the School and the student.

It is the responsibility of the Institute to explain the following contents of the student contract in English or in the native language of the student, where applicable.

- i. Course information
- ii. Course Fees and Instalment Schedule
- iii. Miscellaneous Fees
- iv. Refund Policy
- v. Additional Information stated in the Student Contract

## **4. FEE PAYMENT, METHODS AND CHANNELS**

The course fee consists of the tuition fee, non-tuition fees and an additional fee is clearly communicated to the student in the Letter of Offer.

All fees payment is charged in Singapore dollars (SGD) excluding GST at prevailing rate.

Student is responsible to pay the school fee before each course and module starts.

A late charge fee of S\$50 + GST per week may be imposed if payment is made more than a week after the due date.

**Please note that all official receipts must be kept for verification of payment status when required.**

**Payment mode accepted:**

- Cheque/ Cashier's Order (in SGD\$) to "**CSM Academy International Pte Ltd**"
- Telegraphic Transfer
- Paynow
- NETS

**Arrears in Payment**

The Academy will have the rights to terminate student from continuing with the program should there be **more than 30 days** of arrear in their payment.

**Over or Under-Charging**

The Academy is committed to avoidance of over or undercharging. List of course fees used are clear and legible, reflecting the total amount payable and its breakdown exclusive of GST. A copy of the course fee listing is available for inspection upon request.

The total amount of course fees payable and the breakdown are clearly defined in the Standard Student Contract, payment schedules, payment vouchers, all our course programme brochures and Academy website.

**Non-Tuition Fees**

The non-tuition fees and its breakdown are clearly defined in the Standard Student Contract.

**5. REFUND POLICY**

The School's Management Team shall **ensure a fair and reasonable refund policy** is detailed for any payments made.

Time taken to process all refund requests will be done within 7 working days.

The School adopts the Refund Policy as per the Standard Student Contract as set out by SWDA.

This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:

- (i) Refund for Withdrawal Due to Non-Delivery of Course
- (ii) Refund for Withdrawal Due to Other Reasons
- (iii) Cooling off Period
- (iv) School Refund Policy as per clauses in the Standard Student Contract: -

CSM Academy will notify the Student within three (3) working days after becoming aware of any of the following (each a "**Refund Event**"):

- (a) It cannot commence the provision of the Course on the Course Commencement Date;
- (b) It cannot complete the provision of the Course by the Course Completion Date;
- (c) The Course will be terminated before the Course Completion Date;
- (d) The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
- (e) The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.

The Student should be informed in writing of alternative study arrangements (if any) within ten (10) calendar days, and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

**Refund for Withdrawal During the Cooling-Off Period:**

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to CSM Academy, forthwith terminate the Contract at any time within the Cooling-Off Period (10 calendar days) by way of a written notice to CSM Academy. CSM Academy shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

**Refund for Withdrawal Outside the Cooling-Off Period:**

Without prejudice to Clauses 3.1 to 3.8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

| % of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C] | If the Contracting Party's written notice of withdrawal is received:                  |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 90%                                                                                  | More than [30] days before the Course Commencement Date                               |
| 50%                                                                                  | on or before, but not more than [30] working days before the Course Commencement Date |
| 0%                                                                                   | after, but not more than [0] working days after the Course Commencement Date          |
| 0%                                                                                   | more than [0] working days after the Course Commencement Date                         |

**Notes**

Conditions where a course may be cancelled:

- 1) The intake does not meet a minimum enrolment of 15 students
- 2) The teacher is suddenly hospitalized and a substitute teacher cannot be found.

**6. REFUND PROCEDURE**

1. Fill up Refund Request Form and submit to the School
2. School will meet up with you to acknowledge the refund request and to work out if any refund is eligible.
3. Any refund amounts will be subjected to the school's Management approval.
4. The school will inform you of the outcome of the refund request.
5. Should you be eligible for refund, the school will inform you when to collect the refund.
6. Computation of such an amount will also be explained to Students and stated in the Refund Request Form.
7. The whole refund process will not take more than 7 working days from date of application.

## 7. COURSE TRANSFER PROCEDURES

### Internal Transfer

Students who wish to transfer to another course at CSM Academy must follow these steps:

1. **Submit Request:** Complete the Course Transfer Request Form and submit it to the Admissions and Student Services Staff. If the student is below 18 years old, the parent or legal guardian must fill out the form.
2. **Interview Session:** The Admissions and Student Services Staff will interview the student and/or parent/legal guardian to understand the reason for the transfer. The reason will be recorded in the Course Transfer Request Form.
3. **Pre-Course Counselling:** The Admissions and Student Services Staff will provide information about the new course, including entry requirements, and confirm that the student meets these requirements.
4. **Explanation of Implications:** The staff will explain the impact of the transfer, such as handling of fees, student contract, fee protection scheme, and student pass applications.
5. **Acknowledgement:** If the student wishes to proceed, both the student (or parent/legal guardian) and staff will sign the Course Transfer Request Form.
6. **Approval Process:** The request will be sent to the Academic Head and CEO for approval.
7. **Approval Letter:** Upon approval, the student will receive a formal Course Transfer Approval Letter.
8. **Student Pass Application:** The staff will apply for a new digital student pass if necessary. Approval of student pass applications is subject to ICA's discretion.
9. **Student Pass Collection:** After obtaining the In-Principle Approval (IPA), the existing student pass will be cancelled, and arrangements will be made to collect the new pass.
10. **Fee Policy:** Any unconsumed course fees from the old course cannot be transferred to the new course. Refunds, if any, will follow CSM's Refund Policy.
11. **New Contract and FPS Update:** The staff will terminate the previous student contract, issue a new contract, and update the FPS provider accordingly.
12. **Service Target:** The entire course transfer process will be completed within 4 weeks.

### External Transfer (Withdrawal)

A student who wishes to transfer out from CSM Academy to another school shall be deemed as withdrawing from his studies. Therefore, the withdrawal policy shall apply for this circumstance.

## 8. COURSE DEFERMENT PROCEDURES

Students who wish to defer their course at CSM Academy must follow these steps:

1. **Submit Request:** Complete the Course Deferment Form and submit it to the Admissions and Student Services Staff. If the student is below 18 years old, the parent or legal guardian must fill out the form.
2. **Interview Session:** The Admissions and Student Services Staff will interview the student and/or parent/legal guardian to understand the reason for the deferment. The reason will be recorded in the Course Deferment Form.
3. **Acknowledgement:** If the student wishes to proceed, both the student (or parent/legal guardian) and staff will sign the Course Deferment Form.
4. **Fee Policy:** There will be no refund of fees, and any outstanding fees must be settled before the deferment is processed.
5. **Approval Process:** The request will be sent to the CEO for approval. For external university courses, the Academic Head will seek approval from the university partner.
6. **Approval Letter:** Upon approval, the student will receive a formal Course Deferment Approval Letter.
7. **Student Pass and FPS Update:** The staff will issue an addendum to the student contract, inform the FPS provider, and cancel the Digital Student Pass if applicable.
8. When the student returns to continue the course, a new student pass application will be submitted, subject to ICA approval.
9. **Service Target:** The entire course deferment process will be completed within 4 weeks.

\*For courses that have external partners (e.g. ITEC, University), deferment request will be subjected to approval from the partner.

\*Some modules may only be offered once a year by the University or our partner, therefore the graduation date may also be deferred for more than a year if the deferment status is confirmed.

## 9. COURSE WITHDRAWAL PROCEDURES

Students who wish to withdraw from their course at CSM Academy must follow these steps:

1. **Submit Request:** Complete the Course Withdrawal Request Form and submit it to the Admissions and Student Services Staff. If the student is below 18 years old, the parent or legal guardian must fill out the form.
2. **Interview Session:** The Admissions and Student Services Staff will interview the student and/or parent/legal guardian to understand the reason for the withdrawal. The reason will be recorded in the Course Withdrawal Request Form.
3. **Acknowledgement:** If the student wishes to proceed, both the student (or parent/legal guardian) and staff will sign the Course Withdrawal Request Form.
4. **Fee Policy:** There will be no refund of fees, and any outstanding fees must be settled before the withdrawal is processed.
5. **Approval Process:** The request will be sent to the Academic Head and CEO for approval.
6. **Approval Letter:** Upon approval, the student will receive a formal Course Withdrawal Approval Letter.
7. **Refund Policy:** If there is a refund, the Refund Policy and Procedures will apply.
8. **Student Pass and FPS Update:** The staff will inform the FPS provider and cancel the student's pass if applicable.
9. **Service Target:** The entire course withdrawal process will be completed within 4 weeks.

## 10. ATTENDANCE REQUIREMENT

The monthly minimum attendance requirement for Local Students: 75%

The monthly minimum attendance requirement for Student Pass Holders: 90%

Approved Student Leave Application Forms should be submitted to the Academic Administrative Executive before the start of the class that the student is being excused from, or within 3 working days of returning to class should there be extenuating circumstances.

All MCs are to be submitted to the Academic Administrative Executive within 3 working days of returning to class.

## 11. MEDICAL CERTIFICATES AND LEAVE APPLICATION

When a student is absent from class due to medical reasons, he/ she is required to submit the original copy of the Medical Certificate within 3 working days of returning to class. Medical certification for absence must be from a **registered medical practitioner**. The medical certificate (MC) produced must be dated on the day of lecture. It should also contain the doctor's certification that the student is unfit to attend lecture. The MC is to be sent by post or personally, together with a filled Student Leave Form explaining his/ her inability to attend the lecture.

## 12. STUDENT DISCIPLINARY POLICY

1. CSM Academy International (CSM) aims to ensure that students are provided with an accessible, safe and inclusive learning environment so that they can derive maximum benefit from their course of study.
2. All students must abide by the following code of conduct, and any misconduct tantamounts to a discipline issue.
  - i. Attend classes punctually
  - ii. complete assignments on time
  - iii. actively engage in learning activities
  - iv. Uphold honesty in all academic work by avoiding plagiarism, cheating, and other forms of academic dishonesty.
  - v. Interact respectfully with students, lecturers, and staff, using courteous and constructive language
  - vi. Treat all individuals with respect, regardless of their cultural background, ethnicity, gender, age, or beliefs
  - vii. Refrain from behaviours that constitute harassment, discrimination, or bullying, whether verbal, physical, or online.
  - viii. No food or drinks in classrooms (except bottled water)
  - ix. Use devices such as laptops and smartphones responsibly, ensuring they do not disrupt the class.
  - x. Avoid the use of drugs, alcohol, or any prohibited substances in Academy's premises.
  - xi. Adhere to the related agencies such as ICA and MOM regulations
  - xii. Adhere to the Academy's policies and processes
3. CSM will define what the acceptable and non-acceptable behaviours are and state the consequences should student/s break any of the Academy's Rules.
4. CSM takes misconduct/malpractice seriously and investigates all alleged cases of misconduct. Any student suspected of misconduct will be dealt with according to the Academy's Rules. Should any student be expelled from any course, no refund on fees paid will be made.

5. The following are categories of misconduct:

- **Minor Misconduct**
- **Major Misconduct**

6. Minor misconducts are considered as follows:

- i. Frequent Lateness for Classes / Leaving Class Early / Absent from Class Without Valid Reasons and not wearing assigned Uniform for certain courses
  - Warning letter and counselling shall be given to students who are frequent latecomers, leave classes early or absent from class without valid reasons.
- ii. Foul / Abusive Language / Rumours Mongering / Slandorous allegations directed at Fellow Students / Staff / Office Bearers / Business Associates with the Institute
  - All students are required to practise courtesy to all fellow students, staff, office bearers, or business associates always.
  - Students shall avoid arguments, use of foul or abusive language, threats, insults, defamation, slandering and other actions which can cause disharmony.
- iii. Consumption of Alcohol
  - Students must not consume alcohol in the Academy.
- iv. Smoking on Campus Grounds
  - As CSM Academy is a smoke-free campus, students are expected to adhere to the policy during their course of study.
  - Those who are caught smoking inside the campus will be subjected to disciplinary action.
- v. Disruptive Behaviour / Mischief During Lessons
  - Students are expected to be attentive during class at all times. Should they create a nuisance or disturb students in class or disrupt lecturers from lecturing, the lecturers reserve the right to warn the students or send them home if the warning is not taken seriously.
  - Lecturers shall report these students to the Student Services Executive. The Academic Director shall determine if a counselling session is needed.
- vi. Inappropriate Dress Code
  - Students are expected to adhere to the dress code policies during their course of study. They should ensure appropriate dressing in order to project a professional image. Outlandish, revealing dressing and untidiness are not acceptable.

7. Major misconducts are considered as follows:

i. Criminal Offences / Theft

Criminal offences include, but not limited to: -

- Creating fights or injuries on another party in the Academy's premises
- Conduct which is likely to endanger the life or injure other classmates, Lecturers and Staff.
- Drugs possession / consumption which is a criminal offence in Singapore which includes possession of Marijuana
- Any other serious offences, criminal or otherwise
- International Students who work / moonlight illegally
- Stealing of Academy's properties or student valuables

ii. Vandalism or Mishandling of Office Premises / Assets / Properties (Major)

- In the event if the student has vandalized or mishandled the Academy's premises, assets or properties for whatsoever reason, the student shall compensate the Institute or replace the damaged items.

iii. Falsification of Information

- Information provided to the Academy for the purpose of course application procedures, attendance administration must be accurate, complete and truthful.
- Falsification of information is a serious offence which may result in expulsion.
- Submitting fake or doctored entry requirements will result in expulsion once the facts has been established.

iv. Cheating

- Any form of plagiarism or cheating in assignments, projects or examinations will result in a fail grade for the unit and an administrative fee may apply for re-submissions.

v. Students caught signing / marking attendance for friends

- Disciplinary actions shall be taken on students who are found to have cheated in their attendance taking.
- Both students would be dealt with seriously and may be subjected to expulsion.
- International Students on ICA Student Pass must adhere to ICA's 90 % attendance Rule.

vi. Working while on Student Pass

- Students on Student Pass that have been caught working will be immediately expelled and reported to ICA.

## **13. FEEDBACK / DISPUTE RESOLUTION PROCEDURE**

Students who wish to provide feedback, suggestions, compliments, or complaints can follow these steps:

1. **Submit Feedback:** Feedback can be provided directly to staff or through email or the Online Feedback Form.
2. **Feedback Form Completion:** If given in person, the feedback provider completes a Feedback Form. For email or online submissions, the relevant staff will attach the feedback to a printed form.
3. **Acknowledgement:** The staff will acknowledge receipt of the feedback within 3 working days and notify the relevant department.
4. **Review Process:** Suggestions will be reviewed by the department head, who will document the planned action.
5. **Follow-Up:** The department will communicate the outcome to the feedback provider and seek acknowledgement if applicable.
6. **Complaint Review:** Complaints will be reviewed, and actions documented by the department head.
7. **Escalation:** If the solution is unsatisfactory, the issue will be escalated to the CEO for further review within 21 working days.
8. **Mediation:** If unresolved, either party may seek mediation through Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).
9. **Resolution Timeframe:** All feedback and complaints should be resolved within 21 working days.

## 14. CONFIDENTIALITY OF STUDENT DATA

The Academy is committed to maintaining the security and confidentiality of student data and undertakes not to divulge any of the student's personal information to any third party without the prior written consent of the student. Students' particulars are available solely for internal use and for completing regulatory submission requirements.

There are times when the staff may require access to personal information about students. To the extent that the information is private, the Academy will restrict access to those staff that may need the information in order to carry out their responsibilities in the personal and/or academic interests of the students.

As a general rule, the Academy will not disclose personal information about students to other students, to people outside the Academy (other than in accordance with any legal or academic obligation) or to staff members who have no need to access the information without the consent of the Principal.

There are some exceptions to the general application of this rule, some of which are obligations imposed on the academy by law. These include but not necessarily limited to the following:

- If the spouse, parent, sibling, etc of the student needs to contact him/ her for an emergency purpose, the matter will be referred to the CEO for a decision;
- If a student is alleged to have committed a criminal offence, the Academy may be requested to assist the police with personal information about the student for the enforcement of the criminal law;
- Sharing of data with Government agencies or statutory bodies or non-government agencies authorized to carry out specific Government services, so as to serve and protect the student in an effective way.

## **Academic and Examination Matters**

### **1. SCHOOL TERMS AND BREAKS**

The Academy observes the Singapore National Holidays. Apart from these holidays, any holidays or breaks will be stipulated in the course schedule.

Students are reminded that absence without official approval from the Academy for **7 consecutive days** shall be treated as voluntary dropout by the students and will have his/her student pass cancelled. Under the circumstance, all fees paid shall be forfeited.

### **2. CHANGE OF CLASS**

Students who are unable to cope with their lessons in their present class may be reassigned to another suitable class. Changes or transferring to other classes is strictly at the discretion of the Academy.

### **3. PUNCTUALITY**

All students are strongly advised to observe punctuality. Disciplinary action will be taken against those who are frequently late for lectures.

### **4. COMPULSORY ASSIGNMENTS/ PROJECTS**

Students are required to complete and submit all projects, test, assignments or class presentation assigned by the respective lecturers on time. Extension of deadline for submission of assignments/ projects is subject to approval by the respective lecturers. Disciplinary action will be taken against those who did not submit the assignments on time.

### **5. EXAMINATION SCHEDULE**

Detailed examination schedule from respective departments will be released one month before the examination.

Students should look at **MyCSM** portal for the examination schedule and details.

Students are expected to be current in their payment of fees and meet the required attendance rate before being allowed to sit for the examinations. The Academy reserves the right to bar students from taking the examinations if they do not satisfy this requirement.

### **6. SUPPLEMENTARY EXAMINATION**

Please refer to the respective external partner's programme handbooks for more information regarding supplementary examinations

## **7. MAXIMUM NUMBER OF EXAMINATION SITTING PER SUBJECT**

For the Bachelor of Nursing Programme, where students fail to produce satisfactory work on two attempts, this is recorded as a module fail. Students who fail the core modules will also be discontinued from the programme. Where students fail to produce satisfactory work on two attempts for an option module, they may then be allowed to undertake another option module. Students who have failed two modules will not be eligible to continue their studies and will exit the programme.

## **8. EXAMINATION GUIDELINES**

- Students are only allowed into the examination room 15 minutes before the commencement of the examination.
- Students are not allowed to bring into the examination room any unauthorized books, written or printed documents, pictures or drawings, notes or papers.
- Students must switch off and leave their mobile phones outside the examination room.
- Students are only allowed to bring the following into the examination room:
  - Pens, pencils (without pencil cases)
  - Erasers/ correcting liquid/tape
  - Non-programmable calculators (without covers)
- Students are only allowed to leave the examination room 1 hour after examination commence.
- Students who are more than 30 minutes late are not allowed into the examination room.
- Students are not allowed to leave the examination room when it is 15 minutes before the exam ends.

## **9. STUDENT ACADEMIC HONESTY POLICY**

- There is an expectation for students to be authors of their own work, and to acknowledge when they use other authors' words or ideas.
- Any examples of inappropriate use of sources or use of others' work in place of your own, will then be penalized. Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or auto-withdrawn from his/her course.
- University student should refer to the University website for the Student Academic Honestly Policy

## 10. PLAGIARISM

Copying or paraphrasing material from any source without due acknowledgement;

Using another's ideas without due acknowledgement (e.g. textbooks, internet sources)

Working with others without permission and presenting the resulting work as though it was completed independently

Using the work of a fellow student or student from the same course

## 11. CHEATING UNDER EXAMINATION

An act An act which involves unauthorized use of information, materials, devices, sources or practices in completing academic activities

## 12. COLLUSION

A form of cheating which occurs when people work together in a deceitful way to develop a submission for an assessment which has been restricted to individual effort. This includes:

Submitting entirely as your own, work done in collaboration with another person(s), with intention to gain unfair advantage;

Assisting another person in the completion of work submitted as that other person's own unaided work;

Permitting another person to copy all or part of your work and submit it as their own unaided work.

## 13. ABSENCE FROM EXAMINATION

For internal programmes run by CSM, if a student is unable to sit for any subject due to unforeseen circumstances, he/ she must inform the Academy within **3 days** after the examination has begun. For medical reasons, the Academy accepts medical certification for absence from a **registered medical practitioner**. A medical certificate (MC) produced must be dated on the day of the examination that the student is supposed to sit. It should also contain the doctor's certification that the student is unfit to sit for the examination. For information regarding absence from external partner's examination, kindly refer to the respective partner's website/portal for more details.

## 14. PUBLICATION OF EXAMINATION RESULTS

The Academy will release the results in MyCSM or respective universities' portals within three months from the end of the examination period. Information on 'Results Release' will not be given over the telephone.

## 15. RESULT APPEAL PROCEDURE

### In-House courses

1. Students who are dissatisfied with the outcome can submit a **Result Appeal Form** together with payment to Admission and Student Services Staff within 7 working days of the release of the assessment results.
2. Admission and Student Services Staff is to acknowledge the receipt of the Result Appeal Form within 3 working days and proceed to submit the appeal to the Academic Head.
3. The Academic Head is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to reassess the student's assessment.
4. Comments in relation to the re-mark must be stated in the Result Appeal Form which would then be circulated to the AEB for review and approval.
5. All decisions signed off by the AEB will be final.
6. The Admission and Student Services Staff will inform the student of the final decision within 4 weeks from the appeal request.

### External Exams

- Upon release of results, students who are dissatisfied with the outcome may submit an appeal according to the University appeal procedure stated in the website for more details by the respective universities/partners.

## 16. RE-ASSESSMENT / RE-MODULE

### External Re-attempts

University students re required to refer to university website for re-attempt matter.

### In-House Courses

Non-University Programme student is allowed to re-attempts maximum 3 re-attempts. Should there any student did not pass in his/her final attempts he/she will considered as discontinued of study due to poor Academic performance.

## Other Information

### 1. STUDENT'S PASS APPLICATION AND PROCEDURES

To apply for a Student's Pass from the Immigration & Checkpoints Authority of Singapore (ICA), international students must provide accurate and the most updated information relating to their:

- personal particulars;
- educational qualifications;
- financial ability;
- family background;

Students may apply for visa entry at <http://www.ica.gov.sg>.

For Student Pass collection from ICA, the student has to bring his/her IPA letter, passport, passport-sized photograph, medical report, printout of E-forms 16 and V36.

Students may be required to attend an interview in person in order to substantiate your application for a Student's Pass. This pass grants the student permission to stay in Singapore and pursue their studies approved by the Singapore government. It states the period of time that the student is allowed to stay.

Student pass granted strictly forbids students from working, whether for a payment or without payment. All international students are required to abide by this regulation. You are not allowed to seek any form of employment, paid or unpaid, or be involved in any business, profession or occupation. You are not to take part in any activity which is detrimental to the security, reputation and well-being of Singapore.

Prior to the student's pass or immigration status in Singapore, do seek advice from the Admissions Office as soon as possible. Also, according to immigration law, some international students are required to pay a certain amount of Security Deposit to ICA. This information is available on ICA's official website at <http://www.ica.gov.sg>.

For student pass renewal, students must inform PEI to renew their student passes one month before the expiry date. There will be no renewal of student passes after the expiry date.

Upon the completion, withdrawal or termination of your course with our school, your Student's Pass must be cancelled.

Upon the cancellation of your student's pass card, ICA will approve your stay in Singapore on social visit status for a short period. Please adhere to the validity period of the social visit status granted to you by ICA. Students must return their student passes to ICA within 7 days after the end of their courses. No foreign student may stay in Singapore after his/her pass expires.

## 2. ADVICE ON ACCOMMODATION AND COST OF LIVING IN SINGAPORE

Accommodation:

- Room, Dual-shared –S\$600 per pax per month\*
- Room, Tri-shared –S\$500 per pax per month\*
- Room, Quad shared –S\$450 per pax per month\*

Typical cost of meal: S\$3-5 per pax per meal\*

*\*the rates may vary according to the market situation*

## 3. GENERAL HEALTHCARE SERVICES IN SINGAPORE

For further information about healthcare services in Singapore, please refer to [www.moh.gov.sg](http://www.moh.gov.sg)

## 4. RELEVANT SINGAPORE LAWS

- Immigration requirements
- Laws on driving
- Drugs and alcohol abuse
- Employment
- Smoking
- Traffic
- Littering
- Any others deemed necessary

All students are obliged to behave in an orderly manner according to the above relevant laws in Singapore.

## Reference to SWDA

Skills & Workforce Development Agency  
1 Paya Lebar Link  
#08-08 Paya Lebar Quarter 2  
Singapore 408533

### Operating Hours

Mondays to Fridays  
8.30 am to 5.30 pm  
Closed on Sat, Sun & Public Holidays

**Phone:** 6785 5785

**Website:** <https://www.swda.gov.sg/>