

# 1 GENERAL ADMINISTRATIVE INFORMATION

## 1.1 PAYMENT

### 1.1.1 APPLICATION FEE

Application fee is non – refundable and will not be protected under the Fee Protection Scheme.

Payment modes: Cash, cheque, remittance/telegraphic transfer, bank draft, cashier's order, interbank transfer

Payable to: Singapore Raffles Music College Pte Ltd

Payee's Bank: DBS Bank Limited

Account Number: 003-902327-8

Bank Address: 6 Shenton Way, DBS Building, Singapore 068809

Swift Code: DBSSSGSG

### 1.1.2 COURSE FEES

The course fee is refundable and will be subjected to SRMC' refund policy.

Payment modes: Cheque, remittance/telegraphic transfer, bank draft, cashier's order

Payable to: Singapore Raffles Music STFA (Escrow)

Payee's Bank: DBS Bank Limited

Account Number: 003-902337-5

Bank Address: DBS Asia Hub, #03-05A Lobby B, 2 Changi Business Park Crescent, Singapore 486029

Swift Code: DBSSSGSG

### 1.1.3 MISCELLANEOUS FEES

Miscellaneous fee will not be protected under the Fee Protection Scheme.

Payment modes: Cash, cheque

Payable to: Singapore Raffles Music College Pte Ltd

#### Important Notes:

1. All fees will be spelt out in the Standard PEI-Student Contract.
2. DO NOT send cash by POST. Only Cheques/Cashier's Order/Bank Drafts are to be sent by post.
3. All course fees and miscellaneous fees are subjected to 7% GST.
4. We only accept payment in Singapore Dollars.

## 1.2 EDUTRUST CERTIFICATION SCHEME

The College enforced the Fee Protection Scheme (FPS) since December 2009. Through this scheme together with a clear refund policy, students are well-informed of courses offered and fee details before making the decision to enroll in a course with us. All fees paid by students' are protected in accordance to PE Act (Private Education Act) with a proper enforcement of Student Contract and Escrow account.

**Last updated:** 2 September 2016

### 1.3 FEE PROTECTION SCHEME (FPS)

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All Students are protected under the **Fee Protection Scheme (FPS)**. This is a requirement for all Edu-trust certified **Private Education Institutions (PEI) in Singapore**, and served to protect the total course fees paid by all local and foreign students via Escrow or Insurance provided by appointed service providers.

With the protection of either an escrow account or insurance coverage, payouts of unconsumed fees are given to students if SRMC were to cease operations, or if a judgment order to pay is obtained by students against Singapore Raffles Music College Pte Ltd in dispute cases.

SRMC uses the Escrow method of protection, and our Escrow account details can be found under Payment Modes of this handbook.

### 1.4 MEDICAL INSURANCE COVERAGE

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Singapore Raffles Music College's undertaking to provide medical insurance coverage:

Singapore Raffles Music College hereby confirms and undertakes to the Student that it has in place a medical insurance scheme for all its students as required by Private Education Act (PE Act).

This medical insurance scheme shall minimally provide for an annual coverage limit of not less than S\$20,000 per student, at least B2 ward in Government and Restructured Hospitals and 24 hours coverage in Singapore and overseas (if student is involved in college-related activities) throughout the course duration, and the Student is encouraged to seek advice on whether more comprehensive insurance cover is required or desired.

PEI-appointed medical insurance provider: American International Assurance Company Limited.

A SC/ PR or a Non-Student's Pass International student who is protected by his own medical insurance coverage in Singapore can opt out from the medical insurance scheme arranged for by Singapore Raffles Music College.

#### **Important Note**

The S\$20,000 Annual Medical Insurance Coverage would Only Commence after the Student has signed the Standard PEI-Student Contract and has paid the Course Fees (when Student enrolls into SRMC).

## 1.5 REFUND POLICY AND PROCEDURES

### 1.5.1 REFUND POLICY

- a. The College's Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made.
- b. Time taken to process all refund requests will be done within 7 working days.
- c. Application Fees and Audition Fees are non-refundable (except in the event that the course is cancelled by SRMC).
- d. The College adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:-
  - Refund for Withdrawal Due to Non-Delivery of Course
  - Refund for Delivery Due to Other Reasons
  - Cooling off Period
- e. The refund policy shall be clearly explained to all students and prospective students.
- f. SRMC shall regularly review the refund policy to ensure that it remains fair to students.
- g. College's Refund Policy as per clauses in the Standard Student Contract: -  
Refund for Withdrawal Due to Non-Delivery of Course:  
SRMC will notify the Student within three (3) working days upon knowledge of any of the following:
  - I. It does not commence the Course on the Course Commencement Date;
  - II. It terminates the Course before the Course Commencement Date;
  - III. It does not complete the Course by the Course Completion Date;
  - IV. It terminates the Course before the Course Completion Date;
  - V. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of Standard Student Contract within any stipulated timeline set by CPE; or
  - VI. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

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

#### **Refund for Withdrawal Due to Other Reasons:**

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the PEI will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the standard student contract.

#### **Refund During Cooling-Off Period:**

SRMC will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

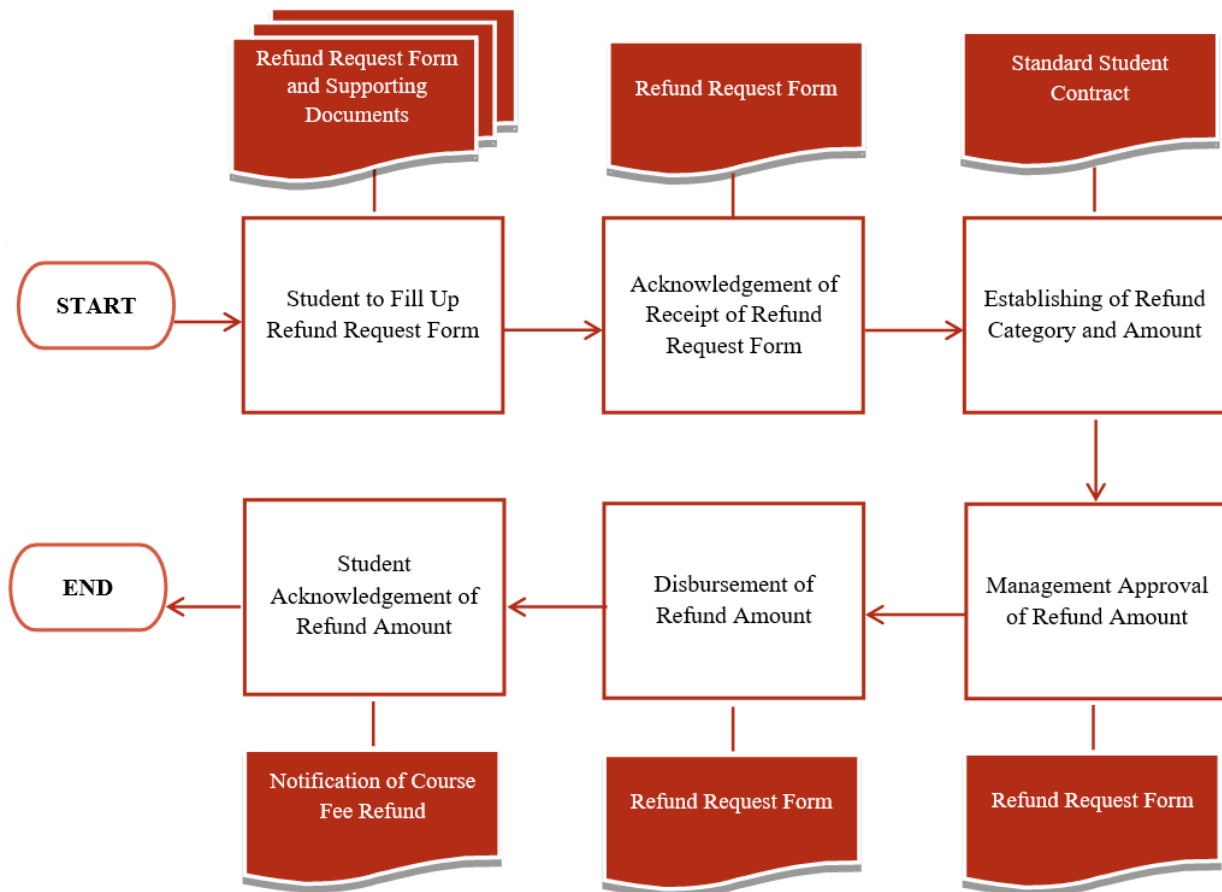
% of [the amount of fees paid under Schedules B and C] of the Standard Student Contract	If student’s written notice of withdrawal is received
<b>50%</b>	(‘Maximum refund’) More than [30] days before the Course Commencement Date
<b>25%</b>	Before, but no more than [30] days before the Course Commencement Date
<b>0%</b>	After the Course Commencement Date

Notes:

Conditions where a course may be cancelled:

- The intake does not meet a minimum enrolment of 5 students. (subject to College’s discretion)
- A lecturer is unable to be deployed due to unforeseen circumstances and a substitute lecturer cannot be found.

**1.5.2 REFUND PROCEDURES**



Notes and Guidelines for Student Refund

- 1.5.2.1 Student to Fill Up Refund Request Form
- In the event of any refunds that is to be made, students are to fill up the Refund Request Form and hand it to the Registration Officer for further processing.
  - Any supporting documentations that are required to process the refund request must also be submitted along with the Refund Request Form. This includes the Course Withdrawal or Course Transfer Application Forms.
  - Reasons for Refund must also be clearly documented in the Refund Request Form.
- 1.5.2.2 Acknowledgement of Receipt of Refund Request Form
- Upon receipt of any Refund Request Form (including supporting documents if any), Registration Officer is to acknowledge the receipt of the refund request to the student. This acknowledgement of receipt should be confirmed by signing on the Refund Request Form. This is to be done within 2 working days upon receipt of the Refund Request Form (based on the date of application).
- 1.5.2.3 Establishing of Refund Category and Amount
- Registration Officer is to refer to the Standard Student Contract details to establish if a refund is to be made to the students.
  - Registration Officer will work out a Refund Amount (if any) based on the Refund Policy as stated in the Standard Student Contract. This amount will be documented in the Refund Request Form.
  - All refund amounts will strictly adhere to the Refund Policy as stated under the Standard Student Contract.
- 1.5.2.4 Management Approval of Refund Amount
- Upon establishing of Refund Amount, Registration Officer is to seek the approval of Management before the Refund Amount can be disbursed.
  - Such Management Approval should be documented in the Refund Request Form.
- 1.5.2.5 Disbursement of Refund Amount
- Upon Management Approval of Refund Amount, Registration Officer is to pass the Refund Request Form to Finance Manager for final processing.
  - For monitoring purpose, Finance Manager is to ensure that refund is completed within 7 working days by filling in date of refund and sign off on the Refund Request Form.
- 1.5.2.6 Student Acknowledgement of Refund Amount
- Student is to acknowledge receipt of Refund Amount in the Notification of Course Fee Refund.
  - A copy of Notification of Course Fee Refund and the original Refund Request Form would then be handed back to the Registration Officer for filing purposes.

## 1.6 COURSE TRANSFER / WITHDRAWAL

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### 1.6.1 POLICY STATEMENT

**a) The policy on transfer/withdrawal:**

- i. A student who requests for an internal course transfer within SRMC must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.
- ii. A student who transfers from his/her current course to another course within SRMC shall be deemed to have withdrawn from the Course and the Refund Policy shall apply unless as otherwise agreed between SRMC and the Student.

- iii. The student must also fulfill all the admissions criteria of the new course and will be subjected to SRMC's student selection and admission procedures.
- iv. A student who withdraws from SRMC to enroll with another school shall be deemed to have withdrawn from SRMC and the refund policy and procedures shall apply.
- v. There is no additional administration fee for any Transfer and Withdrawal applications

**b) Conditions for granting of Transfer and Withdrawal:**

- All outstanding fees must be settled prior to request for withdrawal and/or transfer
- Student to fill in Course Transfer / Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

**c) Conditions for Refund**

The College's Refund Policy shall apply for all qualified refunds. Students are to refer to the College's Refund Policy and the Standard Student Contract for further details.

**d) Student Pass Status**

For Course Transfers

For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass. In the event that an application pertaining to transfer is rejected by ICA, the student is required to cancel his current Student's Pass within 7 days.

For Course Withdrawals

Student's Pass holder is required to submit his/her passport and Student's Pass to the School for cancelation of Student's Pass with ICA.

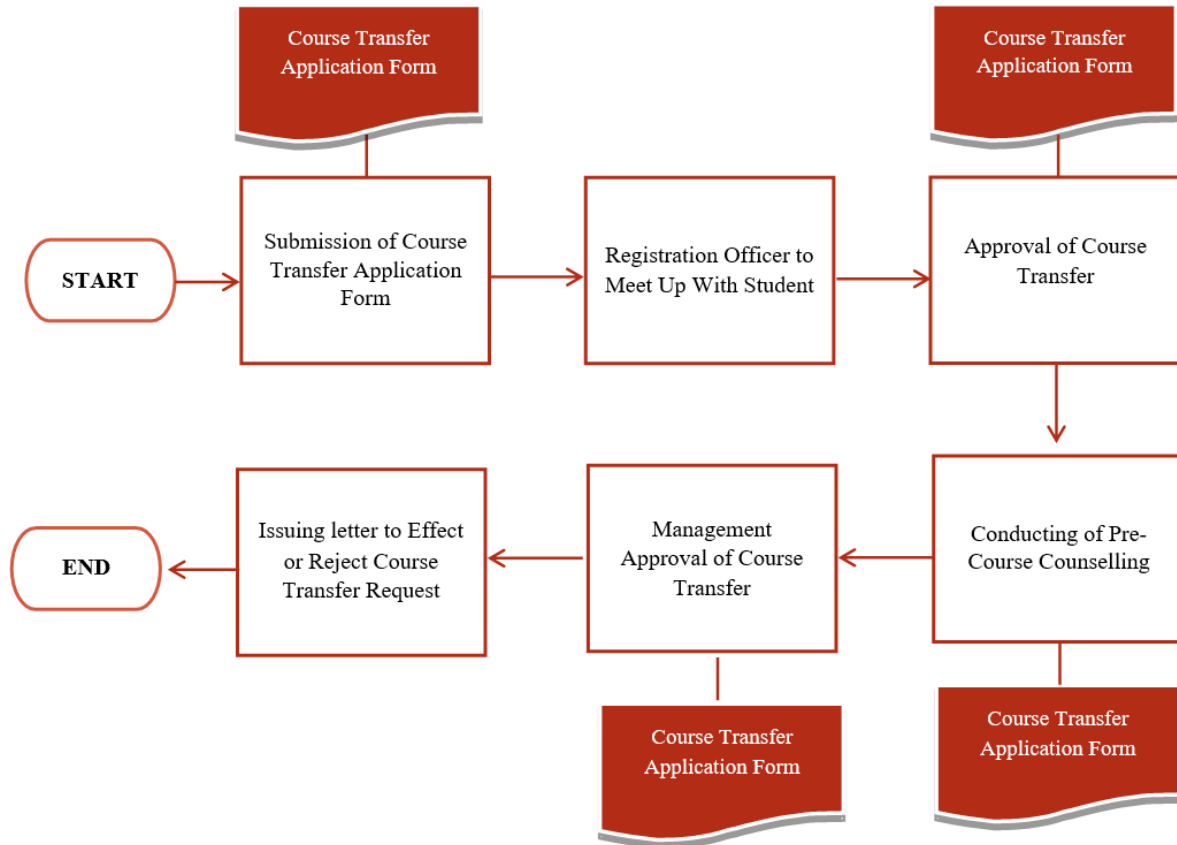
**e) Timeframe for assessing and processing transfer / withdrawal cases**

The entire transfer / withdrawal process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favor of the applicant, respective staffs are to handle each situation according to SRMC's dispute resolution policy and procedure.

**f) Conditions for Deferment**

The College does not allow any deferment. Any related cases would be treated as withdrawal instead.

## 1.6.2 COURSE TRANSFER PROCEDURE



### Notes and Guidelines for Student Course Transfer

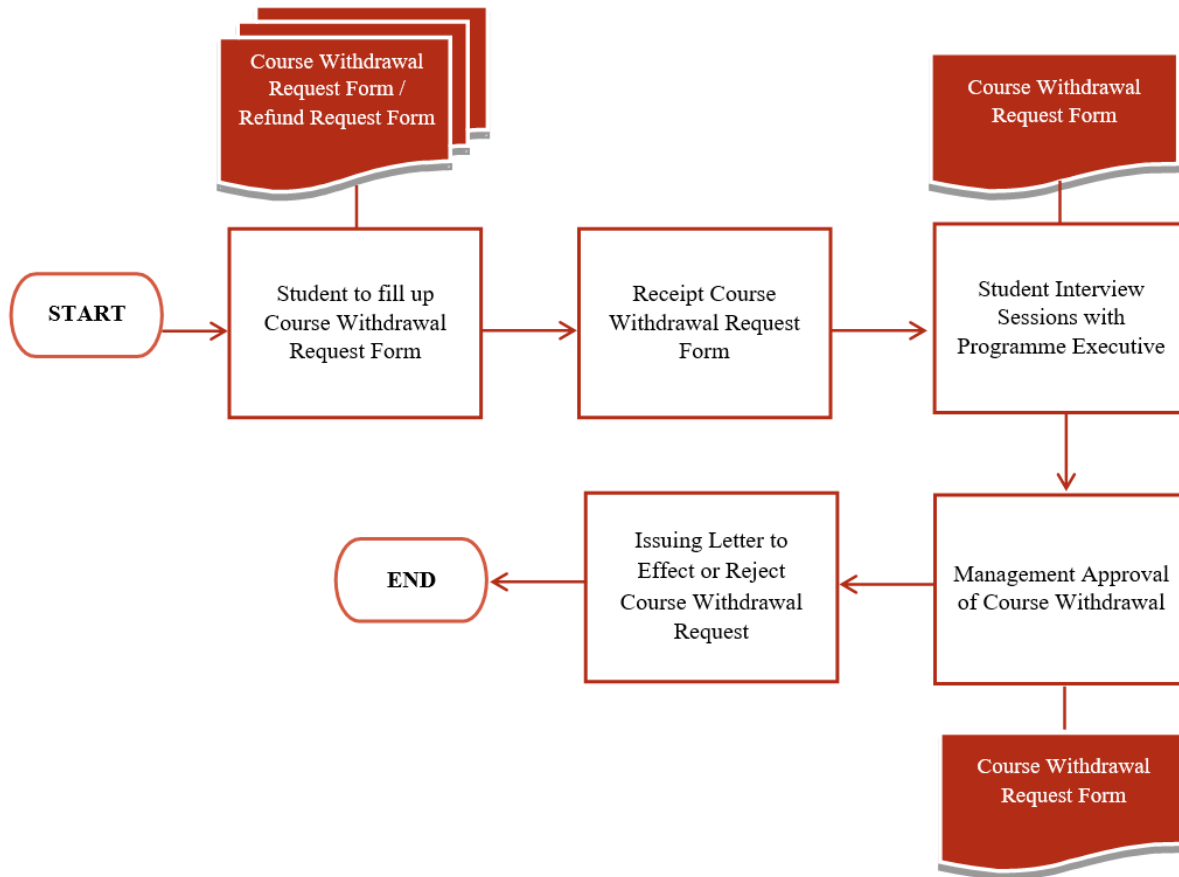
#### 1.6.2.1 Submission of Course Transfer Application Form

- In the event that a student would want to proceed with a Course Transfer, he / she is to fill up the Course Transfer Application Form and hand it to the Registration Officer for further processing. If there is a case for refund, the student would also have to fill in the Refund Request Form and attach it behind the Course Transfer Application Form for submission.
- Any supporting documentations that are required to process the Course Transfer Request must also be submitted along with the Course Transfer Application Form.
- Supporting documents for Course Transfers should minimally include any documents that show that the student meets the minimum entry requirements for the new course that he / she is applying to.
- Reasons for the Course Transfer should also be documented in the Course Transfer Application Form.

- 1.6.2.2 Registration Officer to meet up with Student
- Upon receipt of the Course Transfer Application Form (including supporting documents if any), the Registration Officer would then acknowledge receipt of the Transfer request. This is to be done within 2 working days upon receipt of the Course Transfer Application Form (based on the date of application).
  - Registration Officer is to seek the consent of the student's parents or guardians prior to proceeding with the Course Transfer Request. Consent can be through email or letter. Receipt of Consent must be documented in the Course Transfer Application Form.
  - Registration Officer is to inform student on the following : -
    - Student must meet all minimum entry requirements of the new course they are enrolling in
    - The standard student contract for the current course that the student is enrolled in will be voided upon approval of Course Transfer Request
    - A new standard student contract for the new course will need to be signed (Refer to Procedures of Executing Student Contract) upon approval of Course Transfer Request
- 1.6.2.3 Approval of Course Transfer
- An interview session with the Programme Executive will then be arranged to establish the reasons for the application of a course transfer. Details of the interview session are to be documented in the Course Transfer Application Form.
  - Upon completion of Interview Session, Programme Executive is to seek the approval of the Head of Programme or Academic Director. This is to ensure that the student is suitable to transfer to the proposed new course. Such Approval should be documented in the Course Transfer Application Form.
- 1.6.2.4 Conducting of Pre-Course Counselling
- Next, Registration Officer is to conduct the Pre-Course Counselling session with the Student who would be required to sign on the Course Transfer Application Form to acknowledge that he/she has been informed of the various critical information. Registration Officer is also to ensure that the new course is suitable for the student.
- 1.6.2.5 Management Approval of Course Transfer
- Upon approval from the Head of Programme or Academic Director, Registration Officer is to seek the approval of Head of Registration.
  - Such Approval should be documented in the Course Transfer Application Form.
- 1.6.2.6 Issuing Letter to Effect or Reject Course Transfer Request
- A Letter to Effect or Reject Course Transfer Request will be given to the student upon approval of the transfer student's pass by ICA.
  - For Requests that are approved, student is to proceed with the application process for the new course.

### 1.6.2.7 COURSE WITHDRAWAL





#### Notes and Guidelines for Course Withdrawal

- i. Students to fill up Course Withdrawal Request Form
  - In the event that a student would want to proceed with a Course Withdrawal, he / she is to fill in the Course Withdrawal Request Form and hand it to the Registration Officer for further processing. If there is a case for refund, the student would also have to fill in the Refund Request Form and attach it behind the Course Withdrawal Request Form for submission.
  - Any supporting documentations that are required to process the Course Withdrawal Request must also be submitted along with the Course Withdrawal Request Form.
  - Reasons for the Course Withdrawal should also be documented in the Course Withdrawal Request Form.
- ii. Receipt of Course Withdrawal Request Form
  - Upon receipt of the Course Withdrawal Request Form and Refund Request Form (if attached), the Registration Officer is to acknowledge receipt of the form to the requestor and sign off on the form. This is to be done within 2 working days upon receipt of the Course Withdrawal Request Form (based on the date of application).
  - Registration Officer is to inform student on the following : -
    - Their student pass will be cancelled upon withdrawal from

- the College
- Registration Officer is to seek the consent of the student's parents or guardians prior to proceeding with the Course Withdrawal Request. Consent can be through email or letter. Receipt of Consent must be documented in the Course Withdrawal Request Form.
- iii. Student Interview Sessions with Programme Executive
- An interview session with the Programme Executive will then be arranged to establish the reasons for the application of a course withdrawal. Programme Executive will seek possible solutions for student retention. Details for the interview session are to be documented in the Course Withdrawal Request Form.
  - After the interview session has been conducted, the Head of Programme would review the withdrawal request and sign off on the Course Withdrawal Request Form.
- iv. Management Approval of Course Withdrawal
- If the student wishes to proceed with the withdrawal, Programme Executive is to seek the approval of the Head of Registration as part of Management Approval.
  - Such Approval should be documented in the Course Withdrawal Request Form.
- v. Issuing Letter to Effect or Reject Course Withdrawal Request
- If the student is eligible for a refund, the Registration Officer would pass the Course Withdrawal Request and Refund Request Forms to the Finance Manager for processing. After which, the Registration Officer would issue a Letter to Effect or Reject Course Withdrawal Request to the student. If the student is not eligible for a refund, a Letter to Effect or Reject Course Withdrawal Request would be immediately issued to the student.

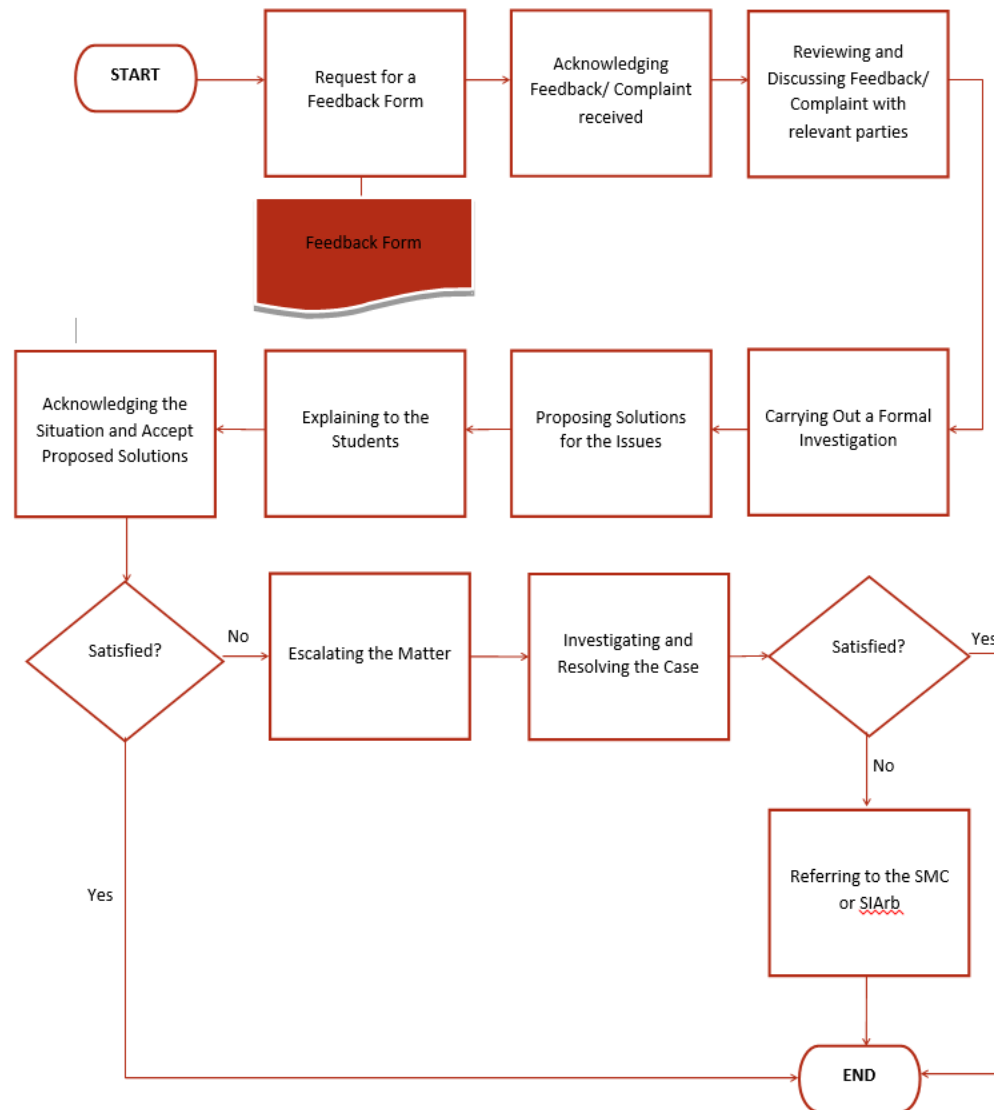
## 1.7 DISPUTE RESOLUTION

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### 1.7.1 DISPUTE RESOLUTION POLICY

- 1.7.1.1 The College shall respond to complaints and disputes in an open and constructive manner, and in accordance with principles of fairness and propriety.
- 1.7.1.2 The College shall adopt a principle of learning when dealing with any issues, in the spirit of continual improvement.
- 1.7.1.3 All dispute resolutions must be aligned to the dispute resolution provision in the Private Education Act.
- 1.7.1.4 The dispute resolution process shall be dealing with a dissatisfaction of certain event connected to the College, leading to the dispute and complaint being raised formally or informally via verbal, physically written or electronic channels.
- 1.7.1.5 All disputes or feedbacks received shall be resolved within 21 working days (whenever necessary).

## 1.7.2 DISPUTE RESOLUTION PROCEDURE



### Note:

1.1 SRMC communicates the Dispute Resolution procedures to its students through the following channels:-

- The College's Official Website
- Student Handbook
- Student Orientation Programme
- Pre-course Counseling

1.2 Students who wish to provide any feedback and/or complaints to the College should adhere to the following procedure:-

1.3 Students are to approach the Programme Executive to request for a Feedback Form

- 1.4 The Programme Executive is to acknowledge the feedback / complaint received. This should be done within 2 working days.
- 1.5 Programme Executive will review the feedback / complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary.
- 1.6 Relevant parties will then propose a solution for the issue raised and the Programme Executive will explain it clearly to the student (if necessary). This will be clearly documented in the Feedback Form.
- 1.7 The student should acknowledge the situation within 13 working days, whether he / she accepts or is satisfied with the proposed solution.
- 1.8 If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the COO (for non-academic issues) or the Academic Director (for academic issues). The respective person will investigate the case and take necessary actions to resolve it.
- 1.9 If the student is still not satisfied with the outcome / decision, he / she will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the Council for Private Education Student Services Centre.
- 1.10 The entire process should not take more than 21 working days.

Note: As Feedback can be generic and / or positive, the College will have the discretion of the need to reply to students.

## 1.8 CHANGES OF PERSONAL PARTICULARS

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Every student should take the initiative to update the College if there have been any changes to your contact details. The College will not be held responsible for any loss of transcripts or official documents if inaccurate contact or mailing information is provided. Students may pick up a copy of the 'Personal Particulars Form' if any changes are to be made to their contact details.

Please ensure that the following are always up to date:

- Address during Study (term time address) and telephone number
- Home Address and telephone number
- Emergency Contact Address and telephone number
- Mobile telephone number

Your 'Address during Study' is where you are living when you are studying at the College. SRMC will contact you at the telephone number for your address during term time if we are unable to contact you on your mobile.

Your 'Home Address' is what you consider to be your residential address (i.e. for International Students). This address might also be your Emergency Contact Address.

Your Mobile Number is what we will use to contact you when communicating urgent information or in case of emergency.

The College will contact you on several occasions throughout your course, both when you are studying and during the holiday. It is therefore essential and beneficial for you to keep the College updated on any changes to your addresses and telephone numbers.

## 1.9 ENQUIRES AND CORRESPONDENCE

All course related correspondence and enquiries are to be directed to the Programme Executive at SRMC. For ease of reference, kindly quote your Name, NRIC number, college ID number, batch number and course title.

Information will be disseminated via email to the student's registered email address. It is the student's responsibility to provide a valid working email account to the College to check for emails regularly.

## 1.10 CLASSES

- 2.10.1 However, depending on the programme requirements and special occasions, the actual timetable may differ slightly from the normal pattern. All students will have to refer to their programme schedule as provided by the Programme Executive. SRMC reserves the right to adjust lesson hours as it deems fit.
- 2.10.2 The Overall Schedule and first Term Timetable schedule will be distributed during Student Orientation. Subsequently, each term timetable schedule will be uploaded to SRMC website. A hard copy will be distributed during orientation. Students must refer to the Programme Executive if they do not receive any details before the start date or have any doubts regarding the schedule.
- 2.10.3 The overall schedule for programme pathway will be made known to the participant prior to the commencement date. Students must refer to the Programme Executive if they do not receive any details 1 week before the start date or have any doubts regarding the schedule.
- 2.10.4 Students are required to fill in their names should theirs be missed out on the class list. Attendance will be tabulated by the end of the semester for each module to ensure that the attendance requirements are met.
- 2.10.5 No classes will be conducted on Christmas, New Year, Chinese New Year and on gazetted public holidays.

## 1.11 VENUES

While SRMC takes best efforts to minimize changes once it has been scheduled, SRMC reserves the right to assign classes to the venues as it deems fit.

Students are advised to confirm their classrooms allocation on the notice board or digital display for announcement on the day of lesson.

## 1.12 SERVICE QUALITY TARGETS

TYPE OF REQUESTS / SERVICES	RESPONSE TIME
Resolve all Feedback & Complaint	<ul style="list-style-type: none"> <li>• Within 21 days from date of feedback</li> </ul>
Approval for Course Transfer	<ul style="list-style-type: none"> <li>• Within 4 weeks from transfer application, subject to ICA approval, if applicable</li> </ul>
Process Refund for Course Withdrawal (if qualified)	<ul style="list-style-type: none"> <li>• Within 7 working days</li> </ul>
Release of Examination Results	<ul style="list-style-type: none"> <li>• Not more than 3 months from the last day of final examination</li> </ul>
Appeal on Examination Results	<ul style="list-style-type: none"> <li>• Within 4 weeks from receipt of application for SRMCs' course</li> </ul>

	<ul style="list-style-type: none"><li>• Within 8 weeks for courses administered by our collaboration institutes</li></ul>
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### 1.13 GRADUATION CEREMONY

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Graduation ceremony will be held each year (third or fourth quarter of the year) for all Certificate / Diploma / Advanced Diploma and UWL graduating students. All graduands will be notified by post / email on details of the event.

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### 1.14 CONFIDENTIALITY

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All information provided by students is strictly for facilitation of enrolment or administrative purposes only.

SRMC is committed to maintaining the confidentiality of the student's personal information and undertakes not to divulge any of the student's personal information to any third party without the prior consent of the student, unless required by law or other statutory regulations.

## 2 GENERAL PROGRAMME INFORMATION

### 2.1 APPLICATION FOR EXEMPTION

(Only applicable for Certificate, Diploma and Advanced Diploma)

- 2.1.1** Exemption means that the student is not required to attend the module and its examination. However, no fees refund or deduction for the exempted module shall be accorded to the student. All students are required to pay the programme course fee in full notwithstanding any exemption granted.
- 2.1.2** Students will need to complete the Exemption Application Form that should be accompanied with the relevant supporting documents.
- 2.1.3** These are to be done along with the Course Application and must be sent in to the College at least 2 weeks prior to course commencement. Students are to refer to the instructions on the Exemption Application Form for full details.
- 2.1.4** Unless otherwise approved by the examination board, the maximum number of modules that could be exempted from the course shall not be more than 25% of the course.
- 2.1.5** Request for exemption will only be considered if **ALL** of the following requirements are satisfied:
- The time period between the completion of the previous related course and the commencement date of the course for which exemption is sought shall not exceed 3 years;
  - The contact hours (classroom hours) must be equivalent to or more than the course module for which exemption is sought;
  - The coverage of the syllabus must be at least 80% of the course module for which exemption is sought.
- 2.1.6** Unless otherwise decided by the examination board, the following rules shall apply when according recognition for exemption submissions;
- A 'pass' in a programme offered by government-regulated tertiary institutions
  - Minimum of 'pass' grade for course offered by SRMC
  - Minimum of 'C' grade (or 60% aggregate point) from other course
- 2.1.7** Local and overseas qualifications not included in this document will be considered on a case-by-case basis.
- 2.1.8** Exemptions for identical modules conducted by SRMC in complementary course will be considered.



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## 2.2 CHANGE OF COURSE SCHEDULE

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- 2.2.1** While SRMC takes every possible effort to minimise disruption to classes, circumstances may warrant cancellation or postponement of classes. In such situations, SRMC will consider the interest of the majority and act to minimise any inconvenience. SRMC reserves the right to reschedule or cancel/postpone any class without offering reasons.
- 2.2.2** In the event where changes are unavoidable, SRMC will make best efforts to inform all affected parties.

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## 2.3 MODULE EVALUATION

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- 2.3.1** Students are required to complete a Module Evaluation during lesson 10 - 12 of each module.
- 2.3.2** The evaluation is an integral and essential part of the course. It aims to assess the effectiveness of the course with respect to curriculum and faculty and serve as a key driver for improvement efforts. All students are required to complete the evaluation form and provide constructive feedback.
- 2.3.3** The evaluation is treated in strict confidence. The Programme Executive will collect the evaluation forms during the lesson.

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## 2.4 COURSEWORK / PROJECT ASSIGNMENTS

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### 2.4.1 SUBMISSION

The non-submission of work is taken very seriously by the College. Therefore, please be sure to submit work in a timely manner. Extensions may be awarded by the Module Leader, but only when a timely application is supported by appropriate evidence.

**Keep backups of ALL your work, including written work!**

- Always submit COPIES of master recordings / files.
- Never let master tapes / discs out of your possession.

In Conjunction with Singapore Raffles Music College's Assessment Policy Guidelines and Good Practice.

### 2.4.2 LABELLING

The following must be clearly stated and visible from the outside of the package:

- Course title.
- Module title.
- Module code.
- Student's Name.
- Tutor name - to whom assignment must be submitted. (The person who taught you.)

### 2.4.3 DEADLINES FOR ASSESSMENTS

Deadline time: 4:00pm

**Note:** Those in the queue at 4:00pm will be handed tickets. Any students arriving after the 4:00pm deadline will have their assessments date stamped for the next working day.

Any work submitted after the deadline will be capped at 40% - this is an examination process and deadlines must be taken very seriously.

#### 2.4.4 PLASTIC FOLDERS / WALLETS

Assessments submitted in a sturdy plastic folder or portfolios will be accepted.

Assessments submitted in flimsy plastic wallets make it difficult to store and can often tear when stapled to the cover sheet. Discs or any other additional material should be placed in a sealed envelope and attached to the written work. We would be grateful if, where possible, students could use either A4 or A5 envelopes stapled to a cover sheet.

**Note:** The Faculty Office will not supply A4 & A5 envelopes. It is your responsibility to present the work in an acceptable manner.

#### 2.4.5 ISSUE OF RECEIPTS

Stamped receipts will only be issued when a tangible piece of work is submitted. Submission of a web site address only will not entitle the student to a stamped receipt unless they provide, with the agreement of the tutor, a web address, module title, module code, tutor's name and date of posting on web. The Faculty Office will stamp the paper. However, no responsibility will be accepted for the accuracy of any information in that statement.

Do not hand work in to academic or support staff outside office.

#### 2.4.6 LATE WORK AND EXTENSIONS

It is rare for an extension to be granted and it will most certainly not be granted in cases of poor time management.

Students need to familiarize themselves with the procedures for the late handing in of work. These are contained in your Student Handbook. All late work must be accompanied by an extension form signed by the appropriate person as indicated on the form with ample evidence in writing to support the application.

**Important note 1** extensions may not be possible at certain times of the year and mitigating circumstances may have to be established. It is your responsibility to be familiar with the college rules and conditions. Again refer to your Student Handbook.

**Important note 2** extensions can only be issued before the formal deadline and cannot be negotiated after the event. It is your responsibility to act promptly and keep us informed.

#### 2.4.7 KEEP BACKUPS OF ALL YOUR WORK!

To survive successfully in this area you need to understand the not so obvious problems related to working with 'high' technology, in other words - how do you secure yourself against system failure. This is crucial to commercial survival and longevity, but equally it is an important issue with regard to student work. High technology systems can provide a great deal of fun, equally they can lead to much frustration, anxiety, stress with the possible loss of marks when things go wrong. Digital technology is particularly vulnerable to a host of serious problems as is the related storage media. The importance of keeping backups of your work cannot be over stressed and it will cost you money to do so - so budget accordingly. This is an implication of your decision to work in this area - there is no getting round it. Submitting 'masters' for assessment is dicing with death!

#### **2.4.8 SMALL PRINT FOR THE WISE:**

- Never submit master recordings for assessment, only ever submit copies.
- Students submitting master recordings for assessment do so solely at their own risk. Staff cannot be held responsible for the possible subsequent lost, damage or theft of masters after they have undergone the formal marking process.
- Keep backups of your written work as well.
- Students must ensure they have adequately checked all media for data soundness, readability and compatibility on appropriate systems before submitting it for assessment.
- Students must ensure they are submitting work in the correct format regarding both data file type and media type.
- Students must ensure they have adequately labelled all media before submitting it for assessment.

## 2.5 CLASS ATTENDANCE

**2.5.1** Attending classes are essential to the educational objective of the programme/module.

**2.5.2** It is the students' responsibility to attend all lessons. If a student misses a class for any reason, it is the student's responsibility to check for content coverage, announcements made in his/her absence, acquiring any material that may have been distributed by the lecturer, missed assignments, coursework or any module requirements with their classmates or lecturer.

**2.5.3** Students are expected to be punctual for all classes.

√ - Attended	MC - Medical Leave	X – Absent
LV - Leave	L – late for 1 – 10 minutes	S – Suspended For Class
* - Late For More than 10 minutes		

**2.5.4** Should any student be absent for a class, he or she will be required to submit the below documents to the School the next working day

- Fill up the "Leave Application Form (Student)"
- Supporting documents to justify your absence from class

**2.5.5** Excused absences include but are not limited to:

- Illness or injury to the student
- Government/national obligation or duties (advanced notification is required)
- Official overseas assignments
- Bereavement  
(Documentary evidence must be submitted as proof of absence)

### **2.5.6 ATTENDANCE POLICY FOR NON-STUDENT'S PASS HOLDERS**

All students' attendance records will be reviewed monthly by the Head of Operations. Students who fail to meet the minimum attendance of 75% will be issued a written notification indicating that SRMC may bar them from sitting for the upcoming examination(s) and no re-examination will be granted. They will be required to re-enrol for the module.

If a student is barred from an examination due to unsatisfactory attendance record, the student will not be registered for examination by the respective Schools and thus no grade will be recorded.

For persistent absentees by the last session of the module in spite of the written warning, SRMC (pending other mitigating factors) will proceed to bar them from the upcoming examination.

Students will be given a chance to appeal in writing and provide reasons for the absence. Students will have 5 working days to lodge an appeal after receipt of the warning notification. Thus, for each and every case of a student who is flagged out for barring from examination, their status will be reviewed by Head of Operations, and students will be notified in writing of the results of the review within 5 working days from the date of appeal.

### **2.5.7 ABSENCE FROM CLASS TESTS, QUIZZES AND MID TERM EXAMINATIONS**

There will be no make-up test, quizzes and mid-term examinations should a student be absent from the session, regardless of reason provided. Test, quizzes and midterm examinations will be graded as zero.

**2.5.8** SRMC reserves the right at its sole discretion to bar students or void the examination when the attendance requirements are not met or reasons for absence are invalid.

## 2.6 CLASS ATTENDANCE FOR STUDENT'S PASS HOLDER

### 2.6.1 Students must:

- attend classes regularly;
- have more than 90% attendance every month;
- attend the programme in our school as reflected in the Student's Pass;
- know the expiry date of their Student's Pass
- surrender the Student's Pass for cancellation within 7 days of cessation or termination of studies.

### 2.6.2 School will inform ICA if:

- The student has not attended classes for continuous period of 7 days or more without any valid reasons;
- The student has not attended classes regularly; whereby the percentage of attendance is 90% or lower in any month of the course without valid reason.

*Note:* Consequences of Violation of ICA Regulation :-The student's pass may be cancelled or would not be renewed if the attendance is 90% or lower in any month.

- The student have been terminated.

### 2.6.3 ATTENDANCE POLICY FOR STUDENT'S PASS HOLDERS

The student's attendance will be monitored throughout the duration of the Course.

Students have to be in college for every school day (Monday to Friday, except Public Holiday) for at least 3 hours. On days when there are no lessons / lesson with less than 3 hours duration, you will be required to sign in for self-study.

If your attendance is 90%, or lower you will

- receive a Warning Letter;
- be barred from taking examination;
- have your Student's Pass cancelled.

### 2.6.3.1 Approval of Leave of Absence

- I. Absences due to Medical Grounds and Bereavement are the only two accepted valid reasons.
  - Fill up the "**Leave Application Form (Student)**"
  - Attach supporting documents to justify your absence from class (MCs, Death Cert etc)

*Note:* Should you be absent for a class due to illness, please submit the medical certificate (MC) to the College by the next working day.

Only MCs issued by registered medical practitioners under the Singapore Medical Council will be accepted.

- II. All other reasons of absence from class are subjected to case by case approval by the School's Management.  
E.g. Going back to home country with urgent matters during the study term.

Students are to submit the "Leave Application Form (Student)", with supporting documents (written request and air ticket), at least one week in advance or before purchasing your air ticket.

Students are to provide proof of air ticket, passport (for the exit and entry immigration stamps) and supporting documents upon return.

### 2.6.3.2 Notification to ICA on your Absence from class

- School will inform ICA in writing of any leave application between 1 -3 months during the study term. If you do not report back to School on time and is un-contactable, your Student's Pass will be cancelled.
- Your Student's Pass will be cancelled if you are away from School for more than 3 months. You will have to re-apply for Student's Pass, subject to the approval of ICA.

**2.6.4** All international students who hold a Student's Pass are required to fulfil a minimum attendance requirement of 90% per module before they are eligible to sit for the module examination.

**2.6.5** SRMC reserves the right at its sole discretion to bar students or void the examination when the attendance requirements are not met or reasons for absence is invalid.

- 2.6.6** Student is responsible to mark their attendance at the kiosk machine before every class commence. The College will not bear any responsibility and consequence for those who fail to do so.
- 2.6.7** Students cannot be absent from school for more than seven consecutive days (without a valid reason).
- 2.6.8** For students who are perpetually late or absent from lessons, the college shall issue a warning letter. The college will have the right to expel repeated offenders and to cancel their Student's Pass.
- 2.6.9** Students who miss 3 classes (inclusive of approved leave or unaccounted absence) will be barred from exam and have to repeat the module during their next semester (if it is a core module). However, appeals (mitigation) may be submitted and approved on a case-to-case basis.
- 2.6.10** Students who did not return to school during term starts to attend the Orientation and lessons will be marked as absent in the attendance record.

## **2.7 REFERENCING GUIDELINES**

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In academic writing, there are occasions where one needs to refer to the contents or work of other authors. Such contents could be obtained from articles that are posted at different websites on the Internet, magazines, newspapers, journals, books, other resources and assignments of other students. It is important and required to acknowledge contents of other resources from any resources by means of referencing. Proper referencing entails quoting sentences and/or paraphrasing an idea with appropriate acknowledgement of the sources that follows a preferred or recommended referencing styles. Details of work consulted or referred to are summarized in a reference list that follows at the end of a report. Students are to refer to prevailing guidelines issued with the module guides.

## **2.8 ACADEMIC DISHONESTY**

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### **2.8.1 PLAGIARISM**

Plagiarism is the practice of using another writer's ideas or observations and presenting them as the author's own. The source may be published in traditional text or on the internet. It also includes copying the work of other students. Plagiarism is regarded as a very serious offence in the academic world.

Plagiarism includes, but is not limited to the following actions:

To import directly blocks of text (e.g. paragraphs, sentences, a single sentence or a significant part of a single sentence), but are not enclosed in quotation marks or appropriately referenced;

When direct quotations are not used, but material is paraphrased or summarised in such a way that it largely reflects ideas taken from another author's work, and the source of the material is not appropriately referenced;

When an idea that appears in printed or electronic form has been used or developed without acknowledging the person responsible for that idea.

If students directly or indirectly use another author's words without due acknowledgements to the original source, they are guilty of plagiarism and their work cannot be accepted as academic writing.

Plagiarism is a serious offence and may lead to penalties in the student's assessment, in most cases even failure of the assignment and / or module. In severe instances, plagiarism may lead to exclusion of the student from the programme of study.

### **Referencing for Written Works**

Referencing is necessary to acknowledge others' ideas, avoid plagiarism, and allow readers to access those ideas. The College encourages and will reward referencing that:

1. acknowledges others' ideas;
2. allow readers to find the source;
3. is consistent in format

## 2.9 ASSESSMENT GRADES

**2.9.1** Examination results for all modules are graded as follows:

Grade	Marks
A+	80 - 100
A	70 - 79
B	60 - 69
C	50 - 59
D	40 - 49
F	20 - 39 (eligible for re-exam / re-submission)
F	0 - 19 (re-module)

**2.9.2** All re-examination results are graded as P - Pass or F - Fail.



## 2.10 AWARD OF QUALIFICATION

To qualify for certificate, students must pass the assessment requirements for each module in order to meet the following criteria:

Course	Criteria
Certificate In Music	120 Credits
Diploma In Music	120 Credits
Advanced Diploma In Music	240 Credits
FDMus Music Performance	240 Credits
Graduate Diploma in Professional Artist	120 Credits
BMus (Hons) Music Performance - Level 6	120 Credits
BMus (Hons) Music Performance And Recording	360 Credits
BA (Hons) Music Management	360 Credits

## 2.11 ISSUING OF CERTIFICATE

- 2.11.1** Students are to ensure that upon registration of course, the name indicated on the registration form is the registered name which appears on their NRIC or passport. The registered name will be printed on the certificate.
- 2.11.2** Students who fulfil the course requirements will qualify to receive the respective certificate.
- 2.11.3** Students who are unable to collect the certificate personally may nominate a proxy.
- 2.11.4** Students are advised to take good care of the certificate as it is strictly non-replaceable unless the request for re-printing is as a result of soiled or damaged certificate. For such instance, the original certificate must be returned to SRMC before a re-print will be done at a fee of S\$107.00 (inclusive of GST).
- 2.11.5** Lost certificates - SRMC will not accede to request of re-printing of lost certificates.
- 2.11.6** In the event of any change in name (not as a result of spelling error) after the certificate is issued, the College will not accept any requests for re-issue of a new certificate or official transcript bearing the new name. Instead, students can provide documentary proof (usually a Deed Poll) verifying the change in name and a letter of certification reflecting the new name will be issued to the student.
- 2.11.7** If student wishes to request for copy of transcript only, a fee of S\$53.50 (inclusive of GST) shall apply.

*Note:* SRMC only maintains the training records for up to 5 years. As such, it may not be able to service request for official records beyond the 5-year period.

## 3 STUDENT'S CODE OF CONDUCT AND DISCIPLINE

### 3.1 SMOKING

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The non-smoking policy is applicable within the College. Students are expected to observe the non-smoking policy at all times while in the College.

### 3.2 ALCOHOL

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Students are strictly prohibited from consuming or selling alcohol in College premises.

### 3.3 PROHIBITED DRUGS

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The consumption / possession / sale of prohibited drugs are strictly not allowed in the College. Students caught with the offence of consumption and/or possession of prohibited drugs will be handed over to the police and will eventually face expulsion from the College.

### 3.4 GAMBLING

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Students are not allowed to engage in gambling practices in the College even though there is no exchange of money. Board games are allowed as long as money, jewellery or personal belongings are not exchanged as winnings.

### 3.5 BEHAVIOUR

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Students are expected to behave with propriety & order at all times. Disrespectful behaviour, defiance and intimidation on lecturers, invigilators, staff and fellow students of the College are strictly not allowed. Any unsolved disputes should be reported to the College so that authorised intervention can be made by SRMC staff to help resolve the issue. Unbecoming conduct includes: Fights, threats, unlawful assembly or acts of disturbance, which includes using written, verbal or physical threats on SRMC staff, fellow students, lecturers or invigilators. Students should also not allowed to engage in intimate sexual acts in College or during external events organized by the College; be it had held on College ground or overseas.

### 3.6 MUTILATION, VANDALISM, GRAFFITI AND THEFT

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Students are not allowed to litter and vandalize properties of the College; including graffiti drawn on any of the College's fixtures or walls. Students who are caught destroying or vandalizing the properties of the College will be subject to disciplinary action and are liable to compensate the College for the damages or repair costs. Students are to report any damages or loss of College's property to any SRMC staff. Students who are caught stealing the College's property or belongings of other students will be subject to disciplinary action and may be handed over to the police or other relevant authorities, depending on the severity of the offence.

### 3.7 PUNCTUALITY

Students should be punctual when attending all classes, examinations and during events or functions organized by the College.

### 3.8 GENERAL ATTIRE AND HAIR STYLE

Students are expected to wear proper attire at all times. Improper attire includes: revealing shorts or skirts, scanty or see-through tops, singlets, clothes with vulgar messages/pictures which may be deemed offensive. Slippers or flip flops meant for beach or home use are not allowed. The College and its staff which include the lecturers and invigilators, reserve the right to deny entry of students who are deemed to be indecently attired into classes or examination rooms. Sunglasses and caps/hats are not allowed during lessons and examinations/tests.

### 3.9 APPROVED ATTIRE, RULES AND REGULATIONS DURING SCHOOL CONCERT

Dress guidelines are strongly enforced to ensure that everyone in the ensemble is dressed professionally for performances. If in doubt as to what to wear, you should stay as conservative as possible. Students who arrive for a concert improperly dressed will be sent home to change or, if this is not possible, will have their grade automatically lowered and may be pulled from the concert.

Men	Ladies
<ul style="list-style-type: none"> <li>• Black tuxedo</li> <li>• White dress shirt – clean and pressed!</li> <li>• Black socks and black dress shoes</li> <li>• Black cummerbund or black tuxedo vest</li> <li>• Suspenders are permitted, but must be either black or white</li> <li>• Black bow tie</li> </ul>	<ul style="list-style-type: none"> <li>• Plain, black, floor to mid-calf length gown with long or <math>\frac{3}{4}</math> sleeves or</li> <li>• Long or mid-calf black skirt (or black dress slacks) with a black top having long or <math>\frac{3}{4}</math> sleeves. No black jeans.</li> <li>• Black or neutral hosiery and black dress shoes (No open-toed shoes or sandals)</li> <li>• No plunging necklines, rising slits, low-cut backs, or displays of midriff. Dress and skirt slits must not exceed six inches in length. Wear a slip if the outfit requires it</li> </ul>

For Contemporary Music students, avoid jeans and sweatshirts, and don't dress in an evening gown either. Don't wear clothes that are so big and floppy. Don't wear uncomfortable shoes, or something that's too tight; that's the last thing you need when you're already nervous.

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### 3.10 CONSUMPTION OF FOOD/DRINKS

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Students are not allowed to drink sweetened or flavoured drinks (especially canned drinks) in any of the practice or lesson rooms.

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### 3.11 UNAUTHORISED ENTRY

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No unauthorised entry into college premises like general office, recording studios, music studio unless clearance or authorise access is granted. Students are also strictly prohibited from entering the washrooms of the opposite sex. Any students caught with the act will be subject to disciplinary action and in some cases, may be handed to the Police.

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### 3.12 FALSIFICATION

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Students who are caught falsification of personal IDs/ Passports/ Student's Pass/ Work Pass/ Certificate/ Transcripts/ Certifying Letters/ Medical Certificates and Notes from medical practitioners or other official documents will be subject to disciplinary action and may even face expulsion from the course. Students caught committing such acts may also face legal prosecution.

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### 3.13 FORGERY

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Students who are caught forging signatures of their lecturers, fellow classmates, legal guardian (for students under the age of 18) or College's staff will face disciplinary action and in more serious cases, may be subject to legal prosecution.

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### 3.14 UNAUTHORISED AUDIO AND VIDEO RECORDING

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Unless prior approval is obtained, students are not allowed to record (audio or video) the lessons and any other teachings conducted by the lecturers. Unlawful downloading or taking pictures of power point files not approved by the lecturers are strictly prohibited.

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### 3.15 COPYRIGHTS

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The Copyright Act of Singapore allows a person to copy part of a work (not substantial) for private study or research only.

Students are to comply within the Singapore Copyright Act (Cap 63) for any photocopying. When photocopying from books or journals for research and private study for self-consumption, the limitations for photocopying are:

- Not more than 5 pages of a work in an edition of the work unless
  - a) there are more than 500 pages in the edition; and
  - b) the total number of pages so copied does not exceed 5% of the total number of pages in the edition
- One copy of one article in the same periodical publication, unless the articles relate to the same subject matter.

SMRC advises all students to respect the copyright of all copyright owners' works and encourages the purchase of original textbooks and/or other copyright materials that are required for your courses of study.

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### **3.16 USE OF HANDPHONES**

Students are to switch all handphones to silent mode during lectures, school concerts and examinations. Especially during examinations/tests, invigilators reserve the right to place the bag outside the classroom if no students claim ownership of the bag which contains the ringing or vibrating phone as it can cause disruption to the other students. Henceforth, the College will not be responsible for the loss of any bags / belongings which are placed outside the classroom.

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### **3.17 LIABILITY ON LOSS OF PERSONAL BELONGINGS**

Students are to take proper care of their personal belongings. The College shall not be responsible for any loss of personal belongings or money occurred on campus ground.

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### **3.18 COMPUTER/TELEPHONE NETWORK CRIMES/SURFING OF INTERNET**

Students are to observe proper computer and telephone protocol. Computer crimes committed are punishable under the Singapore laws and in some cases, may infringe upon another country's law. Students are not allowed to transmit vulgar, obscene or seditious contents via the College network. In addition, students are not allowed to make use of the computer network system to engage in any form of solicitations or sales.

Surfing of unfavorable websites which contain pornography or any websites displaying distasteful contents are strictly prohibited on campus grounds. Students should also refrain from playing media of such contents in College premises.

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### **3.19 DISCIPLINE**

**3.19.1** Students who misbehave or fail to abide by the regulations and guidelines of the College will be subject to disciplinary action. In determining the appropriate disciplinary action, the College will take into account the seriousness of the alleged offence or misconduct committed in an objective and reasonable manner.

**3.19.2** Disciplinary measures may include any of the following:

- A warning letter
- Expulsion from the College
- Refer to relevant authorities for necessary action

**3.19.3** Students who have to terminate their studies under such circumstances will not be eligible for any refund of course fees.

**3.19.4** In the event of serious violation of College's rules and regulations during the study with the College, the College reserves the right to suspend or expel the student.

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## **3.20 HARASSMENT AND BULLYING (INCLUDING CYBER-BULLYING)**

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SRMC is committed to fostering a learning environment that provides all students with opportunity to engage safely with one another in a productive and nurturing educational environment. It is important that all students have the opportunity to communicate and learn in a safe and positive environment, free of harassment and bullying behaviour, whether physical, verbal, or electronically transmitted. We do not condone the use of the email, social networking sites or any other form of communication by a student or groups of students to harass or post defamatory content about other students or staff of the College.

Identified acts of harassment, bullying or cyber-bullying will be dealt with in accordance with College policies regarding harassment and/or bullying. We ask that you be respectful of others whether in College or online and act ethically at all times.

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## **3.21 PROTECTION OF STUDENT INFORMATION**

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### **3.21.1 DATA PROTECTION POLICY**

In order to operate and to fulfil its legal obligations, the College needs to collect and use certain types of information about people with whom it deals. These include current, past and prospective students, suppliers, and others with whom it communicates. This personal information must be dealt with lawfully and correctly however it is collected, modification or disclosure.

The College regards the lawful and correct treatment of personal information as important to successful operations, and to maintaining confidence between those with whom we deal and ourselves. To this end we are committed to the principles of data protection, as stated in the Data Protection Act.

**3.21.2** While the College strives to maintain the confidentiality of its students' personal information, it remains the primary responsibility of the students in ensuring that they do not divulge their personal information to any other unauthorised parties, especially on social networks eg: Facebook or Twitter.

**3.21.3** The College shall not bear any responsibility in the event of any unauthorised access to the students' exam result web page or posting of students' information on social network as a result of the students' own negligence in safeguarding or voluntary publish or disclosure of their personal information or passwords to other unauthorised party.

## 4 IMPORTANT NOTICE TO INTERNATIONAL STUDENTS

### 4.1 TERMS AND CONDITIONS OF STUDENT'S PASS

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- 4.1.1 Student must retain a valid Student's Pass issued by Immigration & Checkpoints Authority of Singapore while pursuing his/her studies with SRMC.
- 4.1.2 Student's Pass holder must retain monthly attendance rate 90% and above compliances with Immigration & Checkpoints Authority of Singapore rules and regulations.
- 4.1.3 Student's Pass holder are not allowed to register any courses in other educational institutions unless obtain approval letter from ICA.
- 4.1.4 Student's Pass holder is required to report any changes to his/her address in Singapore within 14 days of such change to SRMC Registration Department and to be updated via Solar e-update address.
- 4.1.5 Student's Pass holder is required to surrender their Student's Pass to SRMC for cancellation within 7 days from the date of cessations or terminations of their studies.
- 4.1.6 Student's Pass holders who have lost his/her card are required to apply for a replacement in person within 7 days from the date of loss. A statutory declaration and a police report are required.
- 4.1.7 Student's Pass holder shall not engage in any activity, criminal or otherwise, which is inconsistent with the purpose for which the Student's Pass has been issued.
- 4.1.8 Student's Pass holder shall not contravene any laws or take part in any political activities or any statutory modification or re-enactment in force in Singapore during your stay.
- 4.1.9 Student's Pass holder shall administer to him/herself, shall not consume or be in any way engaged in the trafficking of any controlled drug as defined in the Misuse of Drug act or any written law in force relating to the control of dangerous or harmful drugs.
- 4.1.10 Student's Pass holder are required to attend class regularly, if failed to attend classes for continuous period of 7 days, your Student's Pass is liable to be cancelled with effect from the 8<sup>th</sup> day.
- 4.1.11 Student's Pass holder must not engage in any form of paid employment or in any business, profession or occupation in Singapore during the validity of your Student's Pass.

### 4.2 RELEVANT SINGAPORE LAWS

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Singapore has strict legislation. It is important that all students, especially international students, familiarise themselves with the rules and regulations in Singapore. The following is a summary of the most common and relevant ones:

#### 4.2.1 DUTIABLE & PROHIBITED GOODS

Under Singapore laws, certain types of items are subject to the payment of duty before you can bring them into country.

Household articles and personal effects are exempt from import duty. The exceptions are liquor, tobacco products and motor vehicles. If you have such items, Singapore Customs requires you to declare and pay taxes before being allowed to bring them into Singapore. Offenders may be fined and/or jailed.

#### **4.2.2 DRUGS**

Drug abuse is viewed seriously. The trafficking, manufacturing, importing or exporting of drugs carries a death penalty. Unauthorized consumption also carries a heavy penalty.

Please visit the website of the Central Narcotics Bureau and make familiarize yourself with the laws against drug abuse. <http://cnb.gov.sg/>

#### **4.2.3 POSSESSION OF FIREARMS & FIRECRACKERS**

Cigarette lighters shaped like firearms and firecrackers are illegal. Entering Singapore with weapons, replica weapons and ammunition, including empty cartridge shells, may be prohibited or controlled. It is a serious offence to carry or bring them into Singapore.

#### **4.2.4 OTHER PROHIBITED MATERIALS**

The importation of pirated copyright material, obscene articles, publications, video tapes/discs and software, seditious and treasonable material is prohibited. Offenders may be fined and/or jailed.

#### **4.2.5 VANDALISM AND MISCHIEF**

Defacing public and private property carries a severe penalty.

#### **4.2.6 OVERSTAYING OR ENTERING SINGAPORE ILLEGALLY**

Overstaying or entering Singapore illegally is a serious offence and on conviction, the penalties may include fines, imprisonment and/or caning.

#### **4.2.7 MINOR OFFENCES**

Penalties such as fines will be imposed for minor offences such as smoking in public places or indoor restaurants, spitting, chewing or importing gum (including chewing tobacco), littering and jaywalking etc.

For more information on Singapore legislation, visit the Singapore Police Force ([www.spf.gov.sg](http://www.spf.gov.sg)) website or the Singapore Customs ([www.customs.gov.sg](http://www.customs.gov.sg)) website.



## 5 RULES AND REGULATIONS OF EXAMINATIONS

### 5.1 EXAMINATIONS – MAIN AND SUPPLEMENTARY PAPERS

- 5.1.1** Examinations are usually held from Monday to Saturday.
- 5.1.2** All examinations are administered in accordance to the examination rules and regulations outlined. A typical examination block spans over a 2-week period. There may be instances where students will have only 1 day's interval between their main examinations. All examination dates are fixed and no requests for change of exam dates will be granted.
- 5.1.3** Students are only allowed to re-sit an examination if he fails the main exam or if he is granted leave of absence for his main exam. No student is allowed to re-sit an examination for which he has passed.
- 5.1.4** Students who pass the examination on the second attempt will receive either a 'Pass' grade and those that fail will receive a 'Fail' grade.
- 5.1.5** Students who fail the examination on the second attempt will have to re-enrol for that module if they wish to complete the course.
- 5.1.6** Students who are granted deferment to sit for the examination as their first attempt will be allowed to sit for the paper at the next available examination and no further consideration of deferment will be granted. Students who passed will receive a grade accordingly. Students who failed will have to re-enrol for that module if they wish to complete the course.
- 5.1.7** For all re-sit or deferment cases where the module comprises a coursework component, any prior marks awarded for the course work will be included in the computation of the final score.
- 5.1.8** All registration and payment for re-examination(s) must reach SRMC Finance Department by the stipulated deadline as indicated on the result slip.
- 5.1.9** Late applications for re-examination(s) will not be entertained, regardless of the reasons.
- 5.1.10** Re-exam fees are applicable for each re-exam. If a student is unable to sit for the opted re-exam, the re-exam fees will be forfeited and are non-refundable for that particular exam.
- 5.1.11** Students sitting for the re-examination must present the payment receipt as evidence of registration.
- 5.1.12** Students who re-enrol into a module must fulfil the coursework requirement. All previous coursework marks attained will not be brought forward to the newly enrolled module.

## 5.2 ATTENDANCE REQUIREMENTS FOR EXAMINATION

### 5.2.1 Required class attendance to qualify to sit for examination:

Student Type	Attendance
1) Singapore Citizen / Permanent Resident 2) Non-Student's Pass International Pass students	75%
3) International students holding Student's Pass	90%

\* Case by case approved by Head of Programme.

### 5.2.2 Please refer to para 3.7 for more details of attendance requirements.

## 5.3 ABSENCE FROM EXAMINATION

**5.3.1** Students who seek to exclude themselves from the main examination must obtain prior written approval from SRMC for the intended absence.

**5.3.2** Notwithstanding a prior approval, students who are unable to attempt the examinations (due to sudden illness, emergency or other unavoidable circumstances etc.), must inform SRMC in writing with the "Absence from Main Examination" Form duly completed within 4 working days of the examination in order to be considered for a make-up examination. All such applications must be supported by evidence.

**5.3.3** Excused absence includes but are not limited to:

- Medical leave of 5 continuous days or more
- In-camp training of 5 continuous days or more
- Overseas assignment of 5 continuous days or more
- Bereavement of parents, spouse or children (Documentary evidence must be submitted for each ground)

**5.3.4** Deferment for re-examination is not allowed, regardless of the reason.

**5.3.5** Students who have failed to justify their absence from main examinations will be classified as "absent with no valid reason". No deferred examinations will be granted and students will be required to re-enrol for the affected module.

## 5.4 GENERAL RULES AND REGULATIONS FOR EXAMINATIONS

- 5.4.1** Students sitting for an examination must conduct themselves in a proper manner and observe all rules and regulations governing the conduct of the examination. Failure to comply shall render the students liable to such action as deemed necessary by SRMC.
- 5.4.2** Unless otherwise informed, all students are not permitted to take into the examination room any equipment with data storage functions, books, dictionaries, papers, pencil case, written document, pictures or drawings except writing instruments. Stationery should be free from scribbling or paste-over information or any form of writings or prints which may incriminate the student. All bags and pouches must be left in front or at the back of the exam room.
- 5.4.3** Eating, smoking and reading of newspapers are not allowed in the examination room. Failure to comply shall render the 'students liable to such actions as deemed' necessary by SRMC.
- 5.4.4** Only plain water bottles are allowed in the exam room. The bottles should be placed in front/ behind the class/at the foot of their writing desks and students must seek permission from the invigilators to leave their seat for a drink.
- 5.4.5** Mobile phones and paging devices are to be switched off and must be kept in students' bags. Vibrating mode is also not allowed as it can cause disturbances to other candidates.
- 5.4.6** During the course of the examination, students are not allowed to borrow any instrument, stationery, etc from other students while the examination is in progress. Students are not allowed to receive any book, paper document or picture from any person other than the invigilator.
- 5.4.7** Students cannot touch or read the examination paper unless told to do so by the invigilator. They are not to start writing until the invigilator gives permission.
- 5.4.8** Students are particularly advised to read the instructions on the cover of the Question Papers carefully before commencing. Clarifications on the meaning or interpretation of an examination question will not be entertained.
- 5.4.9** Students must indicate their College ID numbers on their cover page. Students must not write their names on the papers; unless they are instructed to do so for certain examinations.
- 5.4.10** Apart from diagrams, drawings and graphs, answers must be written in blue or black ink. SRMC reserves the right to reject any exam script with answers written in pencil or other coloured ink.
- 5.4.11** Any action by the student contrary to the spirit of the examination rules, whether discovered during the examination or afterwards will subject the student to be disqualified from the examination and certification. The student will also be barred from taking future courses with SRMC.

## 5.5 DURING EXAMINATION

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- 5.5.1** Students are advised to arrive earlier on the day of exam and refer to the digital display or any other notice boards for their allocated exam rooms.
- 5.5.2** In the event of unforeseen circumstances such as major disruptions to services of public transport (more than 1-hour delay) where majority of the students are affected, the Exam Venue will exercise its discretion in determining whether the exam shall be conducted as scheduled or postponed to a later time. However, students are strongly advised to set aside more time for travelling to the campus on examination days.
- 5.5.3** Students will only be allowed to enter the examination room 10 minutes before the commencement of the examination. Late comers will not be given any extra time to complete the examination.
- 5.5.4** No students will be allowed into the examination room 10 minutes after the commencement of the examination.
- 5.5.5** No student will be allowed to leave the examination room during the first 30 minutes of the examination and the last 15 minutes before the end of the examination.
- 5.5.6** The students' identity will be authenticated during the examination. Students must bring along their college card, identity cards, passport or any other forms of identification and place them at the top right hand corner of the desks at the commencement of the examination. Students are also required to enter their full signature on the examination attendance register that is maintained by the invigilator.
- 5.5.7** No communication by word of mouth or otherwise among the students is allowed during the examination. Any student who wishes to communicate with the invigilator must raise his/her hand.
- 5.5.8** Students who wish to visit the restroom or water coolers situated outside the examination room during the examination must obtain permission from the Invigilator. The student must be accompanied by the Invigilator. Any student who leaves the examination room without permission shall not be allowed in to continue with the examination. Only 1 person is allowed to leave the examination room at any one time and the student must not take more than 5 minutes to do so.
- 5.5.9** A student must not leave his/her seat without permission of the invigilator.

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## 5.6 CONCLUSION OF EXAMINATION

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- 5.6.1** Students must stop writing when they are told to do so. The answer script and any other relevant materials/attachments must be ready for collection by the invigilators when they come round to collect them. The invigilator reserves the right to collect the answer script from the candidate when he reaches the candidate's desk during collection time; whether the candidate has completed filling in the information or not. This is to ensure that the process of collecting answer scripts by the invigilators is not delayed or disrupted. Therefore, students must ensure that all relevant information is filled in before handing in their answer scripts. SRMC will not accede to any requests from students to do any checking, amendments or insertions of any kind after the exam scripts have been handed in. Answer scripts which are not submitted to the invigilators at the time of collection will not be accepted for grading.
- 5.6.2** At the end of the examination, students must remain seated and must not communicate with anyone until all the answer scripts are collected and accounted for. Students should only leave the examination room after being told to do so by the invigilator.
- 5.6.3** No answer scripts, used and unused, will be taken out of the examination room.
- 5.6.4** Students are not allowed to retain the question papers. All question papers will be collected by the invigilators after the examination.

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## 5.7 RELEASE OF EXAMINATION RESULTS

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- 5.7.1** Examination results are released within 3 months after the last day of examination.
- 5.7.2** SRMC reserves the rights to withhold the results and certificates of students who have not fulfilled their financial obligations or faced disciplinary actions.
- 5.7.3** Students can access their examination results via the registered email. Students are strongly encouraged to check their email periodically.
- 5.7.4** Inquiry for examination results over the telephone will not be entertained.
- 5.7.5** Results will be released in grades. The final marks will not be released to the candidates.

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## 5.8 APPEAL

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- 5.8.1** Candidates who have obtained a 'Fail' grade may appeal against the examination results.
- 5.8.2** No appeals shall be entertained against re-grading of paper in which the candidate has passed.
- 5.8.3** All appeals must be made on prescribed forms and forwarded to the Programme Department within 7 working days upon the receipt of the results. The College reserves the right to reject late applications, regardless of the reason. The Student Exam Appeal And Deferment Form is obtainable from the Student Support Service / Library.
- 5.8.4** Candidates will not have access to their answer scripts.
- 5.8.5** Only one (1) appeal per examination will be admitted. Re-appeals will not be entertained.

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## 5.9 CHEATING

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The following acts constitute to cheating at the examination and will be disqualified from the examination:

- 5.9.1** Possession of any book or other material not classified as permitted reference for the specific examination. A student would deemed to have contravened the exam rules even if he is found to possess any unauthorised materials whether or not reference is being made to them.
- 5.9.2** Communication with other students.
- 5.9.3** Receive assistance from, or copy or attempt to copy from the paper of another student.
- 5.9.4** Refusal to co-operate fully with the invigilator(s).
- 5.9.5** Leaving the examination room without the permission of the invigilator(s).
- 5.9.6** Reference made to information on mobile phones, tablets or any other electronic devices.
- 5.9.7** Writings found on palms, thighs, clothes, bandage casts, stationery, etc.

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## 5.10 DISCIPLINARY ACTION

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Any action by the student contrary to the spirit of the examinations rules, whether discovered during the examinations or afterwards will subject the student to disciplinary actions deemed fit by SRMC. The student may also be disqualified from all future courses/enrolments with SRMC.

## 6 POLICIES UPDATES

### 6.1 REVISION AND CHANGES

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- 6.1.1** This guidebook may be amended periodically. The onus is on the student to check for updates in regards to amendments and addendums pertaining to policies and regulations on courses, student guide and project requirements for the respective modules.
- 6.1.2** SRMC reserves the right to amend any policies or procedures where it deems fit without any prior notification.
- 6.1.3** Students may refer to the SRMC website for any updates.