

SRMC

STUDENT HANDBOOK

Last updated: 2 September 2016

MESSAGE FROM THE PRINCIPAL



A warm welcome to Singapore Raffles Music College (SRMC)!

SRMC takes pride as being the only music-focused tertiary institution in Singapore, having been nurturing and educating students to become outstanding arts practitioners since 2001. We believe in delivering value and quality education through a well-designed curriculum, creative and advanced teaching techniques, and a holistic personal professional development for all our students.

Our objective is to provide an excellent music education through an ecosystem, which shapes our students not only in their artistic and performance talents, but also nurture them to be ready for the real world. We aim to nurture well-rounded students with high aptitudes and passion in their discipline. It is our vision for every SRMC graduate to develop the essential leadership and life skills so as to give them the competitive advantage to embrace the challenges of the real world positively.

I am confident that with our passionate teaching faculty, supportive operational structure and a closely-knit family culture, we are able to groom our next generation of young leaders who will excel and make a difference to the musical architecture in the 21st century, and I invite you to come to SRMC to not just learn music, but to learn and awaken the latent potential in you.

At SRMC, let us embark on a journey together to aspire a different you!

Jenne Foo

Principal
Chief Operating Officer

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1 ABOUT SINGAPORE RAFFLES MUSIC COLLEGE

This handbook is a guide to help our students to cultivate a better understanding of Singapore Raffles Music College. We believe that it is our responsibility to provide you with accurate information of our policies and procedures.

The information in this handbook is applicable to all Local and International Students who study in Singapore Raffles Music College.

This handbook is a summary of our College policies, procedures, rules, regulations and students responsibilities. The College may from time to time amend, modify, delete or add to the provisions of this handbook, and will notify you of any such changes.

The information contained in this handbook is current as at the time of printing. It is the College's intention, however, to update this handbook periodically. Each amendment or additional information will be updated in the form of a memorandum, to be attached each time as an addendum to this handbook. Each amendment will serve to supersede the previous.

We advise you to read this Student Handbook carefully. If you have any questions or concerns, please contact our Registration Officer for assistance at + (65) 6362 5759 or email admin@srmc.edu.sg.

1.1 VISION, MISSION, CORE VALUES & CULTURE

VISION

We envision the creation of value in life through the learning and innovate expression of arts from one to another person and community.

- Create a better life by sharing of arts – our vision, our life

MISSION

The College is dedicated to create value in bringing the quintessential of music and arts through the joy and fun in learning and expression of arts in our student to make every moment a better moment for everyone.

CORE VALUES

Service:	We serve people and for the people we serve: "Stakeholder focused"
Redefining:	We aspire and be a leader in redefining service and operations excellence
Meritocracy:	We create meritocracy through ethics and integrity impart in our value creation process
Commitment:	We hold commitment to the people and for the people we serve – "Stakeholders Focused"

CULTURE

"Sincere, Truthful, Courteous and Helpful in our everyday life to people and for the people we meet and serve and be treated equally"

1.2 ACADEMIC BOARD

In order to maintain academic integrity, adhere to strategic aims and uphold standards, SRMC has set up structures to monitor and review academic processes and developments as well as to implement reform.

The Academic Board was established by the Board of Directors as the executive body with the authority to develop, establish and review the policies and procedures pertaining to the courses offered by SRMC. The role of the Board shall not be limited to overseeing existing courses but shall also include the development of new courses and other academic developments that will further the academic status of the college.

The responsibilities of Academic Board:

Required for the Academic Board under the Singapore Private Education Act and the University of West London:

- Developing the policies and procedures to ensure academic quality and rigor such as:
 - a. Ensuring that the content and duration of the modules or subjects, as well as the entry and graduation requirements of the course are appropriate; and
 - b. Approving the deployment of teachers based on the requirements stipulated by the CPE;
- To review and approve the design and development outcomes of all new courses / programmes / modules
- To provide relevant information and guidance on current developments in the respective discipline (s)
- To review and approve all outcomes / recommendations resulting from Course / Curriculum Review process
- Facilitating the PEI to implement and comply with the policies and procedures developed;
- Reviewing, at least once a year all academic policies and procedures;
- Developing academic standards;
- Research and scholarship;
- Advise the Board of Directors on issues relating to the College's mission and strategy;
- Monitor the management of the academic standards of awards and identify actions and targets as necessary;
- Monitor the management of the student learning experience and identify actions and targets as necessary;
- Establish and maintain a learning, teaching and assessment strategy.

The Academic Board members are:

Chairman: Ms Jenne Foo

Member: Mr Nelson Kwei

Member: Mr Toh Ser Khoon

Member: Dr Chua Yun Ying

Member: Dr Chua Soo Pong

Member: Mr Wong Yoon Foong

1.3 EXAMINATION BOARD

The Examination Board is responsible for ensuring that academic standards are maintained through fair and rigorous assessment procedures. It is charged with the development, implementation and review of all assessment procedures.

The responsibilities of Examination Board:

Required for the Assessment/Examination Board under the under the Singapore Private Education Act and the University of West London:

The Examination Board will be in-charge of the development of examination and assessment procedures, such as develop and facilitate the implementation of procedures to:

- To ensure reliability, validity and fairness of all assessment papers
- To conduct moderation of examination and assessment marks
- Handle appeals from students with regards to the examination or assessment matters;
- Ensure the security of examination scripts and answer scripts;
- Ensure the proper conduct of examinations and assessments;
- Define and ensure the proper discharge of duties and responsibilities of invigilators and markers;
- Determine Consider all matters relating to the progression and awards to individual students;
- Assure academic standards of pathways; and
- Analyst overall student assessment performance
- Review of assessment methods and frequency

The members of the Examination Board include:

Chairman: Ms Jenne Foo

Member: Mr Nelson Kwei

Member: Mr Toh Ser Khoon

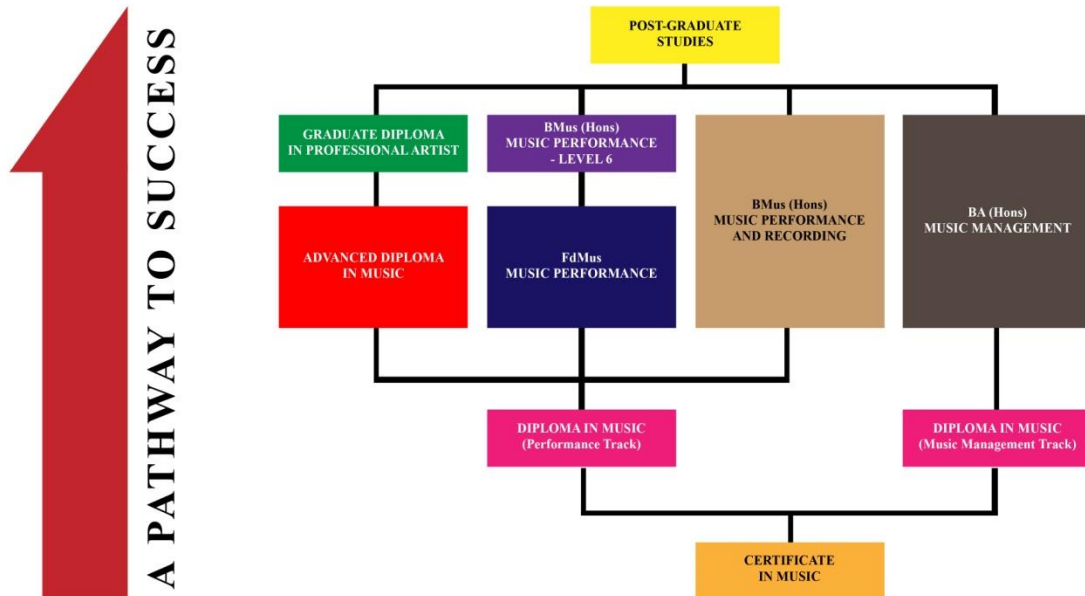
Member: Dr Chua Yun Ying

Member: Dr Chua Soo Pong

Member: Mr Wong Yoong Foong

1.4 ACADEMIC PROGRAMMES

SRMC offers courses varying from Certificate Level, Diploma, Advanced / Graduate Diplomas, to Foundation / Bachelor's Degree and a pathway for Postgraduate studies.



1.5 TEACHER-STUDENT RATIO

The college maintains a teacher-student ratio according to the nature of the module with the following guidelines:

Modules	Ratio
Principal Study	1 : 1
Ear Training	1 : 25
Tutorials	1 : 25
Performance Forum	1: 90
Ensemble	1 : 80
Choir	1 : 80
Lectures	1 : 50

1.6 STUDENT LIFE

Student learning need not be limited to classroom and books. An important part of student life involves a caring environment that provides opportunities for students to enjoy success and recognition, make useful contributions to the life of the school and derive enjoyment from their learning.

1.7 STUDENT CARE & GUIDANCE

SRMC promises to deliver high quality student care by adopting a student-focused approach. All staffs from the various departments and sections have a responsibility, commitment and accountability towards providing excellent student services to all our clients.

Each and every student is equally significant. While education acts as the bigger responsibility here, the student welfare involves our caring concern with their overall well-being, aiding students to integrate their studies with other aspects of life. We are here to provide them opportunities to enjoy success, recognition and derive enjoyment from their learning journey.

1.7.1 COUNSELLING

Counselling offers you the opportunity to talk to someone about the issues in your life which are of most concern to you, in a private and confidential setting. Talking through these issues with a counsellor can help you to manage and cope with your problems better, and work towards possible solutions. You can talk to a counsellor about any sort of issue, no matter how big or small.

Students are encouraged to book appointments (in person, by telephone or email) for private consultations and/or they could be identified and referred to the counsellor by their course administrators and/or lecturers. As far as possible, students will be assisted to find solutions on the following issues:

- Transition to higher levels of learning
- Procrastination, motivation and other academic problems
- Self-esteem and confidence issues
- Stress, anxiety and depression management
- Difficulties in interpersonal relationships (peers, parents, etc.)
- Cultural and diversity awareness
- Time management

1.8 LIBRARY / STUDENT SERVICE CENTRE

Our SRMC library contains a wide variety of materials including books, periodicals, videos, IT equipment, CDs and DVDs. Student Service Centre is the point of contact for administrative issues relating to your programme. You may approach the Student Service Centre for queries relating to letter requests, published marks, timetables and assignments. Students' assignments will also be handed in through this office.

The library provides access to computers with Internet access and Basic Office Application such as Microsoft Word. Other facilities include printers, photocopiers/scanners.

Important Note

Blue label computers: For research and assignment purposes

Red label computer: For printing purpose only (*Students are advised to complete their work on the blue workstations before transferring here for printing*)

Opening Hours: 09:00AM –06:00PM*

** Any use of computers, photocopying services, or borrowing of books are advised to be completed before 5.30pm.*

Closed on: Weekends and Public holidays.

Please note that opening hours may vary from time to time; should the Library/Student Service Centre be closed during normal opening hours, a notice informing the next opening time will be displayed on the door.

1.8.1 BORROWING MATERIAL

All books/materials have loan duration of 2 weeks.

To borrow from the library, you must sign out the material on the Library Borrowing File. When returning, kindly sign back and place the material back to its original position.

Overdue fines of S\$2.00 will be imposed on students who failed to return the material.

Restricted Material – Reference books in the restricted materials shelf are strictly for reading in library ONLY. Therefore students are STRICTLY NOT allowed to borrow or bring these materials out of the library. All restricted materials had been pasted with label named - "REFERENCE"

However, students can choose to make photocopies from these reference books if necessary for personal use.

1.8.2 LIBRARY RULES AND REGULATIONS

Students are to follow a proper code of conduct when they are in the library.

1. Food and drinks are not allowed in the library.
2. Keep the library clean and tidy; throw any rubbish into rubbish bin provided.
3. Silence is to be observed in the library.
4. Position of furniture/chairs are to be placed back to its' original position after used.
5. Mutilation and theft of library materials are offences punishable by law. Students found doing so will be dealt with severely.

1.9 PHOTOCOPY AND PRINTING SERVICE

During your course of study, you can expect to print and photocopy for your lesson materials. SRMC provides students with a One-Stop photocopying and printing service located in our library.

Every student will have an account, which requires their 16 digits EZ-link card number found at the back of the card.

This EZ-link card will act as a logging card to access individual photocopier account by tapping on the card reader found on the photocopier machine; both photocopying and printing which incur cost. Any deduction for photocopying & printing will NOT affect your transport account in your EZ-link card.

Take note:

- No printing and photocopying after 5.30pm.
- Self-service. Seek assistance from Operation department if faced any technical difficulties.
- You are not allowed to borrow EZ-link card from any College staff/lecturer for personal use.
- You are accountable for any loss or damage to your personal EZ-link card.
- Lending of EZ-link card to any college mates is at your own discretion; the College shall not be held responsible should any form of misuse happen.

How to top up your account?

1. Approach SRMC Finance Department at Admin Office (Near Student Lounge).
2. Minimum top up amount is SGD \$10.70 (inclusive of GST).
3. After payment, an official receipt will be issued as a proof of payment.

How to check your remaining balance?

1. Tap EZ-link Card on the card reader to log in.
2. Select the button 'Follow You'
3. Your balance will be shown on the display screen
4. Press the Log Out button after use.

1.9.1 PRINTING SERVICE

Important Note: Check carefully for printer setting before printing any documents to reduce wastage, all printed papers will be charged accordingly.

1. Open document, select Print
2. Select Printer Device 'Follow You' (default printer)
3. Print assistant screen will appear to request for user id (student ID). No password is required.
4. A cost preview screen will appear, click ok to proceed.
5. Repeat step 1 to 4 if you have more than 1 document to print.
6. Lastly tap your EZ-link card on card reader to release all print jobs.
7. Press log out once all documents are printed.

The current charges for printing are as follows:

PRINTING COST	
BLACK AND WHITE	COLOUR
Single Side A4 - S\$0.10 A3 - S\$0.20 Double Side A4 - S\$0.15 A3 - S\$0.30	Single Side A4 - S\$1.00 A3 - S\$2.00 Double Side A4 - S\$1.50 A3 - S\$3.00

1.9.2 PHOTOCOPYING SERVICES

Tapping of your EZ-link card on card reader to log in to your account, allows you to proceed with your photocopy job.

1. First, tap EZ-link card on the reader to log-in.
2. Place your document on the photocopier screen (faced down).
3. Ensure that the document is well aligned to the top left corner.
4. Select Copy from the screen.
5. Choose the setting that you need, and press the Start button to print.
6. Always remember to press log-out after use.

The current charges for photocopy are as follows:

PHOTOCOPYING COST	
Single Side	Double Side
A4 - S\$0.10 A3 - S\$0.20	A4 - S\$0.15 A3 - S\$0.30

1.10 SRMC COLLEGE CARD

Upon enrolment, new students will be issued with a SRMC College card, together with the plastic holder, college lanyard and college badge as part of your enrolment package.

SRMC College card is a proof of identity, especially for Examination.

You can expect to find your student details such as:

- Student ID Number (College)
- Current Course
- Major Study
- Student's Full English Name
- Student's Chinese Name (*if applicable*)

Note that there are different color themes to differentiate students from the different courses.

Important Note

- You are to provide a recent photograph.
- The first set of College card issued will be free of charge.
- There will be no free replacement of accessories or card for students.
- You are responsible to bring the College card at all times while in College premises.
- Decoration or any form of vandalizing on the card is prohibited.
- If lost/damaged, a replacement fee of S\$53.50 (inclusive of GST) will be charged. No accessories included.
- ***If you are pursuing to the next level of study in SRMC***, you are required to renew your College card immediately upon confirmation of enrolment.
- Students are advised to check for possession of College card again 2 weeks before examination.
- ***During examination***, students will be required to present their College card when entering the examination venue. Students who failed to do so may be barred from taking exam.

1.11 COLLEGE DOOR ACCESS CARD

To gain access to SRMC, you are required to utilize the Campus door access card specifically issued to you.

Door access card is issued to new students for free during Enrolment.

Students are responsible to bring the access card at all times.

Swopping of door access card among student is prohibited.

Do not lend your access card or allow outsiders into the College. If unsure, kindly approach the College staff for assistance.

Students are NOT allowed to use the intercom speaker for request of access.

Any students who disregard to the rules above, the College will not hesitate to take disciplinary action against the offender.

Lost and Replacement of Door Access Card

If your door access card has been stolen or lost, you **must** proceed with these steps immediately:

- Inform the Operation Department (Library) immediately
- Get a replacement of your new Door Access Card

If your Door Access card needs to be replaced through lost or damaged, you will be charged a replacement cost of S\$53.50 (inclusive of GST) for a new card.

1.12 COLLEGE LOCKER

Students who wish to rent a locker may do so using the rental locker portal:

www.rent-a-locker.com

Locker rental for 1 Academic Year is S\$86.00 for LARGE

Please drop an email to admin@rent-a-locker.com for any query clarification.

INSTRUCTION – How to open your lock

A guide on how to unlock a lock is located near the locker area; you can also research the internet for tutorial. Our operation staffs will be around to assist you if you need any help.

1. You will receive 3 numbers - **XX YY ZZ**
2. Right turn 2 or more whole turns and stop at **XX**
3. Left turn 1 whole turn past **XX** and stop at **YY**
4. Right turn and stop at **ZZ** then pull shackle open

1.13 COLLEGE ADDRESS

Singapore Raffles Music College
6A Woodlands Centre Road. #02-280 Singapore 731006

Tel : +65 6362 5759

Fax : +65 6269 5939

Email: info@srmc.edu.sg

1.14 GETTING TO SRMC

One of the most convenient and cheapest ways of getting around Singapore is by taking our public transport.

You can get travel tips and directions by searching the Internet. It is advisable to plan your journey before boarding any mode of transport, such as train, bus, or even taxi. If you have difficulty planning or are unsure, our College staff are always willing to assist you.

Here are some websites that you can look at:

- www.streetdirectory.com.sg/
- www.smrt.com.sg/

Where to board?

1. Kranji MRT Station (cross the bridge)

- Bus 170 (Red Plate)
- Bus 178



2. Marsiling MRT Station (cross the bridge)

- Bus 856



3. Woodlands MRT Station
(Woodlands Bus Interchange – Below MRT)

- Bus 903
- Bus 911
- Bus 912
- Bus 913
- Bus 856

Where to alight?

SRMC is just a few minutes walk away from 'Woodlands Centre Road'. The bus stop that you need to alight on this road is often known as "Woodlands Train Checkpoint" (Bus Stop Code: 46069).

**1.15 OPERATING HOURS****COLLEGE / ADMINISTRATIVE OFFICE**

Opening/Operating Hours	College	Admin Office
Monday – Friday	09:00 – 21:00	09:00 – 18:00
Saturday	09:00 – 13:00	Closed
Sunday/Public Holiday	Closed	Closed
Eves of Major Public Holiday	09:00 – 13:00	09:00 – 13:00*

LIBRARY

Opening/Operating Hours	Library
Monday – Friday	09:00 – 18:00
Saturday	Closed
Sunday/Public Holiday	Closed
Eves of Major Public Holiday	09:00 – 13:00*

Major Public Holiday: New Year, Lunar New Year, Christmas

* To be confirmed on actual day

1.16 COLLEGE'S FACILITIES

1.16.1 WIRELESS CONNECTION (WIFI)

Free WIFI connection is available in SRMC campus.

Router name: SRMC10-sch

Password: 1qaz2wsx

Important Note:

- Students are NOT allowed to use College WIFI to download or stream large media content.
- Student who misuse the SRMC shared WIFI will face disciplinary action.

1.16.2 ROOM BOOKING PROCEDURES

To use the rooms for self-practice, students are required to register on the 'Room Booking logbook' one day in advance.

Students are entitled to a maximum booking of 2 hrs a day.

Any subsequent booking on the same day are subjected to availability and ongoing classes.

Please do not erase anybody's name that is already on the list. Anybody caught doing so will face disciplinary action.

Note:

- Please note that the Multimedia and Recording Studios require special access to enter.
- Only students studying the relevant majors or modules will be granted door access.
- In a situation of high demands, priority will be given to students who major in courses that require the studios.
- We seek your understanding with regards to the college's decision.

Below are some of the facilities in SRMC:

Multimedia Studio

This six-station iMac lab is designed to support students majoring in contemporary music writing and production, MIDI programming, and jingle writing with hands-on access to professional music technology equipment.

During the student's course of study in handling new electronic instrumental controller techniques, students will go through a process of learning how to arrange music through Macintosh software like Garage-Band, Logic Pro, Pro Tools which already install in our iMac.

Piano Rooms

We have more than 15 piano rooms for students to use for self-practice and lesson. Kindly refer to the College Map (next sub-chapter) for more information.

Recital Studio

SRMC main performance venue, with a band setup consisting of 2 grand pianos, drum set, electric guitar and bass guitar. Most of our College events like school concert, masterclass, and practical examination are conducted here.

Recording Studios

It is a fully equipped, professional state-of-the-art recording studio which is made up of 2 studios.

The first studio (Recording Studio 1) consists of Artist Control and Artist Mix, the newly developed Pro Tools Mix systems that we installed in this studio. Besides, our iMac workstation is loaded with Pro

Tools, Logic Pro, and Reason software and different kind of plug-ins which offer multitrack digital recording capability, automated mix-down, digital audio editing, video postproduction, and comprehensive signal processing equipment.

The second studio (Recording Studio 2) is a contemporary soundproof studio consisting of upright piano, drumset, and a microphone which all are linked to the first studio for recording.

Student Lounge

You are allowed to consume packed meals/food at the appropriate dining table designated here. The College expects you to clear up after you had finished them. There are local and foreign newspapers, magazines, brochures available for your leisure reading.

Table, crouches and sofas are also available at designated locations for your comfort. The College expects you to utilize this furniture appropriately and with care. You are welcome to do revision, research or assignments in this area, as our school wireless connection could also be accessed from this location.

Last but not least, you are to be mindful of your conduct or behaviour as this is a shared premises.

Important Note:

Students are to read “**STUDENT CODE OF CONDUCTS**” for more information on proper usage of college premises and facilities.

1.16.3 MAP

As a SRMC student, you are to adhere to the Code of Conduct for facilities, so that all students can continue to enjoy a shared conducive learning environment.



legend 图例

P piano room 钢琴房	DP double piano room 双钢琴房	CP composition room 创作房	E ensemble room 合奏室	CO chinese orchestra room 华乐房
LR lecture room 讲堂	CR classroom 课室	PR practice studio 练习室	RC recording studio 录音室	MS music studio 音乐室
LB library 图书馆	IN interview room 生活辅导室	PS pop studio 流行室	RS recital studio 小音乐厅	AVA ava room 音响室
GO general office 办公室	AO admin office 行政办公室	MM multimedia studio 多媒体室	CF conference room 会议室	IR instruments room 乐器室
DS dance studio 舞蹈室	AD acad director room 学术部主任室	T toilet 厕所	+ sick bay 医务室	