



# SRMC STUDENT HANDBOOK

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SINGAPORE RAFFLES MUSIC COLLEGE  
456 Alexandra Road #09-02 Singapore 119962

## SCHOOL'S MESSAGE

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

SRMC takes pride in being the only tertiary institution in Singapore with a full focus on music and dance, having been nurturing young talents to become outstanding arts practitioners since 2001. We believe in delivering quality education to our students through a well-designed curriculum, a supportive learning environment, and the promotion of holistic development.

Our aim is to provide a well-rounded education that not only helps our music and dance students hone their artistic talents, but also prepares them for the real world. It is our vision for every SRMC graduate to develop the essential life skills and leadership, so as to give them the competitive advantage to embrace the challenges of their future careers.

We are confident that with our passionate teaching faculty and a closely-knit family culture, we can groom our next generation of young leaders, who will make a positive difference to the music and dance landscape in the 21st century. We invite you to join us at SRMC not just to learn music and dance, but to awaken the latent potential in you.

At SRMC, let us embark on a journey together towards a better you!

**Singapore Raffles Music College**

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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 student's 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 Student Services Department for assistance at + (65) 6362 5759 or email [admin@srmc.edu.sg](mailto:admin@srmc.edu.sg).

### 1.1 VISION, MISSION, CORE VALUES & CULTURE

#### VISION

To be the leading career-focused arts college in Asia

#### MISSION

To provide industry relevant skillsets and quality higher education for the arts

#### CORE VALUES

Self-motivating: Develop independent learners striving for excellence

Resilience: Steadfast in our goals and objectives

Mentorship: Nurturing our students and staff into successful individuals

Creativity: Seek opportunities beyond the norm.

TEAM: Working in unison. Leading by example.

#### CULTURE

We are a team of self-motivating, resilient and creative leaders, working together to achieve our common goals.

## 1.2 ACADEMIC BOARD

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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.

Please refer to [www.srmc.edu.sg](http://www.srmc.edu.sg) for the list of Academic Board members.

## 1.3 EXAMINATION BOARD

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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 and consider all matters relating to the progression and awards to individual students;
- Assure academic standards of pathways; and
- Analyse overall student assessment performance
- Review of assessment methods and frequency

Please refer to [www.srmc.edu.sg](http://www.srmc.edu.sg) for the list of Examination Board members.

## 1.4 ACADEMIC PROGRAMMES

SRMC offers courses varying from Certificate Level, Diploma, Advanced / Graduate Diplomas, Master's Degree and others.

Please refer to [www.srmc.edu.sg](http://www.srmc.edu.sg) for the courses offered.

## 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
Masterclass / Lecture Series	1: 90
Ensemble	1 : 80
Lectures	1 : 50

## 1.6 STUDENT LIFE & STUDENT COUNCIL

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.

The College encourages aspiring student leaders to join the Student Council and to play a role in shaping the student life at SRMC. Student Council members will have the opportunity to create, organize and participate in student events, build leadership and interpersonal skills, and contribute to the enrichment of student life for the student community.

## 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.

**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 are to be read within the school.

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 use.

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 Reception Area.

**Take note:**

- No printing and photocopying after 5.30pm.
- Self-service. Seek assistance from Student Services Department if faced any technical difficulties.

**Mode of Payment:**

- Cash

### 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.

The current charges per page for printing are as follows:

PRINTING COST	
BLACK AND WHITE	COLOUR
A4 - S\$0.20 A3 - S\$0.40	A4 - S\$1.00 A3 - S\$2.00

### 1.9.2 PHOTOCOPYING SERVICES

**Important Note:** Check carefully for photocopier setting before proceeding to reduce wastage, all printed papers will be charged accordingly.

The current charges per page for photocopy are as follows:

PHOTOCOPYING COST	
BLACK AND WHITE	COLOUR
A4 - S\$0.20 A3 - S\$0.40	A4 - S\$1.00 A3 - S\$2.00

## 1.10 SRMC COLLEGE CARD

Upon enrolment, new students will be issued with a SRMC College card as part of your enrolment package.

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

You can expect to find your student details such as:

- Student ID Number (College)
- Student's Full English Name

**Important Notes:**

- 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\$79.00 (inclusive of GST) will be charged. No accessories included.
- 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. The College reserves the right to bar any student without the College card from taking exam.

## 1.11 COLLEGE ADDRESS

Singapore Raffles Music College  
456 Alexandra Road, Fragrance Empire Building #09-02 Singapore 119962  
**Tel:** +65 6362 5759  
**Email:** admin@srmc.edu.sg

## 1.12 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/](http://www.streetdirectory.com.sg/)
- [www.smrt.com.sg/](http://www.smrt.com.sg/)

**Where to board?**

- Labrador Park MRT (CC27)
- Opposite Fragrance Empire Building, Alexandra Road - Bus Stop Number 15049
- PSA Building, Pasir Panjang Road - Bus Stop Number 15149
- Opposite Alexandra Point, Alexandra Road – Bus Stop Number 15059

## 1.13 OPERATING HOURS

### 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

## 1.14 COLLEGE'S FACILITIES

### 1.14.1 WIRELESS CONNECTION (WIFI)

Free WIFI connection is available in SRMC campus.

**Router name:** SRMC Guest

**Password:** srmcwelcome

**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.

### 1.14.2 ROOM BOOKING PROCEDURES

To use the piano studios for self-practice, students are required to self-register via the link provided.

Students are entitled to a maximum booking of 2 hours per day. Any subsequent booking on the same day are subjected to availability and ongoing classes.

Piano Studios 2, 10, 11, 13, 14, 15 are reserved for priority use for Principal Studies lessons. Students are only allowed to book these rooms when available.

Students will use their thumbprint to enter the room.

The College will charge a maximum rate of SGD \$181.90 per hour (inclusive of GST) for use of college facilities (e.g. Recording studio) if maximum booking hours (6 hours per semester) is exceeded.

**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

The 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.

### **Practice Studios**

We have 18 studios for students to use for self-practice and lesson.

### **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 Studio**

The Singapore Raffles Production Suite is a grade A state-of-the-art professional recording/mixing studio. Designed as a free floating studio built from the ground up, the creative space is large enough to record a string quartet, and excellent for drum, vocals and instrumental recording. Housing the first-rate Solid State Logic AWS924 recording console, the studio also comes with a host of top-notch outboard gear, including:

- Rupert Neve Shelford Channel;
- Teletronix LA2A;
- Universal Audio 1176; and
- Barefoot MM26 monitors.

Equipped with a cabinet of premium Neumann microphones, the Singapore Raffles Production Suite will set you in the right mood for creative music production – with the right vibes.

### **Student Lounge**

You are allowed to consume packed meals/food at the appropriate dining table designated area (Level 9 outside Recording Studio). The College expects you to clear up after you had finished them. There are magazines, brochures available for your leisure reading.

Table, couches and sofas are also available at designated locations for your comfort. The College expects you to utilize these 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 premise.

### **Important Note:**

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

Strictly no food or drinks is allowed in all SRMC studios.

Students are not allowed to put any door stopper or other materials at the studios to keep the studio door remain open. Students who are caught jamming the studio doors will be barred from booking studios for up to two weeks.

Students are not allowed to leave any personal belongings (eg. instruments, books, scoresheets, etc) in the studios overnight. The College reserves the right to confiscate or dispose all unclaimed/unauthorized items.

## 2 GENERAL ADMINISTRATIVE INFORMATION

### 2.1 PAYMENT

#### 2.1.1 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, DBS/POSB ATM, DBS internet banking, Flywire (for international students only) - International Electronic Transfer, e.g. Bank Transfer etc.

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

#### 2.1.2 COURSE FEES

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

Payment modes: Cash, cheque, remittance/telegraphic transfer, bank draft, cashier's order, interbank transfer, DBS/POSB ATM, DBS internet banking, Flywire (for international students only) - International Electronic Transfer, e.g. Bank Transfer etc.

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

#### 2.1.3 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.

### 2.2 EDUTRUST CERTIFICATION SCHEME

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered by CPE for PEIs in Singapore. It aims to distinguish private schools that are able to consistently maintain a high standard of quality in the overall provision of education services and make continual improvements that lead to positive student outcomes.

## 2.3 FEE PROTECTION SCHEME (FPS)

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. The School has in place the Fee Protection under the Insurance Scheme.

For students who are covered under FPS in the form of Insurance, the insurance will be bought by the school from one of the CPE appointed insurance companies (Liberty Insurance Pte Ltd) to protect fees paid by the students.

Liberty Insurance Pte Ltd  
Policy Number: FPS041Y17  
Validity Date: 01/01/2024 to 31/12/2024

## 2.4 MEDICAL INSURANCE COVERAGE

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).



## 2.5 REFUND POLICY AND PROCEDURES

### 2.5.1 REFUND POLICY

#### 1. Refund Policy

- a) The College's refund policy and procedure are available to all students, including prospective ones, on the following platforms:
  - College's website
  - Student handbook
  - Official receipt
  - Student contract
  - Orientation programme materials
- b) The College shall ensure a fair and reasonable refund policy is detailed for all students.
- c) The maximum processing time from the student's withdrawal / refund request to the issuance of the refund shall not exceed **more than 7 working days**.
- 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.
- e) The College will notify the Student in writing **within three (3) working days** after becoming aware of any of the following (each a "Refund Event"):
  - It cannot commence the provision of the Course on the Course Commencement Date;
  - It cannot complete the provision of the Course by the Course Completion Date;
  - The Course will be terminated before the Course Completion Date;
  - The Student does not meet the course entry or matriculation requirements as stated in Schedule A in the standard Student Contract; or
  - The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.
- f) Where any of the Refund Events in Clause 3.1(a) to (c) in the standard Student Contract has occurred:
  - The College shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
  - If the Contracting Party accepts such alternative study arrangements, the College shall set forth such alternative study arrangements in a written contract and the current standard Student Contract shall automatically terminate on the date that such new written contract comes into effect.
  - If the College does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) in standard Student Contract, or the Contracting Party does not

accept such alternative study arrangements, the Contracting Party may forthwith terminate the current standard Student Contract by way of a written notice to the College.

- g) Where any of the Refund Events in Clauses 3.1(d) to (e) in the standard Student Contract has occurred, the College shall forthwith terminate the current standard Student Contract by way of a written notice to the Contracting Party.
- h) If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a) in the standard Student Contract, the College shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- i) If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c) in the standard Student Contract, the College shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- j) If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a) in the standard Student Contract, the College shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- k) If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c) in the standard Student Contract, the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- l) Refund for Withdrawal During the Cooling-Off Period:  
Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the College, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the College. The College shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.
- m) Refund for Withdrawal Outside the Cooling-Off Period:  
Without prejudice to Clauses 3.1 to 3.8 in the standard Student Contract, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the College. Upon receipt of such notice, the College shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D in the standard Student Contract.
- n) Non-Refundable Fees: -  
Schedule C Miscellaneous Fees
- o) Schedule D - Refund Table:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[50%]	("Maximum Refund) more than [22] working days before the Course Commencement Date
[25%]	On or before, but not more than [22] working days before the Course Commencement Date
[0%]	After the Course Commencement Date

### **Communicate to students on computation of refund amount**

- a. The College will communicate to students on the computation of the refund amount.

#### 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.

### **2.5.2 REFUND PROCEDURES**

Information notes on student refunds:

- (1) All refund policy statements are detailed in the College's Refund Policy. All conditions must be satisfied before the College can proceed with the applications. The whole refund process should not take **more than 7 working days** (timeline to be monitored by the **Senior Registrar**), from date of application to issuance of funds to the student.
- (2) Date of application will refer to the date that the College receives the duly executed **Student Request Form** with all supporting documents.
- (3) The refund policy can also be found on the following platforms: -
  - **College's website**
  - **Student handbook**
  - **Official Receipt**
  - **Student Contract**
  - **Orientation Programme Materials**
- (4) Reasons for Refund are based on the following: -
  - 1 (e ) to 1 (m) outlined in the approach section
  - Excess payments
  - Any other reasons approved by the College

- 1.1 Students who would like a refund, submit the **Student Request Form** to the **Senior Registrar** for processing.
- 1.2 Any supporting documentations that are required to process the refund must be submitted along with the **Student Request Form**.
- 1.3 Reasons for refund must also be clearly documented in the **Student Request Form**.
- 1.4 The **Senior Registrar** is to acknowledge the receipt of the refund request by signing on the form. This is to be done **within 2 working days** from the date of application.
- 1.5 Afterwhich, the **Senior Registrar** is to refer to the student's **student contract** to establish if a refund is to be made to the student.
- 1.6 The **Senior Registrar** is to work out the refund amount (if any) based on the refund policy stated in the student contract. This amount is to be indicated on the **Student Request Form**.
- 1.7 Upon establishing of the refund amount, the **Senior Registrar** is to seek the approval of a member of the **Management Team** before the refund amount can be issued.
- 1.8 The Management approval will be documented in the **Student Request Form**.
- 1.9 All refund amounts will strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the college's management.
- 1.10 Upon the approval by the **Management Team**, the **Senior Registrar** is to pass the **Student Request Form** to the **Finance Manager** for issuance of the refund amount through the student's preferred refund option.
- 1.11 The **Senior Registrar** is to contact the student to inform them on the refund status and collection of the refund payment if approved.

#### **Communicate to students on the computation of the refund amount**

- 1.12 During the collection of the refund, the **Senior Registrar** is to communicate to the student on the computation of the refund amount.
- 1.13 Subsequently, the student is to acknowledge the receipt of the refund amount and the explanation of the computation on the **Student Request Form**.

## 2.6 COURSE TRANSFER / WITHDRAWAL / DEFERMENT

### 2.6.1 POLICY STATEMENT

- a. The maximum processing time for transfer, withdrawal, deferment process, from the point of student's request to informing student of the outcome in writing, should not be [more than 4 weeks](#).
- b. All requests must be made in writing through the submission of Student Request Form and any supporting documents. Verbal notice is not accepted.
- c. For students under the age of 18, written consent from the parent / legal guardian must be obtained.
- d. All requests will be reviewed on a case by cases basis and the College will have the final decision on the outcome.
- e. 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.
- f. Communication of the college's transfer, withdrawal, deferment policies and procedures to all students will be through the following platforms:
  - [Student Handbook](#)
  - [Orientation programme materials](#)
  - [College's official website](#).
- g. Transfer Policy
  - The definition of transfer is when a student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the college.
  - Conditions for granting the transfer:
    - i. All outstanding fees must be settled prior to request.
    - ii. Student must fulfil the admission criteria of the new course and will be subjected to the College's student selection and admission procedures.
  - For Student's Pass holder, course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.
  - A student who transfers within the College must have their existing contract terminated. A new [student contract](#) will be signed based on the procedures for executing student contracts.
- h. Withdrawal Policy
  - The definition of withdrawal is when a student discontinues all courses with the College.
  - Conditions for granting the withdrawal:
    - i. All outstanding fees must be settled prior to request.

- ICA will be informed through the cancellation of the student's pass. Student's pass holder is required to submit his/ her student's pass to the college for cancellation of the student's pass with ICA.
- A student who withdrew will have their **student contract** terminated.
- i. Deferment Policy
  - The definition of deferment is when a student delays or postpones the course (or module).
  - Conditions for deferment:
    - i. Students can apply for deferment only once.
    - ii. Requests for deferment extension will be considered on a case by case basis.
    - iii. In applying for deferment, student has to take note of the course completion timelines.
    - iv. Students are to note that maximum duration allowed to complete a course should not be more than TWICE the normal registered course duration. For example, if a course is registered as 1-year duration, the maximum time allowed to complete the course successfully is 2 years.
    - v. Deferment is subjected to the availability of units / courses offered. The college reserves the right to offer similar units / courses in replacement of discontinued units / courses.
  - ICA will be informed through the application of the new Student's Pass. The course deferment is subjected to ICA's approval of the new Student's Pass.
  - If the **student contract** is still valid, an addendum would be signed to reflect the deferment. For terminated student contracts, a new student contract will be signed based on the procedures for executing student contracts.

## 2.6.2 TRANSFER, WITHDRAWAL AND DEFERMENT PROCEDURES

Procedures Note(s):

- (1) All transfer, withdrawal, deferment policy statements are details in the 'Approach' section. All conditions must be met before the College proceeds with the application.
- (2) The entire process should not take more than 4 weeks from the date student's request to informing student of the outcome writing.
- (3) Date of request will refer to the date that the College receives the duly executed Student Request Form with all supporting documents.
- (4) The transfer, withdrawal, deferment policy and procedures can be found on the following platforms:
  - Orientation Programme materials
  - College's official website

- (5) Definition of transfer: student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the college.
- (6) Definition of withdrawal: student discontinues all courses with the college.
- (7) Definition of deferment: student delays or postpones the course (or module).
- 1.14 Students who would like to transfer, withdraw or defer, submit the Student Request Form to the Admin Executive for processing.
- 1.15 Any supporting documentation that is required to process the request must be submitted as well.
- 1.16 For eligible refund cases, the Student Request Form must be submitted as well.
- 1.17 Reasons for the request should also be documented in Student Request Form.
- 1.18 For students below the age of 18, the parent / legal guardian's written consent must be obtained. Written consent may be obtained through signing on Student Request Form or a separate email or letter correspondence would suffice.
- 1.19 Upon receipt of Student Request Form with supporting documents, the Admin Executive is to meet with the student to find out further the student's intention for the request. This is to be done within 2 working days upon receipt of the form (based on the date of application).
- 1.20 For Course Transfers
  - The Admin Executive is to inform student on the following conditions and information:
    - i. Student must meet all minimum entry requirement of the new course they wish to transfer to
    - ii. The standard student contract of the current course will be voided upon approval of the course transfer
    - iii. A new standard student contract for the new course will need to be signed upon approval of the course transfer
    - iv. All outstanding fees must be paid
    - v. For Student's Pass holder, course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.
- 1.21 After which, a member of the Sales & Marketing Department is to conduct the pre-course counselling with the student to ensure that relevant course information is communicated to the student.
- 1.22 Both the member of the Sales & Marketing Department and the student are required to sign off on the Pre-course Counselling Form to confirm that the former has fully communicated and the latter has understood all information communicated.
- 1.23 Upon completion of pre-course counselling, the Admin Executive is to seek the approval from a member of the Management Team. This is to ensure that the student has met the entry requirements of the course transferred into.

- 1.24 A written notification will be given to student to inform them of the student request status.
- 1.25 For approved course transfer requests, student is to proceed with the application process of the new course. Refer to GD4C4.1.1 Pre-Course Counselling, Student Selection and Admissions manual.
- 1.26 For Course Withdrawals
- If after meeting the student and possible solutions for student retention are not possible, the Admin Executive is to seek approval from a member of the Management Team.
- 1.27 A written notification will be given to the student to inform them of the student request status.
- 1.28 For Course Deferment
- The Admin Executive is to inform student on the following conditions:
    - i. For student's pass holders, their deferment is subject to the approval of their student's pass by ICA.
    - ii. Approval of deferment is also subjected to availability of the course / module offered.
- 1.29 After meeting the student and should he/she decide to proceed with the deferment, the Admin Executive is to seek the approval from a member of the Management Team.
- 1.30 For university partner courses, the Admin Executive is to inform the university partner and seek their permission for student to defer studies.
- 1.31 A written notification will be issued to the student to inform them of the student request status.
- 1.32 Follow Up Actions upon Approval of Student Request

Admin Executive is to complete upon approval student requests are:

- Terminating existing student contract (to be done upon signing of new contract) or issue a student contract addendum to existing student contract
- Processing of Refunds if any (Refer to GD4C4.4.1 Refund)
- Informing ICA of the change in Student's Pass Status (including cancellation of current Student's Pass). If the application pertaining to transfer is rejected by ICA, the student pass is to be cancelled within 7 days
- Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider)
- Issuing past attendance records to students who are enrolling in another course in another Private Education Institute (for course withdrawals)

1.33 Circumstances to inform FPS Service Provider

Admin Executive will update FPS Service Provider within 3 working days if: -

- i. Student transfers his course of study; or
- ii. Student withdraws from course of study; or
- iii. Student defers or extends his course of study; or



- iv. Student's fee protection status is affected other than the circumstances as listed above.

1.34 Procedures for updating of FPS Service Provider:

- Admin Executive will inform FPS Service Provider by logging into the online system.
- Admin Executive will update the information in the system to reflect current status of student.

## 2.7 DISPUTE RESOLUTION

### 2.7.1 DISPUTE RESOLUTION POLICY

- a. For purpose of the College's Dispute Resolution Policy and procedures, it will cover any students' official complaints that the College receive from any channels and should be communicated to students and aligned with the Private Education Regulations.
- b. All complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the College and the complainant must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
- c. In the event of any appeals for retention, suspension, expulsion and awards, the College's Dispute Policy and Process shall follow.
  - a. Student Services Department is to respond to respective students within 3 working days of receipt of any complaints received. This is to ensure that students are aware that the College is aware of the Complaint received and is in the process of handling it.
  - b. All feedbacks / complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
  - c. In the event that the College and the student cannot come to an agreement or the student does not accept the final decision made by the College's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through CPE Student Services Centre for mediation.

### 2.7.2 DISPUTE RESOLUTION PROCEDURE

Students who wish to provide any official complaints to the College should adhere to the following procedure:

- Students are to approach the Student Services Department to request for a Feedback Form. Alternatively, students can fill up the Feedback Form and send it via email or via an online link to the College.
- The Student Services Department is to acknowledge the feedback / complaint received. This should be done within 3 working days.
- Student Services Department will review the feedback / complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary.
- Relevant parties will then propose a solution for the issue raised and the Student Services Department will explain it clearly to the student. This should be done within 7 working days upon receipt of the Complaint.
- The student should acknowledge the situation within 14 working days, whether he / she accepts or is satisfied with the proposed solution.
- If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the Executive Director (for non-academic issues) or the Academic Manager (for academic issues). The respective person will investigate the case and take necessary actions to resolve it.
- 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 Committee for Private Education Student Services Centre.
- The entire process should not take more than 21 working days unless otherwise specified. Students need to be informed of the reason as to why it is so and justification needs to be provided by the College. Justifications need to be recorded on the Feedback Form under the Remarks section.
- For suggestions and compliments, they can be generic and / or positive. This would not be covered under the Dispute Resolution Policy and Procedure.

## 2.8 CHANGE OF PERSONAL PARTICULARS

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 and personal email address

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.

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## 2.9 ENQUIRES AND CORRESPONDENCE

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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.

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## 2.10 CLASSES

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- 2.10.1 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. 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.

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## 2.11 VENUES

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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.

## 2.12 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 2 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><li>• Within 8 weeks for courses administered by our collaboration institutes</li></ul>

## 2.13 GRADUATION CEREMONY

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 email on details of the event.

## 2.14 CONFIDENTIALITY

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.

### 3 GENERAL PROGRAMME INFORMATION

#### 3.1 APPLICATION FOR EXEMPTION

(Only applicable for Certificate, Diploma and Advanced Diploma)

- 3.1.1** 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.
- 3.1.2** Students will need to complete the Exemption Application Form that should be accompanied with the relevant supporting documents.
- 3.1.3** 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.
- 3.1.4** 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.
- 3.1.5** 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.
- 3.1.6** 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
- 3.1.7** Local and overseas qualifications not included in this document will be considered on a case-by-case basis.
- 3.1.8** Exemptions for identical modules conducted by SRMC in complementary course will be considered.

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## 3.2 CHANGE OF COURSE SCHEDULE

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- 3.2.1** 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.
- 3.2.2** In the event where changes are unavoidable, SRMC will make best efforts to inform all affected parties.

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## 3.3 MODULE EVALUATION

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- 3.3.1** Students are required to complete a Module Evaluation during lesson 10 - 12 of each module.
- 3.3.2** 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.
- 3.3.3** The evaluation is treated in strict confidence.

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## 3.4 COURSEWORK / PROJECT ASSIGNMENTS

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### 3.4.1 SUBMISSION

The non-submission of assignments is taken very seriously by the College. Therefore, please be sure to submit assignment 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.

### 3.4.2 LABELLING

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

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

### 3.4.3 DEADLINES FOR ASSESSMENTS

Deadline time: 4:00pm

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

### 3.4.4 PLASTIC FOLDERS / WALLETS

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

Assignments 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. Where possible, students could use either A4 or A5 envelopes stapled to a cover sheet.

**Note:** The College will not provide A4 or A5 envelopes. It is the student's responsibility to present the work in an acceptable manner.

### 3.4.5 ISSUE OF RECEIPTS

Stamped receipts will only be issued when a tangible piece of work is submitted. Submission of a web site address 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 in any work to academic or support staff outside office.

### 3.4.6 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.

### 3.4.7 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 around it. Submitting 'masters' for assessment is dicing with death!

#### 3.4.8 **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.



### 3.5 CLASS ATTENDANCE

**3.5.1** The college encourages all its students to be regular and punctual for their daily classes. Please note the attendance requirement and leave application guidelines as mentioned below:

- All students should have a minimum attendance of 90% per month.
- Any absenteeism should be supported by medical certificates / approved student leave.
- Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the college whenever a student on Student Pass has a monthly attendance of less than 90%.
- Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8th day and the letter of cancellation will be sent to student's place of residence in Singapore as registered with the College.

**3.5.2** The following table for actions to be taken form part of Student Attendance Policy.

Attendance Rate	Action to be Taken
< 90% for the 1 <sup>st</sup> time	Verbal Warning to be Issued Counselling to be carried out
<90% for the 2 <sup>nd</sup> time	1 <sup>st</sup> <b>Warning Letter</b> to be Issued Counselling to be carried out
<90% for the 3 <sup>rd</sup> time	2 <sup>nd</sup> <b>Warning Letter</b> to be Issued Academic Counselling to be carried out (Including failure to meet completion requirement reminder) The parent/guardian is to be informed (if student <18)
<90% for the 4 <sup>th</sup> time	Final <b>Warning Letter</b> to be Issued (If attendance <85%, to include reminder that student's pass may be cancelled by ICA) The parent/ guardian is to be informed (if student < 18)
<90% for the 5 <sup>th</sup> time	Expulsion Letter to be Issued (Include cancellation of Student Pass) The parent/ guardian is to be informed (if student < 18)

**3.5.3** Student attendance taking and monitoring system

- Attendance is to be taken once per class.
- Students that enter the class **within 15 minutes** from the start of class will be considered late, while students that enter the class **after 15 minutes** from the start of class will be marked as absent.

**3.5.4** Intervention measures to help students with poor attendance

- The college will monitor student attendance on a monthly basis, and intervention actions (pastoral or academic counselling) will be taken to help students with poor attendance.

### 3.6 REFERENCING GUIDELINES

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.

### 3.7 ACADEMIC DISHONESTY

#### 3.7.1 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

### 3.8 ASSESSMENT GRADES

#### 3.8.1 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)

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

### 3.9 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
Advanced Diploma in Dance	360 Credits
Advanced Diploma in Business Management (Creative Industries)	240 Credits
Foundation Degree in Music Performance	240 Credits
Foundation Degree in Dance	240 Credits
Graduate Diploma in Professional Artist	120 Credits
BMus (Hons) Music Performance - Level 6	120 Credits
Bachelor of Music (Honours) Music Performance and Recording	360 Credits
Bachelor of Arts (Honours) Music Management	360 Credits
Bachelor of Arts (Honours) Dance – Level 6	120 Credits
Bachelor of Music (Honours) Composition	360 Credits
Graduate Diploma in Performance Artist (Dance) (Mandarin)	120 Credits
Master of Music in Performance	180 Credits
Certificate in English – Basic	Passed
Certificate in English – Intermediate	Passed
Certificate in English – Advanced	Passed

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### 3.10 ISSUING OF CERTIFICATE

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- 3.10.1** 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.
- 3.10.2** Students who fulfil the course requirements will qualify to receive the respective certificate.
- 3.10.3** Students who are unable to collect the certificate personally may nominate a proxy.
- 3.10.4** 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).
- 3.10.5** Lost certificates - SRMC will not accede to request of re-printing of lost certificates.
- 3.10.6** 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.
- 3.10.7** 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 records for up to 5 years. As such, it may not be able to service request for official records beyond the 5-year period.

## 4 STUDENT'S CODE OF CONDUCT AND DISCIPLINE

### 4.1 SMOKING & VAPING

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.

The possession, purchase, use, sale, distribution, and advertisement of e-vaporisers (vapes or e-cigarettes) are strictly prohibited under the Tobacco (Control of Advertisements and Sale) Act.

### 4.2 ALCOHOL

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

### 4.3 PROHIBITED DRUGS

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.

### 4.4 GAMBLING

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.

### 4.5 BEHAVIOUR

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 be 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.

### 4.6 MUTILATION, VANDALISM, GRAFFITI AND THEFT

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.

## 4.7 PUNCTUALITY

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

## 4.8 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.

## 4.9 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 ¾ sleeves or</li> <li>Long or mid-calf black skirt (or black dress slacks) with a black top having long or ¾ 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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#### 4.10 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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#### 4.11 UNAUTHORISED ENTRY

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No unauthorised entry into college premises like general office, recording studios, music studio unless clearance or authorised 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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#### 4.12 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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#### 4.13 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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#### 4.14 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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#### 4.15 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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#### **4.16 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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#### **4.17 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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#### **4.18 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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#### **4.19 DISCIPLINE**

- 4.19.1** 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 consideration the seriousness of the alleged offence or misconduct committed in an objective and reasonable manner.
- 4.19.2** Disciplinary measures may include any of the following:
- A Warning Letter
  - Expulsion from the College
  - Refer to relevant authorities for necessary action
- 4.19.3** Students who have to terminate their studies under such circumstances will not be eligible for any refund of course fees.
- 4.19.4** 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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## **4.20 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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## **4.21 PROTECTION OF STUDENT INFORMATION**

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### **4.21.1 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.

**4.21.2** 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.

**4.21.3** 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.

## 5 IMPORTANT NOTICE TO INTERNATIONAL STUDENTS

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

- 5.1.1 Student must retain a valid Student's Pass issued by Immigration & Checkpoints Authority of Singapore while pursuing his/her studies with SRMC.
- 5.1.2 Student's Pass holder must retain monthly attendance rate 90% and above compliances with Immigration & Checkpoints Authority of Singapore rules and regulations.
- 5.1.3 Student's Pass holder are not allowed to register any courses in other educational institutions unless obtain approval letter from ICA.
- 5.1.4 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.
- 5.1.5 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.
- 5.1.6 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.
- 5.1.7 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.
- 5.1.8 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.
- 5.1.9 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.
- 5.1.10 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.
- 5.1.11 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.

### 5.2 RELEVANT SINGAPORE LAWS

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:

#### 5.2.1 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.

#### 5.2.2 **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/>

#### 5.2.3 **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.

#### 5.2.4 **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.

#### 5.2.5 **VANDALISM AND MISCHIEF**

Defacing public and private property carries a severe penalty.

#### 5.2.6 **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.

#### 5.2.7 **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.

## 6 RULES AND REGULATIONS OF EXAMINATIONS

### 6.1 EXAMINATIONS – MAIN AND SUPPLEMENTARY PAPERS

- 6.1.1 Examinations are usually held from Monday to Saturday.
- 6.1.2 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.
- 6.1.3 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.
- 6.1.4 Students who pass the examination on the second attempt will receive either a 'Pass' grade and those that fail will receive a 'Fail' grade.
- 6.1.5 Students who fail the examination on the second attempt will have to re-enrol for that module if they wish to complete the course.
- 6.1.6 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.
- 6.1.7 For all re-sit or deferment cases where the module comprises a coursework component, any prior marks awarded for the coursework will be included in the computation of the final score.
- 6.1.8 All registration and payment for re-examination(s) must reach SRMC Finance Department by the stipulated deadline as indicated on the result slip.
- 6.1.9 Late applications for re-examination(s) will not be entertained, regardless of the reasons.
- 6.1.10 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.
- 6.1.11 Students sitting for the re-examination must present the payment receipt as evidence of registration.
- 6.1.12 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.

## 6.2 ATTENDANCE REQUIREMENTS FOR EXAMINATION

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

Student Type	Attendance
1)· All students	90%

\* Case by case approved by Student Services Department and Academic Director.

### 6.2.2 Please refer to para 3.5 and 3.6 for more details of attendance requirements.

## 6.3 ABSENCE FROM EXAMINATION

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

### 6.3.2 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.

### 6.3.3 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)

### 6.3.4 Deferment for re-examination is not allowed, regardless of the reason.

### 6.3.5 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.

## **6.4 GENERAL RULES AND REGULATIONS FOR EXAMINATIONS**

- 6.4.1** 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.
- 6.4.2** 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.
- 6.4.3** 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.
- 6.4.4** 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.
- 6.4.5** 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.
- 6.4.6** 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.
- 6.4.7** 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.
- 6.4.8** 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.
- 6.4.9** 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.
- 6.4.10** 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.
- 6.4.11** 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.

## 6.5 DURING EXAMINATION

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- 6.5.1** 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.
- 6.5.2** 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.
- 6.5.3** 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.
- 6.5.4** No students will be allowed into the examination room 10 minutes after the commencement of the examination.
- 6.5.5** 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.
- 6.5.6** 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 righthand 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.
- 6.5.7** 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.
- 6.5.8** 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.
- 6.5.9** A student must not leave his/her seat without permission of the invigilator.

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## 6.6 CONCLUSION OF EXAMINATION

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- 6.6.1** 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 over 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.
- 6.6.2** 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.
- 6.6.3** No answer scripts, used and unused, will be taken out of the examination room.
- 6.6.4** 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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## 6.7 RELEASE OF EXAMINATION RESULTS

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

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## 6.8 APPEAL

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- 6.8.1** 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 Appeal Request Form is obtainable from Student Services / Library.
- 6.8.2** Candidates will not have access to their answer scripts.
- 6.8.3** Only one (1) appeal per examination will be admitted. Re-appeals will not be entertained.

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## 6.9 CHEATING

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



- 6.9.1** Possession of any book or other material not classified as permitted reference for the specific examination. A student would deem 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.
- 6.9.2** Communication with other students during examinations.
- 6.9.3** Receive assistance from, or copy or attempt to copy from the paper of another student.
- 6.9.4** Refusal to co-operate fully with the invigilator(s).
- 6.9.5** Leaving the examination room without the permission of the invigilator(s).
- 6.9.6** Reference made to information on mobile phones, tablets or any other electronic devices.
- 6.9.7** Writings found on palms, thighs, clothes, bandage casts, stationery, etc.

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## **6.10 DISCIPLINARY ACTION**

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.

## 7 POLICIES UPDATES

### 7.1 REVISION AND CHANGES

- 7.1.1 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.
- 7.1.2 SRMC reserves the right to amend any policies or procedures where it deems fit without any prior notification.
- 7.1.3 Students may refer to the SRMC website for any updates.