BUILT ENVIRONMENT SCHOOL OF ENGINEERING AND THE BUILT ENVIRONMENT

STUDENT HANDBOOK

Dear Student,

Welcome to the School of Engineering and the Built Environment, Birmingham City University's honours degree programmes delivered through our partner, Global School of Technology and Management (GSTM). I hope that you find your experience on these Programmes of great value to both your career development and personal life. The staff at School of Engineering and the Built Environment of Birmingham City University look forward to meeting you during the course of your studies. The Student Handbook should provide you with the information you need to know about this Programme at GSTM. However, if after you have read it carefully, you still have any questions please do feel free to ask for further guidance and assistance. We want to help to make this an enjoyable and rewarding experience for you and I look forward to meeting you in the near future.

Yours sincerely
SIGNATURE
Richard Jordan
Director of International Partnerships
School of Engineering and the Built Environment Birmingham City University

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SECTION 1 Welcome

Welcome to Birmingham City University. You are now part of one of the largest Universities in the United Kingdom that attracts students from all backgrounds from across the region, the country and the rest of the world. With 25,000 students from 80 countries, Birmingham City University is a university with an international outlook.

The University also works in partnership with other higher education institutions and organisations not only in the United Kingdom but in countries throughout the world. These partnerships provide opportunities for students to study at a centre local to them on a programme that leads to an award of the University.

You too are studying for a Birmingham City University award through one of our partnerships. Throughout this Handbook we will refer to the place where you are studying i.e. Global School of Technology and Management, as either the 'partner organisation' or as GSTM.

This Handbook is one of several important documents that you will receive during your time as a Birmingham City University student. We urge you to read this Handbook and to keep it as a reference tool for the duration of your studies.

The Faculty of Computing, Engineering and the Built Environment (CEBE)

The Faculty of Computing, Engineering and the Built Environment (CEBE, formerly the Faculty of Technology, Engineering and the Environment or TEE) is the technology department of Birmingham City University, England, covering engineering programmes. It is located in the City centre campus in the eastern half of the Millennium Point complex. Spanning five stories of the £114 million complex in the developing Eastside district, the centre offers courses in undergraduate and postgraduate education.

From September 2000, the Faculty of CEBE was previously known as the Technology Innovation Centre, but during 2008, the faculty began the process of rebranding and was temporarily known as Technology Innovation and Development until autumn 2009 when TIC was renamed to the Faculty of Technology, Engineering and the Environment.

The faculty now includes the Department of Computing which has combined with TIC's departments of software, networks, telecommunications and electronics; and the School of Property, Construction and Planning, forming four schools including School of Computing, Telecommunications and Networks (CTN); School of Digital Media Technology; School of Engineering, Design and Manufacturing Systems (EDMS); and School of Property, Construction and Planning. The rebranding coincides with the development of a new campus in the city's Eastside regeneration scheme. In 2014, the faculty was again rebranded to be the Faculty of CEBE. Together as a Faculty, we continue to broaden and strengthen our academic disciplines of computing, engineering and the Built Environment and able to respond dynamically to the multiple modern technological challenges posed by fast-paced industries. As a Faculty, our vision is to create a powerful centre of technological excellence and innovation, to educate to the highest quality in technologies and engineering and to equip students with the technical skills to contribute to the workplace as well as to the wider industry.

Birmingham School of the Built Environment (BSBE)

Birmingham School of the Built Environment is a major provider of professionally relevant courses for the property and construction industries. We are a modern, multi-disciplinary and diverse educational champion of the built environment, offering courses dedicated to the teaching of future professionals. Our core activity is educating professionals for a technical, ethical, economic, political and social world where the built and natural environment forms the context for human activity.

The success of our courses is due to our balanced approach to learning which incorporates research, scholarship and industry engagement, together with practice.

Our teaching and assessment is driven by a commitment to creating highly competent practitioners who can continue to develop not only themselves but the wider industry.

Problem solving, team work and wider appreciation are actively encouraged, with functional and procedural knowledge as a support

SECTION 2 Getting Started
Induction

Global School of Technology and Management ('GSTM') will arrange a Welcome Orientation Session which will be followed by an induction session. Attendance is compulsory for all new students. Welcome Orientation Sessions will provide you with important information about your programme including the learning, teaching and assessment methods that will be used and what will be expected of you. You will receive an introduction to your institution, the facilities and the learning resources as well as meeting the members of the teaching and support staff and your fellow students.

You will also be required to enrol as a student of GSTM as well as Birmingham City University ('the University'). In order to enrol, you will need the following:

- Original birth certificate or NRIC or passport;
- Original certificate or official results notification of all qualifications that are listed on your application form;
- Payment for your fees as stipulated in Standard Student Contract or a sponsor letter confirming payment.

As part of the enrolment process, you will be asked to complete an enrolment form. You will be asked to provide details of your legal name, home and term time addresses and all previous qualifications. Other personal details will be required for statistical purposes.

Your enrolment forms will be sent to Birmingham City University so that we can then enroll you as a student of the University. Once we have set up an electronic record for you on our database, you will be issued with a unique identification number, a Birmingham City University Network ID and password, and a personal Birmingham City University email account. This email address will be used by the University to communicate useful and official information. You will also need your password to make use of and to access the online learning facilities on the University's intranet (called iCity) and Moodle.

The amount of fees due will be recorded on your Standard Student Contract and you will be expected to pay or make arrangements to pay at enrolment. It is a condition of enrolment that you accept full responsibility for the payment of all programme fees and any other fees that you incur while registered as a student on the programme.

Campus Information

GSTM is located at 420 North Bridge Road, North Bridge Centre, #02-06 Singapore 188727.
All programmes offered by GSTM is registered with Singapore Committee Private Education (Reg No: 201007405K). Please visit the Official CPE website at www.cpe.gov.sg for details.

Most classes will be conducted at this location, but, where necessary, classes may be held in other locations. Students should refer to their respective timetable for the location of classes.

Key Contacts at GSTM

Purpose (s)	Contact Persons	Contact Details
Student Services	Mr. Thike Ms. Joanne Ms. Alyssia	Tel: (65) 64239618 HP: (65) 81890101
Academic / Examinations	Ms. Joanne Mr. Thike Ms. Alyssia	Tel: (65) 64239618 HP: (65) 81890101
Fees Payment and Enquiries	Ms. Angela Ms. Sharmenee Ms. Liza	Tel: (65) 64239618 HP: (65) 81890101
Course Enquiries / Marketing	Ms. Sharmenee Ms. Angel Ms. Alyssia Ms. Liza	Tel: (65) 64239580 /64239590 HP: (65) 97204769
Corporate Marketing	Ms. Alyssia Ms. Liza Mr. Linus	Tel: (65) 64239580 / 64239590

All the above mentioned are full-time staff of the college and are available to meet students and deal with enquiries at any time during operating hours or email at info@gstm.edu.sg

SECTION 3 Your Programme
Programme Specification

Every course offered by the University has a programme specification. A programme specification is a concise description of the knowledge, understanding and skills you should have gained on successful completion of the programme as well as information about how you will be taught and how you will be assessed (for example by written examination or coursework assignment).

The programme specification for your course can be found at www.bcu.ac.uk/courses

Programme Timetable

 A timetable will be issued to you during your induction. The timetable will include your assessment deadlines.

Learning and Teaching Methods

Key concepts will be introduced through lectures and will be explored further during seminars, workshops, lectures from visiting speakers, in-class and forum debates and through self-directed/independent study. Case studies are used to explore concepts applied to real-world scenarios. Experiential learning is encouraged via project-based assignments.

Analysis, synthesis and evaluation are developed as themes throughout the programme.
Information and discussion forums will be available on Moodle (see Section 5: Resources) for participants to provide a support network to complement lectures, seminars and workshops.

One of the key aspects of higher education study is self-directed/independent learning and you will be expected to undertake a lot of work outside of your timetabled lectures and seminars. Don't rely on your lecture notes for all of the information you'll need for an assessment. It is really important that you do some independent research, for example, by reading through some of the additional text books suggested by your teaching team.

Language of Delivery and Assessment

All of your programme will be taught and assessed through the medium of English. English language support sessions will be made available to any student seeking supplementary support. More information about the language support sessions is available from your Programme Director or tutor.

SECTION 4 Assessment Information
How You Will Be Assessed

A wide variety of assessment approaches are used throughout the programme. These include structured tasks, presentations, practical work, academic writing (articles, business reports and academic papers), individual or group projects and examinations. Your lecturer will issue you with assessment briefs that contain the specific details of individual assessments. The assessment briefs are changed annually and therefore cannot be published in the Handbook. More detailed information about how a particular module will be assessed can be found in the module specifications.

Assessment Regulations, Policies & Procedures

The University has a series of regulations, policies and procedures that govern your academic experience and all members of staff and all students are required to observe these during their time at the University. It is therefore important that you familiarise yourself with these regulations, policies and procedures. You can find the full set of University regulations, policies and procedures on the University intranet at: https://icity.bcu.ac.uk/academic-registry/information-for-students/Academic-Regulations-andPolicies/SUAR-Version-5. It is important that you familiarise yourself with the Standard Undergraduate Assessment Regulations (SUAR) that apply to your course.

The way in which your work is assessed is covered by the University's Assessment Regulations. The regulations include information about:

- modules, levels of modules and the credits which attach to them;
- requirements for passing modules;
- requirements for progression to the next level of your course;
- how to achieve an award with Commendation or Distinction and how degree classifications are calculated;
- what happens if you fail a module.

A new version of the undergraduate regulations, which is known as SUAR version 5, took effect at the start of the 2014/15 academic year. For most students, the modules at Level 6 of undergraduate courses are governed by SUAR version 5 in 2015/16. You can find the full version at SUAR version 5 (select the word document entitled Part 1 Section J5). If you are in any doubt about which version of SUAR applies to your course, please ask a member of your course team.

The course you are studying may have exemptions from the standard regulations to satisfy professional body requirements. If there are exemptions for your course, they will be described in your Course Guide for 2015/16.

If you need to be re-assessed in a module you failed in 2013/14 or 2014/15 or you had an assessment attempt deferred or a module result set aside in 2013/14 or 2014/15 special arrangements apply. Click here for details:
https://hub.bcu.ac.uk/sites/as/Assessments%20and%20Awards/Forms/AllItems.aspx?RootFolder=%2Fsites%2Fas%2FAssessments%20and%20Awards%2FSUAR%20and%20SIMAR%20Transition%20Arrangements&FolderCTID=0x01200073CA8E46269B7E40B588F1BC1BADEF17&View=%7b2DC6CF75-5E99-469F-BAF2-CA14817F41DE%7d

Key features of SUAR version 5

1. Number of assessment opportunities

Under SUAR version 5 you will have two assessment opportunities for each module.
If, at the first assessment attempt, you fail a module or an item of assessment in a module you will have one opportunity to be re-assessed.

If you fail the re-assessment attempt in a core module, you will be withdrawn from the course.

If you fail to submit work for re-assessment in a core module, you will fail the module and be withdrawn from the course. Please note that if there is something outside your control that is affecting your ability to complete an assessment you can ask the University for an extension or to take the assessment at a later date, by making a claim under the University's Extenuating Circumstances procedure. Click here for further information at https://icity.bcu.ac.uk/Student-Services/Complaintsand-Appeals/Extenuating-Circumstances-Procedure

If you fail an optional module, you can choose to substitute an alternative optional module if one is available after failure at the first attempt or failure at the re-assessment attempt. You will have two assessment attempts at the new optional module. However, if you fail the re-assessment attempt in the new module, you will be deemed to have failed and no further optional modules can be taken in its place.

2. The pass mark for a module

Under SUAR version 5 the pass mark for a module with one item of assessment is 40%. In modules where there is more than one item of assessment, a pass mark will be awarded where the **overall weighted average** of the marks achieved for the items of assessment is **40% or more.**

The regulations for your course are the Standard Undergraduate Assessment Regulations Version 5 (SUAR 5). You'll receive information about the University's regulations from your programme team, and if your programme is governed by Standard University Regulations, you can access them along with other useful policies and procedures, on the Academic Regulations and Policies page on SharePoint. The standard assessment regulations are in sections J to O.

You may be asked for a 'user name' and 'password', which is just your University network ID and password.

Under 'user name', you'll need to type: STUDENTS\ before adding in your University network ID.
Once you've added in your details, a SharePoint page will open up: Click on the 'Academic Regulations and Policies' folder to access our standard regulations.

Maximum Registration Periods

For Top-up Degrees, the maximum registration period is three years.
Extensions of registration periods require the approval of the Director of Academic Services in consultation with academic staff. When previous study is no longer current, students may be required to take current versions of the nearest equivalent modules.

Assignment Submission

You will be submitting several pieces of coursework work over the academic year and it is important that you keep the following in mind:

- Prepare your work so that your assignment is ready in advance of the submission date (see My Assignment Planner in Section 5: Resources for help with planning your assignment);
- Each assignment must be submitted with a standard cover sheet showing your name, full student number and programme of study, module title and the name of your tutor. You will be given a receipt on submission of your coursework;
- Collect several cover sheets from the office at the start of the term so you can complete one before you hand in your work;
- Ensure that your assignment is ready for submission when it is handed in i.e. the work is secured in the file and the cover sheet has been completed;
- All coursework is due by 5pm on the day of submission; any work submitted after this deadline will be regarded as a late submission and will be subject to the appropriate penalty (see below Late Submission);
- Only submit complete assignments. You cannot submit missing sections after the submission date. If you wish to add to an assignment that has been handed in and the submission date has not yet passed, you must provide a copy of your receipt. Your work will be returned and you must then resubmit it.

Extenuating Circumstances/Mitigating Circumstances and Extension to Deadline

If you can't submit an assignment or attend an exam for valid reasons beyond your control (for example, if you are ill) you can apply under the University's procedures for the consideration of exceptional circumstances for either:

- A deferral (which means that you will take the assessment at the next available opportunity); OR
- A coursework extension of 10 working days to the coursework deadline

You must make sure you submit your request, with evidence (i.e. a doctor's note if you are ill), at least 7 working days before the exam/assessment deadline. The full procedures are available on iCity at https://icity.bcu.ac.uk/Student-Services/Complaints-and-Appeals/Extenuating-CircumstancesProcedure

Late Submission

Students are responsible for submitting coursework on time and in the way specified in Module Guides.

Marks for assessments submitted up to 2 hours after the deadline will be reduced by one tenth. For example, a mark of 60% would be reduced to 54%. This reduction is not made if the original mark is below 40%. If the reduction creates a mark below 40%, then 40% will be awarded.

Marks for submission between two hours and 5 working days after the deadline will be capped at 40%.

If you do not have exceptional circumstances but submit your first attempt of an assessment after the published deadline, the maximum mark you can be awarded will be the pass mark for the module, provided you submit your work no more than 5 working days after the published deadline.

Work submitted more than 5 working days after the published deadline will be given a mark of zero and you will be deemed to have failed an attempt at the assessment. Where you submit a reassessment attempt after the published deadline you will be deemed to have failed the re-assessment and the coursework will be returned to you unmarked.

If you have longer term problems which you think are likely to last more than three weeks, you should ask your personal tutor whether you should apply to withdraw temporarily from the course – this is called 'taking an interruption of studies'. Further information is available in Section 7: Frequently Asked Questions.

Re-Assessment

If you have not passed a module at the first attempt you may be eligible for re-assessment. If you do re-sit a module without extenuating circumstances, your mark will be capped at the pass mark i.e. the maximum mark that you can achieve will be **the pass mark (this is usually 40%).**

Students who fail modules are permitted a second attempt at each failed assessment, provided this can be completed within their maximum registration period.

Reassessments submitted after the deadline will be given **a mark of zero.** Students may not be reassessed on modules they have passed.

Reassessments must be attempted on the next occasion the assessment takes place unless an interruption of study has been granted. **Marks for modules that include reassessments are capped at 40%. When reassessment results in a lower mark, the original mark is used.**

Students who do not attend a reassessment event or miss a coursework deadline will fail the assessment unless a deferral or extension is granted.

If reassessment using the same methods as the initial assessment is not practicable, the Examination Board will make special arrangements for re-assessment.

Academic Misconduct

Academic Misconduct is often referred to as 'cheating' or 'plagiarism' and can take a variety of forms and although it may be intentional or unintentional, the University takes allegations of academic misconduct very seriously. Cheating is considered a disciplinary offence if a student attempts to gain or helps someone else to gain an unfair advantage over other students. Students who are suspected of cheating will have to attend a formal hearing to explain their case, and if found guilty of cheating the penalties can be severe, including the removal of academic credit or even your permanent expulsion from the University.

Some examples of academic misconduct are included below, but the list is not exhaustive and cheating in assessed work may take other forms:

Cheating in examinations:
- Attempting to access confidential information before an examination, including trying to get sight of the examination paper before it is published;
- Taking or attempting to take unauthorised material, including blank paper, electronic devices and mobile phones, into an examination room;
- Communicating or attempting to communicate in any way with another candidate or any other person (other than the invigilator) during an examination;
- Copying, or trying to copy, the work of another student;
- Allowing or assisting another student to copy;
- Impersonation – taking an assessment on behalf of, or pretending to be, another student, or allowing another person to take an assessment on behalf of a student;
- Attempting to remove script books, including blank script books, from an examination room.

Cheating in relation to other forms of assessed work – including:

Plagiarism: This is the submission of an item of assessment, which all or in part, contains work produced by another person (s) in such a way that it could be assumed to be the student's own work. Plagiarism also includes a lack of 'in-text' referencing. Information on avoiding plagiarism can be found on the Centre for Academic Success web pages Centre for Academic Success web pages.

Collusion: This is where there has been improper collaboration (or working together) in the production of a piece of work, which is then submitted as entirely the work of an individual. It is important to note that except where written instructions state that work for assessment may be produced jointly and submitted as the work of more than one student, (often referred to as 'group work'), students must not collaborate with other students to produce a piece of work jointly. Furthermore, students should not copy or share another student's work, lend their work to another student or allow another student to copy their work.

Falsification of data or artefacts: This is where students invent data, or change their material in order to support an argument. Examples of such behaviour include inventing false responses to questionnaires and interviews, and amending test results/figures.

Duplication: This is the submission of a piece of work in whole or in part that has already been submitted for assessment elsewhere, including concurrent submissions. To find out how you can avoid allegations of cheating, it is strongly suggested that you visit our assessment guide, available at: https://icity.bcu.ac.uk/Academic-Registry/Information-forStudents/Assessment/Avoiding-

Allegations-of-Cheating

To help you understand how to reference correctly, please seek advice from your tutors or familiarise yourself with information on avoiding plagiarism provided by the University at: http://library.bcu.ac.uk/learner/writingguides/1.12.htm

Here are a few simple principles to follow to avoid allegations of cheating:

In exams:

- Don't attempt to see the paper before it is published;
- Don't ask another student for help during the exam or copy another student's work;
- Don't let another student copy your work;
- Don't take unauthorised materials into the exam room;
- Make sure you know what equipment/materials you can use in the exam (i.e. calculator) and make sure the permitted materials are clear of your additional notes and other recorded information.

In coursework:

- Don't pass off someone else's work as your own. This is plagiarism and is viewed very seriously by the University;
- Acknowledge all sources that you have used in your assignment or project. For advice on referencing contact the Centre for Academic Success;
- Use quotation marks if you are using the exact words of another person;
- Don't submit a piece of work that has already been submitted in whole or in part for an assessment elsewhere. This is called duplication and, like plagiarism, is viewed very seriously by the University;
- Check with your course team whether you can work with others on your coursework, and if so, be sure about what you should be doing on your own;
- Don't allow others to copy your work, or lend your work to other students;
- Don't make up data to prove your point.

Assessment Results and Examination Boards

At the end of your academic year and when you have completed all of your assessments, an Examination Board meeting will be held. The Board is made up of staff from your institution, the University as well as the External Examiner (see below). The purpose of the meeting is to endorse the marks awarded to assessment. It is only after the Examination Board has confirmed your marks that you will receive confirmation of your results.

Marking, Feedback and the External Examiner

When you hand in your work or sit an exam, your work will be marked as quickly as possible by the teaching team. Their marking will then be moderated within the Department or Faculty, to ensure that marks have been awarded fairly. Marking is carried out anonymously, wherever possible, so don't worry, personal feelings are never taken into account when your work is being graded. To make sure that you are assessed fairly in relation to other students on the same course and to ensure the quality and standards of our courses are comparable to similar courses in other Universities, the University employs an External Examiner. An External Examiner is a qualified subject specialist who works in a UK university other than Birmingham City University. External examiners won't be marking your work, but they will see a sample of assessed work to check the appropriateness of the standards and the marks awarded.

The External Examiner will visit your centre at least once a year and you will have the opportunity to talk to them about your experience – good and bad! - on the programme. Following the visit, the External Examiner will write a report that tells the University about the good practices at your centre and of any concerns they might have. External Examiner reports are made available to students and you can request a copy from your Programme Director. You'll get feedback on your assessments, so make sure you go and collect your work once it's been marked. Feedback is really useful as it includes the markers' constructive comments on your assessment, including aspects of your work that could be improved, and it can also provide guidance and advice for future assessments. Please note that when you collect your work, you will receive an indication of how well you have done in your assessment and you may receive a mark for the work. However, remember that the mark is only indicative and is subject to change. You will receive the final mark after the meeting of the Examination Board.

Grading criteria

Statements of grading criteria for each of the assessment criteria describe performance associated with the assessment criteria. The grading criteria are the basis upon which marks are accorded. Grading criteria for each module assessment are provided in the relevant assignment briefs.

Error in the Conduct of an Assessment or an Examination Board

If you consider that there has been an error or irregularity in an assessment, or at an examination board, you may submit a claim under the "Procedure for considering Claims of Error in the conduct of Assessment Processes". To submit a claim you should complete a form called "Academic Appeal Form" which is available on iCity at https://icity.bcu.ac.uk/Student-Services/Complaints-and-Appeals/Academic-Queries-andAppeals-

Procedure
If you wish to make a claim, you must submit your academic appeal within 20 working days of the decision that you are questioning being published or received If, for good reason, you cannot submit a claim within this timescale you should speak to your Tutor or Programme Director. If you are still not happy with our response to your academic appeal, you can ask for a review. You shall complete the "Academic Review Form" which is available on iCity at https://icity.bcu.ac.uk/Student-Services/Complaints-and-Appeals/Academic-Queries-and-AppealsProcedure. This stage should be completed within 20 working days of us receiving the request for a review and we will give you our decision in writing.

Interruption of Studies

Students may apply for permission to interrupt their studies for between 20 working days and one academic year. This requires the approval of the Director of Academic Services. See the Student Withdrawal and Interruption of Studies Policy for more details. Students who interrupt withdraw from

all current modules and may not attend classes or submit work for assessment. Existing assessment marks (including failures) are carried forward when the modules are resumed. Students who fail to resume their studies at the time agreed with the University will have their registration terminated.

Programme Transfers

Students may apply to transfer between programmes. This requires the approval of the Programme Directors of both the old and new programmes, who will take account of the availability of places, admissions criteria, ability to transfer credit, maximum registration periods and timing.

Withdrawal and Termination

Students have the right to withdraw at any time. Those considering this should seek advice as soon as possible from the appropriate academic staff and student support services. See the Student Withdrawal and Interruption of Studies policy for more details. The University may terminate a student's registration due to assessment failure, failure to engage, exclusion, failure to complete re-enrolment, breach of visa conditions or breach of regulations.

After withdrawal or termination:
- students are not permitted to attend teaching sessions or take assessments;
- Library and network access are withdrawn;
- there may be a tuition fee liability.

Assessments submitted before termination or withdrawal will be considered by Examination Boards in the normal way and may contribute to the granting of an Exit Award.

Classification of Honours Degrees

Classification of Mark	Honours Classification
First Class	70% or above
Second Class Honours Division I	60 – 69 %
Second Class Honours Division II	50 – 59%
Third Class	40 – 49%

Certificates and Transcripts

Certificates and Transcripts are issued to all students who pass all modules and receive awards.

Rescinding Awards

In exceptional circumstances, Academic Board may rescind an award, for example as a result of academic misconduct confirmed after the award was made.

Concerns and Complaints

The University is committed to valuing and learning from concerns and complaints. See the Concerns and Complaints Procedure for more details

SECTION 5 Student Resources
Part 1 Birmingham City University Resources

Birmingham City University Network
The Information and Communications Technology team is responsible for the data network, email and access to the Internet. To be able to access these you require a Network ID and password. These will be issued to you before or soon after you enrol. When you have access to the network you will have a personal email address (account) available to you. This email address will be used by the University to communicate useful and official information. You will also need your password to make use of and access the online learning facilities, including Moodle (see below).

You can access this email address from anywhere on the internet at http://owa.bcu.ac.uk . You should check this email account on a frequent basis.

Moodle
Moodle is a Virtual Learning Environment for all University students and staff and is a great place to look for information to help you with your programme. Not only are there useful links to key resources and websites, but it also brings together different forms of e-learning to enhance your learning experience. This includes quizzes, forums that enable you to ask tutors questions or to share experiences with fellow students as well as glossaries to explain complex terms. Other features include blogs which are personal spaces that allow you to reflect upon your own learning privately; Wikis which allow you to work collaboratively with other students and workshops which allow students to review each other's work.

Most modules are supported by Moodle; this means that Moodle will provide access to all sorts of resources such as lecture notes, PowerPoint presentations and, where available, video lectures and multimedia scenarios. Moodle is available 24 hours a day, 365 days a year and from anywhere in the world. You can access Moodle through the main Moodle website (link below).You will need your network ID and password to log-in to Moodle: http://moodle.bcu.ac.uk

Library Resources
As a student of the University you have access to a range of resources and learning support from the University's Library and Learning Resources Team. You will have access to an extensive range of electronic information sources. You will again need your network ID and password to access the resources which are available at: https://icity.bcu.ac.uk/Library-and-Learning-Resources/ElectronicResources

Library and Information Literacy Skills
A wide range of study guides is available giving advice on academic writing, study skills, math and statistics, and grammar. These are available at the following link: http://library.bcu.ac.uk/learner/Guide%20Index.htm

My Assignment Planner (MAP)
Being faced with your first assignment at University can be a daunting task. The University has put together an on-line easy step by step guide to help you plan your assignment. There are 11 straightforward steps to follow, which will allow you to plan your time effectively. This is available at the following link: http://library.bcu.ac.uk/MAP2/freecalc-mail/

Part 2 GSTM Resources

Student/Learning Support

Purpose
GSTM recognises that a well-developed system of student support is vital to students' ability to gain the best from their studies in providing appropriate learning resources and support to enable students to realise their aspirations.

Scope
The scope is to cater for GSTM's students to progress their studies smoothly and progressively within their course duration.

Responsibility
GSTM will be responsible for the students' needs on the academic pathway and other related issues student face during their studies with GSTM.

These include operational matters related to school functional system like payment, exam result, transfer, defer or exam results and any others matter; Academic matters referring to students' learning ability, issues relate to plagiarism, weakness in the studied subject where appropriate advice, guidance, support to be provided follow by monitoring and reviewing a student's progress;

A comprehensive range of student support services is provided in GSTM is as follows: -

Four fully equipped classrooms with free WIFI, Computers and Projectors

Name of Classroom	Floor Areas (SQM)	Seating Capacity
Granite Classroom	62	41
Wood Classroom	53	35
Metal Classroom	49	33
Concrete Classroom	39	26

All of classroom space is 1.5 square metres for every student.

The centre also has a dedicated area for office and administrative activities as follows:
- Student Orientation program
- Provision of Student ID cards;
- Photocopy and printing services;
- Water Dispensers
- Additional classes for weaker students;
- Wireless internet is available in our school. Please approach our staff if you would like to know the User ID and Password.
- First Aids - GSTM has allocated first aid kits in its premises. If student required any medical assistance Student Services Management department will attend to their needs.
- GSTM has a library in Room 03-12. The list of books available for borrowing is published in Student Portal.
- Library - GSTM is located in front of the National Library. You are welcome to use these facilities. For more information, please visit National Library website at http://www.nlb.gov.sg

Using of Mobile Phones and Other Electronic Devices

For the consideration of others, students are advised to turn off their mobile phones or switch them to silent mode during class. For using other electronic devices during class, please seek permission from lecturers in advance.

Use of CCTV Security Systems

The primary aim of Closed Circuit Television (CCTV) security systems monitoring of GSTM is to deter crime and vandalism and to assist in the protection, safety and wellbeing of the students, staffs, visitor, GSTM property and its associate equipment such as portable aircon, projector, computer, chair, table, and etc. especially after working hour, e.g. 7:30pm. Access to the CCTV system must be restricted to authorised personnel only. i.e. CEO, Deputy CEO and Head of Academic.

GSTM Privacy Policy

At Global School of Technology and Management (GSTM), we understand that your privacy is important and we endeavour to protect your personal information. As used in this Privacy Policy, "personal information" means information such as: your name; mailing address; email address; telephone number; or other personal information that may be supplied by you or collected about you as required by us. We hope that this Policy helps you to understand how we handle and use any personal data after collection.

- GSTM compiles this information into a statistical aggregate and uses this information for internal business and administrative purposes which includes improving our products and service offerings, and enhancing our customer service level.
- GSTM will use your personal data from time to time to send you notices about special information, new programmes, and other similar information.
- GSTM will not reveal customer information to any external organisation unless required by law.
- GSTM does not sell, trade or rent your personal information to others.
- GSTM understands and respects the privacy of individuals. Personal information is collected with your consent. The purpose for collecting this information varies depending upon your request and will include: o helping us to improve our service to you;
  - o processing your application and/or registration and/or enquiry;
  - o informing you of upcoming events;
  - o updating your records in our databases;
  - o monitoring and maintaining a copy of your record of academic achievement (including all information arising from investigations of misconduct);
  - o planning the provision of educational courses;
  - o monitoring and enhancing the provision of educational courses;
  - o purposes incidental to each or all of the above.
- While the supply of the information by you is voluntary, if you cannot provide or do not wish to provide the information sought, GSTM may be unable to meet the purposes for which the information was collected.
- Although every reasonable effort has been made to ensure that all personal information will be so protected, GSTM cannot be responsible for any unauthorised

use or misuse of such information and from risks which are inherent in all internet communications.

- GSTM reserves the right to change this Policy with or without notice from time to time.

Service Guarantee & Standards

GSTM provides timely and courteous customer service in advocating quality service standards to its student.

GSTM's Service Standards include the following:

Type of Request / Service	Response and processing time
Receive, acknowledge and process to update Student Personal Particular (e.g. Contact details) in Student Management System	Within 3 working days
Receive and acknowledge of feedback/ complaint	Within 3 working days
Receive, acknowledge and process of email enquiries	Within 3 working days
Receive, acknowledge and process of refund application	Within 7 working days
Receive, acknowledge and process of Course Completion Letter application	Within 7 working days
Receive, acknowledge and process of confirm enrolment letter form application	Within 7 working days
Receive, acknowledge and process of verification of Award Letter application	Within 7 working days
Receive, acknowledge and process of certification letter application	Within 7 working days
Receive, acknowledge and process of NS Deferment Letter application	Within 7 working days
Receive, acknowledge and process of Replacement of Lost Student Card application	Within 7 working days
Receive, acknowledge and process of Leave of Absence Application	Within 7 working days
Receive, acknowledge and process of change of Payment Plan application	Within 7 working days
Receive, acknowledge and process of course deferment application	Within 7 working days
Receive, acknowledge and process of replacement of GSTM's Academic Certificate and/ or Transcript application	Within 14 working days
Receive, acknowledge and process of Copy of Academic Certificate and/or Transcript application	Within 14 working days
Receive, acknowledge and process Dispute Resolution from the day of feedback/complaint received	Within 21 working days
Receive, acknowledge and process of Course Transfer / Withdrawal/Deferment application	Within 4 weeks
Receive, acknowledge and process of Examination Results Appeal	Within 4 weeks

GSTM Enrolment Policy

All students are required to sign a Standard Student Contract at the point of enrolment and before payment of the course fees. The validity of the Standard Student Contract is tied to the duration of the course the student has enrolled for. Students **who have not signed the Standard Student Contract with GSTM will not permitted to attend classes with the school. GSTM Staffs are not allowed to collect course fees from the students until he/she had signed the Standard Student Contract**.

a) **Enrolment Policy for BCU Continuing Students (Deferral):** Students continuing their studies are required to sign a Standard Student Contract at each Intake, according to classes they are enrolled in.

b) **Enrolment Policy for Student Changing to Another BCU Course:** A student is required to undertake the course for which they received an Offer of admission. Where a student wishes to change to another course offered by the BCU, they will need to discuss the matter with the relevant Education Consultant. The application is subjected to BCU's approval.

c) **Enrolment Policy for Withdrawn Students wishing to resume studies:** If a student wishes to resume studies after withdrawing from the BCU, they are required to complete a new application form. Their application will be accessed by the BCU.

Fee Structure

GSTM is committed to provide a fair and reasonable fee structure. All Fees are stated in our marketing collaterals, Standard Student Contract and Student Handbook. GSTM however reserves the right to impose additional fees or charges due to any omission, neglect, and error or government statutory increase without prior notice. Type of Fee payable is as follow:

a) **Course Fees** refers to the entire sum of money consisting any tuition fee (s), examination fee (s) in which a student will need to pay if he/she is enrolling for a course. This fee is protected under the Industry Wide Course Fee Protection Scheme and is refundable according to GSTM Refund Policy (stated in Schedule B of the contract).

b) **Application Fees** refer to the fee for the purpose of processing the application and is payable at the point of application. This fee is non-refundable, except in the event where the course is cancelled by GSTM.

c) **Miscellaneous Fees** refers to non-compulsory and non-standard fee which the students will pay only when necessary or applicable (stated in Schedule C of the contract).

Miscellaneous Fees are normally collected on an ad-hoc basis by the when the need arises.
Fee quoted are inclusive of GST.

Purpose of fee	Amount
Deferment of Study	$214
Course Transfer	$214
Appeal of Examination Results	$107
Late Payment Interest	4% per month
Reassessment (2nd Attempt) **(Not Applicable to Honours Research Project)**	$428 per module
Reassessment for Honours Research Project (2nd Attempt)	$3,477.50
Replacement of Certificate and/or Transcript	Requests for replacement award / degree certificates / transcripts must be made through the University's Academic Services Department at https://www.bcu.ac.uk/alumni/keep-intouch/contact-us/certificates-and-transcripts) Email: certificates@bcu.ac.uk Telephone: +44 (0)121 331 7777
A Replacement of Lost Student Card	$10.70 per card

Purpose of fee	Amount
Course Completion Letter	$10.70 per letter
Confirm Enrolment Letter	$10.70 per letter
Certification Letter	$10.70 per letter
Verification of Award Letter	$10.70 per letter
NS Deferment Letter	$10.70 per letter
Change of Payment Plan Administration Fee	$53.50
Administration charge for late collection of certificate (collection after 1 year from result release date)	$160.50

Fees are subject to annual review. The GSTM reserves the right to amend previously announced fees, if necessary

Payment Methods
GSTM provides student with various convenient modes of payment. Payment of course and miscellaneous fees could be made in the form of:
1. Cash / NETS
2. Crossed Cheque, payable to "Global School of Technology & Management Pte. Ltd"
3. Credit Card (Visa/ MasterCard)
4. Bank Transfer to GSTM (DBS Current Account: 001-906006-0)

Fee Payment
Students **must insist that official receipts** are issued by the school upon payment of fees. Please note that all official receipts must be kept for verification of payment status when required. Students are advised to make payment before the due date. Any tuition fees overdue will be subjected to 10% per month late-payment penalty charge (stated in Schedule C Miscellaneous Fees of the Standard Student Contract). The school also charges late payment fees on all balances that are overdue.

Industry Wide Course Fee Protection Scheme (IWC FPS) and Fee Protection Scheme (FPS)
GSTM adopt IWC FPS and FPS to provide protection for all fees paid by all students. GSTM purchase insurance protection from an appointed insurance company from the Committee for Private Education (CPE).

GSTM appointed insurance company is Lonpac Insurance Bhd as the provider of all policies taken out as part of the fee protection scheme.
- The policy number for IWC FPS is Z/15/BM01/000629.
- The policy number for FPS is Z/17/BM00/000624.

Students may also like to know that the insurance will protect the students against the following events:
1. Loss of fees paid in advance by the insured student due to insolvency or regulatory closure of the school.
2. Private Educator's failure to pay sum awarded by Singapore courts to the insured student.

For more details, please visit CPE website (http://www.cpe.gov.sg).

Medical Insurance

Compulsory student support services to be provided by the GSTM for all students: -

- Medical insurance coverage for hospitalisation and related medical treatment for the entire course duration.
- Exemption for Singaporean/PR students if they are already covered by their own medical insurance plan.

For more details please visit the CPE website: http://www.cpe.gov.sg or contact the CPE Student Services at 6592 2108.

GSTM Refund Policy and Procedure

The Refund Policy herewith shall be read in conjunction with related information in:
1. Refund Table
2. Refund Terms and Conditions and Procedure
3. Student Movement Policy & Procedure

1.   Refund for Withdrawal due to non-delivery of course

The GSTM will notify the Student within three (3) working days upon knowledge of any of the following:
   i.   It does not commence the Course on the Course Commencement Date;
   ii. It terminates the Course before the Course Commencement Date;
   iii. It does not complete the Course by the Course Completion Date;
   iv. It terminates the Course before the Course Completion Date;
   v.   It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or
   vi. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

2.   Refund for Withdrawal due to other reasons

If the Student withdraws from the course for any reason other than those stated in Clause 2.1 of the Student Contract, GSTM will within 7 working days of receiving the Student's written notice of withdrawal (subject to the Refund Terms & Conditions and Procedure), refund to the Student an amount based on the table in Schedule D of the Student Contract.

3.   Refund during Cooling-Off Period

GSTM will **provide students with a cooling-off period of <u>seven (7) working days</u> after the date that the Contract has been signed by both parties**. The student will be refunded the highest percentage (stated in Schedule D of the contract) of the fees already paid if the student submits a written notice of withdrawal to GSTM within the cooling –off period, regardless of whether the student has started the course or not.

4.   Non-Refundable Fees:

Non- Refundable Fees	Remarks
Course Application Fee	Non-refundable except for circumstance (i) to (v) listed under "Refund for Withdrawal due to non-delivery of course"

24 | P a g e
D a t e   R e l e a s e d :   1 6   J u n e   2 0 1 7
V e r s i o n   1 . 8

5. Refund Table

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

% of [the amount of fees paid under Schedule B and C of the Student Contract]	If Student's written notice of withdrawal is received
100%	Refer to PEI Standard Student Contract Point 2.1

% of [the amount of fees paid under Schedule B and C of the Student Contract]	If Student's written notice of withdrawal is received
75%	("Maximum Refund") More than 30 days before the course commencement date
50%	Before, but not more than 7 days before course commencement date
25%	After, but not more than 7 days before course commencement date
0%	More than 7 days after the course commencement date

* Course Commencement Date is referring to Intake Start Date.

6. Refund Terms & Conditions and Procedure

a) Refund application must be made in writing by completing the 'Refund Application Form', be accompanied with valid reason(s) and original copies of supporting documents and course fee receipts.

b) The completed 'Refund Application Form', together with the supporting documents and course fee receipts must be submitted through the school's counter at **420 North Bridge Road #02-06, North Bridge Centre, Singapore 188727.**

c) Processing time of refund is seven (7) working days from the complete receipt of the supporting documents. Refund received after 12pm is considered as submission on the next working day.

d) Refund, when approved, will be made via Crossed Cheque, made to student's name. If Cheque is to be made to a 3rd party, please provide the 3rd party details in the 'Refund Application Form'.

e) Request for reissuance of cheque (due to expired cheque, error in details provided by student, loss of cheque, et.) will be treated as a new refund application.

f) Bank administrative charges (if applicable) are borne by the student.

g) Student must collect the refund personally from the school with their Student's Card or Identification card for verification. Student may authorise a 3rd party to collect on their behalf by way of an authorisation letter signed off by the student.

h) Any decision relating to refund will be made at the sole discretion of GSTM and that shall be final.

7. Course Withdrawal

Course withdrawal is defined as discontinuing of a course prior to completion of the current course. Student request for course withdrawal must be made in writing by completing the "Withdrawal Form" and must be accompanied with valid reason (s) and supporting document. Written notice of course withdrawal received after 3.00 pm will be considered as submission on the next working day. Course withdrawal may or may not result in refund of course fees paid. Any decision relating to a refund will be made at the sole discretion of GSTM and that shall be final.

Types of Withdrawal

- *Withdrawal caused by GSTM:* The possible scenarios are depicted under Refund Policy "Refund for Withdrawal due to non-delivery of course".
- *Withdrawal caused by Students:* In the event that students request for course withdrawal due to examination results or other conditions /situations (e.g. hospitalisation), the possible scenarios are depicted under Refund Policy "Refund for Withdrawal due to other reasons".

8. Course Transfer

Course transfer is defined as transfer to another course. Written notice of course transfer received after 3.00 pm will be considered as submission on the next working day.

Students may be allowed to transfer from one course to another within GSTM before commencement of course. Course transfer will be treated as a new course application. Transfer request must be made in writing and will be assessed by BCU. Relevant fee is Course Transfer Application fee of $214 is apply. In the event where students have not completed the current course, students must request for course withdrawal before applying for the new course. GSTM is permitted to transfer unused course fees as credit. The transfer of course will be subjected to availability period decided by GSTM.

9. Deferment / Extension of Study

a) In the event the Student after accepting an offer of a place in the course, gives at least two weeks written request before the Course's Commencement Date to defer to the next available course intake, all tuition fees paid will be transferred to the next available course intake.
b) FULL PAYMENT of all outstanding course fee must be made within seven (7) working days upon approval of deferment. Written notice of deferment received after 3.00 pm will be considered as submission on the next working day.
c) An offer of a place in a course may be deferred for up to 6 months of the total course duration, otherwise, student has to reapply as new student with no module exemption.
d) All deferments are subjected to School's approval.
e) Student will have to pay the $214 for Deferment Application

Note:
Students may have to adapt to new course structure or change course if the course is no longer available. Any increase in fee would have to be borne by the student.

GSTM will do its utmost to assist students wherever possible and will not be held accountable if options are rejected by the students.

Student Code of Conduct

General
Students must comply with all standing regulations including those that are issued from time to time.

Behaviour
1) Students must not smoke in GSTM premises.
2) Students should behave with propriety at all times, that is, no disrespectful, immoral or indecent behaviour.
3) Students should not drink or eat in the classroom.
4) No consumption of drugs or alcohol on the premises
5) No littering permitted in the classroom.
6) Students are not allowed to download chat software and surf pornographic materials while using the network stations.
7) Usage of handphones and/or pagers during lessons is not allowed. All such equipment must be switched off.
8) Students are not allowed to video record during their course of study.
9) GSTM has the right to confiscate video equipment.
10) Do not damage or lose GSTM property. Any form of vandalism will not be tolerated.
11) Always report any damage or loss of GSTM property.
12) Students are to carry their GSTM Student Card at all times when in the school premises.
13) Students are required to produce their GSTM Student Card when collecting their materials or during random spot checks.

Attire
Students are to wear proper attire at all times

Attendance & Punctuality
Class attendance is recorded for all students enrolled in courses offered at GSTM. Students are required to **attend at least 75%** of the scheduled classes per study period. This attendance percentage is the student's actual attendance in class plus approved absences. An approved absence is one which is supported by a medical certificate or other evidence of extenuating circumstances resulting in absence from class.

Students are required to maintain an attendance rate of at least 75%. While GSTM regularly monitors student attendance, students are ultimately responsible for attending classes and checking their attendance on a regular basis throughout the study period to ensure that they are satisfying attendance minimum requirement.

Any approves leave of absence more than 25% of a module will be advised to apply deferment of his/her study. Student is required to achieve at least 75% attendance requirements.

Students who miss more than **25% of a module** will not be permitted to take the module assessment/exam (they will be **debarred**). They will be required to pay the module fee to re-take the module at a later date. Students are advised to be punctual for all classes.

A student committing any of the violations listed above may receive a written warning concerning the misconduct and may receive disciplinary action up to and including immediate suspension and/or dismissal.

Attendance audits are conducted throughout the study period in every week and the following actions are undertaken:

Attendance / Absence Trigger	Absence	Intervention
Overall Attendance drops below 80% (excluding approved absences)	2	**1st Attendance Warning - Under 80% Attendance notice** The student is notified that they have absent twice for the module. Attendance under 80% is recorded in the student's personal file at Student Management System. **1st Warning Letter sent to student.** The student is encouraged to speak to the Student Support / Services staff about reasons for class absences and **must complete the Explained Absence Form within 5 working day with supporting documents to GSTM.**
Overall Attendance drops below 75% (excluding approved absences)	3	**2nd Attendance Warning - Under 75% Attendance notice** The student is notified in a warning letter (via email) – Second Warning Letter - that they have failed to meet the School's minimum attendance requirement. Students must achieve a 75% attendance to be eligible to sit for exam. Attendance under 75% is recorded in the student's personal file at Student Management System and may affect the outcome of any academic appeal the student may lodge in the future. Students who are on Conditional Academic Status whose attendance drops below 75% are deemed to be in breach of the attendance condition of their enrolment which may affect any future enrolment. **2nd Warning Letter sent to student – not eligible to sit for exam.** The student is encouraged to speak to the Student Support/ Services staff about reasons for class absences and **must complete the Explained Absence Form within 5 working days with supporting documents to GSTM.**
Overall Attendance drops below 70% or Student has missed all classes in the previous 3 weeks	3.5	The student is notified in a letter (via email) – the Final Warning Letter - that attendance is below the School's minimum attendance requirement. Attendance below 70% are deemed in breach of attendance requirement and recorded in the student personal file at Student Management System. **Final Warning Letter sent to student.** The Student Support/Services Staff will make contact with student to ensure that there are no welfare concerns. **The student will be requested to make an appointment with Student Support and Service Staff within 3 working days.** **Failure to make appointment within 3 working days, and/or further absences will subject to disciplinary action up to and including termination of student status.**

Attendance / Absence Trigger		Intervention
Overall attendance drops below 65%	**4**	A Student Support/Services Staff will make direct contact with the student to ensure that there are no welfare concerns. The student must attend an interview with a Student Support and Services Staff and complete Withdrawal Form. The withdrawal form will be submitted to University Partner. **A Termination Letter sent to Student.** Termination student status is recorded in the student personal file at Student Management System.

*Note: If a student does not respond to the request to meet a Student Support and Services Staff, the school will take disciplinary action including termination of the student's status.

1. *Attendance Recording & Monitoring*

Attendance is normally recorded twice in each three-hour block of each class. Students who are **more than 30 minutes late to class receive a half absence** from a three-hour block. Students who **leave class more than 30 minutes early** will also receive a half absence from a three-hour block.

Students who are unable to attend their class must complete an "Explained Absence Form". The Explained Absence Form must be submitted by the student to Student Support and Services Staff **within 5 working days** of the missed class. **Forms submitted after 5 working days will not be accepted.**

It is the student's responsibility to ensure that any absence that can be explained by a medical certificate is recorded as an approved absence.

Medical Certificates must be submitted along with an Explained Absence form to the Student Support and Services Staff for processing onto the students record.

2. *Leave of Absence*

Application requirements

It is the responsibilities of the student to let the school know of their whereabouts during school terms. Students must inform the school via the completion of the Leave Application Form BEFORE going on a protracted leave of absence of more than 7 days. For students who are absent without informing the school, **GSTM has the right to terminate the student status for 3 weeks of consecutive Absence for student enrolled to BCU Programmes.**

GSTM approves leave of absence based on the reasons stated below. **Other reasons for leave of absence will be considered by Management on a case-to-case basis.**

Reasons	Supporting Documents (in English Language)	No. of Days (max)
Compassionate Leave for Immediate Family Members	Death Certificate Air Ticket /Boarding Pass	1o
Marriage Leave for the student	Marriage Certificate Air Ticket/Boarding Pass	5
Medical Leave	Medical Certificate*	NA

*For Medical certificates, it should be obtained from a medical practitioner registered with the Singapore Medical Council or from a dental practitioner registered with the Singapore Dental Council. Overseas medical certificates shall be reviewed on a case-by-case basis.

For foreign student who return to their home countries for a prolonged medical treatment without informing the school, **GSTM has the right to terminate the student status for 3 weeks of consecutive Absence for student enrolled to BCU Programmes.**

Students are only deemed to have been granted leave of absence upon the issue of a written letter by the school. Students are required to remain contactable while on leave of absence via their registered email, phone records with the school. It is the student's responsibilities to update the school immediately of any changes to their contact details.

Disciplinary Rules and Regulations

A student must not commit a disciplinary offence. Disciplinary Offence includes, but is not restricted to: academic misconduct; violating the Student Code of Conduct; insubordination to lecturers and other staff of the school; acts of disturbance, cheating or dishonesty in examinations; forging of documents or possession of forged documents; unauthorised use and illegal copying of copyright materials

Disciplinary Actions, Suspensions and Expulsion

All students are expected to conduct themselves as responsible adults, to comply with all GSTM policies and regulations, to attend classes regularly, to meet their financial obligations to GSTM, and to maintain a satisfactory level of academic achievement to Birmingham City University. GSTM reserves the right to suspend or expulse any student who:

- Fails to comply with the Student Code of Conduct
- Exhibits conduct that is found by the administration to be detrimental to fellow students, other individuals, the community, or GSTM
- Fails to maintain satisfactory academic progress;
- Fails to provide required documents (e.g., transcripts) by the stated deadline or provides inadequate or false documentation, as required by programmes;
- Fails to meet attendance standards; and/or
- Fails to meet financial obligations to GSTM.

Any violation of GSTM policies or regulations may result in one or more of the following disciplinary actions: Verbal warning from lecturer or principal or advisor; Written warning; Suspension or Expulsion.

GSTM will determine the action(s) to be taken based on the severity of the infraction and the student's prior disciplinary record. Days spent on suspension will be counted as absences and cannot exceed the amount of allowable absences stated in the Attendance Policy. Students may submit a written appeal to the appropriate GSTM within 7 working days of receiving notification of the disciplinary action.

All grade-related and plagiarism appeals are to be directed to the Academic Appeals Committee of Birmingham City University. **For expulsion process, it shall be initiated upon evidences of misconduct that can contravene school integrity and its reputation. The decision made by the Director of the school in consultation with Birmingham Examination Board and related person involved (lecture input, the course administrator and other students) shall be the final outcome.**

Type of Offences:

Examples of Offences	Actions that may be taken
Attending lectures without fees payment or not registered in the registry for the particular class.	This would be deemed as trespassing. GSTM reserves the right to take action up to and including legal action to recover unpaid fees. Fine and Written warning.
Arriving more than 30 minutes late for a class.	Marked as being absent for that class.
Disrespectful behaviour and use of vulgarities to staff.	Verbal and/or written warning, temporary suspension. Repeat offences may lead to expulsion.
Threatening action, endangering the safety, physical or mental health, including harassment of any staff or students or creating the reasonable fear of such an action.	Verbal and/or written warning, temporary suspension, up to expulsion.
Discrimination, any practice that makes distinctions between individuals or groups so as to disadvantage some people and advantage others on the basis of sex, race, or religion.	Verbal and/or written warning, temporary suspension, up to expulsion.
Solicitation of students without approval. This includes sale of classes/goods/services, recruitment of students for an external organisation or cause, or for the purpose of distributing publicity material and services, or for any political or social cause.	Verbal and/or written warning, temporary suspension, up to expulsion.
Causing disturbance in class. E.g. use of hand phone, not putting hand phone on silent mode	Verbal and/or written warning, temporary suspension. Repeat offences may lead to expulsion
Smoking within the school premises.	Verbal and/or written warning, temporary suspension. Repeat offences may lead to expulsion
Forging of documents or possession of forged documents. E.g. medical certificates, official documents, education certificates	Expulsion from the school. Police report, depending on the severity of the offence.
Cheating or dishonesty in examinations.	Deemed as failure of the exam. Report to appropriate authority
Academic misconduct	All grade-related and plagiarism appeals are to be directed to the Academic Appeals Committee of Birmingham City University. **For expulsion process, it shall be initiated upon evidences of misconduct that can contravene school integrity and its reputation. The decision made by the Director of the school in consultation with Birmingham Examination Board and related person involved (lecture input, the course administrator and other students) shall be the final outcome.**
Destruction or wilful damage to school property or facilities.	Verbal and/or written warning, temporary suspension. Repeat offences may lead to expulsion. Payment of costs of replacement or repair.
Consumption of alcohol on school premises	Expulsion from the school. Police report, depending on the severity of the offence
Criminal acts. E.g. Theft, possession/consumption of drugs, fighting or gambling	Expulsion from the school. Police report, depending on the severity of the offence

The Director or any person authorised by him shall have the power to enforce discipline on behalf of GSTM. The authorised person shall have the power to:
1. Reprimand the student for the offence.
2. Demand for and make a copy of the student's identification documents
3. Request the student to leave the class and/or the premises
4. Report the offence to the Management Team, or partner organisation.

Graduations Condition of Entry to Graduation

To graduate, students must:
- Pass mark for all modules within the stipulated duration as required by individual programmes of study. (You can find the full set of University regulations, policies and procedures on the University intranet at: https://icity.bcu.ac.uk/academic-registry/information-forstudents/Academic-Regulations-and-Policies/SUAR-Version-5)
- adherence to Student Code of Conduct
- clear all financial obligations prior to the payment deadline with GSTM

Issuance of Certificate & Transcript by Birmingham City University
Certification will be awarded within 6 months after the end of the course.

Graduation Ceremony

A Graduation ceremony will be held at least once a year at which students who have completed their courses. Students wishing to attend the graduation ceremony must complete the 'Graduation Ceremony Registration' form and make payment for graduation ceremony fee and academic regalia hire fee. Graduands attending a graduation ceremony are required to wear the appropriate academic regalia.

The academic regalia which are hired must be returned at the time specified on the Graduation Ceremony Registration Form. Additional fees will be payable in the event of a late return or if the academic regalia is returned in a damaged condition

Top Student Awards
The Top Student Award is presented to a graduate who has achieved the highest course weighted average score of their diploma program and signifies that they have excelled in their course. Recipients of this award are identified at the end of a study period at the Board of Examiners

Data Protection Scheme
GSTM undertakes to maintain the confidentiality of all students' particulars and not to divulge the information to any third party unless required by law or other statutory regulations. Students can choose to opt-out of any mode of contact from GSTM by informing the school of their decision.

Non-Discriminatory Policy
GSTM complies with the relevant Singapore non-discrimination laws and government policies. This policy applies to student selection, admission, retention, expulsion, appeal and treatment in its programs and activities.

Teaching and Learning Quality of Teaching

GSTM is committed to ensuring services and course delivery system are suitable, adequate and effective through continual improvement. Our school will conform to applicable statutory and regulatory requirements without exception. GSTM will take immediate corrective action to control any non-conformity that may arise during the delivery of our services.

Teaching and Learning Strategies

Lecturers will provide guidance and knowledge and choose appropriate instruction methods to the subject matter, learning outcomes, convey the subject matter affectively and involves students in the learner center environment process. The teaching method is focused towards learner centered. There will be continuous Formative assessment during class session, i.e. presentation, group work and Summative assessment will their final assignment submission (group work or individual work).

Reading

Successful completion of the course requires reading regularly and in-depth around the main subject area as well as engaging with academic literature. You will be given reading lists for each module and you should use the materials appropriately. You are recommended to read widely and not just limit yourself to the prescribed textbook. Make use of the resources available in the National Library.

Private Study

Each module requires you to undertake different tasks such as tutorials, presentations, case studies, report writing, etc. Make full use of your private study time to prepare for these tasks, reflect on taught material and assessed work, and prepare for coursework and examination by reading required materials, doing research, etc.

Study Groups

Very often you would be required to work as groups and teams for a piece of written work or presentation. It is important that you acquire skills to work collaboratively in study groups which is a good platform to check understanding of difficult issues or concepts, and can be a good morale booster.

Good Time Management

Good time management is critical for successful learning. Planning a workable timetable helps you to evaluate and prioritises the demands of your studies, work, social and family commitments. When executed, it helps to avoid unnecessary stress of not being able to meet deadlines.

GSTM Student Support/Services Department

GSTM has a thriving Student Support/Services Department which handles all student enquiries and complaints.

The Unit is managed by Student Support/Services Team, Student Counsellor, Academic Coordinator Team and Head of Academic. They are based on campus and provide a free and confidential counselling service in the areas of personal counselling and career counselling and planning and additional information on overseas studies. The Unit is also responsible for facilitating academic activities such as seminars from professional bodies.

1. Type of Student Services

GSTM offers a range of services for our students; these services are available at our school.

Student Support Services include:
- Pre-course counselling
- Student Admission, Selection, Course Enrolment and Payment
- Student Orientation Programmes
- Student Activities: Seminars, Field Trips, Workshops (Seminars and workshops are held annually to enhance students' academic life and personal development. Students will be informed through email blast and Student Portal.
- Student Care: Pastoral counselling
- General services: Update of Students Particulars; Issuance of Receipt; Issuance of Student Card; Replacement of Lost Student Card; Management of feedbacks/complaints; Transfer of Course / Deferment of study; Withdraw and refund services; etc.
- News Update: For all important news from the school, memos will be put up on the school's notice boards as well as published via the school website and/or email. Students must take note of all memos on the notice board/website and act accordingly where applicable.
- Update of Students Particulars: Students are required to fill the "Student Particulars Update Form" or **"Update through Student Portal"** to the school if there is a change in their personal particulars such as name, address and contact numbers. Supporting documents must be submitted with the change. GSTM shall not be responsible for misplaced mailings due to change in mailing address. The cost and/or expense incurred as a result of misplaced mails will be borne by the student.

2. Student Portal Account and Student Card

Within 3 weeks to 1 month, all students will be issued a student card, which will be used as a form of identification throughout their study in GSTM. Student will also receive a student portal account and password. Student can log in his/her account for the following information:
- GSTM Form
- School Policies
- Industry Wide Course Fee Protection Scheme (IWS FPS)
- CPE Student Services Centre
- Class Schedules
- Personal Particular
- Receipt and Invoices
- Documents - Harvard Referencing, Guidelines to use Student Portal
- Resources, etc.

3. Board of Studies

BCU and GSTM values your views and opinions about the modules and programmes school. the Board of Studies will be conducted on every February, June and October per year to gain valuable feedback from you.

4. Student Care (Counselling)

Student Care (Counselling) Pastoral counselling is available for GSTM students.

This benefit offers counselling and support to raises self-awareness and positive attitudes in students. Each student will be entitled to no more than $200 per academic year. Students may go to the 36 Family Service Centre supported by Ministry of Community Development, Youth and Sports (MCYS) and National Council of Social Services (NCSS).

Students, who would like to be eligible for this benefit, can make an appointment with our Student Welfare Officer – Ms. Angela before going for the counselling session.

Student who do not require pastoral counselling but would like to share issues they face in their study environment may approach the student welfare officer for a close-door session.

Students may also contact the following organisations:

- CARE CORNER
  Website: www.carecorner.org.sg
  Call 1800 353 5800 (toll-free)
  7 days a week from 10am to 10pm.

- COMMUNITY HEATH ASSESSMENT TEAM (CHAT)
  Website: https://www.chat.mentalhealth.sg/
  Call 6493-6500 / 6501
  12 noon to 9pm (Tuesday - Saturday)

- ASSOCIATION OF WOMEN FOR ACTION AND RESEARCH (AWARE)
  Website: www.aware.org.sg
  Call 1800 774 5935 (toll-free)
  Monday to Friday from 3pm to 9.30pm

- SAMARITANS OF SINGAPORE (SOS)
  Website: www.samaritans.org.sg
  Call 1800 221 4444 (toll-free)
  7 days a week, 24 hours a day

5. CPE Student Services Centre

The CPE Student Services Centre is set up as a one-stop service centre to help and support both international and local students enrolled with private schools in Singapore. The Student Services Centre can help students in the following areas:
1) Answer questions and attend to feedback
2) Provide reliable information on studying in private schools and living in Singapore

3) Advise on education options, school registration procedures, Student's Pass application process and accommodation issues
4) Provide educational talks to guide student in making informed choices of schools
5) Provide advice and help if students have problems with the school
6) Provide on-site Internet facilities for students to access updated information on private education

For more information, please visit CPE website at http://www/cpe.gov.sg

6. Student Feedback and Grievance

GSTM is committed to forming positive relationships with its students. It is committed to creating an environment in which all staff perform their duties with efficiency, fairness, integrity and due care. When feedback is provided by students, GSTM is committed to resolving the issues quickly, fairly and with respect for confidentiality.

In order to assist GSTM in providing continuous excellent service and education, all students are encouraged to complete a Student Feedback Form when provided. In addition, feedback can be given formally or informally as described below:

Informal Feedback

The student may choose to approach any member of the GSTM staff (student support service officers, lecturer, Head of Academic, etc.) directly on their feedback.

Formal Feedback

A formal feedback is to be made in writing or on Student Feedback Forms conveniently located at the **Students' Service Office at Levels 2.** These should be addressed to the Principal. The formal feedback must describe the concern and state the action or outcome desired. Acknowledgement of receipt of feedback is within 3 working days.

Based on the nature of the feedback, resolution where necessary, will be within 14days. If the feedback/complaint cannot be amicably resolved by the student & GSTM. GSTM will Initiate CPE Mediation Arbitration Scheme and refer student to CPE – www.cpe.gov.sg

7. Student Feedback and Grievance Procedure

GSTM approaches student feedback and grievances according to the following procedure:
1) Informal management of feedback (minor problem) will be attended within two days it received before escalating to Written Grievance (major problem).
2) Student feedback / grievances will be addressed at the source of student dissatisfaction;
3) Written grievances or major issues will be resolved within 21 working days from the day the feedback / grievance received.
4) All feedback / complaint is recorded in Feedback / Complaint Resolution Form.
5) Students are assured that they will not suffer any form of discrimination as a result of making a complaint.
6) Feedback / Grievance channels (including request for interview, Evaluation Forms, verbal and written complaints and the support available to students to ensure the fulfilment of the grievance resolution process.

Figure 1: Feedback Flowchart

Procedures

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                          Student identifies issues
                    ┌──────────────┴──────────────┐
                    ▼                              ▼
           ┌─────────────────┐          ┌─────────────────┐
           │ Informal Feedback│          │  Formal Feedback │
           └─────────────────┘          └─────────────────┘
                    │                              │
                    ▼                              ▼
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Informal Feedback	Formal Feedback
Student Support/Services staff confirms receipt of complaint and records complaint within 3 working days	Student in writing by completing Student Complaint Resolution Form or email to Student Support/Services Department
Based on type of complaints, student will be arranged to discuss with the relevant department head / person	Student Support/Services staff confirms receipt of complaint and records complaint within 3 working days
Mutually agreed outcome identified between student and GSTM within 7 working days of matter being raised	Complaint / Grievance Investigated
	Based on type of complaints, student will be arranged to discuss with the relevant department head / person for the remediation action within 18 working days of matter being raised

Outcome accepted by all parties (decision)
- Not resolved → See formal process
- Resolved → Finish

Outcome accepted by all parties (decision)
- Not resolved → If the matter remains unresolved or it the complainant is not happy with the outcome, student may approach CPE – www.cpe.gov.sg Student Services Centre for help. CPE may refer the student to seek assistance through the CPE's Dispute Resolution Scheme, comprising mediation and arbitration with the Singapore Mediation Centre- www.mediation.com.sg and Singapore Institute of Arbitrators – www.siarb.org.sg respectively. The School Counsellor will follow up the status for prompt resolution.
- Resolved → Report filed. Complaints database updated with outcome and number of days taken to resolve the complaint. Annual root cause analysis undertaken to determine any possible preventative actions that can be taken.

Outcome Student Mediation Authority

As a constant effort towards improving our products and services, GSTM welcomes feedback from students. Feel free to fill up the Student Feedback Form available at the GSTM's Website or alternatively, you may write to info@gstm.edu.sg

We will investigate and act-on to resolve the areas of concern either immediately or within 14 working-days, depending on the complexity of the case.

If we are unable to solve the complaint amicably, we may refer the matter concerned and affected person/s to the CPE Student Services Centre.

CPE Student Services Centre 1 Orchard Road (YMCA Building)
#01-01 Singapore 238824
Tel: (65) 6592 2108
Fax: (65) 6337 1584
E-mail: CPE_CONTACT@cpe.gov.sg
Website: www.cpe.gov.sg

In the event that a student is still unsatisfied with the outcome of the internal grievances resolution process or the matter is still unresolved, we may refer the matter concerned and affected person/s to the CPE Mediation- Arbitration Scheme, please visit http://www.cpe.gov.sg/cpe/slot/u100/Publication/publication/Dispute%20Resolution%20Brochure.pdf.

SECTION 6 Getting Involved

It is important to us that you have the best student experience possible whilst studying for a Birmingham City University award. There are a number of ways you can express your opinion about your time on your programme. You can speak directly to your programme team or you can ask the Student Representative (see below) on your course to raise issues on your behalf at meetings that they attend with the programme team throughout the year. You will also be given the opportunity to comment on the modules you have taken during the year.

Student Representation

Student Representatives (or Student Reps) are elected by students. They gather opinion from their fellow students', represent their views at meetings and feedback the outcome of these meetings to students to improve the quality of their experience. Student Representatives will be invited to attend the Board of Studies. This is a meeting that is held at least once per year and is attended by your Programme Director, teaching staff and administrative staff. It will provide you with the opportunity to discuss issues about your programme and to make sure that your voice is heard.

Students' Union

As a Birmingham City University student, you are automatically a member of your Students' Union, unless you choose to opt out. The Student's Union is independent from the University and is committed to enhancing the student experience and ensuring that you get the most out of your time at the University. More information about the Students' Union can be found at their website: http://www.bcusu.com or you can email them at students.union@bcu.ac.uk .

Birmingham City University Alumni Association

The Alumni Association was established in 2004 and the University now has over 49,000 members worldwide, with more joining every day. The Association provides support to former students by celebrating their achievements and keeping them connected to the University, its students and fellow alumni. Your relationship with Birmingham City University does not end when you leave us. We want to hear from you, so please do stay in touch.

Membership benefits include:
• Free subscription to aspire, the Alumni Association magazine, and regular e-newsletters that keep you up to date with news of the University, its students, and your fellow alumni.
• Access to the Find a Friend Service and Message Board, helping you reconnect with old friends
• Exclusive discounts on services including car hire, hotels, and theme parks
• Social and professional networking opportunities through our reunions and events
• Information on alumni networks and groups

You can find out more about join the Alumni Association at http://www.bcu.ac.uk/alumni

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Section 7 Frequently Asked Questions

What if I want to change or leave my course?

If you think you want to leave your course, it's a good idea to talk it through with your Personal Tutor or Programme Director before making any final decisions. They can discuss your options with you. It is important that if you intend to withdraw from your course after enrolment you inform your Programme Director. You should state in writing that you wish to withdraw, and you should indicate your last date of attendance.

Students who do not respond to communications from the University or from GSTM, or for whom there is evidence of no participation during a continuous period of one month, are sent a letter requesting them to attend a meeting with the programme manager. If there is no response, or a response that indicates that the student is not participating on the enrolled programme, the student will be withdrawn and a letter sent to him/her to confirm this action.

What if I want to take some time out from the course?

Taking time out is called 'an interruption of study', which is an approved leave of absence from all study and may be taken for a number of reasons e.g. health, financial, academic or personal. If you're thinking about interrupting, you should talk to Personal Tutor or Programme Director first before completing the necessary paperwork. It is your responsibility to inform the University if you intend to interrupt your study.

How do I make a complaint?

If you're unhappy about any aspects of your experience as a Birmingham City University student, we want to know about it so talk to your Personal Tutor or Programme Director. In many cases, they will be the best person to help you but if they are unable to resolve matters for you, you may need to refer to the University's formal complaints procedure (available on the University website).

What should I do if I change my name during my time at University?

If you change your name during your studies and would like your new name to be used on your University records and award certificates, you must make a formal request to your Programme Director. You must make the request before you finish your course. No changes can be made to your student record after the final examination board for your course has met. You must provide evidence of your change of name.

Acceptable forms of evidence are:
• Passport
• Marriage certificate
• Birth certificate (original birth certificate issued within 12 months of birth)
• Divorce decree absolute.

Please note that your student number will remain the same throughout your course, even if you change your name.