



Student Handbook

20 April 2021

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1. Introduction

Dear Student,

WELCOME TO CSM ACADEMY INTERNATIONAL

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

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

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

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

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

If you have any questions or concerns, please visit CSM Academy, or contact our staff at:

Tel: (65) 629 629 62

Mobile: (65) 8111 3638

E-mail: csmsupport@csmacademy.edu.sg

Mon–Fri: 9 am – 7 pm, Sat: 9 am – 2 pm

Sun & Public Holiday: Closed

We will be glad to help you!

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



Message from the CEO

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

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

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

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

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

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

Lynn Chu

Chief Executive Officer
CSM Academy International

2. About Us

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

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

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

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

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

Our Vision

To be the Premier Educator for Service Excellence.

Our Mission

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

Our Values

Responsibility, Integrity, Passion and Excellence (RIPE)

Our Culture

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

3. School Premise and Facilities

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

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

4. Student Support Services

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

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

- Student Orientation Programme
- Counselling Services
- Dispute Resolution
- Medical Insurance (For foreign students)
- Library
- Networking / Industry Events
- Student Evaluation Surveys
- Student Handbook
- Student Services Department
- Visa/Student Pass Application

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

5. Fee Protection Scheme

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

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

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

Fee Protection Company: Lonpac Insurance BHD

6. Standard Student Contract

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

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

- i. Course information and Fees
- ii. Course information and Fees Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause
- iii. Any other information as deemed necessary.

7. Medical Insurance

Effective 1 November 2015, Singapore Citizens (SC) and Singapore Permanent Residents (SPR) will be covered under the new Medishield Life scheme and thus no additional medical insurance will be purchased for these students.

We have purchased a medical insurance scheme for all its students (except SC/SPR). This medical insurance scheme will have a minimum coverage as follows:

An annual coverage limit of S\$20,000 per student, covers up to B2 wards/6-bedder wards (conditions apply) in Singapore Government and Restructured hospitals; and provides for 24 hours coverage in Singapore and overseas (if student is involved in school related activities) throughout the course duration.

The mandatory medical insurance purchase described above does not apply to students studying on a part-time basis or those taking courses that are no more than 30 days or 50 hours in duration.

Medical Insurance Company: Etiqa Insurance Berhad

Claiming Methods

- This is a refund insurance plan, in other words, the insured student has to pay for the medical fees by him/herself when he/she is hospitalized.
- The student has to submit a claim form with the assistance of the School's Student Services Department.
- The School will submit the claim on behalf of the student and upon confirmation from the medical insurance provider, the School will inform the student of the claim outcome.

8. Student Misconduct

The school takes misconduct/malpractice extremely seriously and investigates all alleged cases of misconduct. Any student suspected of misconduct will be dealt with accordingly. Should any student be expelled from the course, no refund on fees paid will be made.

1. The following are categories of misconduct:

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

2. **Minor misconducts are considered as follows:**

i. Frequent Lateness for Classes / Leaving Class Early / Absent from Class Without Valid Reasons

- Warning letter and counselling shall be given to students who are frequent latecomers, leave classes early or absent from class without valid reasons.

ii. Foul / Abusive Language / Rumours Mongering / Slanderous allegations directed at Fellow Students / Staff / Office Bearers / Business Associates with the Institute

- All students are required to practice courtesy to all fellow students, staff, office bearers, or business associates at all times.
- Students shall avoid arguments, use of foul or abusive language, threats, insults, defamation, slandering and etc.

iii. Consumption of Alcohol

- Students shall not be allowed to consume alcohol in the School

iv. Smoking on Campus Grounds

- As this is a smoke-free campus, students are expected to adhere to the policy during their course of study.

- Those who are caught smoking inside the campus will be subjected to disciplinary action.

v. Disruptive Behaviour / Mischief During Lessons

- Students are expected to be attentive during class at all times. Should they create a nuisance or disturb students in class or disrupt lecturers from lecturing, the lecturers reserve the right to warn the students or send them home if the warning is not taken seriously.
- Lecturers shall report the students to the PA. The Campus Manager shall determine if a counselling session is needed.

vi. Inappropriate Dress Code

- Students are expected to adhere to the dress code policies during their course of study. They should ensure appropriate dressing in order to project a professional image. Outlandish, revealing dressing and untidiness are not acceptable.

3. Major misconducts are considered as follows:

i. Criminal Offences / Theft

Criminal offences include, but not limited to: -

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

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

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

iii. Falsification of Information

- Information provided to the school for the purpose of course application procedures, attendance administration must be accurate, complete and truthful.
- Falsification of information is a serious offence which may result in expulsion.

iv. Cheating

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

v. Students caught signing / marking attendance for friends

- Disciplinary actions shall be taken on students who are found to have cheated in their attendance taking.
- Both students would be dealt with seriously and may be subjected to expulsion.

vi. Working while on Student Pass

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

9. Refund Policy

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

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

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

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

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

Refund for Withdrawal Due to Non-Delivery of Course:

CSM Academy will notify the Student within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date.
- (ii) It terminates the Course before the Course Commencement Date.
- (iii) It does not complete the Course by the Course Completion Date.
- (iv) It terminates the Course before the Course Completion Date.
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

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

Refund for Withdrawal Due to Other Reasons:

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

Refund during Cooling-off Period:

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

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

% of [the amount of fees paid under Schedules B]	If Student's written notice of withdrawal is received:
[90%]	More than [30] days before the Course Commencement Date
[50%]	Before, but not more than [30] days before the Course Commencement Date
[0%]	Upon Course Commencement Date

Non-Refundable Fees: -

- Miscellaneous Fee

Notes

Conditions where a course may be cancelled:

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

10. Refund Procedure

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

11. Transfer / Withdrawal Policy

Internal Transfer

1. The Application for Change of Course and Mode of Study Request Form should be submitted 1 month before the course commencement date for all students.
2. The request must be made in writing, verbal is not acceptable.
3. If a request is submitted by a student who is under 18 years old, he/she is required to obtain the parent/legal guardian's written consent and submit together with the request form.
4. Transfer to Another Course and Mode of Study
 - Upon receiving the student request from Student Services, Academic shall seek approval from Management and respond to student within 7 working days. The student may transfer to another course on the condition that the student meets the new programme requirements. Their transfer will be effected in the following term with no refund made on fees paid for the current term.
 - If rejected, student is required to continue with his current Programme.
 - Students are required to follow the refund policy for refund matters.
 - If approved, the student is required to sign the new contract. Student Services is required to cancel the current FPS and repurchase new FPS follow by the new contract.
 - Student Pass Holder is required to submit the following documents and obtain ICA's approval of Student Pass changes.
 - Student Pass Renewal/Extension Checklist
 - E-form 16
 - Photocopy of passport and current Student Pass
 - Admissions shall also make changes to the school system and update records. All documents shall keep inside Student P-File.

All approvals will only take effect by the next available study term.

External Transfer (Withdrawal)

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

12. Attendance Requirement

Local Students: 75%

Student Pass Holders: 90%

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

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

13. Medical Certificates and Leave Application

When a student is absent from class due to medical reasons, he/ she is required to submit the copy of the Medical Certificate within 3 working days of returning to class. Medical certification for absence must be from a **registered medical practitioner**. The medical certificate (MC) produced must be dated on the day of lecture. It should also contain the doctor's certification that the student is unfit to attend lecture.

14. Course Deferment

1. Student to Submit Course Deferment Form
 - Note: For students below 18 years of age, School to contact parents/guardians to verify that they give their consent for the request for deferment.
2. Approval of Course Deferment by Academic Department
3. Issue Letter to Effect Course Deferment
 - Note: Students are to ensure that addendum to PEI Student Contract has been signed.

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

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

15. Dispute Resolution Policy

Handling of Feedbacks and Complaints

- The School accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences) for ease of providing feedback.
- The School is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
- All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the School and the student must be annexed as evidence. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
- It is the responsibility of the Student Services Department to notify relevant departments of any feedbacks and complaints.
- Students must be kept informed of the status of their feedback / complaints.
- Student Services Department is to respond to respective students within 3 working days of receipt of the feedback / complaint.
- All feedbacks / complaints must be resolved within 21 working days (not including external mediation). 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.
- All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after its implementation, and the complainant/person giving feedback will be informed.

Alternate Remedies in Dispute Resolution

- If the School and the student cannot come to an agreement or the student does not accept the final decision made by the School'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.

16. Feedback / Dispute Resolution Procedure

1. Fill in the Feedback Form and submit it to the School.
2. The School will acknowledge your feedback/complaint within 3 working days.
3. Within 14 days of receiving the feedback/complaint, the School will propose a solution to you.
4. Should you not be satisfied with the solution, the matter will be escalated to the CEO.
5. Should the final resolution still be unsatisfactory, you will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the Council for Private Education Student Services Centre.
6. The entire process should not take more than 21 working days (not including external mediation).

17. Appeal Procedure

In-House courses

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the School. This is to be done within 7 working days of the release of examination results.
- The school will acknowledge the receipt of the Examination Appeal Form within 3 working days and proceed to submit the appeal to the Examination Board.
- After the Examination Board has decided on the appeal outcome, student will be notified of the appeal outcome within 1 week.
- Please note that all decisions made by the Examination Board results will be final.
- The whole process will be completed within 4 weeks from the date of appeal.
- Should there be changes required, the Academic Administrative Executive will make the necessary amendments to the results slip based on the appeal result.

External Exams

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

University of Dundee: <https://www.dundee.ac.uk/governance/dca/appeals/> for more University student Appeal matters.

University of Stirling: <https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/student-information/appeals/>

18. Re-Assessment / Re-Module

External Re-attempts

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

University of Dundee: <https://www.dundee.ac.uk/governance/policies/>

University of Stirling: <https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/academic-policy-and-practice/quality-handbook/assessment-policy-and-procedure/>

In-House Courses

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

19. Fee Payment, Methods and Channels

- The course fee consists of the tuition fee, non-tuition fees and an additional fee is clearly communicated to the student in the Letter of Offer.
- All fees payment is charged in Singapore dollars (SGD) excluding GST at prevailing rate.
- Student is responsible to pay the school fee before each course and module starts.
- A late charge fee of \$53.50 per week may be imposed if payment is made more than a week after the due date.
- **Please note that all official receipts must be kept for verification of payment status when required.**

Payment mode accepted:

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

Arrears in Payment

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

Over or Under-Charging

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

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

Non-Tuition Fees

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

20. Confidentiality of Student Data

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

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

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

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

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

21. Academic Matters

School Terms and Breaks

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

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

Change of Class.

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

Punctuality

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

Compulsory Assignments/ Projects

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

Examination Schedule

Detailed examination schedule is released together with the course schedule before the class start. Should there any changes should be inform student at least one week before the assessment/examinations.

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

Examination Guidelines

- Students are only allowed into the examination room 15 minutes before the commencement of the examination.

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

Student Academic Honesty Policy

1. There is an expectation for students to be authors of their own work, and to acknowledge when they use other authors' words or ideas.
2. Any examples of inappropriate use of sources or use of others' work in place of your own, will then be penalized. Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or auto-withdrawn from his/her course.
3. University student should refer to the University school website for the Student Academic Honesty Policy at <https://www.dundee.ac.uk/qf/quality-and-academic-standards/assessment/academic-misconduct/> or <https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/academic-policy-and-practice/quality-handbook/academic-integrity-policy-and-academic-misconduct-procedure/>
4. **Plagiarism**
 - Copying or paraphrasing material from any source without due acknowledgement;
 - Using another's ideas without due acknowledgement (e.g. textbooks, internet sources)
 - Working with others without permission and presenting the resulting work as though it was completed independently
 - Using the work of a fellow student or student from the same **course**
5. **Cheating under Examination**
 - An act An act which involves unauthorized use of information, materials, devices, sources or practices in completing academic activities
6. **Collusion**
 - A form of cheating which occurs when people work together in a deceitful way to develop a submission for an assessment which has been restricted to individual effort. This includes:
 - Submitting entirely as your own, work done in collaboration with another person(s), with intention to gain unfair advantage;
 - Assisting another person in the completion of work submitted as that other person's own unaided work;
 - Permitting another person to copy all or part of your work and submit it as their own unaided work.

Absence from Examination

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

Publication of Examination Results

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

22. Other Information

Student's pass application and procedures

- To apply for a Student's Pass from the Immigration & Checkpoints Authority of Singapore (ICA), international students must provide accurate and the most updated information relating to their:
 - personal particulars.
 - educational qualifications.
 - financial ability.
 - family background.

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

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

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

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

- Prior to the student's pass or immigration status in Singapore, do seek advice from the Admissions Office as soon as possible. Also, according to immigration law, some international students are required to pay a certain amount of Security Deposit to ICA. This information is available on ICA's official website at <http://www.ica.gov.sg>.
- For student pass renewal, students must inform PEI to renew their student passes one month before the expiry date. There will be no renewal of student passes after the expiry date.
- Upon the completion, withdrawal, or termination of your course with our school, your Student's Pass must be cancelled.
- Upon the cancellation of your student's pass card, ICA will approve your stay in Singapore on social visit status for a short period. Please adhere to the validity period of the social visit status granted to you by ICA. Students must return their student passes to ICA within 7 days after the end of their courses. No foreign student may stay in Singapore after his/her pass expires.

Advice on Accommodation and Cost of Living in Singapore

- Accommodation:
 - Room, Dual-shared –S\$600 per pax per month*
 - Room, Tri-shared –S\$500 per pax per month*
 - Room, Quad shared –S\$450 per pax per month*
- Typical cost of meal: S\$5-10 per pax per meal*

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

General Healthcare Services in Singapore

- For further information about healthcare services in Singapore, please refer to www.singhealth.com.sg

Relevant Singapore Laws

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

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

23. Reference to CPE

Committee for Private Education (CPE) for more information

Website: [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis))

24. Library

Students are encouraged to look for more reference books at Singapore National Library or University students are recommended to login with their University Portal for E-references.

There are computers available for students use to do their assignments and online research via <http://www.onlineschools.org/open-access-journals/>.

National Library / Lee Kong Chian Reference Library



The National Library is a national knowledge institution empowering individuals and businesses with knowledge and information as it continuously expands its vast array of reference collections and services. It preserves and makes accessible Singapore's literary and publishing heritage and intellectual memory through the Lee Kong Chian Reference Library occupying seven floors (from Level 7 to 13) with a floor area of 60,000 square metres. The Lee Kong Chian Reference Library, named after Dr Lee Kong Chian, in honour of the Lee Foundation's S\$60 million donation, aims to be the premier resource for works on or about Singapore and the region for local and overseas researchers and academics. For membership registration and book loan details, please visit <http://www.nlb.gov.sg/VisitUs/Membership.aspx>.

Lee Kong Chian Reference Library Collection Directory

Level 7: Business and Science & Technology Collection

Latest issues of Companies and Institutions Annual Reports and International Standards can also be found here.

Level 8: Arts and Social Sciences & Humanities Collection

The collection of items requested from the Repository Used book collection is to be made at the Information Counter at this level.

Level 9: Chinese, Malay & Tamil collection on all subject areas

Level 11: Singapore and Southeast Asia in English except for the Arts and Literature collection which is located at Level 8

Note: For access to microfilms, and items with location codes "RRARE" or "RCLOS", please approach Level 11 Information Counter, and for items with the location code 'RAV', you can view them at the Audio/Visual room at Level 11.

Address

100 Victoria Street
Singapore 188064

Opening Hours

Mon - Sun: 10:00 AM - 09:00 PM

Closed at 5.00pm on eves of Christmas, New Year and Chinese New Year
Closed on Public Holidays.

How to get there

Nearest MRT: Bugis, City Hall MRT Station

Bus Interchange:

Buses: 145, 197, 32, 51, 63, 7, 80, 2, 7, 12, 33, 130, 133, 960, 56, C3, SMRT 980, SMRT 520, SMRT 851, NR7 & NR8

Version Change History

No.	Date	Version No.	Description of Changes	Changed By	Reviewed By
1.	20 April 2021	April 2021	Delete Organization Chart, update Library information, re-attempts matter	Phoebey Lei	Lynn Chow