**CHARTERED INSTITUTE
OF TECHNOLOGY**

STUDENT

HANDBOOK

(Year 2016)

450 Telok Blangah Street 31,
Singapore 108943
Tel: 65-6276 4890
Fax: 65-6276 5901
www.citech.edu.sg

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1.   STUDENT HANDBOOK

Welcome to Chartered Institute of Technology!

At CITECH, we believe there is no ending to an individual's learning curve.   That is where CITECH comes in as an important learning cycle for all be it you are young or elderly.

The school aims to be student focused and provide work-ready courses. Classes are generally small to create a supportive learning environment where plenty of "hands-on" experience is possible. Our academic staffs have appropriate qualifications and experience in their areas of expertise so that you can have good teaching support for your learning.

The CITECH campus is equipped with wireless network facility. Students can also make bookings for the use of the common recreational facilities inside the Telok Blangah Community Club.

You have chosen an Edu-Trust certified institution for your tertiary study and whatever your chosen path may be, we hope your study with us will help you achieve your goal. We are delighted that you have chosen to study with us. We look forward to helping you make the most of the opportunities we are providing.

This student handbook provides students with quick access and easy reference to information which they will need during their studies at CITECH.

It is in the interest of students to become thoroughly familiar with the contents of this handbook so that they are aware of the policies, procedures and expectations of CITECH. This handbook is subjected to periodic review and update.

2. HOW TO CONTACT US

2.1 Telok Blangah Campus

Information & Enrolments

450 Telok Blangah Street 31, #02-05,
Singapore 108943

Opening Hours

Monday to Friday   9.00am to 6.00pm

Close on all public holidays, Saturdays and Sundays

Contact

General Enquiries   65-6276 4890
Fax   65-6276 5901

Email

enquiry@citech.edu.sg

Website

www.citech.edu.sg

2.2 Transportation Guide to Citech Campus

Below are the lists of public transport to CITECH campus:

Bus Stop No	Bus Stop Name	Bus Numbers
1	Block 67	120, 273, 408
2	Telok Blangah MKT/FC *(MKT: market, FC: Food center)*	124
3	Opp Telok Blangah MKT/FC	120, 124
4	Block 50	124, 273, 408
5	Aft Block 48	124
6	Opposite of Telok Blangah Station/ Block 45	10, 30, 57, 61, 93, 97, 97E, 100, 120, 143, 166, 176, 188, 188R, 963, 963R
7	Telok Blangah MRT	10, 30, 57, 61, 93, 97, 97E, 100, 143, 166, 176, 188, 188R, 963, 963R

If you are coming by MRT, you can alight at the Telok Blangah MRT. Take the lift to the level 2 overhead bridge level. Walk from the bridge towards NTUC Fair Price direction and heading towards block 75 & 76.
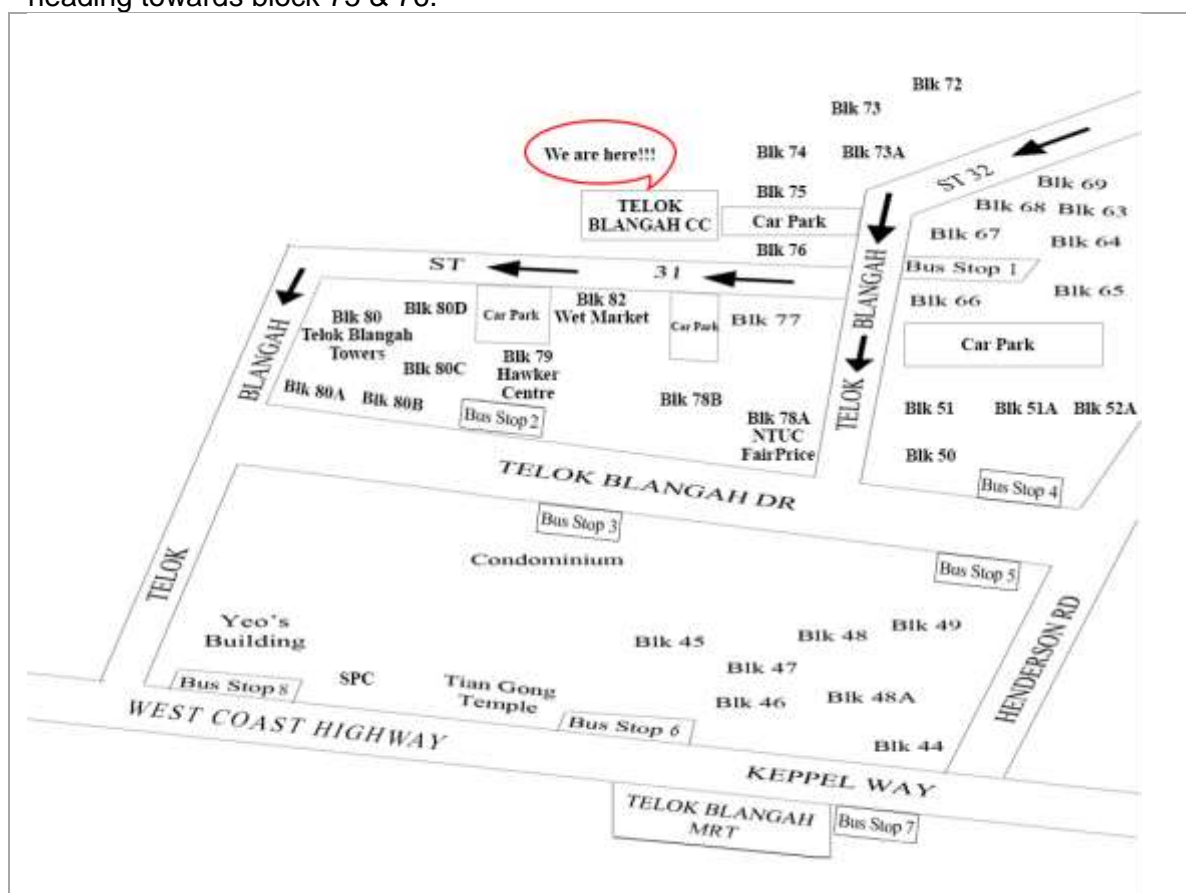
As shown in the picture above, it takes about 8 - 10 minutes walk to get to CITECH from Telok Blangah MRT.

Below are the list of bus directions which serve as a guide for you to take the transport.

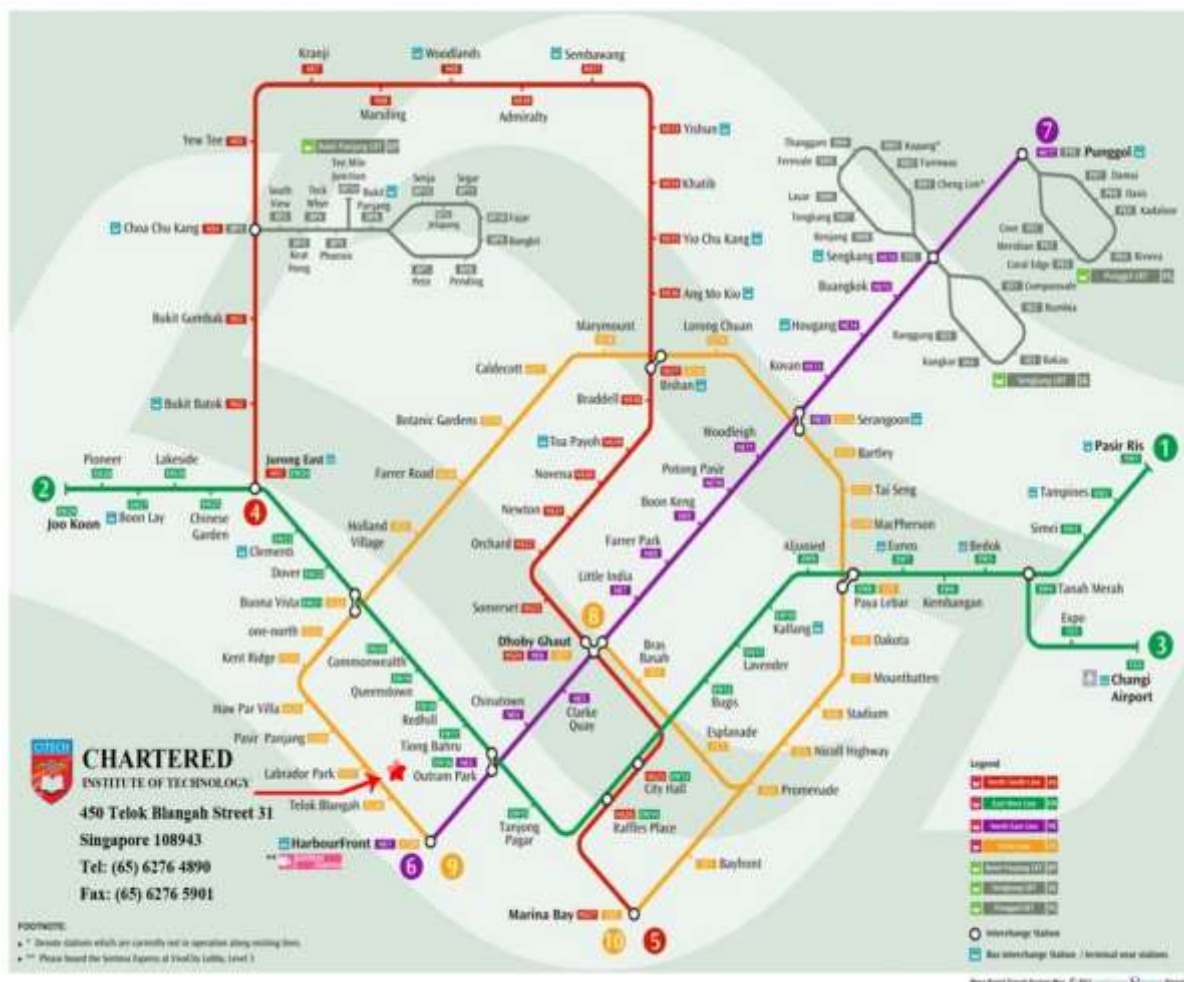| Bus No.	To/From	To/From
10	Tampines Interchange	Kent Ridge Terminal
30	Bedok Interchange	Boon Lay Temp Interchange
57	Bishan Interchange	Bukit Merah Interchange
61	Bukit Batok Interchange	Eunos Interchange
93	Harbourfront Interchange	Eunos Interchange
97	Jurong East Interchange	Marina Centre Terminal
100	Serangoon Interchange	Ghim Moh Terminal
120	Eu Tong Seng Street (Loop Service)	Eu Tong Seng Street (Loop Service)
124	St. Michael Terminal	Harbourfront Interchange
143	Toa Payoh Interchange	Jurong East Temp Interchange
166	Ang Mo Kio Interchange	Clementi Interchange
188	Choa Chu Kang Interchange	Harbourfront Interchange
963	Woodlands Interchange	Harbourfront Interchange
120 (Loop Service)	New Bridge Road Terminal	New Bridge Road Terminal
273(Loop Service)	Bukit Merah Interchange	Blk 54 Henderson Road

Our Main Location:

Chartered Institute of Technology (Academic Office, Level 2)
(Inside Telok Blangah Community Club)

450 Telok Blangah Street 31, Singapore 108943

If you are driving, please drive in via Telok Blangah Street 32, and turn in to between Block 75 and Block 76 . We are located in between Block 75 and Block 76.
Contact us at 6276 4890 if you are unable to locate us.

MRT & LRT System map

MRT LRT

CHARTERED
INSTITUTE OF TECHNOLOGY

450 Telok Blangah Street 31
Singapore 108943
Tel: (65) 6276 4890
Fax: (65) 6276 5901

FOOTNOTE:
* Denote stations which are currently not in operation along existing lines.
** Please board the Sentosa Express at VivoCity Lobby, Level 3

3. ABOUT CHARTERED INSTITUTE OF TECHNOLOGY (CITECH)

The Chartered Institute of Technology was formed with the mission to provide globally relevant, accessible and value-added education. CITECH aims to prepare individuals to stay competitive by offering accredited academic programmes and professional training.

CITECH offers a wide range of academic programmes in areas such as Information Technology, E-Commerce, E-media, Business Management, Accounting and Finance, and Financial Services. In addition to the normal academic programmes, CITECH provides professional certification programmes for working professionals in Management Accounting, Finance, Info communication Technology, Marketing and Management.

All academic programmes offered by CITECH are registered with the Council for Private Education (CPE). The Edu-Trust Certification (4 years) awarded by CPE in May 2012 is a recognition of CITECH's continuous commitment to providing quality education services and improvement in key areas of management.

CITECH offers different level of courses which include the following:

Certificate	Certificate in General English
	Certificate in Advanced English
	Certificate in Teaching English to Speakers of Other Languages
Foundation	Foundation in Accounting & Business Study
	Foundation in Management Accounting
Diploma	Diploma in Accounting and Finance
	Diploma in Business Management
	Diploma in E-Commerce
	Diploma in E-Media (Gaming)
	Diploma in Financial Services
	Diploma in Information Technology
Postgraduate Diploma	Postgraduate Diploma in Financial Services (Financial Management)
	Postgraduate Diploma in Financial Services (Management Accounting)
CIMA Chartered Institute Of Management Accountants	Preparatory Course for CIMA Certificate in Business Accounting
	Preparatory Course for CIMA Diploma in Management Accounting
	Preparatory Course for CIMA Advanced Diploma in Management Accounting
	Preparatory Course for CIMA Strategic Level

VISION

To foster the creation and sharing of knowledge in a global education network.

MISSION

To provide a globally-oriented and value-added education.

CORPORATE GOALS

1. To work in partnership with education institutions worldwide for providing good quality and affordable education programmes.
2. To provide up-to-date knowledge and relevant skills for enhancing the employability of our students.
3. To constantly seek recognition for our courses from academic and professional bodies worldwide.
4. To practice professionalism in teaching and facilitate active learning process.
5. To constantly update and improve the internal processes of the organisation

CITECH CORE VALUES

Care	-	Build strong relationships with others through care and concern
Integrity	-	Act with fairness, dedication and responsibility
Teamwork	-	Create a culture of open communication and working together to achieve common goals
Excellence	-	Strive to be the best with quality work and high learning expectations
Creativity	-	Pursue growth and learning through divergent thinking
Humility	-	Maintain respect and regard for others

CITECH DESIRED CULTURES

"We are a family" – We treat each other like a family.

4. CONDITIONS OF ADMISSIONS

All CITECH students must meet all of the following conditions:

(a) have applied for admission through the proper application procedure and have met the admission criteria before you are accepted and enrolled into the course at CITECH.
(b) Have received the appropriate student's pass from Singapore Immigration & Checkpoint Authority if you are an international student.
(c) have received all the enrolment information.
(d) have signed the Student Contract, Advisory Note, Student Escrow Confirmation.
(e) course fee payment have been made accordingly via the DBS Escrow Account.
(f) have been covered under the medical insurance by Liberty Insurance Pte Ltd.

4.1   Declaration of Undertaking:

All students must sign a declaration of undertaking form upon acceptance of study at CITECH as shown below:

o Each student affirms that all the statements given in his enrolment form are true and accurate to the best of his knowledge. He has not deliberately omitted any relevant fact. Should the student be admitted to the CITECH on the basis of the above information, which may turn out to be false or inaccurate, the student understands that he will render himself liable to appropriate action, including civil action, disciplinary action, dismissal from course, forfeiture of fees, fine and other disciplinary action.

o If accepted, the student agrees to abide by all CITECH rules and regulations that are enforced from time to time, affecting his conduct, examination, project work and study. The student is fully aware that failure to do so may result in his dismissal. If admitted, the student will behave honourably and endeavour to maintain and raise the good name of CITECH. The student vows not to:
   (a) smoke in and around the CITECH premises (e.g. basketball court);
   (b) colour his/her hair in outrageous colours;
   (c) enter unauthorised locations;
   (d) remove CITECH property or belongings of other students without permission;
   (e) litter;
   (f) gamble;
   (g) commit acts of vandalism;
   (h) consume drugs or alcohol;
   (i) forge medical certificates or other official documents;
   (j) fight or commit acts of disturbance;
   (k) misbehave such as being disrespectful and insubordinate to all academic and non-academic staff of CITECH;
   (l) have less than 90% attendance for all classes for international students; and
   (m) have less than 75% attendance for all classes for local Singaporean students.

o The student further undertakes to indemnify CITECH against all claims, which may be made against it by reason or in connection with:

   (a) Any damage to property whether of the Company, an employee of the Company, the student or a third party

   (b) Any injury, illness or accident (whether fatal or otherwise) caused to any person, whether an employee of the Company, the student or a third party; any damage to property, injury, illness or accident (whether fatal or otherwise) occurring to any person, which is caused by the student or is the direct consequence of the provision of such facilities mentioned above.

4.2 Equal Opportunities

1. Policy

It is the Institute's policy to ensure that all students are treated equally in all recruitment, selection and admission matters regardless of irrelevant factors, including, but not limited to nationality, religion, age, disability, marital status, gender, irrelevant record of offences, personal association and pregnancy.

This policy applies to all matters of recruitment, selection and admission including, but not limited to recruitment, selection, admission, transfers, expulsion and withdrawals.

2. Principles of Fair Recruitment, Selection and Admission Practices

It is the responsibility of the Institute to undertake every effort to ensure that the Institute practice a fair recruitment, selection, admission opportunities for every potential applicant.

These principles adopted by the Institute are as follows:

(a) recruit and select students on the basis of merit (such as academic qualifications, skills or experience) and regardless of age, race, gender, religion, family status or disability.

(b) treat every students fairly and with respect.

(c) provide every students with equal opportunity to be considered for learning, progression, students' development based on their strengths and needs, to help them achieve their potential.

(d) reward every students fairly based on their ability, academic performance, contribution and experience.

5.   FEE PROTECTION SCHEME

As CITECH is an Edu-Trusted institution, students are required to pay the course fees and designated miscellaneous fees to our designated bank account – Escrow Account with DBS Bank Ltd.

5.1   Payment Procedure

CITECH only accepts the following methods of payment for Course Fees:

Course Fee must be paid into our DBS Escrow Account

You can deposit the course fee to our DBS Bank Escrow Account by Telegraphic Transfer, cheque, bank draft or cashier order. Our account information is as follows:

Escrow Account Name: Chartered Inst of Tech PL STFA (Escrow)

Escrow Account Number: **003-923691-3**

Cash or cheque amount is only applicable to Course Application Fee &certain miscellaneous fees (please refer to Section 6 for more information on type of fees)

If payment is made in cash or cheque in other currencies other than Singapore dollars, the exchange rate shall be based on the prevailing day of receipt of the cash/cheque.

All cheque payments must be made payable to ***Chartered Institute of Technology Pte Ltd***.

5.2   Payment Mode

You can make your cash or cheque, cashier order or bank draft payment in person during office hour or by mail at our campus located at 450 Telok Blangah Street 31, Singapore 108943.

5.3   Dishonoured Cheques

Students whose cheque payments are dishonoured will have their enrolments cancelled. He/She will incur a $50 reinstatement fee and any other bank charges (if applicable).

5.4   Late Payment of Course Fees

All students are requested to make payment for their course fees by the scheduled due date indicated in the student's contract and student's escrow confirmation.   CITECH reserves the right to impose a late payment of course fee as per Table 1 in Section 6.2 for any payment made 1 day after the scheduled due date.

6. FINANCIAL MATTERS

6.1 Course Fees

Item	Course Name	Course Fees S$		Course Duration	
		Local Students	International Students	Full Time	Part Time
1.	Postgraduate Diploma in Financial Services (Financial Management)	$8,800/yr	$8,800/yr	1 Year	*
2.	Postgraduate Diploma in Financial Services (Management Accounting)	$12,600/yr	$12,600/yr	1 Year	*
3.	Diploma in E-Media (Gaming)	$8,800/yr	$8,800/yr	2 Years	*
4.	Diploma in E-Commerce	$8,800/yr	$8,800/yr	2 Years	*
5.	Diploma in Information Technology	$8,800/yr	$8,800/yr	2 Years	*
6.	Diploma in Business Management	$8,800/yr	$8,800/yr	2 Years	*
7.	Diploma in Accounting & Finance	$8,800/yr	$8,800/yr	2 Years	*
8.	Diploma in Financial Services	$8,800/yr	$8,800/yr	2 Years	*
9.	Foundation in Accounting & Business Study	$3,800	$3,800	6 Months	NA
10.	Foundation in Management Accounting	$9,800/yr	$9,800/yr	1 Year	*
11.	Certificate in General English	$7,200	$7,200	3 Months	*
12.	Certificate in Advanced English	$7,500	$7,500	3 Months	*
13.	Certificate in Teaching English to Speakers of Other Languages	$8,500	$8,500	3 Months	*
14.	Preparatory Course for CIMA Certificate in Business Accounting	$3,800[#]	$3,800[#]	6 Months	*
15.	Preparatory Course for CIMA Diploma in Management Accounting	$4,800[#]	$4,800[#]	6 Months	*
16.	Preparatory Course for CIMA Advanced Diploma in Accounting	$4,800[#]	$4,800[#]	6 Months	*
17.	Preparatory Course for CIMA Strategic Level	$4,800[#]	$4,800[#]	6 Months	*

Note: * Please feel free to enquire with the Student Admission Office.
    # Excludes CIMA Registration Fee, Annual Subscription Fee, Exam Fee, and Exemption Fee

COURSE FEES FOR VARIOUS COURSES

Type of Course	Fdn in Accounting & Business Study		Diploma		PGD in Fin. Serv (Fin Mgt)		PGD in Fin. Serv (Mgt Acctg)	
Course Duration	6 Months		2 Years		1 Year		1 Year	
Type of Students	SG/PR	Intern'l	SG/PR	Intern'l	SG/PR	Intern'l	SG/PR	Intern'l
Type of Fees								
1. **Course Fees**	S$3,800		S$8,800/Year		S$8,800		S$12,600	
2. Application Fee	S$300		S$300 (only for Year 1)		S$300		S$300	
3. Student Pass Application Fee[1]	N.A.	S$30	N.A.	S$30	N.A.	S$30	N.A.	S$30
4. Student Pass Issuance Fee [1]	N.A.	S$60	N.A.	S$60	N.A.	S$60	N.A.	S$60
5. Multiple Entry Visa Fee[2]	N.A.	S$30	N.A.	S$30	N.A.	S$30	N.A.	S$30
6. FPS Escrow Admin Charges charged by DBS[3]	S$180		S$360		S$360		S$360	
7. Liberty Medical Insurance Fee[4]	S$74.90	S$74.90	S$149.80	S$149.80	S$149.80	S$149.80	S$149.80	S$149.80
8. Course Materials (Compulsory)	S$680		S$680		S$680		S$680	
9. Academic Administrative Fee[6]	S$500		S$500		S$500		S$500	
10. Learning Support & Development Fee[6]	S$400		S$400		S$400		S$400	
Total Course Fee[5]	**S$5,934.90**	**S$6,054.90**	**S$11,189.80 (Per Year)**	**S$11,309.80 (Per Year)**	**S$11,189.80**	**S$11,309.80**	**S$14,989.80**	**S$15,109.80**

COURSE FEES FOR VARIOUS COURSES

Type of Course	Certificate in General English		Certificate in Advanced English		Certificate in TESOL		Fdn in Management Accounting	
Course Duration	3 Months		3 Months		3 Months		1 Year	
Type of Students	SG/PR	Intern'l	SG/PR	Intern'l	SG/PR	Intern'l	SG/PR	Intern'l
Type of Fees								
1. **Course Fees**	S$7,200		S$7,500		S$8,500		S$9,800	
2. Application Fee[7]	S$300		S$300		S$300		S$300	
3. Student Pass Application Fee[1]	N.A.	S$30	N.A.	S$30	N.A.	S$30	N.A.	S$30
4. Student Pass Issuance Fee [1]	N.A.	S$60	N.A.	S$60	N.A.	S$60	N.A.	S$60
5. Multiple Entry Visa Fee[2]	N.A.	S$30	N.A.	S$30	N.A.	S$30	N.A.	S$30
6. FPS Escrow Admin Charges charged by DBS[3]	S$90		S$90		S$90		S$360	
7. Liberty Medical Insurance Fee[4]	S$74.90	S$74.90	S$74.90	S$74.90	S$74.90	S$74.90	S$149.80	S$149.80
8. Course Materials (Compulsory)	S$680		S$680		S$680		S$680	
9. Academic Administrative Fee[6]	S$500		S$500		S$500		S$500	
10 Learning Support & Development Fee[6]	S$400		S$400		S$400		S$400	
Total Course Fee[5]	**S$9,244.90**	**S$9,364.90**	**S$9,544.90**	**S$9,664.90**	**S$10,544.90**	**S$10,664.90**	**S$12,189.80**	**S$12,309.80**

COURSE FEES FOR VARIOUS CIMA PREPARATORY COURSES

Type of Course	Certificate in Business Accounting		Diploma in Management Accounting		Advanced Diploma in Management Accounting		Strategic Level	
Course Duration	6 Months		6 Months		6 Months		6 Months	
Type of Students	SG/PR	Intern'l	SG/PR	Intern'l	SG/PR	Intern'l	SG/PR	Intern'l
Type of Fees								
1. **Course Fees**	S$3,800		S$4,800		S$4,800		S$4,800	
2. Application Fee[7]	S$300		S$300		S$300		S$300	
3. Student Pass Application Fee[1]	N.A.	S$30	N.A.	S$30	N.A.	S$30	N.A.	S$30
4. Student Pass Issuance Fee [1]	N.A.	S$60	N.A.	S$60	N.A.	S$60	N.A.	S$60
5. Multiple Entry Visa Fee[2]	N.A.	S$30	N.A.	S$30	N.A.	S$30	N.A.	S$30
6. FPS Escrow Admin Charges charged by DBS[3]	S$180		S$180		S$180		S$180	
7. Liberty Medical Insurance Fee[4]	S$74.90	S$74.90	S$74.90	S$74.90	S$74.90	S$74.90	S$74.90	S$74.90
8. Course Materials (Compulsory)	S$680		S$680		S$680		S$680	
9. Academic Administrative Fee[6]	S$500		S$500		S$500		S$500	
10 Learning Support & Development Fee[6]	S$400		S$400		S$400		S$400	
Total Course Fee[5]	**S$5,934.90**	**S$6,054.90**	**S$6,934.90**	**S$7,054.90**	**S$6,934.90**	**S$7,054.90**	**S$6,934.90**	**S$7,054.90**

Note to the Fees Table:
   (1)   These fees are chargeable by Singapore Immigration & Checkpoint
         Authority for new and renewable cases. The student pass is issued on a
         (max.) yearly basis or base on the duration of the course. Thus student is
         required to renew the student pass for course which is more than 1 year.
         Student will be required to pay for the renewable student pass fee.
   (2)   These fees are applicable to students who are from visa required countries
         only. Students are advised to check ICA website for more information.
   (3)   These fees are chargeable by DBS for every fee disbursement to CITECH
         Escrow Account.
   (4)   The Liberty Medical Insurance Fees for International Students are
         compulsory per CPE requirement. The Medical Insurance Fees for
         Singaporean/PR are optional provided students are able to prove that they
         have a similar medical insurance coverage per CPE requirement.
   (5)   All course fees must be paid to CITECH designated DBS Escrow Account.
   (6)   The Academic Administrative Fee and Learning Support & Development
         Fee are effective for Sept 2015 intake onwards.
   (7)   Revised Application Fee of $300 will be effective for Sept 2015 Intake
         onwards.

6.2   Other Miscellaneous Fees Payable

MISCELLANEOUS FEES TABLE
The payment mode for all miscellaneous fees indicated in Table 1 shall be made directly to CITECH via cheque or cash. These miscellaneous fees are non-refundable.

(Table 1)

PURPOSE OF FEE	AMOUNT S$	TYPE
Course Application Fee (Non-Refundable) [1]	$300[2]	One Time
Student ID Card Replacement Fee	$30	Per Card
Late Payment of Course Fee	$50	Per Transaction
Graduation Admin Fee	$300	Per Course Per Student
Testimonial Letter/Letter of Reference	$30	Per Letter
Replacement of Certificate or Transcript	$80	Per Item
Bounced Cheque Admin Fee	$50	Per Cheque

[1] - To Escrow Account or CITECH via cheque or cash
[2] - This fee is applicable to new students who register for Sept 2015 intake onwards.

RE-SIT EXAMINATION FEE
The payment mode for re-sit exam fee indicated in Table 2 shall be made directly to CITECH via cheque or cash. These miscellaneous fees are non-refundable.

(Table 2)

PURPOSE OF FEE	AMOUNT S$	TYPE
Certificate in General English Examination Fee (Re-Sit Exam)	$250	Per Module
Certificate in Advanced English Examination Fee (Re-Sit Exam)	$250	Per Module
Certificate in TESOL Examination Fee (Re-Sit Exam/ Coursework)	$250	Per Module
Foundation in Accounting and Business Study Examination Fee (Re-Sit Exam)	$250	Per Module
Foundation in Management Accounting Examination Fee (Re-Sit Exam)	$250	Per Module
Diploma Examination Fee (Re-Sit Exam)	$250	Per Module
Postgraduate Diploma in Financial Services (Financial Management) Examination Fee (Re-Sit Exam)	$250	Per Module
Postgraduate Diploma in Financial Services (Management Accounting) Examination Fee (Re-Sit Exam)	$250	Per Module

RE-TAKE MODULE FEES

Students are required to sign a new contract if they retake the module and the fee will be paid directly to Escrow Account. These miscellaneous fees are non-refundable.

(Table 3)

PURPOSE OF FEE	AMOUNT S$	TYPE
Certificate in General English Module Fee (Re-Take Module)	$1,800	Per Module
Certificate in Advanced English Module Fee (Re-Take Module)	$1,875	Per Module
Certificate in TESOL Module Fee (Re-Take Module)	$2,125	Per Module
Foundation in Accounting and Business Study Module Fee (Re-Take Module)	$980	Per Module
Foundation in Management Accounting Module Fee (Re-Take Module)	$1,225	Per Module
Diploma Module Fee (Re-Take Module)	$980	Per Module
Postgraduate Diploma in Financial Services (Financial Management) Module Fee (Re-Take Module)	$1,800	Per Module
Postgraduate Diploma in Financial Services (Management Accounting) Module Fee (Re-Take Module)	$1,575	Per Module

[4] - Students will be required to make payment in Singapore dollars base on the current prevailing exchange rates.

The above miscellaneous fees in Tables 1 to 3 are subject to change without prior notice.
The above miscellaneous fees in Tables 1 to 3 are payable only when necessary or applicable.

CIMA MISCELLANEOUS FEES

All students are advised to check the CIMA official website at www.cimaglobal.com for CIMA examinations related fees and miscellaneous fees.
You may also enquire at the Students' Admission Office.

COMPULSORY MISCELLANEOUS FEES AS PART OF COURSE FEES

Below are list of fees which are compulsory payable by international students and Singaporeans/PR as part of the course fees. These fees are non-refundable. Students are required to pay directly to CITECH designated DBS Escrow Account.

(Table 4)

No.	Type of Fees
1.	Student Pass Application Fee charged by ICA (for new and renewable cases) (for intern'l students)
2.	Student Pass Issuance Fee charged by ICA (for new and renewable cases) (for intern'l students)
3.	Multiple Entry Visa Fee (for visa required countries only) charged by ICA (for new and renewable cases) (for intern'l students)
4.	FPS Escrow Admin Charges
5.	Medical Insurance Fee
6.	Course Materials Fees
7.	Academic Administrative Fee
8.	Learning Support & Development Fee

7.   COURSE REFUND, TRANSFER/ WITHDRAWAL

7.1   Refund For Withdrawal Due to Non-Delivery of Course

Students are entitled to withdraw from the course in the event one of the following situations occurred.

CITECH shall, inform the students within 3 working days, if:

A.   it does not commence the Course on the Course Commencement Date;
B.   it terminates the Course before the Course Commencement Date;
C.   it does not complete the Course by the Course Completion Date;
D.   it terminates the Course before the Course Completion Date;
E.   it has not ensured that the Student meets the course entry or matriculation requirement as set by the Institute as stated in Schedule A of the Student Contract within any stipulated timeline set by Council for Private Education; or
F.   the Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA), and/or after appealing to the respective authority is still being rejected by the ICA. Students will be required to pay for any fees charged by ICA if appeal is submitted to ICA. (Note: There will be no refund of student's pass application fees or related fees charged by ICA to students.)
G.   if the student's application to the External Program is being rejected by the external partner (if any).

It is the student's responsibility to ensure that the Institute is officially notified of all changes to his/her enrolment.

Note: Definition of "Course" means all courses awarded by CITECH and External Partner Courses awarded by external partner which are officially registered with CPE.

The Student shall 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 (less any applicable bank administrative charges (if any)) already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

The procedure for refund of course fee is indicated clause 7.10.

7.1.1   In the event that any party (the Institute or Student) shall be rendered unable to carry out the whole or any part of its obligations under the Student Contract Agreement for any reason beyond the control of that party, including but not limited to acts of God, force majeure, strikes, war, riot and any other causes of such nature, then the performance of the obligations hereunder of that party or all the parties as the case may be and as they are affected by such cause shall be excused during the continuance of any inability so caused, but such inability shall as far as possible be remedied with all reasonable despatch.

For the avoidance of doubt, this clause shall not apply to cases where:

(i)   CITECH is declared to be insolvent and/or a winding-up order made or bankruptcy issued by the Singapore court against CITECH; and

(ii)   The relevant authority(ies) issue(s) an order to cease and/or terminate the operations of the CITECH, or the happening of anything of a similar nature under the laws of Singapore.

Please refer to the Admission Office for the Refund Procedures if any refunds arise.

7.2   Refund For Withdrawal Due to Other Reasons

If the Student withdraws from the Course for any reason other than those stated in Clause 7.1, the Institute 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 indicated in clause 7.5.

Please note that the amount of refund will be subjected to the applicable bank administrative charges. The students will be required to pay for the applicable bank charges for any refund process by the Bank. The refund will be processed via the Escrow Bank to the student's designated bank account.

7.3   Refund During Cooling-Off Period

The Institute 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 table in clause 7.5) of the fees already paid if the Student submits a written notice of withdrawal to the Institute within the cooling-off period, regardless of whether the Student has started the course or not.

Please refer to the Admission Office for the Refund Procedures if any refunds arise.

7.4   Guidelines for Withdrawal/Transfer

(a) Withdraw program out of CITECH

Withdrawal of course means student wishes to terminate from the course of study and will no longer be our student.

If any student wishes to withdraw from the program, all students must give CITECH notice in writing (refer to the table in *clause 7.5*) and state the reason(s) for withdrawal together with any supporting documents.

All students are required to fill up the Course Withdrawal/Transfer Application Form "Exceptional Handling Form - B - Notice of Premature Withdrawal of Student", "Request for Refund Letter" and submit the forms to the Student Admission Office.

The Institute will review his/her application for withdrawal. The student will be informed of his/her withdrawal application status via writing. CITECH shall assess and process the request for withdrawal/transfer and reply the student within 4 weeks from the date of receiving the request.

Students may request a record of their past attendance if they are planning to enrol in another course in other Private Education Institution in Singapore.

Students who are being awarded Scholarship/Tuition Grant/Bursary/Subsidy are not required to refund the Scholarship/Tuition Grant/Bursary/Subsidy award amount to CITECH if he/her withdraws from the program.

The student shall be charged for all modules consumed. There will be no refund of course fee if the students have already commenced their course of study subject to *clause 7.5*. If there is any outstanding fee from student, the student shall be advised to make payment before the Institute process his/her withdrawal request.

Please refer to the Admission Office for the Refund Procedures if any refunds arise.

Once the course withdrawal request has been approved, the student will be subjected to an exit interview by CITECH.

Thereafter, CITECH will inform the Singapore Immigration & Checkpoint Authority to cancel the student pass (if the applicant is an international student) within 7 working days from the date the notification of the approval of the withdrawal was sent to the student. The international student will be required to return the student pass to ICA. The international student will be issued a social visitor pass by the Singapore Immigration & Checkpoint Authority upon the cancellation of the student pass.

Students must return all properties belonging to CITECH and settle all outstanding bills accordingly to the Student Admission Office.

In the event of withdrawal, the Admin Manager shall inform the Liberty Medical Insurance Department to terminate the student's medical insurance coverage.

NOTE: Your official withdrawal date is the date on which the Institute received notification of your withdrawal in writing *- not the last day you attended class.*

(b) Transfer of program within CITECH

Transfer of program means a student switches from one program to another within CITECH and remains as CITECH's student.

If student wishes to transfer from the current program to another program, all students must give CITECH notice in writing by submitting a Course Withdrawal/Transfer Application Form and state the reason(s) for transfer.

For transfer case, the Admission Officer shall prepare a "Notice of Replacement of Student Escrow Confirmation" and submit together with a new Student Escrow Confirmation to DBS Bank.

The new Student Escrow Confirmation must be signed by the student. The student is required to obtain his/her parent's/guardian's written consent for the transfer/ withdrawal if the student is below the age of 18.

The student will be charged for all modules consumed in the current course of study and all transfer requests must be submitted before or within 14 days from commencement of class.

The student will be advised to make payment of any outstanding course fees before the Institute process the transfer request.

Transfer requests received after 14 days from class commencement date will not be entertained. Students who insist on a transfer will have their request processed as a withdrawal. No refund of course fees will be allowed pursuant to *clause 7.5*.

In the event that a student has paid in excess of course consumed fees, the Institute will refund the unconsumed fee portion accordingly.

All withdrawal and transfer of course are subjected to the approval and reviewed by the Vice President (Academic). CITECH shall assess and process the request for withdrawal/transfer and reply the student within 4 weeks from the date of receiving the request.

All students must sign a new "Student Contract", "Advisory Note" and "Student Escrow Confirmation" upon successful application of transfer to the new course of study.

Students will be required to apply for new student pass upon successful application for transfer of course.   Students are required to pay for all the related costs of applying for new students' pass. Please refer to the Students Admission Office for more information.

In the event of transfer, the Admin Manager shall inform the Liberty Medical Insurance Department about the new coverage duration for the student.

7.5   Refund for Withdrawal

If the Student withdraws from the Course for any reason other than those stated in *clause 7.1*, CITECH 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 indicated below.

Please note that the amount of refund will be subjected to the applicable bank administrative charges. The students will be required to pay for the applicable bank charges for any refund process by the Bank. The refund will be processed via the Escrow Bank to the student's designated bank account.

% of [the amount of fees paid under Schedules B and C as per the Student Contract]	If student's written notice of withdrawal is received
90%	More than 14 days before the Course Commencement Date
50%	Before, but not more than 14 days before the Course Commencement Date
0%	After, but not more than 1 day after the Course Commencement Date
0%	More than 1 day after the Course Commencement Date

7.6 Refund Amount for Miscellaneous Fees and Compulsory Fees Payable As Part of the Course Fees

The payment mode/amount for all miscellaneous fees indicated in Table 1 and Resit Examination Fee in Table 2 in Section 6.2 shall be made directly to CITECH via cheque or cash.

The payment mode/amount for all Re-Take Module Fees indicated in Table 3 in Section 6.2 shall be made directly to CITECH designated DBS Escrow Account. Students are required to sign a new contract if he/she re-takes a module.

The list of miscellaneous fees indicated in Table 4 in Section 6.2 are compulsory and payable by international students and Singaporeans/PR as part of the course fees. These fees are non-refundable. Students are required to pay directly to CITECH designated DBS Escrow Account.

In the event that students withdraw from the program after the students had applied/enrolled for the course or had already commenced his/her study, all of the fees in Tables 1 and 4 in Section 6.2 are non-refundable.

7.7 Third Party Examination Fees & Membership Fees

If you have paid your exam and membership fees upon enrolment to respective Association or Professional Bodies and decide to withdraw from the course before or during the term, your request for refund of the fees paid is subject to approval by the respective Associations or Professional Bodies. Please refer to the refund policy of the respective Associations or Professional Bodies for more information.

7.8 Scholarship/Tuition Grant/Subsidy/Bursary Students

If any student who is granted a scholarship, tuition grant, bursary or subsidy and wishes to withdraw from the course shall be deemed as not fulfilling the terms and conditions of scholarship, tuition grant, bursary or subsidy scheme. The withdrawal procedure shall put in place as per *clause 7.4* above.

Students who are being awarded scholarship, tuition grant, bursary or subsidy are not required to refund the scholarship, tuition grant, bursary or subsidy award amount to CITECH if he/her withdraws from the program.

7.9 Withdrawal During Exam Period

Students are not allowed to withdraw during the official examination period. For any withdrawals received on the start date or during the examination period, no marks will be awarded to the student for the exam(s) he/she is supposed to take. The withdrawal procedure shall put in place as per *clause 7.4* above.

CITECH reserves the right to take any appropriate action it deems necessary where a student fails to comply with withdrawal policy and procedures.

7.10 Procedures For Refund

The time taken to process the refund request shall not be more than 7 days.

In order to process refund for student due to:
- Withdrawal as indicated in clause 7.1
- Refund for Withdrawal as indicated in Clause 7.5
- Course Withdrawal or Transfer as indicated in Clause 7.4

student must submit the following to the Student Admission Office in order to process refund:
- duly sign and complete a CITECH Request For Refund Form
- to give written notice stating the reason(s) for the refund
- to submit the Course Withdrawal/Transfer Application Form
- to sign Request for Refund Letter (DBS Bank version), parent's/guardian's written consent is required for the refund if the student is below the age of 18.
- to sign Notice of Request for Refund Letter (DBS Bank version)
- to sign the "Notice of Premature Withdrawal of Student" (DBS Bank version), parent's/guardian's written consent is required for the refund if the student is below the age of 18.

CITECH will then send the Request for Refund Letter and Student Escrow Confirmation to DBS Bank to process the refund.

If the Course Application Fee is being paid to DBS Escrow Account, the refund will be processed via the DBS Escrow Account less any applicable bank charges.

If the Course Application Fee is paid via cash or cheque, CITECH will refund the Course Application Fee via cheque to the students within 7 working days.

For the refund of any Course Fees, all refund will be made to the student's designated bank account within 4 weeks from the day the bank received the advice from CITECH. All refund will be processed via the DBS Escrow Account less any applicable bank charges.

Once CITECH has approved your course withdrawal, all students' pass for international students will be cancelled within 7 working days with the Singapore Immigration & Checkpoint Authority. Students will be issued with a social visitors' pass by the Singapore Immigration & Checkpoint Authority upon cancellation.

Students will be notified in writing whether the refund is successful or not and what will be the refund amount.

Students must return all properties belonging to CITECH and settle all outstanding bills accordingly to the Student Admission Office.

Students are encouraged to contact the Admission Officer if he/she would like to find out more about the refund, withdraw/transfer policy & procedure.

7.11 Refund For Excess Payment Made by Student

1. In the event if there is any excess payment made by student, the Admission Officer shall send to the student two copies of "Request for Refund Letter" to acknowledge the amount that he/she will be refunded for the excess payment.

2. The Admission officer shall mail the original copy of the "Request for Refund Letter", CITECH Letter of offer and Student Escrow Confirmation to DBS Bank to process the refund to students.

3. DBS Bank shall revert in writing to confirm the receipt of the "Request for Refund Letter", Letter of Offer and Student Escrow Confirmation to process the refund to students.

4. If the refund is more than $50, DBS Bank will process the refund to student's designated bank account upon receiving the instruction indicated in clause 1 above.

5. If the refund is $50 or less, the Admin Manager shall then process the payment to student by cash or cheque. DBS Bank will process the refund to CITECH's operating account.

6. The Admission Officer shall also notify the student in writing that the refund has been processed and will be refunded to the student's designated bank account if the refund is more than $50.

7. The student shall be responsible to check their bank account regarding the incoming refunds. The student shall inform the Admission Officer if he/she has not received the funds within 4 working weeks.

8. DISPUTE RESOLUTION POLICY AND PROCEDURE

8.1 Purpose

The Dispute Resolution Policy aims to define how the Institute offers the available methods of resolving the dispute resolution fairly. Such disputes may inevitably arise between the student and the Institute during the course of providing the education service.

The policy encompasses the dispute resolution procedure between the student and the Institute. The Institute shall highlight the dispute resolution policy and procedure to students during orientation and a copy of the dispute resolution information is posted on the General Notice Board at the Academic Office and CITECH website.

In the event that the student and the Institute are unable to resolve a dispute in accordance with the dispute resolution procedure, the student and the Institute shall refer the dispute to CPE Student Services Centre.

8.2 CITECH Dispute Resolution Procedure

It is the objective of CITECH to encourage a prompt and informal resolution of grievances of students as they arise and to provide recourse procedures for student grievances to be addressed and resolved.

A student grievance may arise from any aspect of a student's educational experience at the Institute which they believe to be unfair, unjust or unreasonable. This may include appeals for retention, exclusion, academic results, suspension, expulsion, awards.

A student seeking resolution of a grievance should follow the steps outlined below. These steps have been put in place to facilitate resolution of grievances with minimum delay.

Types of disputes which student can refer to the CPE Mediation Arbitration Scheme include unsatisfactory services by the Institute, fee refunds, disciplinary issues and educational experience for example quality of courses and teachers.

Step 1:

At the onset, a student should attempt to resolve any dispute or grievance informally by discussing the issue with the person responsible for the matter (the respondent). Students uncertain about how to proceed may consult the Course Manager or Student Welfare Manager for assistance. At the request of either the grievant or the respondent, the Course Manager or Student Welfare Manager may be asked to arrange for and attend this meeting. Where necessary, the Course Manager and Student Welfare Manager may be asked to attend the meeting. Significant effort should be placed at resolving the grievance at this level.

Step 2:

If the dispute or grievance is not informally resolved between the grievant and respondent, the grievant may file a written statement describing the grievance to the Vice President (Academic). The written document shall describe the facts and provide evidence supporting the alleged violations, indicate what redress the grievant seeks and provide a brief history of the attempts to resolve the grievance.

A grievance must be filed in writing to the Vice President (Academic) within 2 weeks from the date of the grievous act. It is advisable to resolve within 7 days. However, the time limit may be extended upon good cause shown.

Step 3:

If feasible, all disputes should be resolved informally between the Academic Department and the student first. If the parties cannot resolve amicably with mutual regard to the dispute involved, the student may file an appeal in writing to the President for a final resolution within 2 weeks from the date of the first ruling.

Step 4:

In the event that the student and CITECH are unable to resolve a dispute amicably, student can initiate the dispute resolution process to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the Council for Private Education (CPE) Student Services Centre stating the nature of the dispute. The student will be required to fill up an application form at the CPE Student Services Centre stating the nature of your dispute.

The student shall abide by the procedures as stipulated by the Council for Private Education.

Please refer to CPE Dispute Resolution Scheme published by CPE for the fees of the dispute resolution process and procedure for initiating the process.

8.3   Procedure for Dispute Resolution at CPE

Step 5:

At the CPE Student Services Centre, the officers will review the complaints and provide the appropriate advice.

Depending on the type of complaints, the following resolution procedures are recommended:

Complaint	Recommended Course of Action
Private education institutions which have violated conditions of registration (e.g. misrepresentation or failure to honour contract terms)	Official investigation of the private education institution by an inspectorate team from the Council for Private Education
Unsatisfactory services (e.g. poor teaching quality, changes to the curriculum, and delays in awarding certificates)	Stage 1: Mediation Stage 2: Arbitration
Fee refunds	Small Claims Tribunal (For amounts less than SGD$10, 000)

Students will be required to pay for the fees of the dispute resolution initiated at the Council for Private Education.

The fees of the dispute resolution process are as follows:

Process	Amt of Claim	Total Fees	Amt Student Pays	Amt PEI Pays
Mediation	Less or equal to $30,000	$600	$120	$480
	Above $30,000 and up to $100,000	$2,300	$460	$1,840
Arbitration For Documents only arbitration	Less than or equal to $60,000	Administration fees $500 +Arbitrators' fees of 20% of the claim, subject to a minimum of $500 and a maximum of $2,000	10% of total fees	90% of total fees
	Above $60,000	Administration fees $1,500 +Arbitrators' fees of 10% of the claim, subject to a maximum of $25,000	10% of total fees	90% of total fees
For arbitration where hearing is conducted	Less than or equal to $60,000	Administration fees $500 +Arbitrators' fees of 40% of the claim, subject to a minimum of $1,000 and a maximum of $4,000	10% of total fees	90% of total fees
	Above $60,000	Administration fees $1,500 +Arbitrators' fees of 20% of the claim, subject to a maximum of $50,000	10% of total fees	90% of total fees

If the student wishes to initiate the dispute resolution process, the student will be required to fill up an application form at the CPE Student Services Centre, stating the nature of your dispute. The application form will then be sent to Singapore Mediation Centre (SMC), who will contact the student and the Institute within 7 working days for an appropriate date to hold the mediation session.

Before the day of mediation, the parties involved will exchange through the SMC a concise summary of the case, as well as copies of relevant documents referred to in the summary that the parties wish to rely on during mediation.
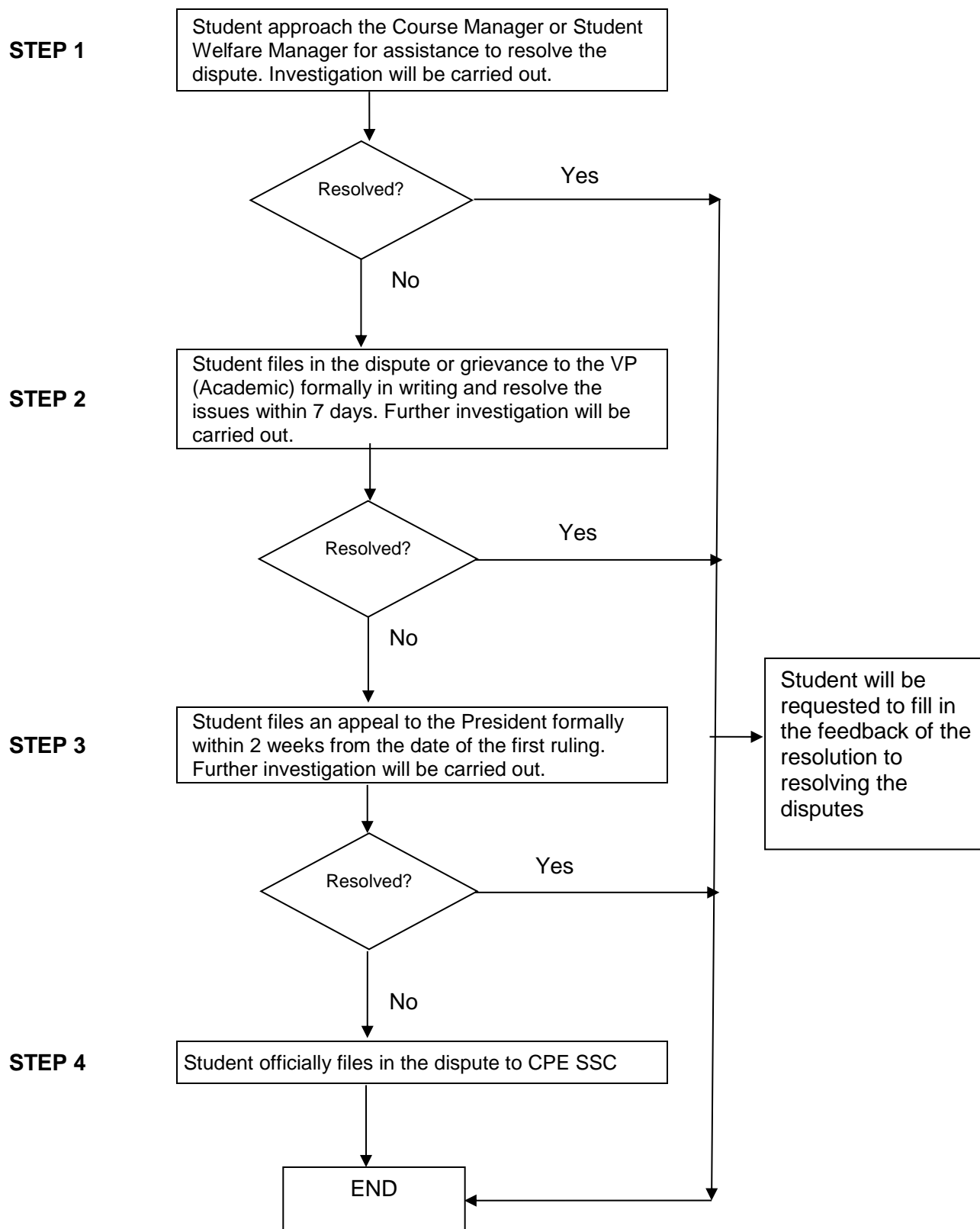
At the end of Day 1 of mediation, if the parties are able to arrive at an agreement, the mediator will draw up a settlement agreement and close the case.

However if there is no settlement, you can decide if you wish to proceed to the arbitration stage, which is a paper-based review of the dispute. The arbitrator may call for a hearing if he deems it to be necessary.

The student will be required to submit a request to SIArb to commence arbitration, and within 14 working days of receiving the request, the PEI will submit to SIArb their defence. You have another 14 working days to submit your reply to SIArb upon receiving the PEI's defence.

For a documents-only arbitration, the arbitrator will publish his arbitral award within 60 days from the commencement of the arbitration, while if a hearing was held, the arbitrator will publish his award within 90 days from the commencement of the arbitration.

Guide to Dispute Resolution Procedure

STEP 1

> Student approach the Course Manager or Student Welfare Manager for assistance to resolve the dispute. Investigation will be carried out.

Resolved? — Yes / No

STEP 2

> Student files in the dispute or grievance to the VP (Academic) formally in writing and resolve the issues within 7 days. Further investigation will be carried out.

Resolved? — Yes / No

STEP 3

> Student files an appeal to the President formally within 2 weeks from the date of the first ruling. Further investigation will be carried out.

> Student will be requested to fill in the feedback of the resolution to resolving the disputes

Resolved? — Yes / No

STEP 4

> Student officially files in the dispute to CPE SSC

END

9.   LIST OF STUDENTS SERVICES AVAILABLE

The following are a list of students' services available for students. For more information, please enquire from the Students' Admission Office.

- Pre-Departure Briefing
- Arrival Services including: –
  - airport pickup
  - registration for accommodation
  - registration for handphone
  - arrangement for medical checkup for purpose of applying for students' pass
  - students' transport arrangement
  - students' pass collection arrangement
  - internet access
  - opening of bank savings account.
- Orientation Program
- Financial assistance for example: bursary, scholarship and tuition grant
- Language improvement programs
- Register for Student ID, Official Registration of Student
- Counselling Services
- Accommodation Service
- Students' Medical Insurance and other Medical Services
  - Students are encouraged to refer to the Liberty Insurance Policy for more information about the procedure to claim. Liberty Insurance has the final right to assess the eligibility to claim.
- Update of Students' Personal Information
- Student's Graduation Services
- Access to Library Services (e.g. National University of Singapore, National Library)
- Departure Services including: –
  - termination of bank saving account
  - termination of student's pass
  - purchase of air-ticket
  - transport arrangement
  - cancellation of accommodation arrangement
  - refund of deposit for accommodation
  - termination of mobile phone service
  - termination of internet service
- Contact Information and Other Useful Information about Singapore
- Immigration & Checkpoint Authority Services relating to student's pass matters
- Career Guidance
- Further Education Guidance
- Healthy life style programs
- Briefing on recreation facilities which include –
  - booking of badminton court
  - basketball court
  - gymnasium
  - dancing hall

- Corporate/Industry visits
- Organise Talks for e.g. "Grooming Talk", "Career Talk", "Interview Skills"

10. ORIENTATION PROGRAM

All students are encouraged and welcome to participate in the orientation program which is organised for you. This orientation program will help you to adapt and familiarise yourself during your stay at CITECH and in Singapore. Please approach the Student Admission Office for more information regarding the orientation program.

All new students will be given an orientation pack when they attend the orientation.

11.   GENERAL ADMINISTRATION INFORMATION

11.1   General Communications & Care

Communication within the Faculty

It is the policy of the Institute to involve students, wherever possible, in an open communication relating to any issues directly affecting the day-to-day running of all programmes and courses.

Notice Boards

Students can find current information about courses, the Student's Support Services, employment vacancies and general notices on the notice boards.

It is your responsibility to check these notice boards regularly.

Individual Approach

All students can request an interview with the lecturers for any assistance in your course of study.

Messages

Students are asked not to use CITECH facilities for personal mail or general telephone messages. Telephone calls or messages may only be left at the admission office in cases of emergency.

Email

Students are encouraged to communicate with lecturers via email.

First Aid

If you require emergency treatment contact the school staff who will contact the appropriate people.

Only basic first aid (such as plaster) is available at the school office. All accidents which occur within the school must be reported to the office. Other accidents which occur outside the school, but on CITECH property, should be reported to the Student Support Services.

11.2   Deferment/Extension of Study

In the event, if a student decides to defer his/her studies in a particular semester, he/she must submit the Application for Deferment/Extension Form to the Student Admission Services before course commencement which is at least 3 weeks in advance. He/She will be informed of the outcome of your application for deferment in writing within four weeks of the application.

An application for deferment will only be allowed under the following conditions:
- medical reasons
- overseas employment postings
- army enlistment
- other conditions will be subjected to review and approve by the Vice President
  (Academic).

All students must submit documentary proof in all cases.

Each deferment application, if approved, will be for a period of one semester only. He/She is expected to resume his/her studies in the following semester. For example, if a student applied for a deferment in January 2012, he/she is expected to resume studies in July 2012. If he/she wishes to extend deferment, he/she is required to submit application for deferment with supporting document.

A student is given a maximum period of twice the full duration of the current course to complete as long as he/she can complete the programme he/she enrolled in within the maximum 4 years candidature period for a Diploma program, 2 years candidature period for a Postgraduate Diploma program. For example, if a student applied for a deferment for Diploma course, he/she is expected to complete the course within 4 years (as the normal course duration for a Diploma course is 2 years). Similarly, if a student applied for a deferment for your Postgraduate Diploma course, he/she is expected to complete the course within 2 years. Extension beyond the allowable period will be considered as withdrawal.   If he/she failed to return to study after the end of the deferment period, he/she would have considered as withdraw from course.

If he/she is an international student, he/she is required to return and cancel his/her student pass prior to deferment.

Students who have re-sit examination(s) should not apply for deferment in that academic semester unless they choose not to take the re-sit examination(s).

A student will have to repeat the course(s) and pay all fees as due should he/she choose to take the same course(s) again in future. A student is required to inform the Student Admission Office at least 4 weeks in advance of his/her intension to resume study.

Prior to a student returning to study, he/she will be required to check with the Student Admission Office to register for admission and all documentations for admission must be signed before a student commences his/her course. The procedure to apply for re-admission shall follow as per *"Process 5.3.2 Student Admission Procedures and Monitoring Process"*. If he/she is an international student, he/she is required to apply for a student pass. The procedure to apply for student pass shall follow as per *"Process 5.3.2 Student Admission Procedures and Monitoring Process"*.

11.3   Suspension/Expulsion From Study

All students and staff have the right to be treated fairly and with dignity in an environment free from disruption, intimidation, harassment and discrimination. To achieve this, the Institute shall maintain high standards of student behaviour.

There will be cases of unacceptable behaviour where it will be in the best interests of the Institute and the student involved, for the student to be removed from the Institute for a period of time or completely. Suspension and expulsion are the options available in such situations.

Collaboration between staff and students is an important feature of discipline in an Institution. All should be fully aware of the suspension and expulsion procedures and their place in the context of student welfare and discipline policies.

In implementing these procedures, the Welfare Manager must ensure that no student is discriminated against on any of the following grounds:

- race
- gender
- disability
- religion
- age
- marital status

Suspension is not intended as a punishment. It is only one strategy for managing inappropriate behaviour within student welfare and discipline policies.

Suspension also allows time for the Institute to plan appropriate support for the student to assist with successful immersion in the school environment.

11.4   Student Code of Conduct

The Code of Conduct for Student Discipline applies to all students who have registered as students of CITECH. It may subject to any delegated authority.

All students at CITECH must adhere strictly to the Student Code of Conduct as it represents our ideal character development and behaviour.

A.   Disciplinary Offences

CITECH regards the following as disciplinary offences and offenders are liable to penalties imposed by the appropriate disciplinary authority under this Code, whether or not action is taken under law.

Conduct that:
(1)   constitutes disruption of or improper interference with the teaching, learning, research, administrative, consultative, social or other Institute activities, whether on the Institute premises or elsewhere.

(2)   constitutes obstruction of or improper interference with the functions, duties or activities of any student, members of staff or other employees of Institute or any authorised visitor to Institute.

(3)   constitutes violent, indecent, disorderly, threatening or offensive behaviour or language while engaged in any Institute activity or on Institute premises.

(4)   is likely to cause injury or impair safety during any Institute activity or on Institute premises.

(5)   in relation to premises for use by students, constitutes a serious breach of the regulations, including health and safety matters. Such premises will include but not limited to premises used for tutorial/lecture, study/examination room, graduation ceremony, libraries, multi-purpose hall and/or other facilities.

(6)   prejudicial to the assessment procedures of Institute. It includes conduct that is in breach of its examination/academic rules, rules relating to assignments and/or regulations governing the award of diplomas/postgraduate diplomas.

(7)   knowingly making a false statement or falsifying evidence in support of:
    (i)   an application for registration on any course
    (ii) an application concerning the award of a certificate, diploma, postgraduate diploma, course offered by external partner(if any), course credits.
    (ii) an application or claim for exemption or excusal from or deferment of any of the course, certificate, diploma or postgraduate diploma requirements.
    (iii) a submission of an assignment or other assessment element.
    (iv) an application to Institute for a grant, bursary, prize, scholarship or any other form of award, assistance or refund fees.
    (v)   a request for provision of a particular service or services.

(8)   fail to comply with any penalty imposed on a student by the Institute, subject to the provisions of this Code for any right of appeal.

(9)   unauthorised disclosure of confidential information including, but not limited to:
    • information relating to the proceedings of the Institute
    • personal data regarding applicants, other students, graduates, staff
    • information which are confidential or proprietary to the Institute and/or protected under the applicable laws governing unauthorised access to or use obstruction or interception of computers or the unauthorised access disclosure or modification of data information or material

(10) misuse or abuse of equipment, materials, or services provided to students by the Institute, including but not limited to:

    • conduct that breaks the rules relating to the use of such equipment, materials or services
    • conduct that breaks a software licensing, or constitutes unauthorised use of the Institute computing or network resources
    • abuse of copyright

(11) conduct that brings the name of Institute into disrepute.

(12) breach of the provisions of any Code or Institute rules or regulations that provide for breaches to constitute misconduct under this Code (e.g. bullying, harassment, discrimination).

- **Bullying, Harassment and Discrimination**

(a) All complaints of bullying or harassment or discrimination on races/religion/languages (but not limited to) will be treated seriously and thoroughly investigated. Disciplinary action can be taken in cases where bullying, harassment and discrimination have been proved. Equally, Institute can take disciplinary action against anyone proved to have made a malicious allegation.

(b) Cases of alleged serious criminal offence, such as physical and sexual assault, must be immediately reported to the police. In such cases, Institute will take no action under this code (other than suspension, if considered necessary) until the outcome of any criminal investigation is known.

(13) violate the ICA's requirements
(a) Students with an attendance record below 90%.
(b) Students who are absent for 3 consecutive days.
(c) Students who take home leave for more than 7 consecutive days without official approval from the institute.
(d) Students who commit offences against the law of Singapore.
(e) Students who possess illegal weapons, firearms or dangerous equipment
(f) Students who consume illegal drugs

(14) violate Academic Rules
(a) Students who are absent from the main and re-sit examinations without legitimate reasons.
(b) Students who cheat in an examination
(c) Students who commit plagiarism
(d) Students who persistently misbehave and are rude to their lecturers, fellow students and staff despite advice and warnings
(e) Students who instigate other students to cause disruption to the smooth running of the Institute
(f) Students who solicit and instigate fellow students to transfer to other institutes

B.   Disciplinary Action

In determining whether a student's misbehaviour is serious enough to warrant suspension, the Welfare Manager will consider the safety, care and welfare of the student, staff and other students and other factors that must be considered.

Before a suspension or expulsion is imposed, with the exception of the cases outlined above or other serious instances of misbehaviour that impact on the safety or welfare of students or staff, the Welfare Manager shall:

- ensure that appropriate student welfare strategies and discipline options have been applied and documented

- ensure that appropriate support personnel available within the Institute and externally have been involved

- ensure that discussion has occurred with the student and parents (if necessary) regarding specific misbehaviour which the Institute considers unacceptable and which may lead to suspension

- develop, in conjunction with the Academic team or appropriate personnel, a specific behaviour management plan to assist the student to manage inappropriate behaviour

- provide a formal written caution detailing inappropriate behaviours, as well as clear expectations of what is required of the student in future

- record all action taken.

Subject to the provisions of the Student Code of Conduct and to any guidelines that may from time to time updated by Institute, one or more of the following penalties may be imposed by the Institute.

(a) An oral or written caution which will be administered by the Institute and may be initiated by the Student Support Department. A caution may be delivered orally in the presence of at least one witness, but will be confirmed in writing to you. All cautions are recorded on file. The students will be given the opportunities to discuss and explain about the misbehaviour.

(b) An order to make compensation covering all or part of the cost of damage to or replacement of property or of any money paid or loaned by Institute.

(c) Temporary or permanent exclusion from the use of any facilities, premises, or services available to students of Institute depending on the severity of the situation.

(d) Exclusion from a lecture, tutorial, or an examination room.

(e) Expulsion from Institute.

(f) Disallowing an assignment or assignments to be counted for assessment purposes.

(g) Withholding credit for a course or courses taken.

(h) Revoking any assessment that contributes to any academic award or course credit.

(i) Revoking any academic award or course credit, credit exemptions, transferred credits or credit deemed to be the equivalent of any periods of study or examinations.

(j) Any other penalty deemed appropriate by Institute.

(k)   The Institute may impose immediate suspension and expulsion due to the following circumstances (but not limited to):

- physical violent
- use or possession of illegal weapons, firearms or similar dangerous equipment
- use or possession of illegal drugs
- consumption or possessions of alcohols
- engage in any serious offence/crime inside/outside the Institute premises
- engage in any bullying or harassment
- engage in any racial, religion or language discrimination

The institute will issue an official letter to the offenders for all suspensions or expulsion cases.

12. YOUR RESPONSIBILITIES AS A STUDENT

YOUR CITECH ID CARD

A CITECH Student ID Card will be issued to each student upon enrolment. The card is valid for the length of course in which you have been enrolled and has student name, ID number, and a photograph.

The card is non-transferable. It should be carried at all times on campus and should be presented to CITECH staff upon request.

CAUTION: Students are warned that tampering or misuse of the card is viewed as a serious offence by CITECH.

Obtaining a CITECH ID Card

Your CITECH ID card will be either mailed to you or you may collect it personally from the Student Admission office.

Returning of CITECH ID Card

You are required to return the CITECH ID Card to the Student Admission Office upon your completion of study with us.

Replacement of CITECH ID Card

If you need your card replaced or loss of card, please inform the staff at the Student Admission Office. Your old card will be cancelled and a replacement card will be issued. There is a cost of S$30 for each replacement of card.

13. CODE OF CONDUCT

All students at CITECH must adhere strictly to the Student Code of Conduct as it represents our ideal character development and behaviour.

Self-Discipline

All students during their course of study at CITECH are required to observe a healthy life-style, well-behave and abide the rules and regulations of CITECH.

Integrity

All students shall be truthful in their conduct, be honest in all dealings with both academic and non-academic staffs, be trustworthy and reliable in all activities and have the courage to admit and learn from mistakes.

Attendance

The school places great importance on students' attendance and punctuality and places full responsibility on individual students to conform to both the course timetable and student allowance requirements. Student attendance at classes, tutorials and assessments is expected since essential learning information will be missed through absence.

All international students must meet at least 90% of attendance for all modules in order to sit for the final examination, failure to meet the minimum attendance criteria will be subjected to disciplinary action and will not be able to sit for final examination. It is also required by the Immigration & Checkpoint Authority of Singapore that all international student must have 90% of class attendance. If the attendance rate is less than 90% or students are absent for 3 lessons and above with no valid reasons, the student's pass will be cancelled by ICA, Singapore.

All Singapore and Singapore Permanent Residents must meet at least 75% of attendance for all modules in order to sit for the final examination, failure to meet the minimum attendance criteria will be subjected to disciplinary action and will not be able to sit for final examination.

If you are unable to meet the minimum attendance criteria, please discuss your next remedial available classes with your lecturer.

It is the responsibility of the student to acquire any information that may have been given out (handouts). Academic staffs may not require to retain handouts and course material for absence students.

It is expected that students attend all tutorials/workshops/lectures. These provide students with the opportunity to discuss topics dealt with in earlier classes. If you have any concerns about the course, or learning difficulties, please discuss them with your academic staff member as soon as possible. The academic staff member's role is to facilitate student learning.

If you encounter prolonged illness or other problems which affect your studies the academic staff must be notified. You are required to produce a medical certificate (MC chit) from a General Practitioner as a proof of absence from class.

Punctuality/Entering a Classroom

Academic staffs have the right to refuse entry into a classroom if a student is 15 minutes late. If entering late please respect the rights of your fellow students.

Disruptive Behaviour

Students and academic staff are expected to maintain an appropriate learning environment. Any action by individuals, which inhibits the learning by class members, such as disruptive behaviour, may result in a request from the academic staff member or program leader for the student(s) to leave the class until they can act responsibly.

Continuous disruptive behaviour may result in other actions, e.g. suspension or termination.

Mobile Phones

During class and examination times, students must ensure their mobile phones are diverted or set not to ring or switched off during the time in class. Both staff and students have a responsibility to ensure this happens.

Care and Concern

All students are encouraged to observe maximum care and concern for their fellow friends, all academic and non-academic staffs, be respectful, considerate and courteous at all times.

Responsibility

All students are advised to observe maximum care and responsibility for all properties and environment on campus.

Dress Code

All students are required to observe the dress code requirements. Male students are advised to wear a T-Shirt with collar and long pants. Female students are advised to wear blouse/T-shirt with collar and skirt/trousers. No slippers are allowed in the campus.

Students are expected to be "dressed for the occasion" when going on a site visit or undertaking an Industrial Education Project. Students may be prevented from going on site visits if the staff member is of the opinion that the student is not "dressed for the occasion".

In specific courses a "dress code" and standard is required. These will be notified by the respective course staff member or program leader or notified on the notice boards.

Vandalism

Vandalism of equipment or property, and/or theft, will result in the expulsion of the person involved or students have to bear the cost of replacement for vandalising any equipment or property.

Change of Address

Students must notify the school admission office of any change in address, telephone number or other information that may be required to ensure that all communications reach the student.

This is vital for students to receive their result notifications and certificates.

Assessment

Undertaking academic study at Postgraduate Diploma and Diploma level may be a new and very different way of studying from your previous experience. A crucial aspect of this learning involves assessment. Successful completion of the various coursework assessments and examinations will be crucial to your achievement of your award at the end of your course. There are various types of assessment on the modules you will take as part of your course. Modules will often involve a combination of examination and coursework as part of the assessment. It is important that you understand clearly the various expectations and the deadlines for these forms of assessment. Please seek help from your lecturer if you have any difficulties.

A Two-Way Contact

As a student you should:

• Follow the regulations as you agreed at enrolment
• Attend all the classes indicated on your timetable
• Adhere to deadlines
• Provide documentation when requested
• Check your email as often as possible

CITECH will:

• Monitor its standards and procedures to provide a quality service
• Ensure that every student is treated with equity and fairness
• Answer queries and provide timely, accurate and clear information

Academic Grievances
(Complaints about the course, tuition, academic staff member, etc)

These are best handled by the students and staff member concerned.

1. Raise the matter with your academic staff member. If you do not wish to do this personally then ask your class representative to approach the academic staff member on your behalf.

2. If you remain unhappy with the matter, you should discuss with respective academic head.

3. If the issue persists you may lodge a signed written complaint with the Vice President (Academic) who will follow this up through the official CITECH policy.

Internet Access

CITECH campus has a wireless broadband internet access for all students. Students are advised to find out from the students support services for their internet access network key and password for internet access.

Students are advised to be self-disciplined when using the network access at CITECH.

Student Areas

Telok Blangah Community Club offers common facilities that are open to the public. The students can make use of the common facilities. The students are required to make bookings with the Telok Blangah Community Club office if they wish to use the facilities.

Level 1   - Open Podium
                - Multi-Purpose Hall
                - Basketball Court
                - Badminton Court
                - Gym Activity Room

Library & Learning Services

CITECH encourages all students to make full use of the learning resources available at the Singapore National Library. Please ask the Student Welfare Manager on how to connect you to use the various libraries available around Singapore like the Singapore National Library, National University of Singapore, and Nanyang Technological University.

14. FEEDBACK FROM STUDENTS

14.1 Module Evaluation Forms and Programme Evaluation Questionnaire

Both module and programme feedback forms are distributed to you throughout the academic year. The aim of this feedback process is to elicit your views on the quality of all the modules you have taken and your experience of being a student on your programme of study.

Module forms, which examine each module in some detail, will be distributed at the end of each module. Programme questionnaires, which invite comment on your programme in general, will be distributed at the end of your final year. Both sets of forms will be completely anonymous. Students will be given survey form to evaluate the teaching quality of the lecturers too. This evaluation form will be distributed to students throughout the academic year and will be kept in strict confidence.

The whole feedback process will also be reviewed on a regular basis to ensure that it is effective in helping to provide a good quality experience for students.

14.2 Student Opinions

Great importance is placed on the opinions of the students regarding the learning and the facilities provided for them. There are a number of formal and informal ways of collecting this information. These include module evaluation forms and feedback. The latter can be submitted by email to enquiry@citech.edu.sg

14.3 Suggestions and Concerns

Students can, individually or by group, make suggestions or raise concerns relating to general facilities or aspects of a study programme. Such concerns should be forwarded by email to the admin office at enquiry@citech.edu.sg or face-to-face to our Academic Head.

15. ACADEMIC INFORMATION

15.1 Programme Load

Your Admission Office will advise the number of courses you will or should take in each programme. Many programmes have a set of teaching programme and this will be specified in the programme brochure and other information. If in doubt, ask. Counselling on workload is available throughout the semester so that students can discuss options before enrolment. Contact your Admission Office for more information.

15.2 Class Hours

One teaching hour within the school is usually based on 60 minutes of teaching. This is to allow for a mid-class break, if appropriate and to allow students and academic staff to move between classes.

15.3 Course Outlines

Each course will have a detailed course outline providing details about the course. These are distributed by the course academic staff member in the first class.

15.4 To Action a Withdrawal

Complete the relevant sections of the Course Withdrawal/Transfer Application Form after discussing with your lecturer and return to the Admission Office. If you are withdrawing from all courses you must also return your CITECH ID card. The effective date of withdrawal will be the date on which your written advice is received. All withdrawals must be in writing using the Course Withdrawal/Transfer Application Form, by official letter only. CITECH will not accept any other format of notification.

If you amend or withdraw from courses and you are the recipient of a Student Scholarship, Tuition Grant, Subsidy or Bursary, please contact the Student Admission Office for advice before you withdraw from the course. Please refer to Section 7 of this handbook for more information regarding withdrawal matters.

Some things you need to be aware of:

o The following people could be available to help you and offer you some advice - Student Welfare Services, Course Manager.
o You have an obligation to return all CITECH properties including CITECH ID card, keys and any other CITECH equipment.
o CITECH's policy on refunds of course fees is available on CITECH's website or please seek advice from the Student Admission Office.

15.5 Extension of Time

Students prevented by illness/injury/compassionate grounds or a work commitment from meeting the due date of an assignment may apply for an extension of time on the appropriate form obtainable from the School Admission Office. The completed form, together with supporting evidence, should be forwarded to the tutor prior to the assessment due date.

15.6 Reconsideration of Assessment Mark

A student who believes his course work to be incorrectly or unfairly marked should discuss the problem with the relevant academic staff member. If the problem is not resolved satisfactorily with the academic staff member it may be referred in writing to the Vice President (Academic).

A dispute over an examination grade must be made at the time the exam script is collected by the student. A reconsideration application together with the fee needs to be completed. Applications are processed by the school and the student will be advised of the outcome. If a student is still dissatisfied with the outcome, a further appeal process is available. Please find out more information from the Student Admission Office regarding the appeal process.

15.7 Lack of Academic Success

Failure to pass a course after the second re-take attempt (in the following semester) may result in further progression in that course being refused. Please refer to 18.7 Assessment Grading for more information.

15.8 Alternative Test and Examination Arrangements

A student prevented from attending a test or examination, due to exceptional circumstances beyond their control, such as illness or directed work commitment, will be required to undertake the same test or examination on an alternative schedule as arranged by the Academic team. Supporting evidence must be supplied and attached to a completed application form. These are available from the school office and must be received five working days before the original test date.

NOTE: Pre-planned events such as holidays etc are not exceptional circumstances.

15.9 Results Notifications

Students will receive a result notification at the end of each year/semester (depending on the programme) detailing their results. Students are advised to keep these Result Notifications available for their reference as they may be needed in future and not to prevent delays when processing completion of qualifications, etc.

15.10 Academic Transcripts

Student will receive an official academic transcript upon successful completion of the program.

15.11 Graduation

The main Graduation Ceremony usually takes place in the Multi-Purpose Hall or an alternative venue as arranged by the Student Support. Postgraduate Diplomas, Diplomas, Certificates or Foundation will be awarded to the graduates during the graduation convocation. It is the students' responsibility to advise the school Academic Office when they believe they have completed their qualification and/or if they are unable to attend the graduation ceremony. Please refer to Student Support Services for more information about the Graduation Ceremony.

16. EXAMINATION PROCEDURES

16.1 Examination Procedures

Identification

All candidates must provide a CITECH ID card when they sit for an exam.

Rooms and Times

Rooms and times for tests and examinations are published on the notice boards and/or advised in class by the academic staff members.

Tests and examinations start promptly at the scheduled times.

Reading Time

Five (5) minutes reading time will be allowed for tests/examinations under 2 hours duration. Fifteen (15) minutes reading time will be allowed for examinations over two hours duration. Students are not allowed to write notes on the test/exam paper during reading time but NOT in the answer book.

Lateness

Students who arrive after a test/examination has commenced will be permitted to sit for the test, but no additional time will be allowed for time lost. Students will not be admitted to an examination if more than 30 minutes late.

Materials in the Test/Examination Room

All bags, notes, etc must be placed at the front of the room except in the case of an open book test.

No student is allowed to bring into the test/exam room any book or other written or printed material or information or any other form or blank paper, except any specifically approved by the examiner.

Any written material e.g.: statutes, permitted to be used in a particular course, may contain student underlining, highlighting or side-lining of words or passages, but may not contain any student written or printed or typewritten matter, or diagrams or drawings.

Open book material must be produced for inspection when the students enter the test/examination room, and at any other time during the test/examination when requested by the supervisor.

Any open book material which does not comply with the provisions above shall be taken from the student by the invigilator. It shall be returned after the alleged breach of rule has been investigated. No allowance will be made for any loss of marks attributed to such confiscation.

Electronic Calculators

Electronic calculators are permitted to be used in some tests/exams. Any electronic calculator used must:
- (a) be of pocket or desktop size, self-contained, fully portable and silent
- (b) have its own power supply
- (c) not able to be programmed, or must have the programmable memory cleared
- (d) not able to receive or send transmitted messages.

Students are **not allowed** to use their mobile phones as calculator.

The invigilator may inspect every electronic calculator and is authorised to confiscate any which fails to comply in any way with the above provisions. The calculator will be returned to the candidate at the end of the test/examination.

Mobile Phones

Candidates are not allowed to bring their mobile phones into the examination room.

Dictionaries

Students of Non English Speaking Background may bring a translation dictionary into a test or exam. Electronic dictionaries are not permitted

Dictionaries must be unmarked and must be inspected by the supervisor when the student enters the room. Definition dictionaries are not permitted in examinations or tests.

Leaving the Room

Students shall not be allowed to leave the room until 1 hour has elapsed.

Students shall not be allowed to leave the room during the last 15 minutes of the examination. The supervisor will notify the students when 15 minutes remain.

No student shall be re-admitted to the test after he/she has left unless during the full period of his/her absence he or she has been under approved supervision. No extension of time (at the end of the session) will be allowed to compensate for time lost.

Extra Paper

When the answer booklet is full, a student may request for extra sheets of paper from the Invigilator. At the end of the examination all extra sheets should be tied or stapled securely in the answer booklet. Any rough working should be clearly crossed out.

Naming Scripts

Students should write their names, student ID number, module name and module code on all answer books and additional sheets before handling to the Invigilator.

Inability or Failure to Sit a Test/Examination

Failure to sit for a test or examination will result in a zero mark unless circumstances comply with aegrotat regulations or alternative test/examination arrangements.

16.2   Academic Appeals

16.2.1 For CITECH Courses:

A student shall have the right to appeal once against a decision of an Examination Board. A student is given up to one month after the official release of results to submit their appeals if they are not satisfied with the examination results. The purpose of the appeal is for the re-marking of a failed exam paper. The students are not allowed to see the details of the marked script. Please note that only ONE appeal can be lodged. No re-appeals are permitted. No appeals will be accepted for re-grading of an exam paper in which a student has passed.

Before considering whether or not there are grounds for appeal, it is essential that the student consults with the Lecturer or the Course Manager, or a delegated representative, to see if any informal resolution of the matter can be achieved.

Students should be assured that they will not suffer any disadvantage or recrimination as a result of making an appeal in good faith.

They can appeal by duly completing the Academic Appeal Form to the Institute officially or submit the appeal request through their lecturer or Course Manager.

We will appoint a relevant academic staff committee to review the marking of the examination papers. The committee will recommend if there is a change of grade is required.

The Vice President (Academic) will make the final decision for the appeal. The final decisions for all appeals must be endorsed by the Examination Board before releasing the final marks to the students. The student will be duly notified of the outcome of the appeal in writing within 2 weeks after receiving the appeal.

17. TEACHING AND LEARNING METHODS

A variety of teaching and learning methods will be used including the following:

Lectures

Lectures primarily concentrate on principles and topics of special complexity. They put parts of subject into context and are used to revise and summarise. You are expected to read ahead in preparation for lecture topics.

Tutorials/Workshops/Research

Tutorials are conducted to facilitate your participation in discussion and debate. They will be used to clarify and develop topics, to provide a mean of integrating interpersonal skills and to provide feedback. Performance will be monitored on an on-going basis.

Practical

The practical session will provide opportunities to apply theory and to develop practical skills. Performance will be monitored on an on-going basis.

Independent Learning

Strong emphasis is placed on individual learning. To achieve the required level of competence you may, in your own time, need to practise skills learnt.

Group Learning

You will be encouraged to work in groups in order to develop good team skills.

Evaluations

During the semester you will be asked to provide feedback to the lecturer on various aspects of your course and programme, e.g. Programme Evaluation, Course Evaluation, Evaluation of Quality of Teaching.

18. ASSESSMENTS

18.1 Deadlines for Assessments

Dates of assessments are normally set at the commencement of each semester. Your respective lecturers will inform you of the assessment deadline.

Assessment work must be submitted at the time that it is due.

Due dates for the submission of assignments or projects are non-negotiable (except under extenuating circumstances).

For late submissions, the penalties will be as follows:

a.	1 day late	(including weekends & public holidays)	5% off assessment marks
b.	2 days late		10% off assessment marks
c.	More than 2 days		0 marks awarded

18.2 Individual Work

All assessments submitted must be the work of each individual student. Students are encouraged to discuss issues related to all assessments with fellow students. However, the final material submitted is the individual student's own work.

Please ensure it is properly referenced. Refer to the section on Reference Formats.

18.3 Group Work

Specific assessments may be group work and you will be specifically informed by the lecturer.

18.4 Return of Marked Assessable Work

Every endeavour will be made to mark and return assessed work within 15 teaching days.

18.5 Presentation

It is suggested that assessment work be presented as follows:
- Work processed or typed on A4 paper
- Use these fonts- Arial 12 or New Times Roman 12
- Have the assignment/project cover sheet attached
- Stapled in the top left hand corner
- 1.5 spacing
- have standard margins of left 3.75cm and right 2.54cm
- handed in without being in a file or folder
- referenced correctly – see section on referencing

- in the correct format, i.e. report, essay, etc
- check for correct spelling, grammar and punctuation

All assignments or projects are advised to have the following format:

1. **Cover Page – which must indicate the following:**
   a. Name of Student
   b. Student ID
   c. Name of Lecturer
   d. Module Name
   e. Module Code
   f. Name of Assignment or Project

2. **Table of Contents**

3. **Abstract/Executive Summary**

4. **Report Content - which include the following:**
   a. Introduction/Background/Overview
   b. Body
   c. Conclusion/Recommendation/Summary

5. **Reference List (if any)**

6. **Appendices (if any)**

18.6   Dishonest Practice

Cheating, plagiarism and other dishonest academic practices have serious consequences – students who fail to comply with acceptable behaviour will be subjected to severe penalties, which may include a fail grade in their student record, probation or suspension from the programme.

Plagiarism: means copying, taking or using someone else's work or ideas and presenting them as if they were one's own original work or thought, without clear acknowledgement of the actual source. This includes work copied from other students. Always acknowledge sources of reference material and don't let your friends copy your work.

Students are encouraged to download and use the following plagiarism software to check for plagiarism before submitting your work:

1) http://www.scanmyessay.com
2) http://www.smallseotools.com/plagiarism-checker/
3) http://searchenginereports.net/articlecheck.aspx

Copyright: The Copyright Act has special exceptions for libraries, universities and schools. You may take a photocopy for the purpose of research or private study and the photocopy must not be used for any other purpose.

Cheating: Any students cheating in an examination or assignment will be penalised in accordance with the severity of the offence. This may also include the refusal to allow the student to re-enrol in the course, or any other course.

Cheating means acting deceitfully or dishonestly to gain academic recognition or an academic result. Cheating may include copying answers from another student, taking useful information secretly into a test or exam, or arranging for someone else to produce an assignment or to sit a test or exam.

Dishonest practices in assessable work are considered to be serious offences and if a student is proven guilty, CITECH may impose all or any of the following penalties:
- a formal warning (in writing)
- a failing grade for the work
- probation
- suspension
- cancellation of enrolment
- refusal of future enrolment.

A condition of enrolment at CITECH is that students must comply with the Regulations and Rules of CITECH, which include the policy "Plagiarism, Cheating and other Dishonest Practices".

Reference means a written statement describing, in a particular format, any work, book, journal article, or private communication used when writing an essay, or report, etc. refer to section "Referencing Methods".

18.7   Assessment Grading

All grades will be moderated and approved by the Examination Board.   The grades for awards of respective course are as follows:

No.	Marks	Grade	Grade Description
1.	80% and above	A	Very Good
2.	70% to 79%	B	Credit
3.	60% to 69%	C	Good Pass
4.	50% to 59%	D	Pass
5.	0% to 49%	F	Fail
6.	50%	P	Re-Sit Pass

In order to pass a module, a student is required to attain a minimum aggregate module score of 50%. In other words, the module pass mark is 50%.

Where a student has failed to meet the minimum requirement, the student upon the recommendation of the Examination Board may be granted a supplementary assessment on a case by case basis. The maximum passing grade for a supplementary assessment is a "P".

Where a student has failed the supplementary assessment, the student is required to re-take the same module in the next available schedule. Every student is only allowed two attempts for the same module. The student is advised to seek advice from the Academic Team if he/she has failed the second attempt.

19. REFERENCING METHODS

References are citations of other works such as books, journal articles, or private communications used when writing an essay, report etc. Below are some useful guides regarding referencing methods when you are preparing your assignments or projects.

19.1 General

1. Abbreviating within a Reference

    There are two parts to referencing:
    (i)   In Text Referencing (as part of your writing).
    (ii)   Reference Lists (at the end of your writing).

    Examples:
    - chap. for chapter
    - p. for page number
    - ed. For edition
    - pp. for page numbers
    - Ed. For Edited by
    - Vol. for Volume

2. Alphabetising within Reference Lists

    Examples:
    - Use prefixes in alphabetising names if commonly use in part of the surname (Mac comes before Mc)
    - Single author citation precede multiple-author citations (Zev, 1990 then Zev et al., 1990)

19.2 In-Text References

When writing you need to use a quotation or write specific points from another author use In-Text references like the examples below:

Examples:
- Use the author-date format to cite references in text. Examples: (1) As Smith (1990) points out, or a recent study (Peter, 1992) shows….
- For two-author citations, spell out both authors on all occurrences.
- For multiple author citations (up to 5 authors) name all authors the first time, then use et al., so the first time it is Peter, John, Pearson and Sherwin (1998), but the second time it is Peter et al. (1998), with a period after "al" but no underlining.
- Include page reference after the year, outside quotes but inside the comma, for example: The author stated, : "The effect disappeared within seconds" (Faroz, 1995, p. 29). Another example would be: Faroz (1993) found that "the effect disappeared within seconds" (p. 29).
- If a group is readily identified by its initials, spell it out only the first time. For example, "As reported in a government study (National Institute of Mental Health NIMH 1991), blah blah…" and thereafter, " The previously cited study (NIMH, 1991) found that …

- If citing multiple works by the same author at the same time, arrange dates in order. In general, use letters after years to distinguish multiple publications by the same author in the same year. For example: Several studies (Johnson, 1988, 1990a, 1990b, 1995 in press-a, 1995 in press-b) showed the same thing.
- For email and other "unrecoverable data" use personal communications, for example: (A.B. Jaslyn, personal communication, Oct 3, 2001)

19. 3 Reference List Formats

1. References are listed alphabetically first by author's surname.
2. Where there is more than one author always write down the names in the order they appear in the publication.
3. Some elements in references lists should be italicised or underlined, e.g. title of books or journal.

19.4 Periodicals

Elements of a reference to a periodical

Herman, L. M. Kuczaj, S.A. I11 & Holder, M.D. (1993). Responses to anomalous gestures sequences by a language-trained dolphin: Evidence for processing of semantic relations and syntactic information. *Journal of Experimental Psychology: General* 122, 184-194.

- Capitalise only the first work of the title and of the subtitle, if any, and any proper names, do not underline the title or place quotation marks around it.

Journal Article, Multiple Authors

Buxton, V., James, 1, & Harding, W. (1998, Sept 2). Using research in community nursing, *Nursing Times,* 94(35)*, 57-60.

- In text, use the following parenthetical citation each time (including the first) the work is cited: (Buxton, 1998).

Daily Newspaper Article, No Author

New drug appears to sharply cut risk of death from heart failure. (1993, July 15). *The Age,* P. A18.

- Alphabetise works with no author by the first signature word in the title. In text, use a short title for the parenthetical citation: ("New Drug, 1993). Precede page numbers for newspaper articles with "p."

19.5   Books, Brochures and Book Chapters

Elements of a reference to an entire book

Cone, J. D., & Foster, S.L. (1993). *Dissertations and these from start to finish: Psychology and related fields.* Washington, DC: American Psychological Association.

Book , Group Author (Government Agency) as Publisher

Australian Bureau of Statistics. (1991). *Estimated resident population by age and sex in statistical local areas, New South Wales, June 1990* (No. 3209.1). Canberra, Australian Capital Territory: Author.
- Alphabetise group authors by the first significant word of the name.
- When the author and publisher are identical, use the word Author as the name of the publisher.

Edited Book

Gibbs, J.L., & Huang, L. N. (Eds). (1991). *Children of color. Psychological intervention with minority youth*, San Francisco: Jossey-Bass.
- For a book with just one author and an editor as well, give the author first and list the editor in parentheses after the title.

Book, No Author or Editor

Merriam-Webster's collegiate dictionary (10thed). (1993). Springfield, MA: Merriam-Webster.
- Place the title in the author position.
- Alphabetise books with no author or editor by the first significant word in the title (*Merriam* in this case).
- In text, use a few words of the title, or the whole title if it is short, in place of art author name in the citations: (*Merriam-Webster's Collegiate Dictionary,* 1993).

Encyclopaedia or Dictionary

Sadie, S. (Ed.). (1980). *The new Grove dictionary of music and musicians* (6th ed., Vols. 1-20). London: Macmillan.
- For major reference works with a large editorial board, you may list the name of the lead editor, followed by "et al".

Brochure, Corporate Author

Research and Training Center on Independent Living. (1993). *Guidelines for reporting and writing about people with disabilities* (4th ed.) [Brochure]. Lawrence, KS: Author.
- Format references to brochures in the same way as those to entire books.
- In brackets, identify the publication as a brochure.

Elements of a Reference to an Article or Chapter in an Edited Book

Massaro, D. (1992). Broadening the domain of the fuzzy logical model of perception. In H. L. Pick, Jr., P. van den Broek, & D. C Knill (Eds.), <u>Cognition: Conceptual and methodological issues</u> (pp. 51-84). Washington, DC: American Psychological Association.

Technical and Research Reports

Mazzeo, J., Druesne, B., Raffeld, P. C., Checketts, K. T., & Muhlstein, A. (1991). Comparability of computer and paper-and-pencil scores for two CLEP general examinations (College Board Rep. No. 91-5). Princeton, NJ: Educational Testing Service.

Proceedings of Meetings and Symposia

Published proceedings, published contribution to a symposium, article or chapter in an edited book.

Deci, E. L., & Ryan, R. M. (1991). A motivational approach to self: Integration in personality. In R. Dienstbier (Ed.), *Nebraska Symposium on Motivation: Vol. 38. Perspectives on motivation* (pp.237- 288). Lincoln: University of Nebraska Press.
• Capitalise the name of the symposium, which is a proper name.

Unpublished Contribution to a Symposium

Lichstein, K. L., Johnson, R. S., Womack, T. D., Dean, J. E., & Childers, C. K. (1990, June). Relaxation therapy for polypharmacy use in elderly insomniacs and non-insomniacs. In T. L. Rosenthal (Chair), *Reducing medication in geriatric populations.* Symposium conducted at the meeting of the First International Congress of Behavioural Medicine, Uppsala, Sweden.
• Give the month of the symposium if it is available.

Unpublished Paper Presented at a Meeting

Lanktree, C., & Briere, J. (1991, January). *Early data on the Trauma Symptom Checklist for Children (TSC-C).* Paper presented at the meeting of the American Professional Society on the Abuse of Children, San Diego, CA.

19.6   Audio Visual Media

Film, Limited Circulation

Harrison, J. (Producer), & Schmiechen, R. (Director). (1992). *Changing our minds: The story of Evelyn Hooker* [Film]. (Available from Changing our Minds, Inc., 170 West End Avenue, Suite 25R, New York, NY 10023).

• Give the name and, in parentheses, the function of the originator or primary contributors (in this example, Harrison and Schmiechen, who are, respectively, the producer and the director).

• Specify the medium in brackets immediately after the title (in this example, the medium is film; other non-print media include videotapes, audiotapes, slides, charts and works of art).
• Give the location and name of the distributor (in this example, because Changing our Minds is a small establishment, a complete address is provided).

Television Broadcast

Crystal, L. (Executive Producer). (1993, October 11). *The MacNeil/Lehrer news hour.* New York and Washington, DC: Public Broadcasting Service.

Television Series

Miller, R. (Producer). (1989). The mind. New York: WNET.

Single Episode from a Television Series

Restak, R. M. (1989). Depression and mood (D. Sage, Director). In J. Sameth (Producer), The mind. New York: WNET.

Hall, B. (1991). The rules of the game (J. Bender, Director). In J. Sander (Producer), *I'll fly away.* New York: Mew York Broadcasting Company.

Abstract on CD-ROM

Author, I. (date). Title of article [CD-ROM]. *Title of Journal, xx, xxx-xxx.* Abstract from: Source and retrieval number.

Meyer, A. S., & Bock, K. (1992). The tip-of-the-tongue phenomenon: Blocking or partial activation? [CD-ROM]. *Memory & Cognition*, 20, 715-726. Abstract from: Silver Platter File: PsycLIT Item: 80-16351

Bower, D. L. (1993). *Employee assistant programs supervisory referrals*: *Characteristics of referring and non-referring supervisors* [CDROM]. Abstract from: ProQuest File: Dissertation Abstracts Item: 9315947

Computer Program, Software, or Programming Language

Bender report [Computer software]. (1993). Melbourne, FL: Psychometric Software.
Breckler, S. J., & Pratkanis, A. R. (1985). Experiment "Command Interpreter for the IBM personal computer [Computer programming language]. Baltimore: Authors.

Miller, M. E. (1993). The Interactive Tester (Version 4.0) [Computer software]. Westminster, CA: Psytek Services.

19.7   How to Cite Information from the Internet

An article from the American Psychologist:

Jacobson, J. W., Mulick, J. A., & Schwartz, A. A. (1995). A history of facilitated communication: Science, pseudoscience, and anti-science: Science working group on facilitated communication. *American Psychologist*, 50, 750-765. Retrieved January 25, 1996 from the World Wide Web: http://www.apa.org/journals/jacobs.html

A Newspaper Article:

Sleek, S. (1996, January). Psychologist build a culture of peace. *APA Monitor,* pp. 1, 33 [Newspaper, selected stories on line]. Retrieved January 25, 1996 from the World Wide Web: http://www.apa.org/monitor/peacea.html

An Abstract:

Rosenthal, R. (1995). State of New Jersey v. Margaret Kelly Michaels: An overview [Abstract]. *Psychology, Public Policy, and Law,1*,247-271. Retrieved January 25, 1996 from the World Wide Web: http://www.apa.org/journals/ab1.html

20. INFORMATION SKILLS GUIDE

What is Research?

Research is the work you do when looking for information on a topic. To do this you may use books and articles or do original study, using experiments or questionnaires. Investigation into a new area or trying to prove an idea by gathering information is all research.

Define your topic or subject by breaking down your assignment question into keywords and use the following resources.

REFERENCE BOOKS: Look here for a brief introduction to a wide variety of topics. Up-to-date statistics can also be found here.

BOOKS: Give broad, in-depth or technical information.

PERIODICALS (or Journals): Articles cover very specific subjects with up-to-date information.

ARTICLES (from Periodicals): Copies of periodical articles (or book chapters) may be set aside in the Library by your tutor.

LIBRARIANS: When in doubt ask for help. Remember a person is often the best resource.

What is an Article?

Articles are found only in periodicals (journals, magazines etc.). They are usually short pieces of work on very specific topics. A research article is one which presents the results of research, indicated in the article by the author referring to a study, to questionnaires, or to experiments.

How to Find Periodical Articles

1 CD-ROM or DVD indexes: these CD-ROMs/DVDs index articles in periodicals.
2 Journal indexes: individual journals or look for composite indexes.
3 Search books looking for references

Using Books for Researching

When using books there are shortcuts for you to follow. Check the following:

CONTENTS PAGE: Check your keywords against the chapter headings and subheadings shown on the contents page.

INDEX: Found at the back of the book. An alphabetical list of all the names and topics covered in the book.

FOOTNOTES: Found at the bottom of a page, and usually numbered. Consist of short references, which are listed in full, in the bibliography.

REFERENCES: A reference describes another piece of work that the author has used. A reference may be to a book or an article. You can tell the difference between these by the way a reference is written. An article will have volume, issue and page numbers.

BIBLIOGRAPHY: Appears at the end of the book or the chapter, usually before the index. Lists all the references used in writing the book.

Written Work

Professional people are expected to be able to express themselves well, orally and in writing. Today, communication skills are often more valuable than technical skills. The course emphasizes this. Spelling, grammar and style will be part of the assessment of all written assignments and reports. Presentation is also considered to be an important facet. If material is being copied from a published source, proper references are essential. One of the skills you will be learning in this programme is to know when it is appropriate to copy information, and how to reference it, as well as how to absorb and rephrase information in a report so that it is your own individual work.

Inclusive Language

In written assignments and oral presentations, the Institute expect adherence to the provision for inclusive language. Sexist language, racist language, or language which denies or diminishes any person is not acceptable in a world where diversity is increasingly a component of work and play.

Focus your awareness on common used expressions such as in the following examples: in a mixed audience "mothering" might exclude those men who perceive themselves as "caregivers". Instead of the "best man for the job" use the "best person for the job". Use a noun, "the decision of the manager" instead of the pronoun "his decision". Anyone can be a "captain" in the race of the America's Cup.

21. LIVING IN SINGAPORE

21.1 About Singapore

Singapore is not just one island but a main island with 63 surrounding islets. The main island has a total land area of 710.3 square km.

Singapore is the busiest port in the world with over 600 shipping lines sending super tankers, container ships and passenger liners to share the busy waters with coastal fishing vessels and wooden lighters.

One of the world's major oil refining and distribution centres, Singapore is also a major supplier of electronic components and a leader in shipbuilding and repairing. It has also become one of the most important financial centres of Asia, with more than 130 banks. Singapore's strategic location, excellent facilities, fascinating cultural contrasts and tourist attractions contribute to its success as a leading destination for both business and pleasure.

Geographical Location

Located at one of the crossroads of the world, Singapore's strategic position has helped it grow into a major centre for trade, communications and tourism. Its geographical location is 136.8 km north of the equator, between latitudes 103 degrees 38' E and 104 degrees 06' E.

It is linked to Malaysia by two causeway bridges and the key islands of the Riau Archipelago of Indonesia are just a quick ferry trip away. Thailand and the Philippines are a short plane journey away and Singapore, with an airport served by more than 100 airlines, is very much the gateway to South-East Asia.

Climate

Singapore's climate is warm and humid, with only slight variations between the average maximum of 35 degrees Celsius and minimum of 24 degrees Celsius. This makes it ideal for those who enjoy sunbathing, swimming, sailing and other water sports. But for those who do not enjoy the tropical climate, Singapore is sheltered from the worst effects of the sun with air-conditioning in almost all of its shops, hotels, office buildings and restaurants.

Rain falls throughout the year, with more consistent rain coming during the monsoon season from November to January. Showers are usually sudden and heavy, but also brief and refreshing.

People

Singapore's population as at end of year 2014 stands at around 5.47 million which comprises of 74% Chinese, 13% Malays, 9% Indians and 3% Eurasians and people of other descent. The original inhabitants were Malay fishermen, but after the arrival of Sir Stamford Raffles and the establishment of a British trading post, Singapore became a magnet that drew hundreds of thousands of migrants and merchants. Seeking a better life for themselves and their families, they came from China, Indonesia, India, Pakistan, Ceylon and the Middle East. Though inter-marriages have taken place over the years, each racial group within Singapore has retained its own cultural identity while developing as an integral part of Singapore community.

Language

There are four official languages in Singapore: Malay, Mandarin, Tamil and English. English is the language of business and administration, and is widely spoken and understood. Most Singaporeans are bilingual, and speak their mother tongue as well as English. Malay is the national language.

Religion

With this mixture of people, Singapore is also a mixture of religions. Singapore's skyline boasts the distinctive minarets of mosques, spires of gothic cathedrals, intricate figurines of Hindu temple gods and distinctive roof architecture of Chinese temples. The main religions are Islam, Buddhism, Christianity, Hinduism, Sikhism, Judaism and Zoroastrianism.

You may browse the following websites for more information about Singapore:
www.visitsingapore.com, www.sg

21.2   Housing Information

Staff in CITECH are available to help, support and advise students on accommodation related issues.

Sharing rental accommodation (flat, private apartment, condominium, etc) with other students is one of the cheapest ways to live. Houses and flats are available for rental from property owners and through some real estate agents. CITECH will help students to rent flat before students arrive Singapore.

We strongly recommend students to have independent living skills e.g cooking, cleaning, budget your money & etc and take time to get to know your friends before you move in together to share a flat.

Below are some of the recommended hostels which are located nearby the school campus. We encourage you to call the individual hostel to check the availability of accommodation and for the updated rental rates. It is also recommended for you to arrange an on-site visit to the hostel before you commit renting the accommodation with the respective hostel.

HOSTEL

Hostel Name	No. of People Per Room	Registration Fee	Deposit Fee	Monthly Fee	Min. Period of Stay (month)	Facilities	Direction to CITECH
Yo.Ha @ Henderson *98 Henderson Road, Singapore 159543* *(note: rental rate is as at 1 Jan 2016. Please ask for updated rates)*	4	$85.60	$561.00	$561.00	3	✓ Air-con ✓ Coin-operated washing machine ✓ Furniture and fitting ✓ Free Internet ✓ Common Bathroom ✓ Common Kitchen ✓ Sports Area ✓ 24hr security	**20-40 mins** **By Bus:** 273, 145, 176, 131
	6	$85.60	$490.00	$490.00	3		
	4	$85.60	$561.00	$561.00	6		
	6	$85.60	$490.00	$490.00	6		

21.3 Getting Around Singapore

Getting from point A to point B in Singapore is not just easy, it is also economical. An efficient public transportation network is available such as taxis, buses and the modern Mass Rapid Transit (MRT) rail system.

TAXI HOTLINES:

• Dial A Cab	6342 5222
• CityCab	6552 1111
• Comfort Taxi	6552 1111
• SMRT Taxis	6555 8888
• SMART Cabs	6485 7777
• TransCab	6555 3333
• Premier Taxis / SilverCab	6363 6888
• Prime Taxi	6778 0808
• Yellow-Top Taxi	6293 5545

Note: Drivers showing red destination labels on their dashboard or windscreen are either busy (occupied) or changing shift and prefer to accept passengers travelling in that general direction only.

You are encouraged to check the various transport companies website for more information about available bus transport etc. -www.smrt.com.sg, ww.sbstransit.com.sg

21.4 General Information

Banking

Banking hours are usually Monday to Friday: 9.30 am to 3 pm, Saturday: 9.30 am to 1 pm (some banks are open until 7 pm), Sunday: 9.30 am to 3 pm (some banks in Orchard Road). Please check with the various banks for updated banking hours.

Below is a list of common Banks available in Singapore:

- POSB – Post Office Savings Bank (www.dbs.com.sg)
- DBS – Development Bank of Singapore Ltd (ww.dbs.com.sg)
- UOB – United Overseas Bank Ltd (www.uob.com.sg)
- OCBC – Overseas Chinese Banking Corporation (www.ocbc.com.sg)
- DBS – Hong Kong and Shanghai Banking Corporation Ltd (www.DBS.com.sg)
- CitiBank(www.citibank.com.sg)
- Standard Chartered Bank (www.standardchartered.com.sg)
- ANZ Bank – Australia and New Zealand Bank (www.anz.com.sg)
- Bank of China (http://www.bankofchina.com)

Currency

The local currency is Singapore dollars and cents. Notes come in denominations of SGD 2, SGD 5, SGD 10, SGD 20, SGD 50, SGD 100, SGD 500, and SGD 1,000.

Coins come in denominations of 1, 5, 10, 20 and 50 cents and SGD 1.

Electricity

Singapore voltage is 220-240 volts AC, 50 cycles per second.

Medical Facilities

Singapore's medical facilities are among the finest in the world, with well-qualified doctors and dental surgeons.

Pharmaceuticals are available from numerous outlets, including supermarkets, department stores, hotels and shopping centres. Registered pharmacists work from 9 am to 6 pm.

Below is a list of medical and dental clinics nearby CITECH campus:

Parkway Health Day Surgery & Medical Centre
363 Balestier Road, Level 3,
Singapore 329784

Tel: (65) 6735 5000
Fax: (65) 6732 6733
Email: ppac@parkway.sg
Website: www.parkway-dmrc.com.sg

Keppel Medical Group
9 Telok Blangah Crescent
Singapore 090009

Tel: (65) 6270 0846
Opening Hours: 9AM – 12.30PM (Mon to Fri)

United Clinic & Surgery
8 Telok Blangah Crescent,
Singapore 090008

Tel: (65) 6270 3765
Opening Hours:
8.30AM – 12PM (Mon,Tues,Thurs,Fri)
8.30AM – 12PM (Wed,Sat and Sun)

Fraser Medical Centre
Blk 78A, Telok Blangah Street 32,
#01-07, Singapore 101078

Tel: (65) 6273 3603
Opening Hours: 8.30AM – 2PM (Mon to Thurs)
6.30PM – 9PM (Mon to Thurs)
8.30AM – 2PM (Fri)/12.30PM
(Sat/Public Holiday)

Raffles Medical Group
1 Maritime Square, #03 – 56,HarbourFront Centre, Singapore 099253

Tel: (65) 6273 3078
Opening Hours: 8.30AM – 1PM (Mon to Fri)
2.00PM – 5.30PM (Mon to Fri)
8.30AM – 1PM (Sat)

Healthplus Family Clinic & Surgery
78A Telok Blangah Street 32, #01 – 02,
Singapore 101078

Tel: (65) 6273 3327
Opening Hours: 8.30AM – 12.30PM (Mon to Fri)
2PM – 4.30PM (Mon to Fri)
7PM – 11PM (Mon to Fri)
8.30AM – 12.30PM (Sat,Sun and Public Holiday)
7AM – 11PM (Sat,Sun and Public Holiday)

Mint Medical Centre
1 Harbourfront Place, #01 –
10,HarbourFront Tower One,
Singapore 098633

Tel: (65) 6272 9372
Website: www.mintmed.com.sg
Opening Hours: 9.30AM – 1PM (Mon to Fri)
                 2.30PM – 6PM (Mon to Fri)
                 9.30AM – 12.30PM (Sat)

Shenton Medical Group
1 Harbourfront Place, #01 –
04,Harbourfront Tower One,
Singapore 098633

Tel: (65) 6377 5727
Website: www.parkwayshenton.com
Opening Hours: 8.30AM – 1PM (Mon to Fri)
                 2PM – 5.30 PM (Mon to Fri)

DentalPlus Clinic
Blk 78B, Telok Blangah Street 32,
#01-21, Singapore 102078

Tel: (65) 6270 6800
Website: www.dentalplus.com.sg
Opening Hours: 9AM – 7PM (Mon to Fri)
                9AM – 5PM (Sat)/1PM (Sun)

iSmile Dental Clinic
Blk 78A, Telok Blangah Street 32,
#01-12, Singapore 101078

Tel: (65) 6272 0656
Opening Hours: 9AM – 9PM (Mon to Wed/Fri)
               9AM – 1PM (Thu/Sun)
               9AM – 5PM (Sat)

Below is a list of Hospitals:
Raffles Medical Group
Raffles Hospital
585 North Bridge Road,
Singapore 1889770

24-hour Appointments Hotline
Tel: (65) 6311 1222/6311 1111
Fax: (65) 6311 2136
Email: specialist@raffleshospital.com
Website:www.rafflesmedicalgroup.com

National University Hospital
5 Lower Kent Ridge Road,
Singapore 119074

24-hour Appointments Hotline
Tel: (65) 6779 5555
Fax: (65) 6777 5678
Email: nuh_enquiries@nuhs.edu.sg
Website: www.nuh.com.sg

Singapore General Hospital
Outram Road, Singapore 169608

Tel: (65) 6222 3322
Fax: (65) 6224 9221
Website: www.sgh.com.sg

Mount Elizabeth Hospital
3 Mount Elizabeth, Singapore 228510

Tel: (65) 6737 2666
Website: www.mountelizabeth.com.sg

Tan Tock Seng Hospital
11 Jalan Tan Tock Seng, Singapore
308433

Tel: (65) 6256 6011
Website: www.ttsh.com.sg

Khoo Teck Phuat Hospital
90 Yishun Central, Singapore 768828

Tel: (65) 6555 8000
Website: www.ktph.com.sg

Gleneagles Hospital
6A Napier Rd, Singapore 258500

Tel: 6473 7222
Fax: 6470 5616
Website: www.gleneagles.com.sg

Mount Alvernia Hospital
820 Thomson Rd, Singapore 574623

Tel: 6347 6688/ 6347 6210
Website: www.mtalvernia-hospital.org

Mobile Phones and Internet Service

There are three mobile telephone service providers - SingTel, M1 and StarHub. To make international calls, the access codes are 001, 013, or 019 for SingTel, 002 or 021 for M1 and 008 or 018 for StarHub.

These 3 mobile telephone services providers - SingTel, M1 and StarHub – also provide mobile broadband and internet services. You can enquire with the respective provider for more information about subscribing to internet broadband.

Money Changers

Apart from banks and hotels, money can be changed wherever the sign "Licensed Money Changer" is displayed. Most shopping complexes have a licensed money changer. Students are discouraged from changing money with unlicensed money changers.

Payphone Services

Public payphones operated by credit card and/or stored-value phonecards can be used to make both local and international calls. Public payphones can be found in most shopping complexes and MRT stations.

Local calls are charged at 10 cents per 3 minutes. Stored-value phonecards in denominations of SGD2, SGD5, SGD10, SGD20 and SGD50 can be purchased from post offices, phone card agents and any convenience stores like Seven-Eleven.

To make an international call, dial the access code followed by the country code, area code & telephone number. Different telephone companies use different access codes - 001 for SingTel, 002 for M1 and 018 for Starhub. International Calling Cards in denominations of SGD10, SGD20 and SGD50 are also available at all post offices including Changi Airport, 7-Eleven stores and other retail outlets.

Postal Services

Singapore Post operates a network of more than 1,300 postal outlets conveniently located throughout the island. These outlets offer a wide range of postal, telecommunication and agency services. Most postal outlets are open from Monday to Friday from 8.30 am to 5 pm and until 1 pm on Saturday.

You are also encouraged to visit their website for more information about postal services – www.singpost.com.sg

Useful Telephone Numbers

Here is a list of useful telephone numbers.

Police 警察局
999 (toll-free)

Emergencies/Ambulance/Fire Brigade 紧急情况/救护车
995 (toll-free)

Embassy of the People's Republic of China in the Republic of Singapore
中华人民共和国驻新加坡共和国大使馆
150 Tanglin Road, Singapore 247969
Tel: 64180252, 67344737
Website: http://www.chinaembassy.org.sg/chn/

Local telephone number enquiry 电话查询
Tel: 100

Toll-free lines 免费电话
Dial 1800 followed by the toll-free line number (in Singapore only).