

STUDENT HANDBOOK

**MESSAGE FROM THE VICE-CHANCELLOR
CURTIN UNIVERSITY, AUSTRALIA**

Curtin University of Technology is an Australian pioneer of tertiary education delivery in the international market. The University began delivering programs in Singapore in 1986, and now counts the Marketing Institute of Singapore, the Singapore Institute of Materials Management and the Singapore Human Resources Institute as valued long-term partners.

Curtin's Singapore Campus is an excellent opportunity to build upon these important relationships and take it a step further. The new Campus enables current operations with our Singapore partners to be consolidated in a single location close to the bustling heart of the city. We look forward to greater synergies and efficiencies that can bring added value to current and future students.

Curtin is Western's Australia's largest university offering courses at undergraduate, postgraduate and doctoral levels. During 2007, over 41,300 students were enrolled at the University, with 17,100 being international students. Curtin is committed to strong international engagement and strives toward innovative, modern teaching methods and the highest academic standards. In addition, Curtin has extensive research activities with the university ranked 11th in a comparison of Australian universities total 2006 research income.

We are widely recognised for the practical and applied nature of our courses and successful partnerships with industry, business and government that enables students to gain essential and relevant skills. This, coupled with our research that is focused on solving real world problems, produces graduates poised to make a real difference in the world.

Professor Jeanette Hackett BJuris LLB LLM PhD

**Vice-Chancellor
Curtin University Of Technology**

**MESSAGE FROM THE PRO-VICE CHANCELLOR
CURTIN UNIVERSITY, SINGAPORE**



It is with pleasure that I welcome your interest in Curtin Singapore.

At Curtin Singapore we offer English language and foundation programs along with diploma, undergraduate and postgraduate courses. Curtin courses are widely recognised for their practical and applied nature, a combination which enables graduates to be effective in the workplace upon graduation.

Curtin Singapore is strongly committed to innovative, modern teaching methods and maintenance of the highest Academic Standards. At Curtin Singapore you will find a caring community with staff dedicated to providing a stimulating and supportive learning environment. As a Curtin Singapore student you will be provided with a quality education that prepares you to live and work in the global environment

Curtin Singapore is the newest addition to Curtin's campuses around the world. When you choose Curtin Singapore you can be confident you are choosing a leading and internationally recognised education provider.

I look forward to welcoming you to Curtin Singapore.

**Prof John Neilson
Pro Vice-Chancellor
Curtin Singapore**

**MESSAGE FROM THE CEO
NAVITAS SINGAPORE**



A very warm welcome to Curtin Singapore.

Curtin Singapore was established in 2008 with the intention of bringing all of Curtin's offshore programs into a single consolidated, purpose built campus. This will allow a full synergy of Curtin's academic delivery in Singapore.

Singapore's stated intentions of being Asia's premier education hub and its well known education system will make Curtin Singapore an excellent choice for students seeking a university degree with an added Asian flavour.

Singapore is a safe multi-cultural and vibrant city that embodies the finest of East and West. Students will be part of an exciting campus which gives them access to the Asian region and beyond.

We hope you enjoy your learning experience at Curtin Singapore.

Dr Rod Jones
Chief Executive Officer
Navitas Singapore

1. ABOUT US

1.1 Curtin University, Australia

A degree from Curtin University of Technology is recognised globally. Curtin graduates have the confidence and skills they need for successful careers in the modern international market.

Curtin's growing reputation and success can be attributed to its high-quality teaching and research staff. The University is committed to the highest academic standards and cutting edge teaching methods. The confidence that comes from a quality education ensures Curtin graduates are in demand and well placed to pursue career opportunities around the world.

With over 40,000 students from more than 100 countries, Curtin has established a worldwide reputation as a dynamic and stimulating place of learning. Committed to academic excellence, innovation and modern teaching methods, Curtin's close links with business, industry, government and the community reflect its applied focus.

1.2 Curtin University, Singapore

Curtin University of Technology has its main Bentley campus in Perth, Western Australia.

The University has a longstanding reputation in the international market and was a pioneer in the provision of international education, particularly in South-East Asia. The Curtin Singapore campus continues this strong international focus.

2. OUR VISION & MISSION

2.1 Vision

An international leader shaping the future through our graduates and research, and positioned among the top 20 universities in Asia by 2010.

2.2 Mission

Curtin Singapore is committed to innovation and excellence in teaching and research for the benefit of our students and the wider community.

2.3 Our Core Values

- Integrity
 - Being consistently honest and trustworthy in all activities
- Respect
 - Having regard for self and others
- Fairness
 - Ensuring just decisions through open decision-making
- Care
 - Acting to ensure the welfare of others

3. ADMINISTRATIVE MATTERS

3.1 Refund Policy

Withdrawal for Cause:

Subject to Force Majeure, the Student shall be entitled to immediately withdraw from the Course by giving written notice to Curtin Singapore of his/her intention to do so under the following circumstances:

- (i) Curtin Singapore fails, for any reason, to commence the Course on the Commencement Date;
- (ii) Curtin Singapore fails, for any reason, to complete the Course by the Completion Date;
- (iii) Curtin Singapore terminates the Course for any reason prior to the completion of the Course; or
- (iv) Curtin Singapore is in material breach of its obligations under this Agreement

Refunds for Withdrawal for Cause:

Curtin Singapore shall, as soon as practicable after receiving the Student's notice of withdrawal under Clause 2.1 (and in any event no more than fourteen (14) days after receiving such notice) refund to the Student:

- (i) the entire amount of the Tuition Fees; and
- (ii) the Non-Tuition Fees and/or Additional Fees*.

Withdrawal Without Cause and Refunds:

Where the Student withdraws from the Course for any reason other than those set out in Clause 2.1 or Force Majeure, Curtin Singapore shall, subject to Clause 3.4, as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than twenty-eight (28) working days after receiving such notice) refund to the Student the following sums (less any applicable bank administrative charges properly paid/payable under Student Protection Scheme):

% of [the aggregate amount of the Course Fees and Additional Fees paid]	If Student's written notice of withdrawal is received
[100%- SGD\$550]	More than 10 weeks or [70] days before the Commencement Date
[90%]	Before, but not more than 10 weeks or [70] days before the Commencement Date
[50%]	After, but not more than [28] days after the Commencement Date
[0%]	More than [28] days after the Commencement Date

No Double Claim: For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from the Curtin Singapore or the NTUC Income Insurance Co-operative Limited pursuant to a provision of this Agreement or the Master Insurance Policy in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against Curtin Singapore or the NTUC Income Insurance Co-operative Limited for the same payment in respect of the same matter or damage pursuant to any other provision of this Agreement or the Master Insurance Policy

3.2 **Standard Student Contract**

After being registered as a student with Curtin Singapore, you, the student must sign the Standard Student Contract with the University. You are to read the Standard Student Contract carefully and ensure that you understand its content. Your course counselor is in a position to clarify any queries that you may have on the various terms and conditions in the Contract.

3.3 **Fees and Payment Modes**

Tuition fees are to be paid prior to enrolment. Non-tuition fees, accounts and charges must be paid at the beginning of the trimester before students will be able to commence or continue their studies. Non payment may result in enrolment being delayed until the following trimester. All enrolment details must be correct and the University must be informed of any change in address and contact details.

Course deposits

No course deposits are imposed. Fees payable are clearly stated in our brochure and the Standard Student Contract. Students are expected to pay their fees in **FULL** before the commencement of the course that they have signed up for.

Discounted Prices

Curtin Singapore does not provide discounted prices.

Tuition Fees

The tuition fee stipulated on the Letter of Offer is based on a full-time study load (100 credits per trimester). It is calculated on a unit (subject) basis and the cost of units varies according to academic disciplines. The tuition fee is as stated in the Fees Schedule. Tuition fees are subject to review on an annual basis.

Payment of tuition fee is clearly communicated to the student in the Letter of Offer. A receipt will be issued for the amount paid.

Payments can be made through cash, cheques or credit cards (Visa & Mastercard) in Singapore dollars (SGD). Cheques payments must be crossed and made payable to "Curtin Singapore". Please write your name, NRIC or Passport No., course name and your telephone contact number on the back of the cheque.

For foreign students, payment can be made through bank cheque, international bank draft or telegraphic transfer in Singapore dollars.

(A)

Account Name:	Curtin Singapore
Name of Bank:	Citibank
Account Number:	0850303-029
Main Branch:	Singapore Branch
Swift Code:	CITISGSG

(B)

Payment by Cheque:

Please make all cheques payable to “Curtin Singapore”
Please note: Curtin Singapore only accepts bank cheques

Non – Tuition Fees and Additional Fees

Payment of non-tuition fees is to Curtin Singapore.

Payments can be made through cash, cheques or credit cards (Visa & Mastercard) in Singapore dollars (SGD). Cheques payments must be crossed and made payable to “Curtin Singapore”. Please write your name, NRIC or Passport No., course name and your telephone contact number on the back of the cheque. This amount is subject to prevailing Goods and Service Tax (GST) charges.

3.4 Issue of receipts

An official receipt will be issued by Curtin Singapore for every payment made by students. The receipt will indicate the total amount paid with a detailed breakdown of what the payment is for.

3.5 Over and undercharging

Curtin Singapore is committed to avoidance of over or undercharging.

Detailed breakdown of Course fees, including Non-tuition fees are clearly defined in the Standard Student Contract, payment schedule, payment vouchers and all our course programme brochures.

3.6 Student Protection Scheme (SPS)

Curtin Singapore has in place a Student Protection Scheme by way of a Student Tuition Fee Insurance pursuant to the terms and conditions of the CASE-PEO Agreement made CASE and NTUC.

The Student Protection Scheme serves to protect the student. It provides for the indemnification of tuition fees to the student in the event that the University is unable to continue operation due to insolvency and/or regulatory closure or upon failure of the University to pay penalties or return fees to the student arising from judgments made against it by the Singapore Courts and upon death or total permanent disability of the student.

As per the Standard Student Contract, the SPS is compulsory for all foreign students whilst local students may opt in for the scheme. The insurance premium for this scheme is payable by the student.

3.7 Student Induction Programme

Every registered student must attend the Student Orientation Programme. This provides students with the opportunity to familiarize with the campus, to meet staff and form new friendships. Each student will be advised of the date and time of the Orientation Programme that they are expected to attend. The Orientation Program is conducted within the week just prior to the commencement of the course.

3.8 Deferment Policy

A deferred assessment shall normally be for a period of up to six months, but can be extended by the Chair of the Board of Examiners, after discussion with the Director, Student Services.

A deferred assessment will only be granted at the Board of Examiners, where it has been documented that the determination of the student's results have been affected by circumstances completely beyond their control and which are generally under the following conditions:

- a) Compassionate grounds (should be accompanied by a certificate from an appropriate Curtin counselor, minister of religion, medical practitioner or other appropriate person)
- b) Medical grounds (certificate from a medical practitioner)
- c) Psychological grounds (certificate from a registered psychologist)
- d) Other grounds (for example; project units where it can be shown that the project has been affected by circumstances completely beyond the control of the student)

3.9 Transfer / Withdrawal

Curtin Singapore allows students to transfer between Curtin campuses or transfer from a current course or major to another whilst in the same campus. Curtin Singapore also has a policy to allow students to make a unit or course withdrawal. Fees paid and status of Student's Pass will be processed according to Curtin Singapore's Refund Policy and ICA regulations, respectively.

3.10 Pre- requisites and requirement for various courses

The pre-requisites and requirements for courses are clearly defined in the Standard Student Contract and communication material.

3.11 Letter of Offer

This Letter of Offer gives the student authority to enrol and must be shown when they attend enrolment.

This offer is only valid for the trimester stated in the Letter of Offer. If the student wishes to defer their studies, a written application for deferral must be submitted. A revised Letter of Offer will be issued if deferral is granted.

It is the student's responsibility to ensure that their student visa is issued in time for them to arrive at Curtin Singapore to attend Orientation. The University is unable to accommodate late arrivals.

3.12 Acceptance of Offer

To accept the University's offer, the student must complete and sign the enclosed Acceptance of Offer, and forward it to the University together with payment of one trimester's tuition fee by the due date stated on the Letter of Offer.

Payment of tuition fees will not be accepted if the Acceptance of Offer is not completed and signed.

If there are conditions on your Letter of Offer, you must provide evidence of meeting these conditions before making payment.

3.13 Student Responsibilities

As a student at Curtin University of Technology, you are part of the Curtin community and as such, have certain responsibilities. You will be required to comply with all relevant laws, University Statutes, rule, by-laws, policies and procedures. You must be aware of information on course requirements and academic progress and recognise that cheating, plagiarism, fabrication or falsification of data and the improper use of copyright material is not acceptable. You will participate constructively within the Curtin Learning environment and act at all times honestly and responsibly in relation to academic matters and the use of University facilities. You will also be expected to behave in a manner showing respect to both Curtin staff and students, be sensitive to Curtin staff and students' rights and responsibilities and to embrace diversity.

3.14 Confidentiality Policy

Curtin Singapore is committed to maintaining the confidentiality of the Student's personal information and pledges not to divulge any of the Student's personal information to any third party without the prior written consent of the Student. Student's particulars are solely for the purposes of completing course submission.

Maintaining strict confidentiality of student data through a privacy policy stated in the communication material.

3.15 Contact Us

You can get in touch with us at Curtin Singapore through the following means:

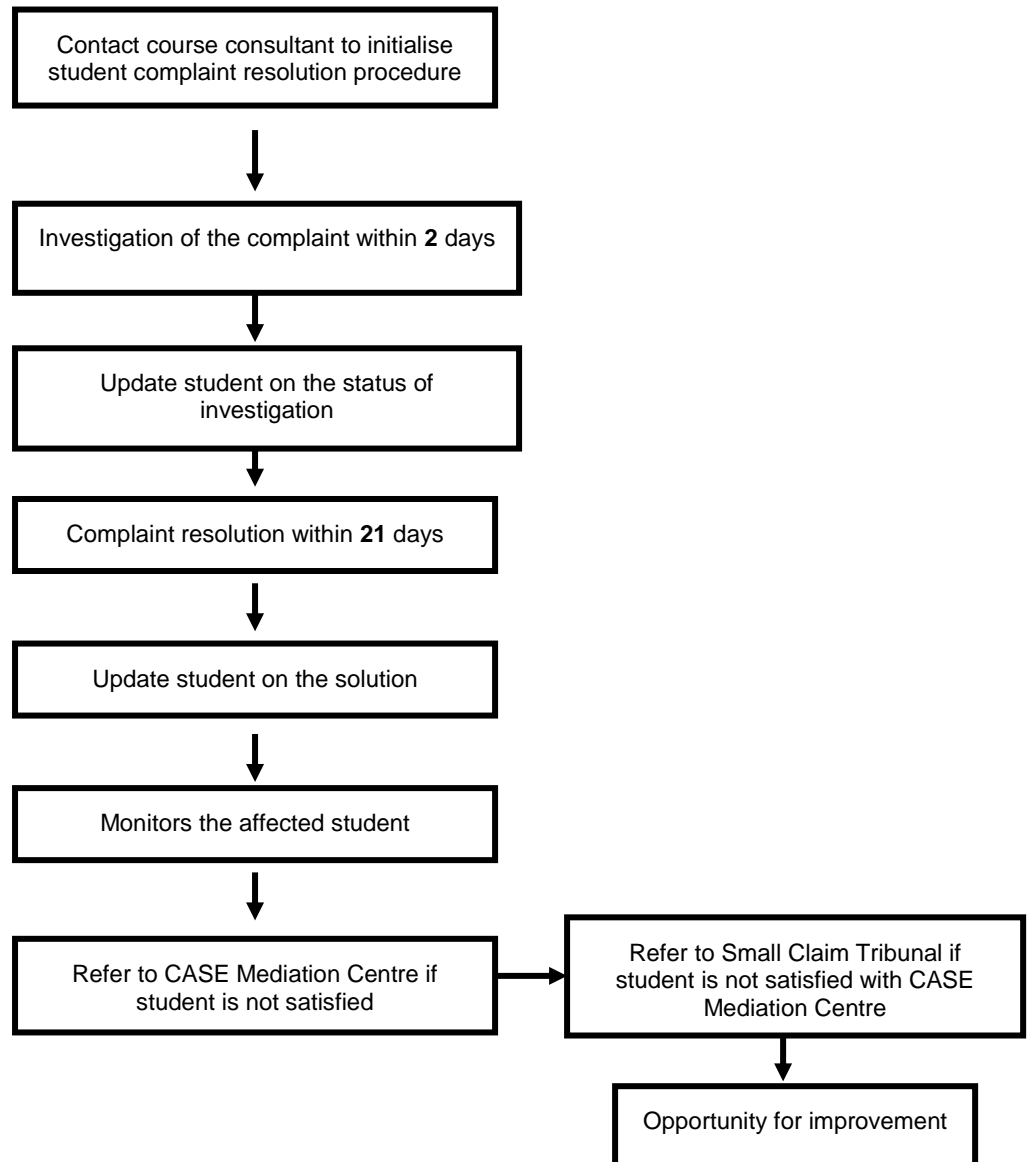
Mail : 90 & 92 Jalan Rajah Singapore 329162
Telephone : (65) 6593 8000
Fax : (65) 6593 8001
Email : admissions@curtin.edu.sg

3.16 Declaration by the CEO

The following is a declaration made by the CEO:

- Student-teacher ratio: Tutorials -20 :1, Lectures- 80:1 (Maximum)
- Student redress policies: student complaint resolution procedure
- Capacity: Approximately 4000
- Size and number of classrooms:
 - 1) 40 classrooms/tutorial rooms at 30 students per class max
 - 2) 10 Lecture rooms at 50 to 80 per room max
- All types of fee payable in enrolment and course:
 - 1) Tuition fee
 - 2) Non-tuition fees:
 - One Time Registration fee
 - Insurance Premium
- Number of planned full-time teachers: 20
- Number of planned part-time teachers: 10

3.17 Student Complaint Resolution Procedure



4. ASSISTANCE PROCEDURES

4.1 Accommodation

Curtin Singapore does not provide accommodation. However, information regarding accommodation can be found in Singapore Tourist Promotion Board web site: www.singaporeedu.gov.sg.

4.2 Post-graduation Opportunities

Curtin Singapore provides advice on courses and post-graduation opportunities upon graduation. Please contact our course administrator or teacher if you need any assistance. Where there is a requirement, Curtin Singapore would prepare a letter of recommendation in support of further study.

4.3 Mode of notification changes

In the event of any changes that affect the student, Curtin Singapore will inform the student in writing. Likewise, students are to update the school on personal information.

4.4 Attendance

Students are expected to attend all classes, undertake all tests and examinations, and abide by all the rules and regulations of Curtin Singapore. Your attendance requirement is expected to fulfill 90% of the total training hours of each course. You have to apply leave to absent from class. The leave must be supported by relevant document. For sick leave, you have to support it with recognized medical leave certificate.

4.5 Unethical Sales Practices

Curtin Singapore does not condone unethical sales practices and its staff are trained and reminded the unethical sales practices are not acceptable. If you encounter any unethical sales practices, please do not hesitate to bring the matter personally to the Principal.

4.6 Application Procedure for foreign student

Step 1: **Prospective student** makes enquiry by telephone or accessing the school web site

Step 2: **Prospective student** receives information on:

- About Curtin Singapore
- Course details and pre-requisites
- Student Protection Scheme
- Application procedure

Step 3: **Interested student** can make appointment to attend an interview

Step 4: **Interested student** submits the application

Step 5: **School issues:**

- Letter of offer
- Standard Student Contract
- Acceptance of Offer form

Step 6: **Interested student:**

- submits Student Pass & Visa Application
- makes payment for application and student pass application fees
- Signs Standard Student Contract
- Signs Acceptance of Offer form

Step 7: **School** submits the insurance cover letter and student pass application to ICA (as well as single journey visa application is applicable)

Step 8: **Upon approval of student pass (and single journey visa), the School issues to student:**

- ICA approval letter
- Single Journey Visa (if applicable)
- Insurance premium receipt

Step 9: **Confirmed student:**

- Makes payment of tuition fee
- Makes payment of non-tuition and additional fee to the School

Step 10: **Confirmed student** ready to commence study

4.7 Application Procedure for local student

- Step 1: **Prospective student** makes enquiry by telephone or accessing the school web site
- Step 2: **Prospective student** receives information on:
- About Curtin Singapore
 - Course details and pre-requisites
 - Student Protection Scheme
 - Application procedure
- Step 3: **Interested student** can make appointment to attend an interview
- Step 4: **Interested student** submits the application
- Step 5: **School issues:**
- Letter of offer
 - Standard Student Contract
 - Acceptance of Offer form
- Step 6: **Interested student:**
- Signs Standard Student Contract
 - Signs Acceptance of Offer form
- Step 5: **Interested student** (if the student decides to opt-into the student protection scheme):
- signs student insurance scheme
 - makes payment for application fee
- Step 6: **Upon approval, the School issues:**
- Insurance Cover letter
- Step 7: **Confirmed student:**
- makes payment of tuition fee to the school
 - makes payment of non-tuition fee to the School
- Step 8: **Confirmed student** ready to commence study