



SMARTTEAM SCHOOL OF MANAGEMENT

Singapore

STUDENT ASSURANCE POLICY & HANDBOOK (v2.0)

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Welcome to SmartTeam School of Management

Thank you for choosing SmartTeam School of Management as your preferred education provider for further education. We hope you will enjoy your learning journey with us.

This booklet contains essential information about the School's policies, procedures and other information, which will be helpful to you during your studies with us. Please take some time to go through this booklet and if you need further clarification, please contact our School for further information. The contact details can be found under the contact information in this booklet.

We wish you all the best in your studies!



Dr Chan Weng Kee

Principal

The Student Handbook is written to guide you throughout your course of studies with us. Care has been taken to ensure that the information contained in this edition of the Student Handbook is correct and revisions may be made from time to time.

The information in this handbook is current as at 25 Feb 2011

Corporate Profile

SmartTeam School of Management (STSOM) is a place where creative thinking is welcomed and encouraged. We are a school that takes a genuine interest in our students and we want them to succeed. Our aim is to be a leading provider of quality education and training in the Asia Pacific region, to meet the rapidly changing needs of the knowledge-based economy.

Our list of lecturers is also formed by a group of qualified and skilled professionals with both academic and practical experience with staggered years in a wide range of industries. Our qualified professionals are committed to deliver quality courses, which will help you to pursue career advancement or further your knowledge. Classes are conducted with real life examples and case studies.

SmartTeam School of Management offers both Full-time and Part-Time Certificate and Diploma Courses. With our tag line, "explore new boundaries", we bring students into a more industrial base learning environment with case studies and a possible internship courses, giving students a holistic learning experience.

SmartTeam School of Management welcomes students from around the world. SmartTeam offers specialized courses for Business and Marketing. We aim to impart innovative and creative skills to our students in an experiential learning environment. To this end, we provide only top-notch faculty lecturers to ensure that our students' learning experiences with us will be both an enriching and rewarding one.

In today's fast moving global economy where education is one of the initial pathways to highest education and is also a connection to personal development and future career planning. SmartTeam wants to be a part with building our students in their future endeavours. Therefore, at SmartTeam School of Management, we heed and will continue to strive for excellence on being at the forefront as a quality education provider. We are your education partner to success.

Our Mission

To explore new boundaries with quality education, continuous learning and skills development.

Our Vision

To be readily recognized as an institution of choice for our commitment to total education and academic quality at every level.

Our Core Values

Our core values include a belief in and a commitment to:

- Nurturing - Offering people opportunities and support for growth and change in both personal and professional contexts.
- Excellence - Creating a dynamic and cohesive environment that fosters commitment to excellence and supports continuous improvement.
- Accountability - Ensuring the safety and welfare of our stakeholders as well as the prudent utilisation of resources through effective and efficient management.
- Communication - Communicating decisions clearly on defined policies and guidelines.
- Commitment - Our staffs are trained to deliver quality and consistent customers' service to achieve customers' satisfaction. We are also committed to exceed our customers' expectations by ensuring our courses are effectively managed.

Our Mission Statement

"Explore new Boundaries"

Quality Policy

We are committed to ensure that the school's policy and processes continue to effectively and efficiently ensure the quality, relevancy and continuous improvement of our academic programmes at all level.

Our Culture Statement

Promote learning and continuous learning

1. Our Service Commitment

We are committed to provide students with quality education and treat them with genuine care for their personal growth and development during their studies with us.

Our Teaching faculty

Our teaching staffs are:

- Qualified and committed to ensure the highest standard of teaching.
- Registered with the Council for Private Education (CPE) Singapore.
- Qualified and skilled professionals with both academic and practical experience with staggered years in wide range of industries.

Courses

All course brochures and publicity materials are regularly updated to reflect the most current and accurate information. Courses are designed by experienced industry practitioners and academic staff to ensure effective learning for students.

Credibility

Consistent information is shown in our brochures, website and relevant publicity materials.

Student Classification

SMARTTEAM SCHOOL OF MANAGEMENT provides academic courses to both International and local students. International students are those who require a Student Pass from the Immigration and Checkpoints Authority (ICA) to study in Singapore. Local students are those who do not need to apply for Student Pass from the Immigration and Checkpoints Authority to study in Singapore.

Regulatory Compliance

We comply strictly with the laws and regulations spelt out by the Private Education Act 2009 and Private Education Regulations respectively.

Certification Compliance

We seek to fulfil all terms and conditions of the EduTrust Certification Scheme. Please refer to website: www.cpe.gov.sg

2. Course Enrolment – Prerequisites and Requirements

Our policy clearly states the pre-requisites and requirements (such as academic qualification, age and work experience) for all courses.

The prerequisites and requirements for the courses are clearly and prominently displayed in our School premises, Standard PEI-Student Contract and in communication materials.

3. Pertinent Information relating to our Courses

SMARTTEAM SCHOOL OF MANAGEMENT provides clear and accurate information in our brochures on the School and the courses offered to assist students and their parent(s)/guardian(s) to make informed decisions.

In addition to providing information relating to our organization's profile, prerequisites and requirements for courses as well as fees payable, SMARTTEAM SCHOOL OF MANAGEMENT also provides other relevant information including:

Student Services

- Details of orientation and support courses.
- Details of Student Pass Application process.
- Accommodation options for Students.

School Policies

- Student withdrawal and non-attendance policies as stated in the Student Handbook.
- School refund policy on terms and conditions of course fee and refunds due to course termination by the School.
- Details of the Fee Protection Scheme (FPS), Medical Insurance

Communication

- Communication Channels
- Students' feedback procedures.
- Mode of notification will be by telephone, email, letter/memo, notice on notice board or face-to-face meeting in the event of any changes.

We have proper procedures in place to keep students posted of changes. The Education Manager will speak and counsel Students or inform them of any change that may arise.

4. Student Admission

1. Education Manager will conduct pre-course counselling using Marketing Materials / Websites / Student Contract.
2. Student will complete Application Form and submit with supporting documents to Education Manager
3. Application fees will be paid to Finance Department. Finance Department will then issue receipt.
4. Application Form will be passed to Principal / Education Manager for assessment and approval.
5. Once approved, all students will be issued a Letter of Offer (Conditional). For Local student go to Step 8. For International Student go to step 6.
6. For International Student, the school will apply for Student Pass.
7. Once approved, the school will prepare a copy of IPA Letter to student. Education Manager will confirm the arrival date of the student (Education Manager pdf and email IPA letter to student)
8. All Student will then report to School and produce the original documents for verification.
9. Education Manager will explain to the student the Standard PEI-Student Contract / Advisory Note / Course Fees / Misc Fees / FPS / Medical Insurance / Security bond.
10. Student will then sign Advisory note / Student Contract / Student Acknowledgement Form.
11. Education Manager will assist the student to make payment of Course Fees and any Misc. Fees (Refer to the FPS payment process) in accordance to the Standard PEI-Student Contract
12. School will purchase for FPS Insurance on the same day upon receipt of fund. After which, enrolment process is completed.

5. Standard PEI-Student Contract

It is our standard operating procedure to enter into a Standard PEI-Student Contract with International and Local Students prior to confirmation of enrolment and this policy is communicated to the student through our various communication channels, including our website.

6. Fee Protection Scheme (FPS)

We have in place a Fee Protection Scheme stipulated by CPE in the form of an Insurance Facility.

We have entered into a Master Insurance Agreement between SmartTeam School of Management and Lonpac Insurance Bhd to indemnify the Student for fees paid to SmartTeam School of Management. An extract of the Student Protection Insurance Policy is also available on our website at www.smartteam.edu.sg.

The Fee Protection Scheme (FPS) serves to protect students' fees in the event a private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgement made against it by the Singapore courts.

EduTrust-certified private education institutions are required to adopt the Fee Protection Scheme to provide full protection to all fees paid by their students. This is applicable to all students (local and international)

The school has appointed a FPS provider, **Lonpac Insurance Bhd**. All Students are protected under FPS. (For details, please refer to standard student contract or The Council for Private Education (CPE) at www.cpe.gov.sg.)

All students are required to sign the Standard-PEI Student Contract, applying for the FPS and acknowledge the Form 12 (Advisory Note to Student) of Private Education Act (No.21 of 2009) to verify that they fully understand the FPS - Regulation 25(5)(b).

Students can also check on their fees protection status via CPE website - www.cpe.gov.sg by keying either their Singapore Identification Card number (NRIC) or Foreign Identification Number (FIN).

To view Lonpac Insurance Bhd policy, [click here](#)

7. Medical Insurance Scheme

All students are required to be insured under Medical Insurance Scheme.

The SmartTeam School of Management provides group medical insurance coverage under **American Insurance Association**. Medical insurance scheme shall minimally provide for an annual coverage limit of not less than S\$20,000 per student, at least B2 ward in government and restructured hospitals and 24 hours coverage in Singapore and overseas (if student is involved in school-related activities) throughout the course duration, and the student is encouraged to seek advice on whether more comprehensive insurance cover is required or desired.

Local and PR have the option to opt out this scheme if they can produce evidence of similar medical insurance.

8. Pricing Policies

Pricing Policy Relating To Promotions

SMARTTEAM SCHOOL OF MANAGEMENT does accord discounts and other form of promotional pricing. It is our policy to clearly and prominently display discounted prices if applicable, in our School premises and in the Standard Student Contract and in communication materials.

Payment Scheme

Payment can be made in full or by instalments according to a predetermined plan. There is a registration fee to be paid upon enrolment.

Payment Mode

Payments by students may be made either in full or by instalments via cash or cheques. All payments have to be made out strictly in Singapore Dollars. All payments have to be made out strictly in Singapore Dollars to **SmartTeam School of Management Pte Ltd.**

Pricing Accuracy

We are committed to the avoidance of over or undercharging. To ensure accuracy of charging, it is our policy to list clearly all course fees including total amount payable and its breakdown.

Receipts

Receipts issued by us to you to acknowledge payment made shall contain the following information:

- SMARTTEAM SCHOOL OF MANAGEMENT's name and address
- Date of payment
- Course enrolled
- FIN or Student Identification Number
- Qualification awarding body
- Course fees
- Instalment Amount (Accumulated)
- Additional charges and services rendered.

9. Fees

Total Fees payable by the Student comprises

- A. Application Fees
- B. Course Fees
- C. Other Fees
- D. Miscellaneous Fees

"Course Fees" refers to the gross fees paid by or on behalf of the student to **SmartTeam School of Management** for a given course, before any commission is deducted and excluding all incidental fees and charges.

"Total Course Fees" are categorized into (a) Course Fee and (b) "Other" Fees

After the cooling-off period, all fees except Course Fee are deemed to be consumed.

(i) Other Fees comprises:

- a. Application Fee includes Course Consultation
- b. Course Materials Fee
- c. Examination Fee
- d.. Medical Insurance Fee
- e. Admin Fee
- f. ICA Processing Fee
- g. FPS Insurance Fee

Apart from the Course Fees and Other Fees, there are Miscellaneous Fees which a Student may from time to time incur. Miscellaneous Fees refer to any non-compulsory and non-standard fees which the student will pay only when necessary or applicable. Such fees are normally collected on an ad-hoc basis by the PEI when the need arises.

(ii) Miscellaneous Fees comprises:

- a. Late payment fee
- b. Student Service Fee

- c. Re-examination Fee
- d. IEERA (Institute of English Language Research Association) Accreditation program Fee –where applicable
- e. Administrative Fee for renewal of Student Pass
- f. Replacement of Loss Student ID

For details of individual course fees, please refer to [Academic Programmes](#).

10. Refund Policies – Fee-paying Local and International Students

Local and international students must pay their fees due as laid out in the respective Standard PEI-Student Contracts and by the date(s) stipulated in the offer letter(s) and payment reminder(s).

The complete Refund policies relating to both Withdrawal for Cause and Withdrawal without Cause are governed by the Standard PEI-Student Contract entered into between the School and the student.

Terms and Conditions of Refund

Refund policies stated here refers solely to **SMARTTEAM SCHOOL OF MANAGEMENT**'s proprietary courses.

Course Fee Refund Policy

Course fees paid before or after commencement of the Course are refundable subject to the following: -

- 100% refund of course fees if the applicant's written notice of withdrawal is received more than thirty (30) days before the commencement date.
- 75% refund of course fees if the applicant's written notice of withdrawal is received before but not more than thirty (30) days before the commencement date.
- 5% refund of course fees if the applicant's written notice of withdrawal is received after but not more than seven (7) days after the commencement date.

- 3% refund of course fees if the applicant's written notice of withdrawal is received more than seven (7) days but not more than fourteen (14) days after the commencement date.
- 0% refund of course fees if the applicant's written notice of withdrawal is received more than fourteen (14) days after the commencement date.

Cooling-Off period

The PEI shall provide the Student with a cooling-off period of 7 working days after signing this Agreement.

Any request for refund of tuition fees 14 days after commencement date arising from unforeseen circumstances would be subject to management review and based on sole discretion of the management. The terms and conditions relating to refunds for withdrawals 14 days after the commencement date can be found in Section 3 of this Policy. 5

Commencement date refers to the date when the course starts for the individual student as given by the School.

“Others” Fee Refund Policy

“Others” Fee is refundable subject to the conditions stipulated in the Standard PEI-Student Contract. There will be no refund of “others” fees for the current month or part thereof that has already been utilised.

Miscellaneous Fees Refund Policy

Miscellaneous fees are generally ad-hoc fees and are not refundable once service has been rendered. Miscellaneous fee is defined as a fee that is paid by the student directly to the School or paid to government authority (or other external parties, as the case may be) but indirectly through the School. For the latter, any refund on these fees should be resolved between the relevant parties concerned.

In accordance with the Student Contract, it takes approximately 30 working days for the refund process to be completed.

Refund Timeframe

In accordance with the Standard PEI-Student Contract, it takes 7 working days for the refund process to be completed after notifying the student.

11. **Transfers, Withdrawal and Deferment Policies**

Transfers

A Student who has previously enrolled in another institution in Singapore and applied for a transfer to STSOM is deemed to have withdrawn from the previous School and need to reapply as new at STSOM.

- Upon application for the new course, SMARTTEAM SCHOOL OF MANAGEMENT will be able to assist in applying for a valid Student Pass applied under the new Course.
- Students need to submit the relevant documents stipulated by Immigration Checkpoints Authority (ICA), to SMARTTEAM SCHOOL OF MANAGEMENT before the expiry of the validity of the original Pass.
- It takes approximately 14 working days for the process of transfer to be completed.

As a policy, we also allow an internal transfer that is i.e. transferring from one course to another. In the Standard PEI-Student Contract, this is referred to as "Deemed Withdrawal"

Withdrawals (or Termination)

A student, who withdraws from SMARTTEAM SCHOOL OF MANAGEMENT to transfer to another School, or to return to his or her native country for whatever reasons, shall be deemed to have terminated from the course and withdrawn from our School. Specifically, a withdrawal is defined as:

- Withdrawing from the SMARTTEAM SCHOOL OF MANAGEMENT course (completed or partial) and applying for transfer to another course within SMARTTEAM SCHOOL OF MANAGEMENT.
- Withdrawing from the SMARTTEAM SCHOOL OF MANAGEMENT course (completed or partial) and applying to another School in Singapore.
- Withdrawing from the SMARTTEAM SCHOOL OF MANAGEMENT course (completed or partial) and returning to his/her native country.

Students who wish to withdraw (or terminate) from the course after commencement shall adhere to the terms and conditions of the refund policy.

Withdrawal 14 days after Commencement Date and the Refund Policy

If a student withdraws anytime 14 days after the date of course commencement, the following conditions must be fulfilled for refund of the tuition fee, if any, is to be considered:

- Students must give at least one month notice in writing for all withdrawal requests. Notice in writing should be given at least one month prior to the commencement of the next level as refunds will be based on the remaining number of uncompleted level(s) subject to the notice period.
- The refund amount shall be computed on a prorated basis by levels and the effective date for computation purposes shall be exactly one month after the date whereby notice has been served. Therefore, if the specified date computed one month after the written notice falls within the next semester no refund for that semester will be granted. However, levels following that may be granted refunds subject to the terms and conditions specified herein.
- Students with medical conditions or face genuine financial difficulties must support their claims with official documentary evidence to the School for consideration.
- All requests pertaining to withdrawal matters are to be approved by the Principal.
- Any decision relating to refund of tuition fee arising from withdrawal shall be made at the sole discretion of the Principal and that shall be final. Upon which, the student concerned shall be informed in writing of the School's decision.
- A student seeking a review of a decision regarding an application for a refund should apply in writing to the Principal

General Policies for Withdrawal

In the case of any withdrawal, a counselling session will be held between the student and the School's staff to understand the reasons for withdrawal and where appropriate to offer alternative courses to the student. The student makes the final decision on whether to remain in the School or to proceed with the withdrawal or transfer.

It takes approximately 14 working days after the notice period to process a withdrawal request.

Deferment

A deferment refers to a student who wishes to delay his study of the course and to carry forward his paid fees to a later period. Deferment may arise due to factors such as the need to serve in the military service or for any other valid reason(s).

As a policy, deferment is generally not encouraged unless on compassionate grounds and approval granted at the sole discretion of the Principal. All deferment requests must be supported by official documentary evidence.

All outstanding fees shall be settled by the student before applying for the deferment. A written notice must also be submitted at least 10 working days prior to semester commencement, as we shall not accept any verbal notice.

It takes approximately two (2) weeks to process a deferment upon receipt of notice.

- Contact Details – School Address, Facsimile Numbers, Telephone Numbers, Email Addresses and
- Payment Details.

Course Brochures and Course Fee List are also accessible to students prior to signing up.

15. Feedback/Grievance Mechanism

We welcome your feedback anytime and should you have any issue of concern, please contact us immediately. Our feedback channels include:

- Face-to-face feedback
- Telephone communication at 65-395 3630 or 65-6562 6089
- Mondays to Fridays from 10.00am to 6.00pm, Saturdays from 11.00pm to 4.00pm. The School is closed on Sundays and Public Holidays.
- Written feedback via email to our email address enquiry@smartteam.edu.sg

We will investigate and act to resolve all areas of concerns. Our interim response is within 2 working days. Depending on the complexity of the case, our response time is within 14 working days. If the School is unable to solve the complaint amicably, students will be referred to CPE or any other external mediation agencies.

16. Student Support Services

SmartTeam School of Management provides support services to all its students and these services include:

School's Policies

- Clear and complete student related policies as enumerated in this document, a copy of which is given to each student prior to or upon enrolment, as the case may be.

Student Admission Related Services

- List of Medical Check Up Services Available
- Arrangement of sponsor/guardian
- Application and Renewal of Student Pass and Immigration & Checkpoint Authority (ICA) requirements
- Social pass extension

12. Confidentiality of Student Data

We will safeguard, according to strict standards of security and confidentiality, any information our students share with us. We will limit the collection and use of student information to the minimum required to deliver superior service to our students, which includes advising our students about our academic services and other opportunities. Every effort shall be made to ensure that the integrity of your personal particulars and confidential information entrusted to us are not compromised unless required to by law. We also undertake not to divulge any of the student's personal information to any unauthorised third party without the prior written consent of the Student.

13. Attendance Policy

All international students are required to maintain a minimum class attendance of 90%. All local students must attain a minimum class attendance of 75%.

14. Marketing Communication

In respect of Marketing Communications, we ensure that our Course brochures provide detailed and accurate information on the following:

- Terms of Courses – tuition fee and “others” fee, course availability, duration of courses, course structure, course outcome, pre-requisites and course requirements.
- Assurance of quality of Courses.

Hospitality Services

- Advice and information on accommodation (upon request)

Student Induction & Pastoral Care

- Orientation Courses for Students
- Getting to know Singapore – transport system, banking, food & shopping places
- Assistance to Students facing difficulties adapting to the new environment
- Advice to Students on internal grievance procedures

Education Support Services

- Advice on courses and post-graduation opportunities
- Advice on courses and mapping out the education path
- Placement in Singapore Government school or overseas Institutions/Universities

Documentation

- Student Handbook which provides students with concise and complete information as well as guidelines in preparation for their academic pursuits with SMARTTEAM SCHOOL OF MANAGEMENT.

Student Help Line/Department Contact Number

- Students can seek advice from any of our senior staff. Alternatively, Mondays to Fridays from 10.00am to 6.00pm, Saturdays from 11.00pm to 4.00pm. The School is closed on Sundays and Public Holidays.

17. External Recruitment Agent

It is SmartTeam School of Management policy to appoint or engage external recruitment agents in the enrolment of local and overseas students. Therefore, SmartTeam School of Management undertakes to be liable for any misrepresentation or unfair practice [as defined by the Consumer Protection (Fair Trading) Act 2004] by the appointed agents, servants or agents.

18. Links

This Policy complements the Student Handbook. Students will receive a copy of each of these documents upon successful enrolment.

19. Miscellaneous

SmartTeam School of Management reserves the right to include, delete or change any of the above-mentioned policies, where appropriate.

20. RULES AND REGULATIONS

Class Attendance

For students to achieve full potential and receive maximum learning with SmartTeam School of Management, all students must attend to class regularly. The attendance requirement for all the students is:

- Full Time Course: At least 75% attendance
- Student Pass Holders: At least 90% attendance (requirement by Immigration & Checkpoint Authority (ICA))

You are required to be punctual in reporting to class.

Security Requirement

All (local and International) students are to produce their Student ID Card upon request by the school. Students who lost their Student ID Card are to inform the Student Service/Education Manager for a replacement card which is chargeable (at S\$20 per card).

All lecturers would wear their Lecturer ID Card upon entering the School premise.

Absence from Class

Students who are taking a long leave from School must fill up a memo form and submit the form to SmartTeam School of Management. (At least two weeks in advance.)

For Student Pass Holders, who are taking medical leave, you need to produce a Medical Certificate and submit it to SmartTeam School of Management.

Code of Conduct

The students shall

- help to keep the school premises and classrooms clean. Students are to clear paper cups from their desk after class lessons. The School encourages students to maintain the habit of recycling used-papers (non confidential data) – which could be placed into the “**Please Recycle Here**” tray at the reception desk.
- not talk loudly and distract other students who are taking lessons
- switch their mobile phones to silent mode. Any urgent phone call that has to be answered is to be done outside the classroom – with teacher’s acknowledgment.
- not sleep and rest in class while lesson is being conducted. Student who feels unwell are to inform the respective class teacher.

- not commit Theft and/or Vandalism.
- not smoke in the school premises and classrooms.

Student Examination Guidelines

- All tests follow and conform to the goals and objectives laid out in our syllabus
- All students must sit for the Final Examinations arranged by the School. Student who is unable to, due to illness or other emergencies, the school will arrange another examination date for replacement sitting (and, a different set of examination papers will be given on the newly arranged exam day to ensure fairness of distribution and security of such assessment materials where students would not have prior knowledge to them)
- Students are not allowed to bring exam papers out of the classrooms
- Each exam is invigilated by the respective teacher of each class
- Lecturers shall consult with the Academic Director on a regular basis to report the progress of their students and to point out any student who is under-performing or struggling with the course. Such student will be counselled, and if the Academic Director deems fit, will be asked to re-sit the course
- Students are not allowed to bring dictionaries or any other language props into the exam room
- Students must achieve a minimum of 50% scores in their exam papers to progress to the next module

Re-Take Examination

- Students are allowed to re-take exam of each of the module if they failed in their first attempt.
- Student will have to register with the consultants and pay a fee of S\$500 per re-take for per module.
- If students failed again in the re-take exam, students will have to re-take the same module again (Retake module - there will be tuition fee and “others” fee involved, please check with the consultants)

Leave during examination period

- Students are allowed to apply for re-examination of the module only when the leave of absence are as follows:
 - Medical Leave
 - Overseas trips for company
 - Reservist (Singaporeans)

All of the above must have supported document to prove the case genuine.

- The date of the re-examination date is fixed by the school and students must not miss the appointed date, once students missed this date will consider students have failed the examination.
- Student can appeal to the school to re-take the exam.

Change of personal particulars

It is important to inform the school of any changes to your address and contact (both local and natives) to enable the school to keep in touch with you.

You can get a copy of the Student Particulars Update Form from our office or download from our website.

Confidentiality

All staffs of SmartTeam School of Management have signed a Non-Disclosure Agreement where all students' data are safeguarded according to strict standards of security and confidentiality.

All students'-related documents (hardcopies and softcopies) are accessible only by the Principal, Education Manager, and Admin Manager. Hardcopies in locked cabinet in Level 10 of the School's office premise, and softcopies are all password protected.

Staff Ethical Sales Practices

Staff shall make no claim for any course that is not contained in the school brochures or materials nor will misrepresent the fees pertaining to any of the School's programs payable by the students.

ORIENTATION PROGRAM

In our orientation program, we will brief the students about our school systems, materials, examinations, management team, teachers and support team.

Our students will receive handouts. There will be Q&A session for the students.

STUDENT PASS (SP) HOLDERS MUST KNOW

- Your class attendance must be 90% and above (for renewal of SP).
- You are not permitted to work as a Student Pass holder.
- You must take note of the expiry date of your Student Pass and inform the school 14 working days in advance (before the expiry date) for extension of your SP. Students who fail to inform the School in advance shall bear the responsibilities of renewing their Student Pass.
- You are not allowed to be absent from class for a period of 7 consecutive days. If our school is unable to contact you within this 7 days, your SP shall be cancelled by the school.
- You have to notify the school should you intend to take leave to return to your home country. A Course Deferment Form has to be completed and you will be required to provide the school with all the necessary supportive documents for the reasons on your need to travel home. Our school reserves the right to approve [with conditions applied] or disapprove your request. Failure to submit the Course Deferment Form could result in course incompleteness.

BRIEF GUIDE ABOUT SINGAPORE

(<http://www.singaporeedu.gov.sg/html/liv/liv03.htm>)

Cost of living (Estimated)

Accommodation: \$200 - \$1,500

(rental varies with geographical area, type of accommodation, demand, facilities provided and the number of people sharing)

Food: \$300 - \$450 (Based on \$10-\$15 a day for 3 meals)

Note: Included in boarding fees, Boarding Schools usually provide two meals a day. Not included in room rates, Halls of Residence normally offer meals at extra charge.

Public Transport: \$100 & above

Telecommunications: From \$30 (varies with usage and promotional packages subscribed)

Public Transport

Singapore has one of the most extensive and efficient public transportation systems in the world. Travelling in the city and suburbs is typically a quick and affordable affair.

The **Mass Rapid Transit (MRT)** operates a network of trains serving 51 stations. Trains operate from 5.30am -12.30am daily, every three to eight minutes. A ride on the MRT from Singapore Changi Airport to the city takes less than half an hour. A copy of A Quick Guide to MRT Travel can be obtained from the Station Control Rooms at all MRT stations. Public buses run daily from 5.30am - midnight. Extended night services cost slightly more.

Rides on the MRT cost from 80 cents to S\$1.80. For travel on the MRT, you need to purchase a one-trip fare card. Public buses accept cash. The recommended mode of payment for both the MRT and public buses is using the **EZ-link card** which is a stored-value card giving discounted fare for multiple rides. The EZ-link card may be purchased and topped up at most MRT stations and bus interchanges. Each adult card is sold with a minimum value of S\$10 plus a deposit of S\$5. The Transitlink Guide gives detailed information on both the MRT and bus services and is available at \$1.50 from most MRT stations, bus interchanges and major bookstores.

Emergency / Important phone numbers

SmartTeam School of Management Hotline: 6395 3630

You should always keep a list of useful telephone numbers handy. Here are some crucial ones:

Police

999 (toll-free)

Emergencies/Ambulance/Fire Brigade

995 (toll-free)

Student Services Hotline

(65) 6395 3630

(Operating hours 10am - 6pm, Mon to Fri and Sat 11:00am-4:00pm)

Ministry of Education Hotline

(65) 6872 2220

(Operating hours 8am - 6pm, Mon to Fri and 8am - 1pm, Sat)

Immigration and Checkpoints Authority (ICA) Hotline

(65) 6391 6100 (24-hour automated hotline for information on their services and procedures. Customer service officers are available from 8am - 5pm, Mon to Fri and 8am - 1pm, Sat)

STB Touristline

Tel: 1800 736 2000 (toll-free in Singapore only)

(operating hours 8.30am - 9.30pm, Mon to Fri; 8.30am - 10pm, Sat; and 11am - 10pm, Sun)

CitySearch (operator-assisted Yellow Pages)

Tel: (65) 1900 777 7777

International Calls

Tel: 104

Time of day

Tel: 1711

Long Distance Calls to Malaysia

Dial 109 for operator assistance or 02 for direct dial.

Toll-free lines

Dial 1800 followed by the toll-free line number (in Singapore only).

Weather

Tel: (65) 6542 7788

Samaritans of Singapore (SOS)

1800-221-4444 (24hours Emergency Counselling)