Newcastle School of Management  
Knowledge for the real world

Student Handbook

The management and staff of Newcastle School of Management hereinafter called “NSM” extend a warm welcome to you. We sincerely hope that your time at NSM is a memorable, enriching and productive learning experience.

1. About Us

NSM is a highly qualified institution registered with the Ministry of Education in Singapore. We are committed to providing world-class educational services in the disciplines of Business, Travel, Tourism and Hospitality.

With our years of experience in training, we are dedicated towards grooming and empowering tomorrow’s leaders to excel in today’s dynamic economy and the rapidly ever-changing professional environment.

2. Our Vision

To be the leading provider in business, travel, tourism and hospitality training.

3. Our Mission

To deliver training that is focused on enhancing individual learning capabilities and career prospects in various professional fields.
4. The School’s Objectives

- Continuous improvement of our education and professional standards to meet the needs of the economy.
- Imparting general and specialist knowledge to allow graduates to quickly assimilate information and utilizing scarce resources so as to make informed decisions in today’s dynamic knowledge-based economy.

5. Refund policies

5.1 Withdrawal with valid reason

The student shall be entitled to withdraw immediately from the Course by giving written notice to NSM of his/her intention to do so under the following circumstances:

(i) NSM fails, without valid reason, to commence the Course on the Commencement Date;

(ii) NSM fails, without valid reason, to complete the Course by the Completion Date;

(iii) NSM terminates the Course prior to the completion of the Course; or

(iv) NSM is in material breach of its obligations under this Agreement.

5.2 Refunds for withdrawal with valid reason:

NSM shall, as soon as practicable after receiving the Student’s notice of withdrawal under clause 5.1 (and in any event not more than fourteen (14) days after receiving such notice) refund to the Student:

(i) the entire amount of the Tuition Fees and Deposit; and

(ii) the Non-Tuition Fees and/or Additional Fees.
5.3 Withdrawal without cause and refunds:

Students who have enrolled for a course of study or training are allowed to withdraw from it by giving NSM at least thirty (30) days written notice before the first day of the commencement of the course. If a student withdraws from the course of study after the commencement of the course, the course fees will be apportioned accordingly:

<table>
<thead>
<tr>
<th>% of the course fees after deducting the fees incurred for the lessons conducted</th>
<th>If Student's written notice of withdrawal is received</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>More than 30 days before the Commencement Date</td>
</tr>
<tr>
<td>80%</td>
<td>Not more than 14 days before the Commencement Date</td>
</tr>
<tr>
<td>50%</td>
<td>Not more than 14 days after the Commencement Date</td>
</tr>
<tr>
<td>0%</td>
<td>More than 14 days after the Commencement Date</td>
</tr>
</tbody>
</table>

5.4 No double claim

For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from NSM or the Escrow Bank pursuant to a provision of this Agreement or the Master Escrow Agreement in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against NSM or the Escrow Bank for the same payment in respect of the same matter or damage pursuant to any other provision of this Agreement or the Master Escrow Agreement.

6. Transfer/withdrawal policy

6.1 A Student who transfers from the Course to another course with NSM shall, for the purposes of this Clause 5, be deemed to have withdrawn from the Course and the provisions of Clause 5.3 shall apply save as otherwise agreed between NSM and the Student. A new student pass application to ICA is required prior to transfer of course.
6.2 A Student who withdraws from NSM to enroll with another school shall be deemed to have withdrawn from NSM.

7. **Payment and return of deposit**

7.1 The deposit shall be payable on or before the date of commencement as security for the due performance and observance of the Student’s obligations to NSM.

7.2 For the avoidance of doubt, the Deposit does not include any deposit payable or paid to the Immigration & Checkpoints Authority (the “ICA”).

7.3 Subject to Clauses 5.1 and 5.2, the Deposit shall, within fourteen (14) days of the Completion Date or earlier termination of the Student’s enrolment at NSM, be repaid in full (without interest) to the Student provided however that NSM shall be entitled to deduct all or a part thereof to set off any payment then owing by the Student to NSM and/or to recover any monies which are properly determined by NSM to be due and payable to NSM.

8. **Pre-requisites and requirements for various courses**

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

9. **Standard student contract**

The prospective student will enter into the Standard Student Contract with NSM.

10. **Student protection scheme**

NSM hereby confirms and assures the Student that it has in place a Student Protection Scheme as stipulated by the Consumers Association of Singapore (CASE) (the “SPS”) by way of a Student Tuition Fee Account (Escrow) pursuant to the terms and conditions of the CASE-NSM Agreement.
11. Payment method and channels

a. Tuition fee
Payment of tuition fee is to Escrow Account by cheque or TT in Singapore dollars. A receipt will be issued for the amount paid.

b. Non-tuition fees
Payment of non-tuition fees is to NSM at the reception in the form of cash or cheque in Singapore dollars. A receipt will be issued for the amount paid.

12. Over or under-charging

NSM is committed to avoidance of over or undercharging.

The list of course fees used is clear and legible, reflecting the total amount payable and its breakdown, exclusive of GST.

The total amount of course fees payable and the breakdown are clearly defined in the Standard Student Contract, payment schedules, payment vouchers and communication materials.

13. Non-tuition fees incurred

NSM clearly states non-tuition fees incurred.

The non-tuition fees and its breakdown are prominently displayed in the reception and clearly defined in the Standard Student Contract, payment schedules, payment vouchers and communication materials.

14. Confidentiality of student data

NSM is committed to maintaining the confidentiality of the Student’s personal information and undertakes not to divulge any of the Student’s personal information to any third party without the prior written consent of the Student except for the use of registering the student with the relevant authorities and academic qualification body.
15. **Modes of communication**

Student can get in touch with the School via the following ways:

**Newcastle School of Management**

Block 684 Hougang Avenue 8  
#03-967 Singapore 530684  
Tel: 97578916 / 6387 5343 / Fax: 6455 3362

16. **Self-declaration by Managing Director**

Our MD declares the following important information:

- Student-teacher ratio: 25:1
- Student redress policies: student complaint resolution procedure
- All types of fee payable in enrolment and course:
  
  Entrance Test & Application Package  
  International Student Application, Handling Student Pass and Sponsorship  
  Escrow Account Administration  
  Course material fee (books excluded)  
  School Internal Security Deposit (refundable)  
  ICA Security Deposit (if required, refundable)
17. Transfer/withdrawal/refund application procedure

- Contact course administrator to initialise student transfer / withdrawal

- Completion of student transfer / withdrawal form with supporting documents

- Examination of application

- Application acceptable?
  - Yes
    - Refund policy
    - Cancellation / transfer of Student’s Pass
    - Return of security deposit
  - No
    - Student complaint resolution procedure
18. **Student complaint resolution procedure**

- Contact course administrator to initialise student complaint resolution procedure
- Investigation of the complaint
- Update student on the status of investigation
- Complaint resolution
- Update student on the solution
- Monitors the affected student
- Refer to CASE Mediation Centre if student is not satisfied
- Refer to Small Claim Tribunal if student is not satisfied with CASE Mediation Centre
- Opportunity for improvement
19. Assistance to students

NSM provides assistance to students facing difficulties adapting to the new environment. Please contact our course administrator if you need any assistance.

20. Accommodation

NSM does not provide accommodation but will assist or recommend any accommodation arrangement should the student require.

21. Post-graduation opportunities

NSM provides advice on courses and post-graduation opportunities. Please contact our course administrator if you need any assistance.

22. Mode of notification of changes

In the event of any changes that affect the student, NSM will inform the student in writing.

23. Mode of Payment

Make payment of course fees to School at least 2 weeks prior to course commencement through either of the following forms:-

   a. Cash payment at School
   b. Cheque payment to “Newcastle School of Management Pte. Ltd.”
   c. All payment to be in Singapore Dollar only.

24. Code of Conduct of Students

Students of Newcastle School of Management (NSM) are members of a community dedicated to learning and the pursuit of academic excellence. To engender a sense of community among students and staff, some understanding on how we should conduct ourselves is necessary.
The code of conduct, which is not meant to be exhaustive in scope, will help remind us of the standards we have set for ourselves to foster a campus environment which all of us can be proud of. Our commitment to these standards contributes to the good image of the NSM and a pleasant environment for everyone.

24.1 Student dress code & attire
Students are required to be properly attired at all times and to observe a sense of decorum when they are within the school premises. All students must be readily identifiable at all times with their faces uncovered. No student is allowed to put on anything that prevents ready identification.

Students who are improperly attired may be denied access to the school premises. Refusal to comply with these rules on attire is an offence which will render the student liable for disciplinary action.

The following are examples of unacceptable attire within the school:

<table>
<thead>
<tr>
<th>Examples of Unacceptable Attire</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>For Female Student</strong></td>
</tr>
<tr>
<td>Attire with offensive messages</td>
</tr>
<tr>
<td>Singlets</td>
</tr>
<tr>
<td>Torn clothing</td>
</tr>
<tr>
<td>Mini-shorts/Mini-skirts</td>
</tr>
<tr>
<td>Provocative &amp; revealing attire (e.g. exposed midriffs, bare backs, spaghetti straps, cropped tops)</td>
</tr>
<tr>
<td>Artificially coloured hair</td>
</tr>
<tr>
<td>Slippers &amp; sandals without heel straps</td>
</tr>
<tr>
<td>Caps (except for safety reasons)</td>
</tr>
<tr>
<td>Full face motorcycle helmets (except when riding), masks or veils</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>For Male Student</strong></td>
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<td>Attire with offensive messages</td>
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<td>Torn clothing</td>
</tr>
<tr>
<td>Sleeveless T-shirts</td>
</tr>
<tr>
<td>Long hair (e.g. covering eye-brows, ears or collars, tying of hair is not acceptable)</td>
</tr>
<tr>
<td>Artificially coloured hair &amp; Ear-rings</td>
</tr>
<tr>
<td>Slippers &amp; sandals without heel straps</td>
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<td>Caps (except for safety reasons)</td>
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</table>

**Note:** Appropriate sportswear should be worn for games and sports activities
24.2 **Gambling**

Gambling is strictly prohibited. Given the difficulty in deciding what is gambling and what is not, the school's stand is that any form of card game, regardless of whether money is involved, will be deemed as gambling.

All forms of activities which have obvious associations with gambling, the playing of cards or any other game of chance is strictly disallowed.

Anyone found engaging in such activities will be considered to have committed the serious offence of gambling regardless of whether money is involved.

24.3 **Smoking**

It is against the law for anyone below the age of 18 years to smoke. Anyone found guilty of the offence will be dealt with by the relevant government authorities.

It is also against the law of Singapore for any one to smoke within the school premises. Anyone found guilty of the offence may be fined up to $1000.00 by the court.

At school, we believe that smoking is bad for health and that every student is entitled to a smoke-free environment in which to study. Therefore, in order to safeguard the general health of staff and students, smoking is strictly prohibited anywhere on the school campus.
24.4 Classroom Courtesy

All students come to NSM to gain a good education. Much of our learning takes place in lecture theatres and tutorial rooms. We would like all students to enjoy a conducive learning environment, uninterrupted by any form of disturbance or distraction. For this reason, all hand phones and pagers should be switched off or tuned to the silent mode during classes.

Students should behave with decency at all times. Students are not to eat or drink in tutorial rooms, computer laboratories, workshops, lecture theatres and libraries.

Students should attend classes regularly and punctually.

During classes, it is also simple courtesy and respect for the lecturer to refrain from listening to music from the Walkman or radio, even if it is through the use of headphones.

To be eligible for module credits/examinations, students must meet the minimum requirement of not less than 85% attendance at lectures, tutorials, and workshop sessions of a subject or module.

Class attendances are marked daily and students are required to show documentary evidence, including medical certificates, in support of their absence from class at the soonest possible time.

24.5 Workshop / Laboratories

Students attending workshops/laboratories must wear appropriate clothes and shoes and protective attire that may be prescribed by the Director of the school.
Students should always comply with industrial safety rules as directed by the supervising staff. Students should immediately report any injury or accident that occurred to the supervising staff.

25. Service Guarantee

We guarantee that our services and course delivery are suitable, adequate and effective.

Do feel at ease to contact any of our friendly staff should you need assistance at any time. We will be pleased to assist at any time.