



EAST ASIA INSTITUTE OF MANAGEMENT

STUDENT HANDBOOK

2020/21

Contents

| | |
|---|----|
| Welcome Message from Principal | 3 |
| Vision, Mission and Key Values..... | 4 |
| Profile of East Asia Institute of Management | 5 |
| Our Campus and Facilities..... | 6 |
| Student Support Services..... | 8 |
| Student Admissions and Administration | 9 |
| Appendix 1 – Administration of EAIM | 17 |
| Appendix 2 – Academic Programmes | 19 |
| Appendix 3 – Personal Conduct and Obligations..... | 21 |
| Appendix 4 – Academic Regulations..... | 24 |
| Appendix 5 – Student Feedback, Suggestions and Complaints | 29 |
| Appendix 6 – Partner Universities | 31 |
| Appendix 7 – Useful Contacts and Information..... | 32 |
| Appendix 8 – Student Services and Activities | 33 |

Welcome Message from Principal

Dear Students

Welcome to East Asia Institute of Management (EAIM)!

Thank you for selecting EAIM as your education institution of choice in your learning journey towards becoming a career-ready professional who is competent, confident, committed and creative. During your 3 or 4-year stay with us we hope that through the EAIM Holistic Education Approach (HEA) you will feel a rich sense of belongings and take pride in the institution that will shape your future and contribute to make EAIM as an alma mater you can be proud of. You will be empowered with future skills and technological professionalism so that you become immediate, valued contributors to businesses and society. I trust that your college experience will be an enjoyable, intellectually stimulating and a fulfilling experience. Since June 2020, we have made our class lectures available simultaneously in online delivery mode and in-class face-to-face teaching.

You will find this handbook a useful guide while you study in one of Singapore's top Private Education Institutions. Keep it by your side as the Appendices and website links contain details and serve as an information resource for future reference.

All my of EAIM's management, academic, lecturers, student service, registration and administrative staff, are available and ready to provide assistance whenever you need help and advice. Visit or contact our Student Services Centre on (65) 6252 5550. They will be happy to assist you!

I warmly welcome you on board and wish you every success in your studies here at East Asia Institute of Management.

Prof (Dr) Andrew Chua
Principal
East Asia Institute of Management

Vision, Mission and Key Values

Vision

To be an innovation-driven global education provider for all who aspire to succeed.

Mission

To empower students with future skills and technological professionalism and high ethical standards so that they become immediate, valued contributors to businesses and society.

Key Values

MARKETING is our daily thought

MATRIX organisation is our practice

MENTORING is how we lead

METICULOUS execution is how we ensure desired outcomes

TEAMWORK is our spirit

INNOVATION is how we compete

PROCESS is how we ensure quality and consistency

SPEED and ACCURACY is how we deliver

Profile of East Asia Institute of Management

Founded in 2001, East Asia Institute of Management is a private education institution offering a wide range of undergraduate and postgraduate management, professional and business-related courses, covering fields such as Hospitality, Tourism & Leisure, Business and Management, Information Management and Technology, Applied Health Sciences, Supply Chain Management and Accountancy.

The Institute has on-going and established international partnerships with foreign universities such as Queen Margaret University, De Montfort University, Herriot-Watt University - Edinburgh Business Institute and Aston University. Currently, the Institute has more than 2,500 enrolled students studying at its fully-equipped Balestier campus. The majority are international students from countries such as China, Vietnam, Cambodia, India and Indonesia.

While the Institute has established a strong reputation as the premier PEI for its Hospitality, Tourism & Leisure programmes, its wide range of Management and Business programmes has also received accolades for its Holistic Education Approach to tertiary education. The Institute has a growing reputation for successfully producing career-ready professionals who are productive immediately upon graduation. The Institute equips every student to be an immediate value contributor in business and society.

EAIM is a Founding Member of the regional ASEAN Academic Alliance (AAA) and China-ASEAN Tourism Education Association (CATEA), and locally, the Singapore Association of Private Education (SAPE).

EAIM has received both the SQC award and EduTrust certification, given to private educational institutions in Singapore in recognition of their commitment to management, education and academic excellence.

Our Campus and Facilities



Source: Google Maps

Located only 10 minutes from the Central Business District, EAIM's campus in Balestier is easily accessible by public transport. The campus occupies a land area of 18,000 sq. m with a built-up of over 37,000 sq. m. It is fully equipped to meet the learning and recreational needs of more than 2,500 enrolled students.

New state-of-the-art facilities include 21 classrooms and 3 lecture theatres; gaming & learning centre; library; computer, physics & language laboratories; study area at level 3; auditorium; admin/office floor; hospitality training centre; training centre; video-conferencing room; first aid room; multi-purpose hall; gymnasium; printing store; canteen; student council office; table tennis; futsal court; and basketball court.

Our Learning Support Facilities

1. Multimedia Computer Laboratory and Learning Centre

Our computer laboratory and learning centre provides modern, up-to-date computing learning facilities for all students to make use of.

The H&T Training Centre, comprising a fully-equipped kitchen, mini-bar, dining room, model hotel bed-room, business office and seminar room, creates a real-life full hotel setting for in-house F & B and Front Office training.

2. Wireless Environment

Our Balestier campus operates a wireless computing environment so that students can have internet access anywhere on the campus.

3. Notice board

You will find that the notice boards are important sources of relevant and updated information on policies and procedures, rules and regulations, class schedules, feedback, activity clubs and special interest group activities. Please visit the notice boards regularly to keep in touch with campus happenings and events.

4. Library

The library is another key learning support resource for you, with an efficient and up-to-date database, comprising a range of knowledge materials - books, journals, magazines and audio-visual items including CD-ROMs and video resources. The books collection covers all the academic disciplines taught in the Institute - Business, Management, HRM, Marketing, Economics, Finance, Hospitality, Leisure, Tourism, Accountancy, Sociology, Law, Computing and IT, Logistics and Supply Chain Management, Real Estate and Property Management, Nursing and Allied Health Sciences.

At the Library, you can have on-line access to the library resources of our partner universities, and other libraries and information centres in Singapore. Our Library staff can help you make the best use of these resources and services. Use your Matriculation Card to access the library facilities.

We also provide photocopying facilities. You may purchase prepaid photocopying cards from our campus bookshop.

5. Institute Operating Hours on Monday to Friday are from 9 am– 6 pm; and Saturday from 9am – 1pm

Safe Entry & Safe Distancing

In view of the covid-19 situation, all students are to abide by the safe entry and safe distancing rules imposed by regulators. EAIM gives immediate notices on changes in policies and practices that reflect due compliances and adherence to Authorities. We will endeavour to ensure a safe for all and that we will continue to implement strict guidelines and advisories from relevant Authorities. We seek and appreciate everyone's understanding and cooperation.

Student Support Services

Airport Pick-up & Accommodation

We provide an airport pick-up service to help you to settle down quickly in EAIM. Our friendly staff will receive you at Changi International Airport on your arrival and bring you to your hostel. They will provide you with useful information to help you get around, including the location of nearby banks, Automated Teller Machines (ATM), MRT stations, bus-stops, medical clinics and convenience stores.

EAIM assists our International students who seek hostel accommodation. The rates offered by Hostel Providers are competitive. Please contact Student Services Centre (SSC) on (65) 6351 7874 or email studentservice@easb.edu.sg for more information.

Students can drop in at SSC anytime during operating hours:

Mon - Fri: 0900 - 1800

Sat: 0900 – 1300

Student Counselling Services

We provide Student Counselling Services to help you with any personal, emotional or study-related difficulties. Our counsellors are trained to provide pastoral counselling and advice. If you wish to make an appointment, please seek your Head of Institute's assistance.

Alternatively, students with any concerns pertaining to stress or mental health issues may wish to contact:

Silver Ribbon (Singapore)

C/O Tze Hng Wellness Studio

Blk 616 Hougang Ave 8

#01-386, Singapore 530616

Tel: (65) 6386 1928

Email :info@silverribbonsingapore.com

Care Corner Singapore Ltd

8 New Industrial Road #06-03 LHK3 Building Singapore 536200

Tel: 6250 6813 ; Email: ccs@carecorner.org.sg

Student Admissions and Administration

1. EAIM Matriculation Card

You will receive an EAIM matriculation card upon enrolment to help you access our campus facilities. Please keep it with you at all times when you are on campus.

2. Course Materials

When you have enrolled and paid up your course fees and examination/assessment fees, you will receive your course and lesson notes on the first day of class in each term. You can also collect your course notes from your lecturer during class. Subject textbooks are not included.

3. Student's Pass Application and Renewal

A foreigner is required to apply for Immigration and Checkpoints Authority (ICA) Student's Pass (STP) if he/she wishes to pursue full-time studies in Singapore in an EduTrusted private education institute (PEI) that is registered with the Committee for Private Education (CPE). The STP must be renewed when due.

An Immigration Form can be obtained from the Student Services Centre. Submit the completed form along with a coloured passport-sized photograph, a copy of the passport biodata page, together with your Student's Pass, to the Institute, no later than four (4) weeks before the expiry date.

Please note that we can only help you process your renewal application if you meet ICA's attendance requirement and have paid your fees on time. You are responsible for the validity or expiry of your Student's Pass. Please note that ICA may reject your application for renewal of your expired Student's Pass without giving any reason. Under such circumstances, you will have to make arrangements to leave Singapore.

The necessary details on the Student's Pass are on the ICA website at www.ica.gov.sg. Please familiarize yourself with the rules and regulations governing the issuance of the Student's Pass.

4 Validity of ICA's Student's Pass

All international students must possess a valid Student's Pass from the Immigration & Checkpoint Authority (ICA), failing which you may be subjected to severe penalties pertaining to overstaying and illegal immigrants.

5. Request for Official Letters & Documents

If you need official letters and documents, like verification of student status, letter of completion and report cards, you can obtain the Student Request Form (F-1201) from the Student Services Centre, and submit it, duly completed, at least 3 days in advance. The Student Services Centre will inform you when it is ready for collection.

6. Update of Students' Particulars

Ensure your latest contact details (e.g. telephone number, mobile phone number and residential address) are updated so that we can reach you promptly. Please use the Contact Update Form obtainable from the Student Services Centre. It is important that you provide us with your updated contact information so that we can advise Immigration & Checkpoints Authority (ICA) appropriately.

7. Confidentiality of Students' Particulars and Data

EAIM is committed to the security and confidentiality of your student data. Your student particulars are solely for internal use, for completing regulatory and university submission requirements.

8. Fee Payment and Fee Protection Scheme

We have adopted the Committee for Private Education's (CPE) Fee Protection Scheme (FPS). EAIM has in place insurance protection to provide full protection on all fees paid by students and payment schemes as advised by the CPE. The details of these schemes are readily available on our website. For more information, you may also refer to the CPE website at www.cpe.gov.sg.

Under the FPS Insurance Scheme :

Lonpac Insurance Bhd

Policy No.: Z/19/BM00/000817

Period of Insurance: 17 December 2019 to 16 December 2020

You can pay your fees to EAIM through any of the following ways: Cash, NETs, cash card, cheque, China union pay, cashier's order, bank draft, telegraphic transfer or credit card payment (VISA or MasterCard only).

9. Registration

You should arrive in Singapore no later than 3 days before the Start of Class (SOC) to report to the Institute for your formal enrolment.

If you are able to provide a reasonable explanation for late reporting/enrolment, we can extend a grace period of up to 10 working days, without prejudice to our contractual arrangement. However, if you enrol for a SOC late, we reserve the right to allocate you into the next available class of the same academic/proficiency level. Kindly note that the maximum time you are allowed to complete your course of study is within the stipulated time duration plus 1 year.

If you want to apply for deferment (fee applicable), please complete and submit a Student Request Form (F-1201) to the Student Services Centre. You will be directed to the respective Head of Institute within the next 48 hours who will help you with any study-related difficulties and advise you.

10. Course Induction

When you have been accepted by the Institute, you will receive the Letter of Offer and Standard Student Contract, giving details on the course. You will be informed of changes made to the course through email. These changes will also be placed on department notice boards. Please visit these notice boards regularly.

11. Attendance

All international students must maintain a monthly attendance rate of at least 90%. Part-time students must achieve at least 75% attendance over the entire duration of the course. In line with ICA's requirement, international students whose absenteeism exceeds 10% shall be liable for dismissal by the Institute and also may have their Student's Pass automatically cancelled without further notice.

12. Transfer from one course to another within EAIM

A request for transfer to another course within EAIM must be submitted before course commencement or it will not be considered.

- If you submit a request for transfer (fee applicable), you will be deemed to have withdrawn from the original course and the provisions of the withdrawal policy and refund clause under the original contract shall apply save as otherwise agreed between EAIM and the student.

- You have to submit a fresh application for the new course and the procedure for new applications shall apply.

13. Deferment of study

If you wish to defer your study in EAIM, this is what you should do:

- Complete the Student Request Form (F-1201) and submit it to the Student Services Centre, along with your parent's letter of consent for deferment, your Student's Pass, copy of passport and any other documents as appropriate.
- Pay the deferment of study fee at the cashier counter.
- Upon our receipt of the full set of documents, our Student Services Executive shall provide you with detailed advice and information.

14. Transfer policy

- A course transfer fee is payable when student submit a request for transfer;
- The transfer student shall be interviewed by the respective DOS to assess the situation before granting the approval for transfer;
- Students who transfer from one course to another course shall be deemed to have withdrawn from the original course and provisions of the refund policy per standard student contract shall apply;
- The transfer student will have to sign a new contract for the new course.

Withdraw policy

- All withdraw students shall be interviewed by the respective DOS to assess the situation before granting approval;
- All outstanding fees must be paid;
- For international students – the student pass must be surrendered to RO upon approval of withdraw and RO will cancel the student pass with ICA online;
- If a student cancels his own student pass or surrenders it at the airport, the student is deemed to have withdrawn from the Institute.

Transfer/Withdrawal to Other Institutes

We will process your application for withdrawal/transfer to another Institute if you have met the following conditions:

- Paid all outstanding fees, withdrawal & other applicable charges and do not have any arrears in your payment.

15. Procedure for Transfer / Withdrawal

This is the procedure for initiating a transfer/withdrawal:

- Complete the Post-Enrolment Withdrawal Form (F-1203) and submit it along with your parent's letter of consent for transfer (where applicable), your Student's Pass, passport copy and completed ICA Cancellation Form to the Student Services Centre. The Finance Department will inform you of outstanding course fees, if any, within 24 hours.
- Students have to clear the outstanding course fee/s due.
- We will arrange for you to meet the Academic Head of Institute for a counselling session within 2 days.
- In the meanwhile, the Institute will contact your parent/s to verify, inform and seek their formal consent to the transfer;
- We will need your parent's formal letter of consent to confirm the transfer.
- When we have received the full set of your transfer request documents, we will proceed to cancel your ICA Student's Pass and to process the transfer via ICA Solar+ System or via hardcopy V36A form (whichever is applicable).
- We will not be responsible for ICA's rejection of your Student's Pass renewal or for any disruption to your studies arising from the transfer.

16. Refund / Cooling -Off Period

Please note that all fees (application, enrolment and administrative fee), medical insurance and insurance charges paid to EAIM are non-refundable. The refund policy adopted by EAIM shall be in accordance to Clause 2 of the PEI-Student Contract.

(A) Refund for Withdrawal Due to Non-Delivery of Course

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

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

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

(B) Refund for Withdrawal Due to Other Reasons

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

(C) Refund During Cooling-Off Period

The PEI will provide the Student with a cooling-off period of seven (7) working days after the date of signing of the Contract by both parties. The Student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

17. Withdrawal (Post-Enrolment)

If you wish to withdraw from EAIM voluntarily, you should follow this procedure:

- Obtain and complete the Post-Enrolment Withdrawal Form (F-1203) and submit it to the Student Services Centre, along with your parent's letter of consent for withdrawal (where applicable), your Student's Pass, copy of passport and completed ICA Cancellation Form.
- The Finance Department will check for any outstanding course fee within 24 hours.
- You have to clear your outstanding course fee, if any, that is due for payment.
- The Student Services Executive will arrange for an appointment for you to meet the Head of Institute/Head of Student Services for counselling within 2 days.
- In the meantime, the Institute will contact your parent(s) to verify, inform and seek their formal consent to the drop-out.
- Your Parent's formal letter of consent to the withdrawal will state that EAIM is absolved from all responsibilities for any disruption to your study in Singapore.
- Upon our receipt of the full set of documents and your completion of the withdrawal procedure, the Institute will proceed to cancel your Student's Pass via ICA Solar+ system.

18. Medical Certificates

When you absent yourself from classes or main examinations due to medical reasons, you are required to submit the original copy of the Medical Certificate (MC) and to complete the Student Request Form (F-1201) available at the Student Services Centre. The MC shall be submitted directly to your respective Class or Programme Managers for the purpose of verifying your attendance. Only medical certificates issued by registered clinics (including registered TCM practitioners), polyclinics or hospitals will be accepted by the Institute. The list of TCM clinics is available from www.tcmpb.gov.sg.

19. Taking Home Leave

You are not allowed to take home leave during an on-going semester. However, on compassionate or medical grounds, you may obtain approval from the Director of Academic Affairs before going on home leave. You must apply for official home leave before purchasing your air tickets.

If you fail to inform and obtain the approval of the Director of Academic Affairs, you will be considered as absent without official leave (AWOL). If you are absent for more than 3 consecutive days (or one week as applicable), you will be regarded as having voluntarily withdrawn from the course. Please also refer to Appendix 3 on Personal Conduct and Obligations of Students.

To apply for home leave (off-term semester), please follow these procedures:

- Complete the Student Request Form (F-1201) at the Student Services Centre.
- You will be given an appointment with your respective Head of Institute within the next 48 hours who will interview you on your reasons for the application.
- You are required to submit a copy of your air-ticket to your respective Department.

Important note:

Any other leave taken by student shall be at his/her own discretion and the total number of days absent should not exceed the prescribed absenteeism limit of 10%. All international students holding ICA Student's Pass must maintain a minimum monthly attendance rate of 90% throughout their course of studies. Disciplinary action shall be taken against international students who breach ICA rules and regulations. It may result in automatic dismissal from the Institute and cancellation of ICA Student's Pass without further notification.

20. Admission to Undergraduate/Postgraduate Degrees

If you seek entry into an undergraduate /postgraduate degree programme conducted locally through EAIM you will need to undergo a formal matriculation process administered by EAIM in conjunction with the partner university (where applicable). Upon successful matriculation with the university, you will be given a unique university matriculation identification number (ID)/card, for identification and use throughout the course duration.

Please be advised that entry into any final degree/ postgraduate degree programme is at the sole discretion of the partner university. The partner university's decision is final.

You are advised to familiarize yourself with the partner university's rules and regulations and to abide by them. Failure to comply may result in disqualification from the course. Please refer to our Guidance Notes or Partner University's Student Handbook for Degree or Post Degree programmes.

21. Re-enrolment & Progression

a. When you have successfully completed your current course of studies, you will be re-enrolled into the next higher level. For final year undergraduate and post-graduate students, you will be assisted in document preparation for your re-enrolment after the release of the final academic results of your current course. You will need to confirm your enrolment by signing the PEI-Student contract and making the fee payment before the next course commencement date. You are also required to submit documents for applying of STP for the new course. You will receive an official receipt for your fee payment. Please keep all official receipts as proof of your payment status.

b. Students who fail in any subject/subjects have to confirm, within 7 days, the subject/subjects they will re-module; failing which their names will be taken off the Institute register and they would have to re-apply as new students.

22. Personal Conduct

Infringement of EAIM and partner university rules and regulations, breaches of laws, gross misbehaviour, misdemeanour or general poor conduct of any student may result in automatic expulsion from the Institute and immediate cancellation of the Student's Pass.

23. Updating of Student Handbook

We will regularly update and amend, as necessary, the information contained in this handbook. You should visit our website at www.Easb.edu.sg for the latest version.

24. Personal Belongings

Students should keep their valuables at home. The Institute shall not be held responsible for any personal items or belongings that may be lost or damaged during Institute time. Students are expected to safeguard their personal items and belongings at all times.

EQUAL EDUCATION OPPORTUNITY (EEO)

The Institute accords equal education opportunity status to any student regardless of gender, race, colour or nationality. All unfair practices, including plagiarism and cheating in examinations, are referred to the Disciplinary Board whose decision is final. An Appeal process is allowed, where appropriate.

Appendix 1 – Administration of EAIM

ADMINISTRATION OF EAST ASIA INSTITUTE OF MANAGEMENT

MANAGEMENT COUNCIL

| | |
|------------------------------|------------------------|
| Principal/Executive Chairman | Dr Andrew Chua |
| Executive Director | Dr Tan Jing Hee |
| Executive Director | Ms Angela Tan |
| Executive Director | Mr Patrick Teo |
| Director | Mr Mark Chua |
| External Member | Mr Peter Lai Hock Meng |
| External Member | Dr Robin Yap Seng Bee |
| External Member | Prof Er Meng Joo |

THE ACADEMIC BOARD

The Academic Board of East Asia Institute of Management consists of appointed distinguished personalities from the industry and academia and the Management of the Institute. As the policy-making body, its role is to guide the Management Council in the development and implementation of strategies for the pursuit of excellence in all aspects of teaching and learning. It oversees the policies, programmes and all matters relating to students, including admission criteria, course content, course delivery, and lecturers' performance.

| | |
|----------|-----------------------------------|
| Chairman | Dr Tan Jing Hee |
| Members | Dr Andrew Chua |
| | Mr Reinaldo Wong |
| | Mr Peter Lai Hock Meng (External) |
| | Dr Robin Yap Seng Bee (External) |
| | Prof Er Meng Joo (External) |

THE EXAMINATION BOARD

The Examination Board of East Asia Institute of Management is the examination body appointed by the Institute's Management Committee and is responsible for matters pertaining to examinations, assessment of course work, the integrity of the administration and conduct of examinations. It ensures the maintenance of appropriate academic standards that are comparable to those in similar institutions in the industry and assesses the performance of students.

Chairman

Mr Reinaldo Wong

Members

Dr Andrew Chua

Dr Tan Jing Hee

Mr Roy Ling Chung Joo (External)

Prof Er Meng Joo (External)

Appendix 2 – Academic Programmes

ACADEMIC PROGRAMMES

Currently EAIM has 4 reputable partner universities from UK namely:

- Aston University;
- De Montfort University;
- Edinburgh Business School, Heriot-Watt University; and
- Queen Margaret University;

Offering over 25 undergraduate programmes and 14 postgraduate programmes across 6 major faculties:

- Accountancy, Banking & Finance;
- Business Information Technology;
- Business & Management;
- Hospitality & Tourism Management;
- Allied Health-sciences: Nursing, Medical Bio-science and Psychology
- Post-graduate programmes

All our programmes are designed using the UK University's Credit Accumulation Transfers Scheme (C.A.T.S.) a national universities' benchmark and have articulation agreements with about 30 foreign universities. In addition, EAIM has internship agreements with over 50 Travel and Tourism-related organisations.

English Requirements

It is mandatory for all students to have achieved a minimum level of proficiency in English, equivalent to that of IELTS 6.0 or 6.5, or its recognised equivalent in order to gain admission into the universities for completion of the degree programmes.

- If you do not have either of these, you are required to undertake our Certificate in Business English (CBE) and to pass at ETEDP Level 3. Upon successful completion of the ETEDP and attaining Level 3, you would be awarded the Certificate of Achievement.
- Students who have obtained a pass in the Cambridge International Examinations GCE Ordinary Level with a credit pass in English or GCE Advanced Level examination with a credit pass in 'General Paper' in Singapore would be granted exemption from ETEDP.

Request for Exemption of BETEDP & Direct Entry into ETEDP

The Certificate in Business English (CBE) is a 9-month course. However, you can request for exemption from BETEDP and gain direct entry into ETEDP. In such cases, your request will be granted only if you have achieved an IELTS 4.0 or its equivalent or above, through the following assessments of proficiency:

- i) The student has been awarded IELTS 4.0 or above in the IELTS examination taken not more than 2 years before the time of the exemption assessment:
 - a. The student must submit the original IELTS Test Report Form to the Institute of Business English for verification with IELTS Verification Site Service (University of Cambridge, ESOL Examinations).
 - b. The student must sit for a placement test administered and assessed by the Institute of Business English of EAIM.
 - c. In special cases where there is a marked difference between the IELTS result and the placement test result, you will be interviewed by the Head, Institute of Business English, for final assessment of your English proficiency.

- ii) You have sat for a placement test administered and assessed by the Institute of Business English and obtained a result of 4.0 or above.

Appendix 3 – Personal Conduct and Obligations

PERSONAL CONDUCT & OBLIGATIONS OF STUDENTS

As an enrolled student of the EAIM community, you have certain duties and obligations.

1. General Conduct

You have an individual and collective responsibility for maintaining a healthy lifestyle, observe good behaviour, participate actively in campus student activities and contribute to the learning environment.

2. Appropriate Conduct / Behaviour

You must refrain from disruptive behaviour at all times. Actions prejudicial to the Institute shall not be tolerated. Here are some examples of appropriate and good conduct:

- You will adhere to all ICA's requirements and will not breach any ICA's regulations which may lead to your dismissal. You must NOT work at all times when you are holding on to a valid student pass issued by ICA.
- You will not be rude or behave aggressively towards lecturers and staff.
- You will not instigate other students to cause disruption to the smooth running of the Institute.
- You will switch off your mobile phone and pager during lessons.
- You will not leave the class during lessons without permission to answer or make phone calls.
- You will adhere to the lesson schedule and be punctual for your classes.
- You will not use vulgarities and/or litter in the Institute.
- You will not vandalize the Institute's property or cause damage to Institute equipment.
- You will not download illegal software or visit pornographic websites.
- You will not commit any criminal or illegal offence at all times; like fighting, shoplifting etc.
- You will not post or to instigate derogatory / racially biased remarks about the Institute, the government and citizens on any social / print media at any time directly or indirectly.

3. Consumption of Food and Drinks / Smoking / Dress Code

- All food and drinks will be consumed in the canteen.
- No smoking is allowed on Institute premises.
- You will wear proper attire when you attend courses in the Institute.

4. Disciplinary Actions for Breach of Rules & Regulations

You are liable to be disciplined for any misconduct and/or breach of the Institute's rules and regulations. If you persistently violate the Institute's rules and regulations, you will be issued a written warning. You will face serious disciplinary action, including dismissal, if you continue to violate the Institute's rules after receiving a written warning.

5. Disciplinary Action & Dismissal

If you persistently breach the Institute rules and regulations, you will be liable for dismissal. Serious breaches of any rules and regulations of the Institute/government bodies, litigation or for causing public disquiet may result in immediate dismissal without notification. Your student pass will be cancelled immediately, all your fees forfeited, and you will be required to leave Singapore immediately or within the grace period of the social visit pass issued by ICA.

6. Grounds for Dismissal

The following situations warrant dismissals:

a. Violation of ICA's attendance requirements

- Students with a monthly attendance record below 90%.
- Students who are absent for three consecutive Institute days.

b. Misdemeanour

- Students who take home leave without notifying the Institute or seeking approval as appropriate
- Students who commit offences against the law of Singapore and/or bring the Institute into disrepute.

c. Non-payment of Fees

- Students who fail to pay Institute fees in a timely manner. Non-payment of Fees generally leads to automatic expulsion from the programme or course of study.

d. Violation of Academic Institute Rules

- Students who are absent from the main and re-sit examinations without legitimate reasons.
- Students who cheated in an examination.
- Students who committed plagiarism.
- Students who persistently misbehave and are rude to their lecturers and Institute staff despite advice and warnings from the Institute.
- Students who instigate other students to cause disruption to the smooth running of the Institute.
- Students who solicit and instigate fellow students to transfer to other Institutes.

7. Appeal Process Against Dismissal

Upon receipt of the Letter of Dismissal, the student can write to the Principal within seven (7) days to lodge an appeal giving strong mitigating reasons for a grant of acquittal from dismissal.

- The appeal letter must include the support of the Head of Institute or lecturer.
- The appeal will be considered by the Principal whose decision will be final.

8. The Institute's Decision

The Institute's decision is final in relation to all matters pertaining to student issue/s.

Appendix 4 – Academic Regulations

ACADEMIC REGULATIONS

1. Introduction

Please acquaint yourself with the Institute's academic regulations and those specific to your course, including assessment and progression to the award of the degree. Please refer to the respective academic handbook pertaining to your course of study.

2. Admission into EAIM

Our policy is to enrol students based on merit. All applicants for admission to a Bachelor Year 1 equivalent course offered by EAIM must be at least 18 years of age at the time of application. If you make any false or inaccurate statements in your student application form, your application may be rejected.

3. Course Induction (Academic)

As a new student, you will undergo Course Induction to help you understand the course requirements and academic expectations. The Induction will include familiarization with the course schedule, course outline and lesson plans.

4. Class Attendance

Students on full-time courses must achieve a monthly minimum class attendance of 90%. Part-time students must achieve at least 75% attendance. All international students must maintain an attendance rate of at least 90%. In line with ICA's requirement, international students whose absenteeism rates exceeded 10% shall be liable for dismissal by the Institute and may have their Student's Pass automatically cancelled without notice.

5. Institute Terms and Breaks

EAIM observes the National Public Holidays of Singapore. Apart from these national holidays, you will be given the following study breaks:

- After each semester's examination for all students except students from the English Language programme will have breaks at different times.
- A 2 weeks break for the Lunar New Year to be advised by the Institute.

If you are absent without official approval from the Institute for 3 consecutive Institute days it will be regarded as voluntary withdrawal. Your student pass may be cancelled after 7 consecutive Institute days of absence and your fees shall be forfeited.

6. Deferment of Studies

Your application for deferment will be considered if you submit it 2 weeks before the commencement of the respective course.

An application for deferment will only be allowed under the following conditions:

- Medical;
- Overseas employment; and
- Army enlistment

You are given a maximum deferment period of 3 months. Thereafter, you must return to Institute to complete your studies.

If you wish to defer your study in EAIM, this is what you should do:

- Obtain and complete the Student Request Form (F-1201) and submit it to the Student Services Centre, along with your parent's letter of consent for deferment, your student pass, copy of passport and any other documents as appropriate.
- Pay the deferment of study fee at the cashier counter.
- Upon our receipt of the full set of documents, our Student Services Executive shall provide you with detailed advice and information.

7. Examination Schedule

A detailed examination schedule from respective departments will be issued to confirm the dates of examination appropriately. You should check the notice board for your examination schedule and details.

8. Examination Guidelines

- a. You are only allowed into the examination room 15 minutes before the commencement of the examination.
- b. If you are more than half an hour late after the commencement of the examination, you will not be allowed into the examination room.
- c. You will need to produce both your valid Student's Pass or IC and student ID before you can be allowed into the examination room.
- d. You are only allowed to bring the following into the examination room:
 - Pens, pencils (without pencil cases) & erasers/correcting liquid
 - Non-programmable calculators (without covers)
- e. You are not allowed to bring into the examination room any unauthorized books, written or printed documents, pictures or drawings, notes or papers, or any electronic devices including but not limited to smart watches.
- f. You must switch off your mobile devices and alarms while in the examination room.

g. You are only allowed to leave the examination room 2 hours after the commencement of the examination.

9. Cheating in Examinations

Cheating in examinations is a very serious offence and will lead to automatic dismissal. If you are caught cheating during examinations, you will be asked to

- a) Surrender your Student's Pass and to leave the examination hall immediately
- b) Appear before a disciplinary committee within 1 week from the end of examination period.

10. Plagiarism & Unfair Practices

Plagiarism is tantamount to theft and dishonesty. Any student found to have committed plagiarism will be dealt with in the same manner as a student caught cheating in examination. Students are warned that the partner universities and EAiM take a serious view of plagiarism and any unfair practices, such as, cheating during examination.

Students will be severely dealt with including a formal reprimand on their record. Students will also be required to re-submit their work and made to pay penalty for re-assessment (refer to respective partner university websites or student handbook for details).

11. Absence from Examination

If you are absent without written reasons for both the main examination and the subsequent mandatory re-sit examination, you will be deemed to have opted out of the course. The Institute reserves the right to terminate your studies and cancel your student pass accordingly.

If you are absent with legitimate reasons, you will be permitted to take the re-sit examination as your main examination. In this instance, this will be considered as your final examination with no further supplementary examination provided. You are allowed up to a maximum of 2 attempts for each paper, failing which a re-module would be necessary.

12. Marking, Re-sit and Appeal Process

The Institute adopts a system of marking of examination answer scripts by 2 different markers. The marked scripts are then moderated by the Institute's Board of Examiners. If you fail your main examination paper, you are required to do a mandatory re-sit examination. There will be a fee of \$150.00 (subject to GST) for each re-sit examination. If you fail the re-sit examination, you will be required to repeat the failed module.

You can submit an appeal for a review of your marks only if you fail the main or re-sit examination and have valid grounds to support your application. The Examination Board will consider appeals where there are additional compelling and relevant information that are deemed appropriate for review.

An appeal should be lodged no later than 7 days after the official release of the examination results. An appeal fee of S\$100.00 (subject to GST) will be charged. The decision of the Examination Board is final.

For partner university programmes, students should refer to the respective university's website for details.

13. Publication of Examination Results

The Institute will release the results within 1 month (longer for partner university courses) from the end of the examination period. Information on 'Results Release' will not be given over the telephone.

14. Repeating a Module

Repeating a module is referred to as a re-module. A re-module is only allowed if you have undertaken the same module previously but have failed the main and re-sit examinations. Students are required to sign a re-module contract and re-module fees must be paid before commencing re-module.

For Certificate in Business English course, you are allowed to repeat only under the following conditions:

- Studied the same stage previously but found it difficult to cope;
- Failed the examination.

Repeating a stage for the English programme would require payment of course fees for that stage.

15. Issuance of Transcripts/Certificates

The Institute issues certificates of achievement to students who have successfully attained 6.0 or more in the Certificate of Business English programme. Certificates at Diploma and Advanced Diploma levels are awarded to students who have successfully passed all subjects/modules of the programme. All certificates are issued with an academic transcript with detailed breakdown of achievements.

Certificates and official transcripts are issued only if you have no outstanding payments. International students should request for the above certificates prior to leaving Singapore. You will only be issued the above items provided you have paid all outstanding dues and fees.

16. Overseas University Placement

If you intend to apply for an overseas university upon completion of your studies, you may approach the Overseas University Placement Officer at the Student Services Centre.

You are required to consult the Officer for the relevant application forms to be submitted to the overseas universities way before the closing date for registration.

17. Scholarships

EAIM Scholarships are awarded to students with outstanding academic performance to pursue their Year 2 or Year 3 studies at East Asia Institute of Management. Up to 8 scholarships annually will be awarded to deserving students.

Eligibility

The scholarship is open to Singapore Citizens, permanent residents and international students who graduated within the last 4 semesters (Qtr. 4 of previous year to Qtr. 3 of current year) and who meet the following criteria:

- a. Passed all modules on 1st attempt.
- b. Passed 75% of the modules with distinction grade.
- c. Of the 75% distinction, 50% of the modules must be of high distinction grade.

Students who have received subject exemptions and/or existing scholarship award or study grant holders will not be eligible for consideration.

Value of Scholarship

- Year 1 & 2 graduates: SGD5, 000.00 course fee subsidies on their next level of study.

Appendix 5 – Student Feedback, Suggestions and Complaints

STUDENT FEEDBACK, SUGGESTIONS AND COMPLAINTS

We welcome feedback and suggestions from our students which will help us improve our services and to create a better learning environment. We have established a range of channels to promote two-way communication and dialogue.

- Quarterly course evaluation by students to assess on academic content, course delivery and student support services.
- Regular coffee sessions with the Academic Head of Institutes to improve two-way communication between students and staff.
- Internet dialogue/Facebook/WeChat/WhatsApp/ feedback@easb.edu.sg is encouraged for all students to provide feedback and suggestions, as appropriate.
- All feedback received will be acknowledged and the students will be notified of actions taken if any.
- Re-enrolment Talk/Counselling sessions to assist students make more informed choices for academic progression.
- Meet-the-Principal or In-conversations sessions allow our students the opportunity to discuss any issues or problems with top management.
- Students' Feedback/Suggestion boxes (located at the canteen or the Student Services Centre) where students can deposit their written feedback and suggestions.
- Various Student Committees/Clubs as channels to promote communication between staff & students.

Grievances and Complaints

You can send in your written grievances in the following ways

- Complete the Feedback Form, which can be obtained from the Student Services Centre or from our website at www.Easb.edu.sg; and submit it to the Student Services executives; or send to us an email to our email address at feedback@easb.edu.sg
- Send an email to our general complaint account at complaints@easb.edu.sg
- Contact Student Services on (65) 6351 7874.

If the Head of Institute/Head of Department or the Student Services Executive are not able to resolve your case, you may forward your complaint to the attention of the Executive Director or the Principal and follow-up actions.

You will receive a formal resolution from the Institute within 7 or 21 working days, from the date of receipt of complaint. For complaints that relate to external institutions/bodies, the Institute will endeavour to revert within 21 working days.

In the event that the student and EAIM are still unable to resolve the dispute in accordance with the grievance procedures, the student and EAIM may refer the dispute to the Committee of Private Education (www.cpe.gov.sg) for mediation. Alternative remedies available in dispute resolution are the Singapore Mediation Centre (SMC) and the Institute of Arbitrators (SIArb). In any case students must approach the Institute first before referring to any external organizations.

Appendix 6 – Partner Universities

PARTNER UNIVERSITIES AND REGULATORY REQUIREMENTS

In addition to complying with the regulations laid down by East Asia Institute of Management, all Final year/Postgraduate students are required to familiarise and to abide by the respective partner university's Rules and Regulations, including the Terms and Conditions of the offer, Guidance Notes and any academic matters established in the respective partner university's Student Handbook.

Students can access additional information from the respective partner universities' websites. Please ensure that you have read them prior to the commencement of your programme. EAIM partner universities' websites are shown below:

| University | Websites |
|--|---|
| Aston University | http://www.aston.ac.uk |
| De Montfort University | http://www.dmu.ac.uk |
| Heriot Watt University | http://www.hw.ac.uk |
| Queen Margaret University Edinburgh | http://www.qmu.ac.uk |



Appendix 7 – Useful Contacts and Information

USEFUL CONTACTS AND INFORMATION

Should you have any general enquiries or concerns, you may contact the Institute on (65) 6252 5550 or fax at (65) 6252 2334. For matters pertaining to your studies at EAIM, please contact our Student Services Centre on (65) 6351 7872/ 873.

EAIM Overseas Office

EAIM China Office (Guangzhou) Room 1606, Yian Plaza, Jianshe 6th Road YueXiu District, GuangZhou City, GuangDong Province, China. Postcode: 510060

Tel: +8620 8363 3532 / 8363 4029 Ext 605

Fax: 8620 83633267

MSN: sue_xu8@hotmail.com

EAIM Myanmar: KHIN MAUNG MAUNG AND ASSOCIATES COMPANY LIMITED.

Add: No. (38), Padauk Street, South Quarter, Htaukkyant, Mingaladon Township, YanGon, Myanmar.

Tel: + 95 95063742

Appendix 8 – Student Services and Activities

List of Student Services and Activities

Induction & Orientation Programme
Student Counsellor Support & Counselling
Student Committee Support & Activities
Broad Band Internet Access Facilities
Library Services
Educational Tour
Internship or Practical Training
Student Progress Report
Students' Outings and Activities
Scholarships for Academic Excellence
Renewal of Student Pass
Annual Convocation and Graduation Day
Annual Dinner (Graduation Night)
Annual Sports Day
Annual Academic Convention
Annual CNY Gathering & Dinner
Placement to Overseas Universities
Job Counselling & Placement
Alumni Administration

This Student Handbook is written to guide you through your course of studies at EAIM.

Care has been taken to ensure that the information is accurate at time of print / posting date on website / on notice board. The Institute reserves the sole right to amend, add or delete information in this book at any time. The latest update will be available on our web at www.easb.edu.sg or the Student Services Centre.