



EAST ASIA INSTITUTE OF MANAGEMENT

STUDENT HANDBOOK

2022

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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 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 a global education provider of choice for all who aspire to succeed.

Mission

To equip our students with the latest knowledge and technical competence, and imbuing in them high ethical standards so as to enable them to be immediate valued contributors businesses and society.

Core Values

MARKET-ING 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 2,000 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 have 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, EAİM'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 endeavor 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

EAIM can arrange with a contracted provider (third party) to provide airport pick-up service, if required with a fee, to help you to settle down quickly in Singapore. Our contracted provider (third party) will receive you at Changi International Airport on your arrival and bring you to your hostel. You will be provided 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's contracted provider (third party) can assist our International students who seek hostel accommodation. The rates offered by Hostel Providers are competitive. Please contact Student Services Centre (SSC) on (65) 6252 5550 or email studentservice@eaim.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

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 enroll 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 duration stated in your student contract.

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. 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 Leave Application Form 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.

12. 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 Leave Application Form 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.

13. 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.

14. 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.

15. 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.

16. 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.eaim.edu.sg for the latest version.

17. 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.

18. 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.

19. Refund / Transfer / Withdrawal / Deferment Policy

- a. EAIM's Refund, Transfer, Withdrawal and Deferment policies and procedures are made available to both prospective and potential students through the following channels: -
 - EAIM's official website
 - Student Handbook
 - Student Contract (Refund policy only)
- b. These policy and procedures are also communicated to students during the pre-course counselling sessions.
- c. Upon completion of any refunds, transfers, withdrawals and deferments, the Institute's SEMS would need to be updated, including status of students, as part of maintaining accurate student records.

Refund Policy

- a. EAIM adopts the Refund Policy per Clause 2 of the Student Contract as set out by CPE. These policy statements shall lead to the implementation of detailed processes/procedures in the following areas:-
 - Refund Policy
 - Refund for withdrawal due to non-delivery of course
 - Refund for withdrawal due to other reasons
 - Refund during cooling off period
- b. The maximum processing time from student request of withdrawal (with refunds) to the issuance of the qualified refund amount should not exceed 7 working days and the Finance Department would need to inform student on how the refund amounts are bring computed.
- c. Refund for Withdrawal Due to Non-Delivery of Course

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

- Does not commence the Course on the Course Commencement Date;
- Terminates the Course before the Course Commencement Date;
- Does not complete the Course by the Course Completion Date;
- Terminates the Course before the Course Completion Date;
- Has not ensured that the Student meets the course entry or matriculation requirement as set by EAIM stated in Schedule A of the Standard PEI-Student contract; or
- The Student's Pass application is rejected by the Immigration and Checkpoint Authority (ICA).

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

d. Refund for Withdrawal Due to Other Reasons

If the student withdraws from the Course for any reason other than those stated in (1) above, EASB shall within seven (7) working days of receiving the Student’s written notice of withdrawal, refund to the Student an amount based on the table below:

% of [the amount of fees paid under Schedule B and c]	If Student’s written notice of withdrawal is received
70	(“Maximum Refund”) More than 60 days before the Course Commencement Date
30	Before, but not more than 60 days before the Course Commencement Date
0	After, but not more than 0 days after the Course Commencement Date
0	More than 0 days after the Course Commencement Date

Application Fees paid are non-refundable under the provisions of these categories unless otherwise agreed between EASB and the student.

A student who transfers from the enrolled course to another course with EAIM shall, for the purpose under this category, be deemed to have withdrawn from the course and the provisions under this category shall apply unless otherwise agreed between EAIM and the student.

The contract for the existing course will become void and a new student Contract shall be executed between EAIM and the student for the new course.

e. Cooling-off Period

EAIM shall provide the student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties. The student will be refunded the highest percentage of the fees already paid if the Student submits a written notice of withdrawal to EAIM within the cooling-off period, regardless of whether the Student has started the course or not.

Transfer, Withdrawal and Deferment Policy

a. The maximum processing time from student request of any transfer, withdrawal and deferment to notifying students of the outcome in writing should not exceed 4 weeks.

b. Transfer Policy

- A course transfer fee is payable when student submits a request for transfer;

- The transfer student shall be interviewed by the respective DOS to assess the situation before granting the approval for transfer;
- Student who transfer from one course to another shall be deemed to have withdrawn from the original course and the 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.

c. Withdrawal Policy

- All withdrawn 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 withdrawal and Registrar Office 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.
- EAIM will assess all students withdrawal on a case by case basis. Conditions for refund will be in accordance to clause 2 of the standard student contract.

d. Deferment Policy

- Application for deferment will be considered if it is submitted two weeks before the commencement of the respective course and shall only be permitted under the following conditions:
 - Medical reasons;
 - Overseas employment posting;
 - Army enlistment
 - Any other valid reasons may be considered on a case-by-case basis;
 - Students are allowed a maximum deferment period of 6 months (or 12 months as appropriate)
 - All application for deferment must be completed in the official Student Request Form with supporting documents and to be submitted to the Student Service Department. The respective DOS/DSS or HOS shall review the request as appropriate.
 - A new student contract / addendum is to be signed when a course deferment is approved

Note: For students under the age of 18 years old, parent / legal guardian's written consent will be required for any course transfer, withdrawal or deferment request.

PROCESS

- a. The Registrar Office and Student Services Department is to ensure that the Institute's refund, transfer, withdrawal and deferment policies and procedures are made available and updated (in the event of any changes) on the following channels:
 - EAIM's office website
 - Student Handbook
 - Student Contract (Refund Policy only)
- b. For communication of these policies and procedures to students, reference to be made to APSR Manual: Pre-course Counselling
- c. The Student Service Department would need to take note of the maximum processing times, including informing students of final outcome as follows:
 - Refund, including payment made to students: within 7 working days
 - Transfer, Withdrawals and Deferment: within 4 weeks

Refund Procedures

- d. Student will need to complete the Student Request Form to request for refund. The student is required to produce documents to evidence that the terms and conditions in the student contract are fully satisfied before the Student Service Executive proceeds to process the refund request.
- e. If the conditions are fully satisfied, the Student Service Executive may approach the refund as "in accordance with the student contract"; and if the conditions are not satisfied, the student shall be advised of his/her failure to comply fully with the refund condition as stipulated in the Student Contract.
- f. The Student Service Executive will arrange an interview sessions for the student to meet the Head of Student Service (HSS) or Director of School (DOS) / Head of School (HOS) to review and evaluate the merit of the case or request.
- g. After the interview and assessment, the case or request will be classified accordingly. Request for refund may be classified as (a) Approved for refund as per Student Contract; or (b) Reject for failure to comply with the contractual terms and conditions.(Max. 3 days from date of request)
- h. If the refund request is valid and student is eligible for the refund, Registrar Office will request the student to sign a full and final settlement letter for the amount agreed upon. The student can have the refund either in cheque or GIRO and the student is to provide the information in the full and final settlement letter.
- i. In the case where the refund is rejected due to reasons not falling under the approved refund conditions, the student may request for a review of the case which will result in the escalation to the next higher level for special consideration by the Executive Director of Finance & Administration.
- j. Upon special approval by the Director of Finance & Administration, student must complete the full and final settlement with their information written. The completed full and final settlement letter from the student and approval email from the Executive Director are to be passed to Finance Department for processing of refund.

- k. Finance Department will proceed to compute the refund amount and issue payment upon receiving the signed full and final settlement letter from the student. Where possible Finance Department will obtain the student's signature as form of acknowledgement that the refund computation have been communicated.

Transfer / Deferment Procedure

- l. Student will have to submit the Student Request Form together with the necessary documents to Student Service Department for course transfer / deferment request. Upon receipt of the request from the student, the Student Service Executive will update the School Enterprise Management System (SEMS) and arrange for DOS / HOS to meet-up with the student to evaluate the request.
- m. The DOS / HOS then indicates the decision to approve or reject the transfer / deferment in the Student Request Form and pass the form and necessary documents back to the Student Service Executive for updating the School Enterprise Management System (SEMS).
- n. After the update, Student Service Executive will pass the form and relevant documents to Registrar Office for further processing. The Admission Officer will proceed to prepare Student Contract for the new course for transfer request whereas for deferment either a new student contract / an addendum will be prepared for student to sign off. The Admission Officer will also inform ICA on the change of course and update the FPS record accordingly. The student status in School Enterprise Management System (SEMS) will be updated as well.

Withdrawal Procedure

- o. Student will have to submit the Student Request Form and Post-Enrolment Withdrawal Form to Student Services Department for withdrawal request.
- p. The Student Services Executive will collect the students' student pass, passport copy, letter of consent from students' parent (where student's age is 18 years old and below) and EAIM Student ID.
- q. The Student Services Executive will hand the completed Post-Enrolment Withdrawal Form to Finance Department for checking of any outstanding course fee from the students within 24 hours. Students have to clear their outstanding course fee that is due for payment.
- r. Once there is no outstanding course fee from the students, the Student Service Executive will arrange for the student to meet-up with the DOS / HOS within the 2 days. The Post-Enrolment Withdrawal Form will be passed to DOS / HOS before the interview/counselling session.
- s. During the interview/counselling session, the DOS / HOS is to find out from the students on their reasons for withdrawal. The DOS / HOS should help to resolve any problems face by the students and also to retain the students from withdrawing. All conversations and remarks made by the students will be recorded by the DOS / HOS in the Post-Enrolment Withdrawal Form.

- t. If the students still decide to proceed with the withdrawal after the interview/counselling session, the DOS / HOS and the students will sign off the Post-Enrolment Withdrawal Form and the form will return to Student Service Department for further processing.
- u. The Student Service Executive will pass the completed Post-Enrolment Withdrawal Form along with documents/items listed requested earlier on to Registrar Office for processing.
- v. Registrar Office will proceed to cancel the students' student pass via ICA SOLAR+ and update the FPS record. A social visa will be passed to the students once ICA acknowledges the cancellation of student pass.
- w. Registrar Office will indicate and sign off the Post-Enrolment Withdrawal Form and return the form to Student Service Department. The students' status will be updated as withdrawn in the School Enterprise Management System (SEMS) by Registrar Office.

Attendance Policy

EAIM communicates the importance and encourages all students to be regular and punctual for their daily classes. Procedures, rules and regulations governing attendance are highlighted to all students in the **Students Handbook** during Orientation time as well as regular by Student Service and Lecturers. All students are briefed on the Institute's attendance policy and procedures during the orientation. This is also communicated to the student in the Student Handbook.

The following are key areas that are communicated to all students:

- All students on a Student Pass should have a minimum attendance of 90% per month.
- All non-student pass holders should have a minimum attendance of 75% per month.
- Any absenteeism should be supported by medical certificates / approved student leave.
- Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the school whenever a student-on-Student Pass has a monthly attendance of less than 90%.
- Student Pass Holders who **miss 7 consecutive days** of class will be liable to have their student pass be cancelled with effect from the **8th day** and the letter of cancellation will be sent to student's place of residence in Singapore as registered with EAIM.

Process

Student attendance taking and monitoring system

- Attendance Monitoring
 - **Class List** - All student's enrolled in the class cohort are generated with the most updated Class List and verify its accuracy at the start of each quarter / semester before commencement of the class start date, any changes to student's enrollment are updated accordingly.
 - **Attendance Marking** - All teaching staffs are responsible for marking students' attendance for their respective modules. Attendances are taken twice at each lesson; once at the beginning of each lesson and another just before the conclusion of the lesson. The attendance recording shall be done in the following mode:
 - √ '1' for present
 - √ '0' for absent
 - √ 'ICA' for excused (i.e. approved leave)
 - √ 'MC' for medical reason
 - √ 'L' for late*(*'L' attendance record should be indicated for any student who reports for lesson within **15** minutes after commencement of lesson.)
 - Lecturers are not allowed to let students mark their own attendances. Hence, all attendance sheets are not to be handed over to students at any time.
 - Students have to initial / sign on the attendance sheet before they leave the class.
- Late reporting/enrolment to course

If students are able to provide a reasonable explanation for late reporting/enrolment, EAIM can extend a grace period of up to 10 working days, without prejudice to the contractual arrangement. However, if student enols for a Start of Course (SOC) late, EAIM reserve the right to allocate the student into the next available class of the same academic/proficiency level. The maximum time a student is allowed to complete their course of study is within the stipulated time duration plus 1 year.

Appendix 1 – Administration of EAIM

ADMINISTRATION OF EAST ASIA INSTITUTE OF MANAGEMENT

MANAGEMENT COUNCIL

Chairman	Dr Andrew Chua
Member	Dr Tan Jing Hee
Member	Ms Angela Tan
Member	Mr Patrick Teo
Member	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)
	Dr Steven Chua (External)
	Mr Roy Ling (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)

Dr Kevin Cheong

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 a range of 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 enroll 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. 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 you will be put under the Watch List for 1 to 4 weeks. Your student pass may be cancelled after 7 consecutive Institute days of absence and your fees shall be forfeited.

5. 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.

6. 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.

7. 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.

Student will be severely dealt with including a formal reprimand on his/her record. Student may appeal the dismissal within 7 working days of the decision of the Disciplinary Board. The decision of the Principal is final. If appeal is successful, student is barred from any Re-Sit Examination, instead student has to Re-Module and pay all fees applicable.

8. 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 EAİM 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).

9. 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.

10. 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 within 7 working 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.

11. 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.

12. 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.

13. 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.

14. 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.

15. 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 awarded 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.
- d. Attendance must be at least 90% for International Students and 75% for Local Students.

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.

Announcement of Awards

The EAIM Scholarship Scheme for existing students is not open for application.

Students who meet the criteria and are selected for the award will be contacted in November to receive the award during the Year-End Convocation Ceremony in December.

For more information, please contact the Registrar Office at 6252 5550 or email to: ro_team@eaim.edu.sg

Appendix 5 – Student Feedback, Suggestions and Complaints

Feedback and Complaint Policy

- a. To establish an efficient overall system for the collection of feedback and effective handling of grievances/disputes that may arise from time to time.
- b. EAIM's feedback management system allows the receiving of feedback through multiple channels as part of its efforts to use feedback to drive improvements and organisational excellence.
- c. Feedback can be both formal and in-formal channels.
- d. Feedback can come from any stakeholders (i.e., Staff, Students, General Public) and can have the classification of different types of feedback which includes compliments, complaints or suggestions.
- e. The Institute will need to acknowledge and address all feedback that is given via formal channels.
- f. In encouraging more feedbacks to be given, feedback given via informal channels need not have formal acknowledgement and follow up. The Institute is encouraged to document them in the feedback management system.
- g. Any follow-up actions (if required) taken would need to be acknowledged by the person giving the feedback.

Feedback and Complaint Process

- a. The feedback management system determines the broad framework for inward communication (request / feedback received from student or stakeholder) as managed by EAIM. It also describes the processes of the Institute, in particular, how the Student Service Department handles feedback.
- b. The Student Service Department shall be the focal point for all feedback and complaints with students and stakeholders as informed to School via any communication media or in-person. It shall then acknowledge the feedback received, provided the identity of the stakeholder is known (name / identity is optional).
- c. All feedback and complaints (including disputes and grievances) are to be recorded by the Student Service Executive into the School Enterprise Management System (SEMS) and the situation to be evaluated and reviewed by HOS / HOD.
- d. All students are to be duly notified of the response time taken by the Institute in the resolution of feedback (7 or 21 days depending on internal or external involvement and the severity of the case).
- e. All notified feedback acknowledged by the Institute are to be resolved within 7 – 21 working days and the action taken or outcome informed to the stakeholder, either verbally (during consultation or face-to-face meetings) or in writing, as appropriate.
- f. The Institute adopts an integrated approach, using both formal and informal channels to manage various feedbacks provided by any stakeholder (i.e., staff, student and general public). There are many platforms, channels and avenues where by stakeholders can voice their issues and / or provide constructive feedback to the Institute.
- g. The following are some of the channels that the Institute can receive feedback.

Informal External Channels (Students and public)

- Orientation
- Pre-course counselling
- Emails
- Surveys
- Coffee sessions
- Personal and / or group conversations

Formal External Feedback

- h. The official feedback channel would be via Feedback Form / emails received from EAIM's official email accounts. Upon notification by the student (or stakeholder), the Student Service Executive will input basic information into the School Enterprise Management System (SEMS) under the category for "Feedback, Complaint & Dispute."
- i. The student (or stakeholder) may be required to show cause or submit documentary proof, depending on the nature of the dispute, feedback or complaint. The Student Service Executive will document the feedback, complaint or dispute into the SEMS.
- j. Information of the case shall be gathered and the circumstances of the incident i.e. feedback, complaint and/or dispute is/are to be recorded on prescribed form and a case file be opened as necessary. The Student Service Executive will determine the case and take appropriate actions like arranging an appointment for the student to meet the Director, HOS/HOD or Counsellor for an interview, meeting or counselling session.
- k. HOD and Head of Student Service may evaluate the merit of the case and make appropriate recommendation for action. If necessary, the parents (and/or student's agent) of the student are to be informed of the situation as appropriate. If the problem is resolved, the matter is closed.
- l. If the student (or stakeholder) is not satisfied with the initial solution and would like to escalate the matter to higher authority for their review and assessment. In this respect, the aggrieved party may request for further investigation and/or review of the matter. This process may be repeated many times at any level of management and until it reaches the highest level and that of the ED and/or Review Committee appointed by the Principal. The decision has to be made known to the student (or stakeholder) within 7 days (up to 21 days if external parties are involved) and it is final. However, he/she would have one calendar week to appeal to the Principal of the Institute if he/she is aggrieved with the outcome of the decision. All correspondences and communication with student (or stakeholder) shall cease unless with the consent from the Chairman's Office.
- m. Where final decision may not be acceptable to the student (or stakeholder) and in this respect, the option for both parties are to seek external mediation; or re-negotiate between both parties to resolve the issue and to repeat until there is a resolution. EAIM will decide on the final course of action within 21 working days from notification.
- n. In the event of a stalemate, the student (or stakeholder) could refer the case to CPE – the official external mediation channel.

Grievances

- a. The Dispute Resolution Policy and procedures will cover all students' official complaints. These will be communicated to students and it is aligned to the dispute resolution provision in the Private Education Act. It endeavours to display the notice where students or stakeholders may provide feedback or complaints to both internally and externally administered channels.
- b. Channels for feedback or complaints are:
 - Internal administered – By phone, in-person, letter, through web, official EAIM email addresses, feedback box, coffee sessions or in any media communicated to EAIM
 - Externally administered - CPE via its official webpages or addresses, if in writing or in-person. The email addresses and location addresses of CPE shall be clearly displayed on EAIM official web pages and premises.
- c. The procedural aspect of the grievance handling approach may also consider the use of the GRACE Model depending on the nature of the situation. GRACE is the acronym for Grievance or Gaps / Responsiveness / Action / Control / Expectations.
 - Grievances – Staff must establish the service gap/s or the grievance and to listen carefully to the underlying cause for complaint or dispute.
 - Responsiveness – Staff must understand the issues and produce solutions to meet the needs or satisfy the complainant.
 - Action – Staff must complete the case quickly (within the prescribed time in hours or days) and to solve all issues (both for students and/or any other third party/ies internally or externally).
 - Control – The complete case either solved or unsolved is to be escalated within the guidelines for escalation to next higher level for appropriate actions. If necessary, policy/ies shall be reviewed to ensure the relevance of the policy and also to produce long term solution.
 - Expectations – Deliver solutions to meet the aspiration or generally the needs / wants of student body. The objective is to retain satisfied students or maintained good enrolment numbers.
- d. The Student Service Executive is to respond on routine issues within hours, for non-routine issues and unresolved issues and / or difficult case would be handled by Head of Department (HOD) or Head of School (HOS) within ½ day.
- e. If the HOD or HOS is unable to handle the situation, it shall be escalated to Director of Student Service (DSS) or Director of Academic Affairs (DAA) for further evaluation and to determine the merits of the complaints or grievances (another 2 days).
- f. Chairman Office shall take between 3 to 14 days – Non routine / policy related issues to respond, depending on the nature of complain / dispute.
- g. Chairman Office shall have the final decision on all special circumstances / legal / financial / non-routine.
- h. On occasion that an aggrieved student or stakeholder may not accept the final decision of the Management after the conclusion of the grievance process, especially concerning financial or legal issues, or any special circumstance or needs, both EAIM and the student may seek appropriate legal advice, redress or remedies thereof. The first option is to refer the dispute to the following mediation centres prior to instituting legal action or proceedings:
 - Singapore Mediation Centre (SMC)

- Singapore Institute of Arbitrators (SIArb)
- i. In the event that the student and EAIM are unable to resolve or amicably conclude the dispute in accordance with the prescribed grievance procedure and mediation referred above, either party may initiate legal action as it deemed fit.

Process

- a. EAIM communicates the dispute resolution policy and procedures to its student through the following channels:
- EAIM Official Website
 - Student Handbook
- b. Student who wish to provide any official complaints to the School should follow this procedure:
- Approach Student Service Department to discuss the complaints / grievances / fill up the Feedback Form / write-in to EAIM's official email account.
 - Student Service Executive is to record on School Enterprise Management System (SEMS)
 - Student Service Executive will collect information or investigate the nature of the complaints / grievances, and responds on routine issue (within hours)
 - Student Service Executive refers to HOS / HOD and put up formal complaints / grievances for all unresolved, non-routine issues and/or difficult cases. HOD or HOS (1/2 days – Academic or Administrative issues)
 - HOD / HOS is to collate additional information and further investigate the complaints or grievances
 - If the HOD or HOS is unable to handle the situation, it shall be escalated DSS, DAA and/or any Director for further evaluation and to determine the merits of the complaints or grievances (another 2 days).
 - Chairman Office or any appointed Committee shall take between 3 to 14 days – Non Routine / Policy Related issues to respond (Total time between 7 and 21 days depending on the nature of complaint/dispute).
 - Review and Decide and reply as appropriate. Generally, the escalation process, in terms of duration and reporting, may vary depending mostly on the situation/s and circumstances of the case/s.
 - Chairman Office shall have the final decision on all special circumstances / legal / financial / non-routine.
- c. The prescribed and formal grievance procedure shall be made known to all students and is available on the official webpage and student handbook.
- d. If the student is still not satisfied with the outcome / decision, they will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).
- e. In the event that the student and EAIM are unable to resolve or amicably conclude the dispute in accordance with the prescribed grievance procedure and mediation referred above, either party may initiate legal action as it deemed fit.

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 5500 or email us at enquiries@eaim.edu.sg. For matters pertaining to your studies at EAIM, please contact our Student Services Centre on (65) 6252 5550 or email us at studentservice@eaim.edu.sg

EAIM Overseas Office

EAIM China Office (Guangzhou)
Room 1615, South Tower, World Trade Center
No. 371-375, Huanshi Dong Road
Yuexiu District, Guangzhou 510060
Tel: +8620 8363 3532 / 8363 4029
Email : sue_xu@eaim.ac.cn
Wechat : 13822273468

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.