



EAST ASIA INSTITUTE OF MANAGEMENT

STUDENT HANDBOOK

2025

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## Welcome Message from Principal

Dear Students,

A warm welcome to East Asia Institute of Management (EAIM) and to Singapore!

We are truly delighted that you have chosen EAIM as your partner in this exciting journey of learning and self-discovery. Since 1984, we have been privileged to guide and nurture thousands of students from diverse backgrounds. Many of our graduates have gone on to achieve remarkable success, and I have no doubt that you, too, will make your mark.

Your decision to join EAIM places you among a cohort that values excellence, creativity, and the determination to succeed. As you embark on this new chapter, you will feel a strong sense of belonging, knowing that you are part of an institution that is not just shaping your future, but also building an alma mater you can be proud of after your graduation.

Singapore is a vibrant, multicultural city known for its world-class education and innovation. While you are with us, I encourage you to explore all that this wonderful country has to offer. From our rich heritage and diverse cuisine, to its cutting-edge technology and business opportunities, Singapore is the perfect place to inspire your dreams and ambitions.

At EAIM, our mission is to empower you with the knowledge, skills, and confidence to excel in today's ever-changing world. Our dedicated lecturers, staff, and management team are here to support you every step of the way. Whether it's guidance in your studies, navigating life in Singapore, or simply a listening ear, we are here for you.

This student handbook is your companion, filled with helpful information to guide you through your time with us. You will find it to be an invaluable resource.

Once again, welcome to EAIM and to this new and exciting phase of your life. Take pride in being part of a community that is committed to your growth and success. I am confident that your journey with us will be enriching, fulfilling, and full of opportunities to create memories that will last a lifetime.

I wish you every success and joy as you embark on this journey with us.

Warm regards,

**Mark Chua**

*Chairman & CEO*

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 in 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.

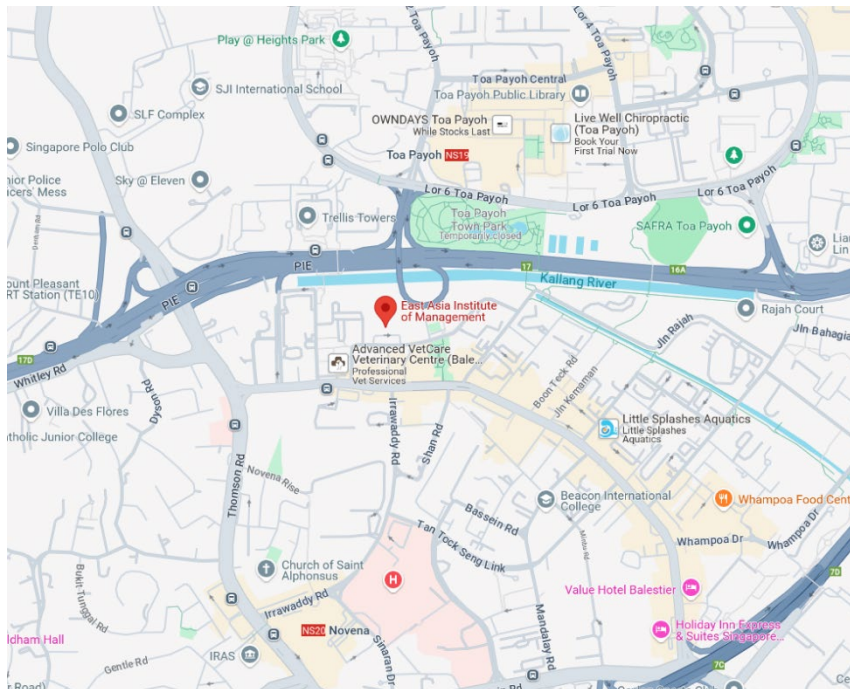
The Institute has on-going and established international partnerships with foreign universities such as De Montfort University, University of Wolverhampton and Aston University. Currently, the Institute has some 2,000 enrolled students studying at its fully-equipped Balestier campus. The majority are 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 and we will equip every student to be an immediate value contributor in business and society upon graduation.

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 the 4-years EduTrust Certification renewal consecutively 4 times since 2010 and is valid till 2026. It is given by CPE (now known as SSG) to private educational institutions in Singapore like EAIM, in recognition of EAIM's 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 17,500 sq. m with a built-up area (GFA) of 11,000 sq. m. It is fully equipped to meet the learning and recreational needs of more than 2,000 enrolled students.

Our facilities include 13 classrooms, 1 seminar room, video conference room, and auditorium; library cum resource learning centre; physics lab; board room, academic offices, admin offices; hospitality training centre; multi-purpose hall; gymnasium; canteen; artificial turf football field.

### Our Learning Support Facilities

#### 1. The H&T Training Centre

It comprises a fully-equipped kitchen, mini-bar, dining room, model hotel bed-room, business office, creates a real-life 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, and interest group activities. Please visit the notice boards regularly to keep in touch with campus happenings and events.

### 4. Library cum Learning Resource Centre

The library is another key learning support resource for you, comprising a range of knowledge materials - books, journals, magazines. 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.

Students will be able to use the library for their own self study and small group discussions.

Opening Hours are Monday to Friday from 9 am – 6 pm. Saturday and Sunday are closed.

## **Student Support Services**

### **Airport Pick-up Service**

EAIM will assist to arrange with a contracted provider (third party) to provide airport pick-up service, if required, 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 arranged accommodation. Fees are chargeable for this service.

### **Arranging for Accommodation**

EAIM will assist to arrange for accommodation for International students who require a place to stay when in Singapore. The accommodation is provided by a third party provider and the rates offered are competitive.

If airport pick-up and or arranging for accommodation services are required, please email to [studentservice@eaim.edu.sg](mailto:studentservice@eaim.edu.sg) at least 2 weeks before arriving in Singapore.

### **Student Pass Matters**

Our Student Service Officer will assist and advise you on all matters relating to your Student Pass. You may visit them at the Student Service Department regarding application, collection, renewal or cancellation.

### **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 submit a request by filling up the Student Request Form (F-1201) from the Student Services Department, and submit it duly completed, at least 3 days in advance. The Student Services Officer will inform you when it is ready for collection.

### **Student Medical Insurance**

EAIM has maintained a group student medical insurance coverage, for an annual overall limit of S\$20,000.00, provided by NTUC Income Insurance Co-operative Limited. The scheme is an expense reimbursement plan payable by the insurer for eligible expenses incurred according to the limits set out in the Benefits Schedule. EAIM has also a group student personal accident insurance for all students.

More details are available on our website at [www.eaim.edu.sg](http://www.eaim.edu.sg)

### **Other support service**

If you require information getting around Singapore, you can approach the Student Service



Office and 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.

### **Student Counselling Services**

EAIM recognises the importance of individuals' mental health and wellbeing in today's modern society. We provide a variety of complimentary student counselling and psychology services through our in-house EAIM Centre for Counselling and Psychology. Our counsellors are trained to provide pastoral counselling and advice and to help you with any personal, emotional, behavioural, and/or study-related difficulties.

Counselling would be done one-to-one by our student counsellors / student psychologists under the close supervision of our qualified clinical supervisors, who are equipped with extensive years of experience gathered from private practice and government settings. Counselling or psychological services for individuals (adults & youths) may extend to anxiety, depression, phobias, family conflict, anger management, stress management, relationship issues, family conflict, school and academic issues, parent-child issues etc. Youths aged below 18 would require parental consent.

*All consultations will be strictly by appointment, for non-emergency cases and only on certain weekday afternoons/ evenings, excluding public holidays.*

If you wish to make an appointment, please contact our in-house counsellor, Ms. Tracey Jin, directly via [to.jinjing@gmail.com](mailto:to.jinjing@gmail.com).

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

**a) 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](mailto:info@silverribbonsingapore.com)

**b) Care Corner Singapore Ltd**

6 Woodlands Square #03-01 Woods Square Tower 2 Singapore 737737  
Tel: 6250 6813;  
Email: [ccs@carecorner.org.sg](mailto:ccs@carecorner.org.sg)

**c) Over the Rainbow – OTR Listens**

Connect to the chatline through <https://otrlistens.net/>  
Email: [contact@overtherainbow.sg](mailto:contact@overtherainbow.sg)

## **Student Admissions and Administration**

### **1. EAIM Student Card**

You will receive an EAIM Student card, imprinted with your Student ID and photograph, upon reporting to school to help you access our campus facilities. Please keep it with you at all times when you are on campus.

### **2. Course Materials**

Learning materials (e.g. notes, videos, practice questions) for Higher Education courses (e.g. Diploma, Degree) will be made available to successfully enrolled students in digital formats on the first day of class in each term (via online learning platforms like Canvas) after outstanding course fee and assessment fees have been paid. A list of recommended textbook (if any) will be provided to students but these are not covered as part of the course/ assessment fee payment.

At International College, course materials will be distributed by subject teachers during lessons. While some subjects will be given textbooks, others will have their materials accessible exclusively on the MS Teams platform.

### **3. Student's Pass Application and Renewal**

All international students are required to hold a valid Student's Pass (STP) issued by the Immigration and Checkpoints Authority (ICA) to pursue full-time studies in Singapore unless he/she has a valid Dependent's Pass, Long Term Visit Pass, Work Pass or an Immigration Exemption Order. The STP must remain valid throughout the duration of their studies and should be renewed when due.

All students must take note of the expiry date of the STP and to submit an application for extension or renewal. An Immigration Form (IMM16) can be obtained from the Student Services Department or downloaded from ICA website. The completed IMM16 form must be submitted together with a copy of the passport biodata page and your Student's Pass to the Student Service Department no later than four (4) weeks before the expiry date of the current STP.

It is a serious offence to overstay when your Student Pass expires and you become an illegal immigrant punishable under the Immigration Act.

Holders of valid Long-Term Visit Pass, Dependant's Pass or an Immigration Exemption Order are not required to obtain a Student's Pass to pursue full time study within the duration of their existing pass. If the existing pass afore mentioned expires or is cancelled during the duration of their studies, the foreigner will need to submit an application for a

Student's Pass to continue his/her studies.

Please note that approval of STP is solely at the discretion of ICA. ICA may reject your application for STP without giving any reasons. Under such circumstances, you will have to make arrangements to leave Singapore immediately.

You may refer to the ICA website at [www.ica.gov.sg](http://www.ica.gov.sg) on the necessary details regarding STP. You are to familiarise yourself with the STP's terms and conditions.

#### **4. Reporting to School**

All international students on STP must report to the Registrar Office at least 3 working days before the commencement of their course. This is necessary for the Registrar Office staff can brief you on the Completion of Formalities for the STP and to have a valid STP prior to attending class.

#### **5. Completion of formalities for the Student's Pass**

All newly arrived international students are required to report to Registrar Office after they arrived in Singapore and before the start of their course. During this reporting, the officer will brief you on the ICA formalities, medical check-up and collection of their STP and explain to you the terms and conditions of STP. You are also required to acknowledge and agree to the terms and conditions of holding the STP issued to you.

#### **6. Update of Students' Particulars**

Ensure your latest contact details (e.g. residential 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) accordingly.

#### **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. PEI-Student Contract**

EAIM adopts the standard PEI-student contract for every enrolment. The contract spells out all the terms and conditions that bind the relationship between the student and

EAIM, including detailed breakdown of fees payable, payment schedule and the terms of refund.

EAIM provides a cooling-off period of 10 calendar days after the date that the Contract has been signed by both parties. Within the cooling-off period, student can submit written notice of withdrawal and be entitled to the refund of all Course Fees and Miscellaneous Fees paid within 7 working of the written notice.

A copy of the standard PEI-Student Contract is available at <https://www.tpgateway.gov.sg/>

## **9. Fee Payment and Fee Protection Scheme**

EAIM has appointed Lonpac Insurance Bhd to be the provider of the Fee Protection Scheme (FPS) under the Group Insurance for the protection of total course fees paid by all students. FPS protects the unconsumed course fees paid by students in the event a PEI is unable to continue operations due to insolvency and/or regulatory closure.

EAIM shall collect up to twelve (12) months of course fees at any one time.

For more details on FPS, please visit the website of SSG at <https://www.tpgateway.gov.sg/>

## **10. Payment Methods**

The following payment methods are accepted by EAIM:

- Cash / Cheques
- Telegraphic Transfer
- I-banking thru DBS
- Credit Card @ Cashier or thru i-banking
- ATM / NETS / CUP
- PayNow
- Payment via Flywire

## **11. Course Induction (Orientation)**

Both EAIM Higher Education and EAIM International College will host an orientation on the first day of class, designed as a half-day / half-evening event to welcome newly enrolled students. During this session, students will be provided with essential information about campus resources, academic programmes, academic policies and procedures, and student services. They will also be introduced to their Head of School (if applicable), Programme Executive, Course Leaders and/or members of the teaching faculty.

## 12. Medical Certificates

When you have 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 Manager 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](http://www.tcmpb.gov.sg).

## 13. 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 Academic Director before going on home leave. You must apply for official home leave before purchasing your air ticket.

If you fail to inform and obtain the approval of the Academic Director, 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 Department 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.

## 14. Admission to Preparatory Programmes/ Undergraduate/ Postgraduate Degrees

### Preparatory Programmes

The admission policy for International College preparatory programmes, including Admission for International Students (AEIS), Singapore-Cambridge General Certificate of Education (Ordinary and Advanced) Level, Pearson Edexcel International Advanced Level (IAL), Cambridge Lower Secondary and Cambridge International General Certificate of Secondary Education (IGCSE), is designed to provide accessible pathways for students aiming to meet international academic benchmarks. Applicants are required to submit prior academic records, demonstrate English language proficiency, and meet age eligibility criteria specific to each programme.

## **NCUK**

EAIM International Education collaborates with the Northern Consortium UK (NCUK) to offer pathway programs designed to prepare international students for university-level education in the UK and other global destinations. The NCUK admission policy, as outlined in the NCUK Student Handbook, provides clear guidelines for standard admissions, ensuring students meet academic qualifications and English language proficiency requirements. For students who do not meet these standard criteria, NCUK operates a non-standard admission process through the NCUK Student Enrolment Service (NSE). This service assesses applications on a case-by-case basis.

## **Higher Education Programmes**

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.

## **15. Re-enrolment & Progression**

When you have successfully completed your current course of studies, you will be re-enrolled into the next higher level. For students progressing to the final year undergraduate studies or post-graduate studies, you will be assisted by the Academic Department on the matriculation process to the university after successful completion of the final term examination of your current course. All progression students are required to pay the course fees for the next course after signing the PEI-Student contract to confirm their re-enrolment. International students, except those who have a valid Dependent's Pass, Long Term Visit Pass, Work Pass or an immigration Exemption Order, must submit their documents to Student Service Department to apply for a STP for the new course.

Students who fail in any subject/subjects have to confirm within 7 days, the subject(s) 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.

## **16. Progression Counselling**

At EAIM, our progression policy is to guide students toward their next step in their education journey and beyond. Through progression counselling, we will provide comprehensive talks and advisory sessions to help students understand their academic pathways, next-level education options, and alternative career choices. Our goal is to empower students with the knowledge and confidence to make informed decisions based on their strengths, interests, and aspirations. Whether pursuing further studies within EAIM, transferring to partner institutions, or exploring vocational routes, we are committed to supporting each student's journey toward achieving their personal and professional goals.

## **17. Personal Conduct**

Infringement of EAIM and partner university rules and regulations, breaches of laws, gross misbehaviour, cheating in exam, misdemeanour or general poor conduct by any student, may result in appearing before the Disciplinary Board. Punishment for offences may range from a written warning for a minor offence, or retaking a course module. Serious offence may result in an expulsion from EAIM and immediate cancellation of the Student's Pass. More information can be found in Appendix 3

## **18. Personal Belongings**

Students should keep their valuables at home. Students are expected to safeguard their personal items and belongings at all times. EAIM shall not be held responsible for any personal items or belongings that may be lost or damaged while in the campus.

## **19. 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, will be referred to the Disciplinary Board whose decision is final. An Appeal process may be allowed, where appropriate.

## **20. Refund / Transfer / Withdrawal / Deferment Policy**

### **Termination and Refund Policy**

EAIM adopts the Refund Policy as set out in Clause 3 of the Standard PEI-Student Contract.

1. EAIM will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a "Refund Event"):
  - a. It cannot commence the provision of the Course on the Course Commencement Date;

- b. It cannot complete the provision of the Course by the Course Completion Date;
  - c. The Course will be terminated before the Course Completion Date;
  - d. The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
  - e. The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass (application for new course)
2. Where any of the Refund Events in Clause 1(a) to (c) above has occurred:
- a. EAIM shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
  - b. If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
  - c. If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.
3. Where any of the Refund Events in Clauses 1(d) to (e) has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party.
4. If the Contract is terminated pursuant to Clause 2(b) read with Clause 1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
5. If the Contract is terminated pursuant to Clause 2(b) read with either Clause 1(b) or Clause 1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
6. If the Contract is terminated pursuant to Clause 3 or Clause 2(c) read with Clause 1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
7. If the Contract is terminated pursuant to Clause 2(c) read with either Clause 1(b) or Clause 1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in



proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

8. Refund for Withdrawal During the Cooling-Off Period:

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

9. Refund for Withdrawal Outside the Cooling-Off Period:

Without prejudice to Clauses 1 to 8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D below.

Schedule D in Student Contract (All courses except NCUK)

If the Contracting Party's written notice of withdrawal is received	% Refund *
more than 20 working days before the Course Commencement Date	50
on or before, but not more than 20 days working days before the Course Commence Date	25
after, but not more than 0 working days after the Course Commence Date	0
more than 0 working days after the Course Commencement Date	0

Schedule D in Student Contract (For NCUK programme only)

If the Contracting Party's written notice of withdrawal is received	% Refund *
more than 20 working days before the Course Commencement Date	50
more than 10 working days before the Course Commencement Date	25
on or before, but not more than 10 days working days before the Course Commence Date	0
after, but not more than 0 working days after the Course Commence Date	0
more than 0 working days after the Course Commencement Date	0

\*% Refund is based on the amount of Course Fees and Miscellaneous paid under Schedules B and C of the Student Contract

**Transfer, Withdrawal and Deferment Policy**

All request for transfer, withdrawal and deferment shall be in writing by filing out a student request form available from the Student Service Department. The maximum processing time from request to notifying students of the outcome in writing shall not exceed 4 weeks.

**1. Transfer Policy**

- a. A course transfer fee is payable when student submits a request for transfer;
- b. The student shall be interviewed by the respective HOS to assess the situation before granting the approval for transfer;
- c. Students 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 the student contract shall apply;
- d. The student will have to sign a new contract for the new course, if the transfer is approved and the existing course contract will be terminated.

**2. Withdrawal Policy**

- a. All students who wish to withdraw from the course shall be interviewed by the respective HOS to assess the situation before granting approval;
- b. All outstanding fees must be paid;

- c. For international students – RO will cancel their STP online with ICA and the student will receive their embarkation card one to two working days after cancellation.
- d. EAIM will assess all students' withdrawal on a case by case basis. Refund will be in accordance to clause 3 of the PEI-Student contract.

### **3. Deferment Policy**

- a. A deferment fee is payable when student submits a request for deferment.
  - b. 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;
  - c. Students are allowed a maximum deferment period of 2 terms or 6 months, whichever is appropriate.
  - d. All applications for deferment must be in writing by filling out the Student Request Form with supporting documents and to be submitted to the Student Service Department. The respective HOS shall review the request and have an interview with the student.
  - e. 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 for Refund Request, Transfer, Withdrawal and Deferment**

- a. All request must be in writing by filling out a Student Request form available from the Student Service Department (SSD).
- b. The completed form shall be submitted to the SSD.
- c. All documentary evidence must be submitted together with the request form.
- d. All student request shall be logged in our School Enterprise Management System (SEMS) and the final outcome is also recorded.

## **Refund**

Refund, if any, shall be in accordance with clause 3 of the PEI-Student contract.

- a. If the refund request is valid according to contract, the Student Service Officer (SSO) will proceed to route the request to Finance Director (FD) for authorisation of payment.
- b. The finance executive will prepare the calculation for the refund and email to student for acceptance of the refund amount, together with a form on how the student want to receive the refund. The refund shall be paid within 7 working days.
- c. If the refund is not within the Student contract terms, the Student Service Officer will route the request to the FD for rejection of refund.
- d. In such case of a rejection, the SSO will email the student with a rejection of refund email.
- e. 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.
- f. The appeal for review of the refund may be rejected by the Executive Director. In this case, the SSO will communicate with the student with reasons for the rejection.
- g. Upon special circumstances and approval by the Executive Director, student will have to sign a full and final settlement letter on the agreed amount to be paid. The refund will be made after the full and final settlement letter is fully signed by the student and received by the SSD

## **Transfer / Deferment Procedure**

- a. Upon receipt of the request from the student, the SSO will arrange for HOS to meet up with the student to evaluate the request.
- b. The HOS will inform the student of the outcome and 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 SSO for updating.
- c. After updating, SSO will pass the form and relevant documents to the Registrar Office for further processing.
- d. The Registrar Office will proceed to prepare a Student Contract for the new course transfer request, either a new student contract or an addendum for deferment request. The student will have to sign either the new contract or the addendum.
- e. The Registrar Office will inform ICA on the change of course and to cancel the STP for students who request for deferment.

## **Withdrawal Procedure**

- a. Student will have to submit the Student Request Form and Post-Enrolment Withdrawal Form to Student Service Office (SSO) for withdrawal request.
- b. The SSO 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 Card.
- c. The SSO will hand the completed Post-Enrolment Withdrawal Form to Finance Department for checking of any outstanding course fee from the students. Students have to clear their outstanding course fee that is due.
- d. After confirming that there is no outstanding course fee from the students, the SSO will arrange for the student to meet-up with the HOS within the 2 days. The Post-Enrolment Withdrawal Form will be passed to HOS before the interview/counselling session.
- e. During the interview/counselling session, the HOS will find out from the students on their reasons for withdrawal. The HOS should help to resolve any problems face by the student and also to persuade the student from withdrawing. All conversations and remarks made by the student will be recorded by the HOS in the Post-Enrolment Withdrawal Form.
- f. If the student still decides to proceed with the withdrawal after the interview/counselling session, the HOS and the student will sign off the Post-Enrolment Withdrawal Form and the form will be returned to SSO for further processing.
- g. The SSO will pass the completed Post-Enrolment Withdrawal Form along with documents/items listed requested earlier to Registrar Office for processing.
- h. Registrar Office will proceed to cancel the student pass via ICA SOLAR+. A social visa will be handed to the student once ICA acknowledges the cancellation of student pass.
- i. Registrar Office will indicate and sign off the Post-Enrolment Withdrawal Form and return the form to SSO. The students' status will be updated as withdrawn in the SEMS by Registrar Office.

## Attendance Policy

EAIM will communicate the importance for all students' attendance 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 Officer and the Lecturers. All students are briefed on the Institute's attendance policy and procedures during the orientation. This is also communicated to the student via 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 a Student Pass has a monthly attendance of less than 90%.
- Student Pass Holders who **miss 7 consecutive days** of class attendances 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.

## PDPA

EAIM fully understands and respects students' privacy and we are committed to protect your personal information in accordance with the requirements of the Personal Data Protection Act ("PDPA").

A Data Protection Notice can be found on the school's website at [www.eaim.com/sg](http://www.eaim.com/sg). The Notice sets out the basis which EAIM may collect, use, disclose or otherwise process personal data of our students in accordance with the PDPA.

## Updating of Handbook

We will regularly update and amend, as necessary, the information contained in this handbook. Students should visit our website at [www.eaim.edu.sg](http://www.eaim.edu.sg) for the latest version.

## **Appendix 1 – Administration of EAIM**

### **ADMINISTRATION OF EAST ASIA INSTITUTE OF MANAGEMENT**

#### **MANAGEMENT COUNCIL**

The EAIM management council ensures the smooth operation and continuous improvement in carrying out its' operation. It is responsible for developing and implementing policies, managing resources such as finances and staff, and setting strategic goals. The council ensures quality education by monitoring standards, engage with stakeholders like students and parents, ensure compliance with regulations, and foster innovation through new practices and technologies. Their role is crucial in maintaining the effective and efficient operation of EAIM as an educational institution.

#### **THE ACADEMIC BOARD**

The Academic Board of EAIM 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 in 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.

#### **THE EXAMINATION BOARD**

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

## **Appendix 2 – Academic Programmes**

### **ACADEMIC PROGRAMMES**

#### **EAIM International College**

- Preparatory Course for Admission Exercise for International Students (AEIS)
- Cambridge Lower Secondary, Year 7, Year 8 and Year 9
- Singapore-Cambridge General Certificate of Education (Ordinary) Level
- Cambridge International General Certificate of Secondary Education (IGCSE), Year 10
- Singapore-Cambridge General Certificate of Education (Advanced) Level
- Pearson Edexcel International Advanced Level (IAL)

#### **EAIM International Education**

- Northern Consortium UK (NCUK) International Foundation Year (IFY)

#### **EAIM Higher Education**

Currently EAIM has 5 reputable partner universities from UK namely:

- Aston University;
- De Montfort University; and
- University of Wolverhampton

Offering over a range of programmes across 6 major faculties:

- Allied Health Science;
- Accountancy, Banking & Finance;
- Business & Management;
- Information Technology;
- Hospitality & Tourism Management;
- Logistic and Supply Chain Management

All our programmes are designed using the UK University's Credit Accumulation Transfers Scheme (C.A.T.S.) - a UK national universities' benchmark. In addition, EAIM has articulation agreements with approximately 30 foreign universities and 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 EAIM Certificate in Business English (CBE) and to pass at CBE (Advanced). Upon successful completion of the CBE (Advanced), you would be awarded with the Certificate in Business English.

**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 CBE.**

## **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 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 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's 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 instigate derogatory / racially biased remarks about the Institute, the Government or anyone 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 and footwear 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.

A student who has committed an offence under any of the rules in 6a to 6d above, shall have to appear before the Disciplinary Board for the offence committed. Should a decision taken by the Disciplinary Board warrants a dismissal from the Institute, the student may appeal under Rule 7 below.

**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

### 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. 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 in accordance with the individual programme’s academic calendar.

At East Asia Institute of Management (EAIM), maintaining consistent attendance is crucial for academic success and compliance with institutional and regulatory requirements. International students are required to maintain a **minimum attendance rate of 90%**, as mandated by the Singapore Immigration & Checkpoints Authority (ICA). Failure to meet this threshold may result in the cancellation of the Student's Pass, leading to the student's withdrawal from the program without any refund of course fees.

For part-time students, EAIM requires a **minimum attendance rate of 75%**. Falling below this percentage can lead to disciplinary actions, including possible dismissal from the program.

In cases of absence due to medical reasons, students must submit an original medical certificate from a registered clinic, polyclinic, or hospital, along with a completed Leave Application Form, to their respective Class or Programme Managers. Only medical certificates issued by registered practitioners are accepted.

Students are not permitted to take home leave during an ongoing semester. However, on compassionate or medical grounds, students may seek approval from the Principal or Academic Director before proceeding for home leave. Failure to obtain prior approval will result in the student being considered absent without official leave (AWOL). Absences exceeding three consecutive days without notification are regarded as voluntary withdrawal from the course.

If you are absent from the Institute for three consecutive days without official approval, you will be placed on the Watch List for a period of 1 to 4 weeks. Prolonged absence of seven consecutive days without approval may result in the cancellation of your Student Pass, with all fees forfeited.

EAIM emphasizes the importance of adhering to attendance requirements to ensure academic progress and compliance with regulatory standards. Students are encouraged to familiarize themselves with these policies and communicate promptly with the administration in case of any attendance-related issues.

### **3. Examination Schedule**

The examination schedules will vary based on the specific programme, and detailed timetables will be provided by the respective schools to confirm the exact dates for each examination.

### **4. 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.

### **5. 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 the Disciplinary Board 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 against the dismissal within 7 working days of the decision of the Disciplinary Board. The decision of the Principal is final. If appeal is successful, the student is barred from any Re-Sit Examination, instead student has to Re-Module and pay all fees applicable.

## **6. 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).

## **7. Absence from Examination**

International College

For assessments or examinations, absence will result in a forfeiture of the opportunity to re-sit, even if a medical certificate is provided. Students who miss an examination without valid and approved reasons may also face barring from subsequent assessments.

International Education

NCUK's students are expected to attend all scheduled examinations. Regular attendance is critical to academic success, and each missed examination is recorded as an absence. In cases of absence due to illness, only medical certificates issued by registered practitioners are accepted. Re-sit of examinations will be considered on a case-by-case basis. Approval is subject to the evaluation of the circumstances surrounding the absence and compliance with institutional policies. Supporting documentation, such as medical certificates or other valid proof, may be required to justify the request for a re-sit.

Higher Education

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.

## **8. Marking, Re-sit and Appeal Process (Applicable only to Higher Education)**

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 prevailing 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 prevailing 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.

## **9. 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.

## **10. Repeating a Module (Applicable only to Higher Education)**

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.

### **11. Issuance of Transcripts/Certificates (Applicable only to Higher Education)**

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.

### **12. Overseas University Placement (Applicable only to Higher Education)**

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.

### **13. 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:

Passed all modules on 1st attempt with an average score of 70 marks and no module scored below 65 marks

Passed 75% of the modules with distinction grade.

Of the 75% distinction, 50% of the modules must be of high distinction grade.

Attendance must be at least 90% for International Students and 75% for Local Students.

Students who have withdrawn or did not re-enroll to the next level or have received subject exemptions and/or existing scholarship award or study grant holders will not be eligible for consideration.

### 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 Convocation Ceremony.

For more information, please contact the Registrar Office at 6252 5550 or email to: [ro\\_team@eaim.edu.sg](mailto:ro_team@eaim.edu.sg)

## **Appendix 5 – Student Feedback, Suggestions and Complaints**

### **Feedback and Complaint Policy**

- a. 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.
- b. Feedback can be both formal and in-formal channels.
- c. 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.
- d. The Institute will need to acknowledge and address all feedback that is given via formal channels.
- e. In encouraging more feedbacks to be given, feedback given via informal channels will not have formal acknowledgement and follow up. The Institute is encouraged to document them in the feedback management system.
- f. 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 recorded and the situation to be evaluated and reviewed by HOS.
- 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**

- 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 Officer will record the basic information under the category for "Feedback, Complaint & Dispute."
- The student (or stakeholder) may be required to show cause or submit documentary proof, depending on the nature of the dispute, feedback or complaint.
- 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 Officer will determine the case and take appropriate actions like arranging an appointment for the student to meet the Director, HOS or Counsellor for an interview, meeting or counselling session.
- HOS 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.
- 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.

- 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.
- In the event of a stalemate, the student (or stakeholder) could refer the case to SSG – 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:
  - Internally 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.
- d. The Student Service Officer is to respond on routine issues within hours, for non-routine issues and unresolved issues an / or difficult case would be handled by the Head of School (HOS) within ½ day.
  - e. If the HOS is unable to handle the situation, it shall be escalated to Director of Student Service (DSS) or Academic Director 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 EAİM 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 EAİM 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. EAİM communicates the dispute resolution policy and procedures to its student through the following channels:
  - EAİM 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 EAİM's official email account.
  - Student Service Officer will record down the case.

- Student Service Officer will collect information or investigate the nature of the complaints / grievances, and responds on routine issue (within hours)
  - Student Service Officer refers to HOS and put up formal complaints / grievances for all unresolved, non-routine issues and/or difficult cases. HOS (half a day – Academic or Administrative issues)
  - HOS is to collate additional information and further investigate the complaints or grievances
  - If the HOS is unable to handle the situation, it shall be escalated to Director of Student Service, Academic Director 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 EAİM 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

### Authorised Centres

Cambridge International School  
Edexcel Approved Centre  
NCUK Singapore Study Centre

### Websites

<https://www.cambridgeinternational.org/>  
<https://qualifications.pearson.com>  
<https://www.ncuk.ac.uk/>

## 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>

University of Wolverhampton

<http://www.wlv.ac.uk>





## **Appendix 7 – Useful Contacts and Information**

### **USEFUL CONTACTS AND INFORMATION**

Should the student have any general enquiries or concerns, he/she may contact the Institute on (65) 6252 5500 or email us at [enquiries@eaim.edu.sg](mailto: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](mailto: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.edu.sg](mailto:sue_xu@eaim.edu.sg)

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
- 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 ( if applicable)
- Job Counselling & Placement
- Alumni Administration
- Industry Talks
- Corporate visits to companies
- Volunteer and Community Involvement Opportunities

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.eaim.edu.sg](http://www.eaim.edu.sg) or the Student Services Centre.

Latest Update on 17 Jan 2025