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WELCOME MESSAGE

Welcome to Auston

At Auston, your interest is our foremost priority. Our faculty staff with exemplary qualifications and accomplishments, and many years of working experience are deeply engaged in the work of connecting human lives with opportunities to learn.

Our Student Services officers are readily available to assist you in your queries concerning our courses, administrative procedures and administrative support. You are assured that your concerns will be well addressed.

In addition, we adopt Fee Protection Scheme (FPS) according to EduTrust regulations for all student by way of an Insurance Policy.

Should you wish to withdraw or transfer at any time, all related policies and guidelines are clearly specified in our Student Contract.

Should you have any questions, please contact us at our Student Services Department at (65) 6334 5900

Thank you for choosing Auston as your education provider. We trust that you will find the course both rewarding and successful.

Warm regards,

Professor Jimmy Chen
Dean
AUXTON CONTACT INFORMATION

Auston
11 Unity Street #02-20
Robertson Walk
Singapore 237995

Telephone       +65 6334 5900
Email            help@auston.edu.sg
Website          www.auston.edu.sg

Student Services Department
Telephone       +65 6334 5900
Email            help@auston.edu.sg

Operating Hours
Mondays to Fridays 9:30am to 7:30pm
Closed on Saturday, Sundays and Public Holidays

Student Welfare, Counselling and Alumni
Telephone       +65 6334 5900
Email            counselling@auston.edu.sg

Feedback / Complaints
www.auston.edu.sg/feedback
MISSION, VISION AND CORE VALUES

Mission
To provide a value added education for high workplace relevance

Vision
To be the preferred education provider in the Asia Pacific region

Core Values

 Integrity  = Trust and Responsibility

 Creativity in our Approach

 Dedication to our Student Success

Confidentiality

 Auston is committed to maintaining the confidentiality of the student's personal information and undertakes not to divulge any of student's personal information to any third party without prior written consent of the student.
IMPORTANT GUIDELINES FOR STUDENT

Admission and Administration

Student must inform the school in writing /fill up the Student Particular Updates Form of any changes in personal particulars and submit to Student Services.

Auston is committed to maintaining the confidentiality of the applicant's personal information and undertakes not to divulge any of the applicant's personal information to any third party without the prior consent of the applicant.

I. Each student is identified by a unique user ID so that he/she can access to course information, updated news, schedule and individual results via student portal and etc. Student is strictly not allowed to record audio/video/ take photos without permission in class.

Student Pass Matters

Student Pass Approval is solely dependent on Immigration and Checkpoints Authority and is not within the school's control. Once the Student Pass approved, the pass is only valid for study in Auston Institute of Management.

Student holding a Student Pass studying in Singapore are not allowed to work part-time/full-time (with or without salary), in accordance to the law of immigration and Checkpoint Authority (ICA).

Student holding a Student Pass studying in Singapore should not be engaged in fights, drinking, gambling, robbery/stealing, drugs, prostitution, pregnancy or any illegal activities.

Student holding a Student Pass studying in Singapore should not criticise, condemn or denounce the Singapore Government, the institution, either verbal or in writing, or violate the institution rules.

If Student holding Student Pass studying in Singapore is late for more than 15 mins, leave early without notice from class, medical leave without valid certifications, absent himself/herself without valid reasons, it shall deem as absence from class without valid reason. Student failing to meet 90% attendance rate for the month will be reported to the ICA.

ICA reserves the right not to renew/extend the Student Pass if the foreign student does not have at least 90% of attendance in the course of study.

Student passes must be surrendered for cancellation within seven (7) days from the date of termination of their study or graduation. The following documents are to be produced;

For more information please refer to www.ica.gov.sg
Payment

Student is to make payment promptly for course and examination fees by the stipulated date given by the school. Auston reserves the right to bar student from attending classes or examinations if the payment is not made promptly.

Methods of Payment

- NETS
- Cheque
- Bank draft
- Wire-Transfer
- Inter-Bank Transfer

All course fees for the school by cheque, telegraphic transfer of any other means should be made in Singapore dollars to

**Account name**  Auston Institute of Management Pte Ltd

**Account number**  372-300-460-6

**Bank Name**  United Overseas Bank Limited, (Coleman Street Branch)

**Bank Address**  1 Coleman Street #1401-14, The Adelphi, Singapore 179803

**Bank Swift Code**  UOVBSGSG

All banking charges, if any, are to be borne by the sender. Student is required to quote the student’s name and course details in the remittance document for verifications. Late payment fee will not be waived unless with management's approval. Student is also advised to request for an official receipt upon payment.

Miscellaneous Fees

- Re-module
- Re-sit examination
- Re-submission
- Deferment
- Reinstatement
- Late payment
- Course Transfer
- Replace Auston Student Card
- Appeal examination
- Exam retrieval-view exam script
- Overdue library books
- Printing/ photcopy services
- Scan document services
- Stationaries purchase (E.g CDs, binder files, A4 papers)

Above mentioned miscellaneous fees are subject to changes, please clarify with Student Services before do the payment. Miscellaneous Fees shall only be collected on an ad-hoc basis and as required by the student.
Transfer Policy

Transfer to another school (Internal)
Transfer policy is applicable for student who wish to transfer from one course to another within Auston or to other school. Student submits the Transfer of Course to Student Service Department. The application for transfer is subjected to Auston’s approval and student will be informed the outcome within 7 working days. Upon approval, an administrative charge of $100 (excluding GST) shall apply.

Transfer to another school (External)
A student who wishes to transfer out of Auston to another school shall be deemed as withdrawing from his/her course of study at Auston. Before approving any such transfer/withdrawal request the student must ensure that there are no outstanding fees. The student shall be required to complete the Withdrawal From and follow the Withdrawal Process.

Deferment Policy
Student submits Deferment Request Form to Student Services. All deferments are subjected to Auston’s approval. Upon approval, the student shall make payment follow by their course intake and sign on the addendum agreement. If the student fails to so, the request will be considered void.

Withdrawal Policy
Student submits Withdrawal Form from Student Services. Student Services arranges student for Pastoral Counselling.

To confirm withdrawal from the programme, the student must sign off the cancellation of the student contract and return a copy to the school. A sample of this letter is found on the back of the CPE Standard Student Contract Schedule 3.2.

Original Student Pass and photocopied of the passport will be given to Student Services to proceed cancellation and after 48 hours, social visit pass will be available for student’s collection. Student Service Executive will inform the student for the collection.
Refund Policy

Refunds for Withdrawal for Cause
For circumstances mentioned above on the notification and arrangement from (i) to (v), Auston shall within seven (7) working days after notifying the Student, refund to the Student:
(i) The entire amount of the Course Fees; and
(ii) The Miscellaneous Fees*.
Auston shall also, as soon as practicable after receiving the Student’s notice of withdrawal under Refunds for the Withdrawal for Cause (and in any event no later than seven (7) working days after receiving such notice) refund to the Student the amounts stated in (i) and (ii) under Refunds for the Withdrawal for Cause.

Refunds for Withdrawal Without Cause
Where the Student withdraws from the Course for any reason other than those set out in Clause 2.2 or Clause 9 of the Standard-Student Contract, the PEI shall, subject to Clause 3.5, as soon as practicable after receiving the Student’s written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice) refund to the Student the following sums (less any applicable bank administrative charges properly paid/payable under Clause 3):

<table>
<thead>
<tr>
<th>% of program course fees to be refunded</th>
<th>If Student’s written notice of withdrawal is received</th>
</tr>
</thead>
<tbody>
<tr>
<td>[90]</td>
<td>(“Maximum Refund”) More than [14] days before the Course Commencement Date</td>
</tr>
<tr>
<td>[60]</td>
<td>Before, but not more than [14] days before the Course Commencement Date</td>
</tr>
<tr>
<td>[0]</td>
<td>More than [0] days after the Course Commencement Date</td>
</tr>
</tbody>
</table>

Any application or insurance fees are strictly non-refundable.

7 Days Cooling Period
Within the initial seven (7) working days of signing of the student contract and regardless whether the Course Commencement Date has passed, the Student can submit written notice of withdrawal to the PEI and receive the Maximum Refund amount stipulated by the PEI in the CPE PEI-Student Contract under Clause 2.4.

Processing Time
Refunds will be processed within 7 working days of receipt of the original fully completed appropriate Student Request Form with all relevant supporting documentary proof. Forms that are received after 12 noon shall be considered as submissions on the next working day.
**Student Services**

**Attendance Requirement**

As mentioned in our Auston's Core Values- Dedication to our Student Success, we would like to seek full cooperation from all our student to adhere to our rules and regulations to avoid unpleasant consequences.

Student is reminded to tap in and tap out of the classroom using the RFID cards. Their attendance will be validated when they tap in within the first 15mins and tap out within the last 15 minutes of the lesson. Manual attendance will be taken as well.

<table>
<thead>
<tr>
<th>Rules</th>
<th>Consequences of Violation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance</td>
<td>Did not produce any valid Medical Certificates issued by a practitioner registered with Singapore Medical Board or dental practitioner registered with the Singapore Dental Council declaring they are unfit to attend class on the days absent must be presented to support the absence from class or during the course of studies. Medical certificates must be presented to Student Services within 2 days of return.</td>
</tr>
<tr>
<td>Student is to attend classes regularly. Under ICA ruling, a student holding student pass is maintain at least 90% attendance. Failure to do so may render the student's pass invalid or non-renewable. The student is required to inform the school if he/she is to be absent from any lessons.</td>
<td></td>
</tr>
<tr>
<td>Local student need to meet the minimum attendance requirement of 80%.</td>
<td></td>
</tr>
<tr>
<td>Student on sick leave are to produce medical certificates immediately upon returning to school.</td>
<td></td>
</tr>
<tr>
<td>Student on emergency leave. (Bereavement of direct family members)</td>
<td></td>
</tr>
<tr>
<td>Student apply Leave of Absence</td>
<td></td>
</tr>
</tbody>
</table>
If student fail to do so, he/she will be sent for counselling and written warning may be given.

Student is required to submit the Application for Leave of Absence and seek approval before absent. If the leave is not granted, he/she will mark as absent.

Punctuality
Student is to be punctual for all classes.

Student is to be punctual in handling in assignments and projects.

If student fail to do so, he/she will be sent for counselling and written warning may be given.

If you are late for more than 15 minutes are consider ‘Absent’.

Assignments/ projects submitted after the due date will be penalised with marks deduction.

Course Evaluation & Feedback
Construtive feedback for improvements is most welcome.

A periodic course/ module evaluation will be carried out by the school. Student is encourage to fill up the evaluation form.

Student may use the student feedback forms or do online feedback.

The school will aslo be conducting regular surveys. We encourage and appreciate your feedback.

Additional service given by our Student Services Department to all our student:

- Fees collection and purchasing of Fee Protection Scheme.
- Administration for claims under Medical Insurance (for Opt-in student only);
- Assist student in grievances, complaints, disputes and feedback;
- Informing student of their course schedules, remodule requirements, deadlines and other important information;
- Informing student on course deferment, extension, withdrawal criteria and procedures, and expulsion conditions;
- Purchasing and collection of Textbooks,
- Issuing official letters (e.g. Certificate of Enrolment / Award Completion);
- Application for Leave of absence and submission of medical certificates (MC); and
- Student pass application/renewal / cancellation
REQUEST FOR OFFICIAL LETTER
Requests for official letters and documents from the School must be submitted at least five (5) working days in advance by making the request through Student Services at the front desk or via help@auston.edu.sg.
ACADEMIC MATTERS

ACADEMIC SEMESTERS
From July 2012 onwards, Auston will operate on three 17-week long academic semesters per year for both full-time and part-time student.

- **Full-time** student is required to undertake 3 modules and 1 enrichment class per academic term of 10 weeks. This is followed by 1 week of study break, and 1 week of examinations and 5 weeks of term break during which exams will be marked and grades released. Full time student may not defer a module unless under extenuating circumstances.

- **Part-Time** student is normally scheduled to undertake up to 3 modules per term. Student have the option to take reduce the work load by deferring module(s).

*Note: Part-time students who wish to defer have to get approval by 2 weeks before Start of Class (SOC).*

DE-REGISTRATION & REINSTATEMENT
In the event that a student is unable to undertake ANY modules for a term and/or does not register for the following term and/or does not attend class in the first 2 weeks of term and/or does not make payment for the necessary fees, they shall be automatically de-registered from the program and the reinstatement fee shall apply.

Reinstatement is subject to

- approval by the Academics department
- reinstatement on the agreed reinstatement date
- a reinstatement fee is $100 (subject to prevailing GST).
- an application fee for student pass is $30, if applicable.

RELEASE OF ASSESSMENT RESULTS
Exam results are normally released to student 1 week after the external exam board. External exam boards are normally conducted 8 weeks after the exams.

Student may choose to appeal the decision of the exam board.

STUDENT APPEAL POLICY
**APEC, Diploma and Advanced Diploma**
Student has the right to appeal their exam results. This will result a full remarking of their script that may result in either an increase or decrease in final score. The complete policy is listed below.
• A student may appeal against his/her results to the student services department within 7 working days of the official release of results on the student portal.

• An appeal form must be accompanied by a copy of the results

• An Appeal Panel shall be formed by 3 academic staff, with at least 1 member shall be from the Examinations Board, and shall review the applicant’s original script.

• The decision of the panel shall be final and may not be challenged further.

• If the appeal results in an improved grade, it shall be modified in the applicant’s transcripts and records.

• If the appeal results in rejection, the applicants paper shall be discussed in the presence of the applicant by a senior member of the Academic Department and at least 1 other independent party from the school (i.e. non-academic staff)

• All appeals are subject to approval by AustonPte Ltd

• An administrative charge of $250 (subject to prevailing GST) per module appealed shall be payable by the student, regardless of the outcome of the appeal.

• This form must be submitted to Student Services Front Desk within 7 working days after the official release of results on the student portal.

• A board will be formed and a decision shall be returned to the student within 14 working days of filing (unless otherwise stipulated).

Bachelors, Post-Graduate and MBA

Student in Bachelors, Post-Graduate and MBA programs may not appeal against the exam results. Every unit is marked in relation to the learning outcomes, and a pass mark means that the student has achieved them. Marks are moderated between teaching staff, and endorsed by external examiners. These systems help to ensure that the marks are fair. The mark is based on student's achievement, and student's personal circumstances do not change that achievement.

However, student may appeal to view their failed transcripts or against the award of the exam board.
Appeal to View Failed Transcripts

The appeal form must be submitted to the Student Services Front Desk within 7 working days of the official release of results on the student portal. An administrative charge of $250 (subject to prevailing GST) per module appealed shall be payable by the student, regardless of the outcome of the appeal. During the consideration of my appeal, the student may continue in the course as per normal. If the appeal is rejected, the decision of the Examination Board shall stand. Full details of the appeal where requested must be furnished for the consideration of this appeal. If any piece of information submitted or declared above is found to false or misleading, the appeal will be rejected and action may be taken against the student for academic misconduct. The administrative fee is non-refundable.

Appealing Against the Award of the Exam Board

Student can appeal against the decision of an Award and Progression Examination Board on the final award at the end of the course

GROUND FOR APPEAL

There are only two grounds for appeal:

- a material administrative error (for example, that the assessment was not conducted in accordance with programme regulations, or that some other procedural defect has occurred)
- extenuating circumstances which student were unable for valid reasons to divulge at the proper time (normally no later than 5 days after the date of an examination or submission date for coursework).

If student appeals on the grounds of material or procedural error the student must provide written evidence of the error.

An appeal on grounds of extenuating circumstances will only be considered if student can provide good reasons why student did not submit an extenuating circumstances claim form by the appropriate date. Without good reasons, student cannot appeal on grounds of circumstances which student knew about before the Examination Board. An appeal is likely to be rejected if student says that his/her circumstances were too sensitive to reveal before the meeting of the Board, but student is able to explain them now that student has his/her results. Student also needs to provide authentic documented evidence of his/her extenuating circumstances as well as explaining why he/she did not submit them before. In the event that the documentary evidence of extenuating circumstances relates to an individual or individuals other than himself/herself (for example, a relative), student will need to provide authentic documentary evidence to verify his/her connection or relationship to the named individual(s).
Student cannot appeal on the grounds that he/she did not understand or were not aware of programme or University regulations, or of the procedures for submitting extenuating circumstances or asking for an extension of the coursework deadline.

Before making an appeal, student should seek the advice of his/her Academic Counsellor or Student Services.

To make an appeal student must complete the relevant form at the front desk and attach a copy of the original Examination Board results letter or decision against which student is appealing. A board will be formed and a decision shall be returned to the student within 14 working days of filing (unless otherwise stipulated).
SUBMISSION OF ASSIGNMENTS AND PROJECTS

SUBMITTING ASSIGNMENTS
All assignments must be handed in on time by week 10 of each study term, unless another due date advised by academic staff. Penalties apply for late submission.

Submissions must be made in hard copy with necessary forms attached and place it in the Assignment Drop box in the lobby.

Submission without any of the above steps will be considered incomplete and subject to late and non-submission penalties.

LATE ASSIGNMENTS AND SUBMISSIONS
All assignments are to be submitted by assignments/projects submitted after the due date will be penalised with marks deduction unless an extension has earlier been granted in writing.

To obtain a deadline extension for FYP and MBA dissertation, student should approach the Front Desk for the appropriate form. The completed form must be submitted at least 5 working days before the assignment due date. Deadline extensions are subject to approval.

There will be a penalty of 5% of the total mark allocated for the assignment for each day the assignment is late (including Saturday and Sunday) without an approved extension given. This applies for a maximum of three (3) days, after which the assignment will not be accepted.

ASSIGNMENT SUBMISSION STANDARDS
These are guidelines for the preparation of assignments/project submission:

- A4 sized paper and typewritten, to aid in assessment.
- For large documents: A3 sized-paper folded into A4 size.
- Assignment/Project pages stapled together/bound/filed.
- CD copy

For Bachelor (Final Year Project) and MBA programmes (Dissertation), in addition to the above guidelines of submission, student is required to make

- Two (2) copies of student’ work:
One (1) Ring Bound and one (1) Hardcover Book Bound.
EXAMINATIONS

EXAMINATION NOTIFICATIONS
All students are required to sit for examination(s) as per requirements of the course programme. Examination week is specified in the Standard Student Contract and on the Student Portal at www.auston.edu.sg

EXAMINATION ELIGIBILITY
To be eligible to sit for the examinations, student must
- Show satisfactory progress in assignments or class-test.
- Have a record of good conduct.
- Have cleared all their outstanding fees.
- Have met the minimum attendance requirements (80%) of the module.
- Any other conditions as stated in the course material

Student who fails to meet any of the examination requirements may be barred from sitting the examinations. Student barred for two (2) consecutive examinations may face immediate expulsion.

ABSENCE FROM EXAMINATIONS
A student, who has enrolled for any examination and is absent, shall be deemed to have sat and failed the examination/in-course assessment unless the School is satisfied that there is valid and acceptable reason(s) for the absence.

Submission of a valid medical certificate does not mean student automatically are eligible to sit for an examination or assessment at an alternative date/time.

PUBLICATION OF EXAMINATIONS RESULTS
The examination results will be released the Student Portal. Log on at www.auston.edu.sg. The publication of examination results will be on confirmation from the University. Examination results will not be released over the telephone or given at the Front Desk/Student Services Department.

The result slip for each term can be printed from the Student Portal.
Original results (transcripts) will only be issued after graduation ceremony organised by the respective Universities or Auston.

RESIT OF EXAMS AND RESUBMISSION OF ASSIGNMENTS

Where student fail with an “F” grade in an examination or module assignment, there is a provision to re-sit the examination or re-submit the module assignment, subject to the passing requirements for each level and/or course. Re-submission is only permitted once.

In the event of,

a. students who failed the module but passed 1 component, he/she will be asked to re-sit / resubmit the failed component.

b. students who failed in Module which consist of 100% CW will be given an opportunity to resubmit once.

c. students who failed FYP/Dissertation will be given opportunity to resubmit.

An “F” result status will be confirmed if student do not turn up for the re-sit examination or re-submit the assignment.

Reassessment opportunities are available to all students to enable them to redeem their failed grade.

Reassessment of a module or component shall normally be restricted to a maximum of two attempts normally within the two academic years following the original failure in that module, at a time specified by the College.

There is no restriction on the number of modules which can be re-sit.

No re-sits can be taken unless authorised in advance by the Examination Board.

If a student failed a module, all components with a mark below 40% must be reassessed; the mark in the other components shall normally be carried forward and combined with the reassessed component. Supposedly, for diploma to bachelor courses, a student who obtains 35-39 scores in his/her final grade will not to retake the failed module but have to re-sit examination & resubmit assignment, if both components failed.

Any module component failed at the first attempt and passed at a second or subsequent attempt will carry a maximum mark of 40%, unless the Examination Board had nullified the original attempt(s) (e.g. on medical grounds)
Any module(s) passed at a second or subsequent attempt will carry the higher of 40% or the original module mark(s) concerned, unless the Examination Board had nullified the original attempt(s) (e.g. on medical grounds).

When any module is discontinued, there shall normally be two opportunities for re-sit assessments at times specified by the College.

Unless there are strong reasons to the contrary the re-sit shall normally be carried out by the same combination of written examination, coursework etc as in the first attempt though the particular components to be re-sat by each student shall be determined by the Examination Board.

AWARDS AND CLASSIFICATIONS

GENERAL

After the results of module assessments have been confirmed by the Examination Board, student will automatically be entitled to the award achieved on the criteria listed in the Regulations, subject to satisfying any specific requirements of the programme of study on which the student is registered.

The Examination Board must consider carefully the overall performance of the student who marginally fails to meet the requirements for an award or classification, to determine whether the award or classification should be allowed.
EXAMINATION GRADING

All examination grades are subject to moderation. Grade moderation will help achieve consistency in assessment across modules. The final grades will be issued by the Examination Board of the respective awarding Bodies.

For Anglia Preparatory English Course awards by Auston, a passing mark is at least 50% in each of the four components of Written, Listening, Reading and Speaking with a module mark of at least 50%.

<table>
<thead>
<tr>
<th>Level</th>
<th>Classifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced</td>
<td>Graduated</td>
</tr>
<tr>
<td>Elementary, Intermediate</td>
<td>Progressed</td>
</tr>
<tr>
<td>Elementary, Intermediate, Advanced</td>
<td>Retained</td>
</tr>
</tbody>
</table>

For Diploma, Advanced Diploma awards by Auston and Bachelor Degree awards by Coventry University, a passing mark is at least 35% in each component with a module mark of at least 40% (.5 being rounded up).

The table below describes the grades and the corresponding percentage achieved for Diploma and Advanced Diploma level.

<table>
<thead>
<tr>
<th>%</th>
<th>Descriptor</th>
<th>Letter Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>70% and above</td>
<td>Distinction</td>
<td>D</td>
</tr>
<tr>
<td>60% to 69%</td>
<td>Credit</td>
<td>C</td>
</tr>
<tr>
<td>40% to 59%</td>
<td>Pass</td>
<td>P</td>
</tr>
<tr>
<td>39% and below</td>
<td>Fail</td>
<td>F</td>
</tr>
</tbody>
</table>

**Distinction** - Work of outstanding quality, broadly speaking, which may be demonstrated by means of criticism, logical argument, and interpretation of materials or use of methodology. This grade may also be given to recognise particular originality or creativity.

**Credit** - Work of good quality showing more than satisfactory achievement.

**Pass** - Work showing satisfactory achievement or is assigned for credit granted for experiential learning.

**Fail** - Unsatisfactory performance in cases where a Conceded Pass may not be appropriately awarded.
The table below describes the grades and the corresponding percentage achieved for **Bachelors Degree** level.

<table>
<thead>
<tr>
<th>%</th>
<th>Descriptor</th>
<th>Letter Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>40% to 100%</td>
<td>Pass</td>
<td>P</td>
</tr>
<tr>
<td>39% and below</td>
<td>Fail</td>
<td>F</td>
</tr>
</tbody>
</table>

The table below describes the grades and the corresponding percentage achieved for **MBA/PGD** level.

<table>
<thead>
<tr>
<th>%</th>
<th>Descriptor</th>
<th>Letter Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>40% to 100%</td>
<td>Pass</td>
<td>P</td>
</tr>
<tr>
<td>39% and below</td>
<td>Fail</td>
<td>F</td>
</tr>
</tbody>
</table>

In addition to meeting the University Regulations for taught postgraduate courses, the following additional requirements for MBA & PGD Course Specific Regulations also apply:

- The period of registration for the full-time courses will normally be expected to last 16 months for full time student. For part-time student, the course will normally take 22 months to complete;
- The period of registration for the full-time PGD courses will normally be expected to last 12 months for full time students. For part-time students, the course will normally take between 16 months to complete;
- The candidature period to complete Bachelor/MBA/PGD 36 months.
- Student must normally pass all core modules in addition to the mandatory modules to gain the MBA /PGD;
- Where a module is passed at a second attempt (re-sit or retake) the original module mark or a mark of 40%, whichever is the greater, will be recorded;
- Student must submit their dissertation by the date designated by the Faculty, at the end of their course. Failure to do so without having sought and been granted an extension or deferral will result in the student failing the module, with no re-submit opportunity being granted.
- Student on all Faculty of Business MBA awards who at the first attempt score at least 70% in the modules taken in the Masters programme will be eligible for the award of MBA with Distinction. Exceptionally, candidates scoring less than 70% in the modules taken in the Masters programme will be considered for a Distinction. Student who at the first attempt score at least 60% in the modules taken in the masters programme will be eligible for the award of MBA with Merit;
- All assessments are expected to be completed in a good standard of business English.
HONOURS CLASSIFICATION

For Bachelor Degree awards by Coventry University, the assessment Criteria shall be as follows:-

Student will only be considered for an award of an honours degree when they have successfully completed all six (6) modules on their programme.

The classification of a Bachelor’s Degree with Honours shall be based on the average mark of the best 100 credits worth of modules (equivalent to 5 modules) including the final project module. The average shall be rounded to the nearest whole number before being used to establish the classification (.5 being rounded up).

Honours classifications are awarded as follows:

<table>
<thead>
<tr>
<th>Marks (%)</th>
<th>Honours Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>70% and above</td>
<td>1st Class</td>
</tr>
<tr>
<td>60% to 69%</td>
<td>2nd Class Upper</td>
</tr>
<tr>
<td>50% to 59%</td>
<td>2nd Class Lower</td>
</tr>
<tr>
<td>40% to 49%</td>
<td>3rd Class</td>
</tr>
<tr>
<td>Below 40%</td>
<td>Unclassified</td>
</tr>
</tbody>
</table>

Student shall automatically be entitled to the class of a Degree with Honours determined by the classification percentage achieved. This rule does not apply to those with academic delinquencies.

Student who enter for final assessment for a Bachelor’s Degree with Honours, but are unsuccessful in obtaining an Honours award and is considered for an Unclassified Degree shall be eligible to seek to upgrade their unclassified award to a Degree with Honours by re-sitting failed modules. When the pass requirements for the honours award have been satisfied, the classification calculation must use the marks achieved at the first attempt for any reassessed level 3 modules. This rule does not apply to those guilty of cheating at examinations or plagiarism.

In deriving a mark for classification purposes, marks shall carry a weight according to the credit rating of the module.
Any entitlement to a classification, merit or distinction may be set aside at the discretion of the Examination Board in the light of findings following a case of cheating; the Examination Board may also award an unclassified Degree to a candidate for Honours in such circumstances, and may fail a student who has otherwise passed the course concerned. Student penalised for cheating shall not have the right to be assessed or reassessed to improve their award or classification, nor to take an upgrade to Honours; exceptions are at the sole discretion of the Examination Board.

For MBA awards by Coventry University, the MBA Dissertation Assessment Criteria will be as follows:-

<table>
<thead>
<tr>
<th>Marks (%)</th>
<th>Honours Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>70% or more</td>
<td>Distinction</td>
</tr>
<tr>
<td>60% to 69%</td>
<td>Merit</td>
</tr>
<tr>
<td>40% to 45%</td>
<td>Pass</td>
</tr>
<tr>
<td>39% or less</td>
<td>Fail</td>
</tr>
</tbody>
</table>

**Distinction (70% or more)**
- The student shows an excellent grasp of course material and uses it to great effect in the dissertation; the student demonstrates breadth of knowledge and a critical understanding of at least one core business subject and any conclusions drawn are supported by the argument having considered all major alternatives
- Major concepts are handled critically rather than superficially
- Recommended texts and readings are referred to where they add support to the case being made; the student includes other sources not directly recommended by tutors and shows evidence that they have thoroughly researched the topic through their critical use of a wide range of relevant and challenging material
- The dissertation is well constructed with objectives well set out, problems stated, analysis carried out and conclusions convincingly drawn; and caveats are clearly pointed out
- The dissertation makes an important contribution to management philosophy and practice whether in the student's organisation or elsewhere or adds to our understanding of an important business issue of a generic nature
- Strategic issues are addressed and any recommendations are justified showing sensitivity to needs and constraints imposed by the context in which the work is carried out
- The dissertation is well presented in a concise, articulate and business-like way and inspires confidence; it is well written with tables, graphs and bibliography/references properly laid out; quotes are acknowledged and sources cited; the executive summary states benefits of work to sponsors and others as well as results
• Research methods are explicitly laid out and clearly justified; methodology is appropriately employed; data used is accurately described, methods of use recorded and analysis employed to support the main argument.

Merit (60% - 69%)
• The use of some models/theories should be applied and conclusions drawn supported by argument
• There is evidence of some reference to texts where necessary to support the case being made
• The dissertation is reasonably well constructed and there is evidence of analytical techniques being used, with the conclusions being consistent with the objectives; some recommendations being made
• If the dissertation is work based, implications for strategy are drawn out
• The dissertation should be reasonably well presented, referenced, and follow general report guidelines.

Pass (40% - 45%)
• The dissertation makes some contribution to better management in the student's organisation or elsewhere and considers organisation-wide issues or makes some contribution towards better understanding of a generic business issue
• The work should be legible and readable with good grammar, spelling and punctuation; tables, graphs and bibliography/references are properly laid out; quotes are acknowledged and sources cited; there is an adequate but not stimulating executive summary
• There should be some use of relevant material from the course
• The general project guidelines should have been followed.

Fail (39% or less)
• The dissertation does not answer the question asked or does not meet its own objectives; or
• Presentation is poor; or
• Less than 25% of the work concentrates on analyses of strategic problems; or
• Vital material is absent; or
• The relationship of the dissertation to an organisational or generic business issue is not discussed or is only discussed in a superficial way.
EXAMINATION STANDING INSTRUCTIONS

Student is reminded of the following rules governing the conduct of examinations. Any student found guilty of misconduct in an examination may be disqualified not only in that examination and subject, but also from all other examinations and the School may also take further disciplinary action against the guilty.

Student should arrive at the examination room fifteen minutes (15) before the start of an examination and must have their Auston ID and Student Pass/Employment Pass (For Foreign Student) or NRIC (For Singaporean/PR) with them for identification. No student shall be admitted into the examination room thirty (30) minutes after the commencement of the examination.

Student is only allowed to bring into the examination hall or room writing materials (pens, erasers, rulers etc.) for the exam. Should any student have other belongings, he/she required to place them at the front of the Examination Room. Examples of other belongings are:

- All reference books
- Bags
- Lecture notes

Student must place their issued Auston ID and Student Pass/Employment Pass (For Foreign Student), NRIC (For Singaporean/PR) or any other government issued photo identification at the top right-hand corner of the desk at the commencement of each examination.

Student is not allowed to leave the examination room during the first thirty (30) minutes after the commencement of the examination, or leave the room in the last fifteen (15) minutes of the examination.

The following items, unless otherwise authorised, cannot be taken into the examination room:

- Mobile phones
- Media Players of any kind
- Electronic dictionaries
- Programmable calculators
- PDAs
- Blank papers / notepads
- Caps
If you are found, during the examination, that you have any unauthorised material, these items will be confiscated. If you have inadvertently taken any unauthorised material into the examination room, you are reminded to surrender it immediately without any penalty before the commencement of the examination.

Smoking, drinking and eating aren’t allowed in the examination room and the adjacent vicinity; verbal communication, eye contact or other forms of communication with other candidates during the examination is strictly prohibited. All mobile phones and electronic communication devices, if permitted in the examination room should be switched off during the examination.

Student is required to check the set of question papers to make sure that the question paper is the correct and complete set with no missing pages.

On completion of the examination, student is not permitted to remove any written paper, unused stationery or any examination material supplied for use in the examination. If the answer booklet or paper from the examination room is removed and subsequently returned, irrespective of the length of time, the answer booklet or paper will not be accepted for grading.

Any student suspected of cheating will be asked to discontinue the examination and to leave the examination room immediately. The element of suspected cheating is evident if any student is found:

(a) has committed an act of dishonesty; OR
(b) attempts to obtain or offer unfair assistance; OR
(c) copies from another candidate or allows his/her answers to be copied by another candidate; OR
(d) sits the examination in the name of another candidate; OR
(e) talks to, attempts to communicate with or disturb other candidates in the examination room; OR
(f) writes offensive or obscene materials in answer scripts; OR
(g) possesses electronic devices (e.g. pocket PC, PDA, MP3, iPOD), communication devices (e.g. pagers, mobile phones) and computerised aids (e.g. computerised wrist-watches) capable of storing, displaying and/or transmitting visual and verbal information; OR
(h) possesses unauthorised materials. Unauthorised materials include books, notes, memoranda or any other items such as folders, papers, pictures and rubber ink stamps.

Punishment includes expulsion from the School.
PLAGIARISM POLICY

Plagiarism is the presentation of the thoughts or works of another as one's own. Without limiting the generality of this definition, it may include:

- Copying or paraphrasing material from any source without due acknowledgement;
- Using another's ideas without due acknowledgement (e.g. textbooks, internet sources)
- Working with others without permission and presenting the resulting work as though it was completed independently.
- Using the work of a fellow student or student from the same course.

Student who knowingly and willingly allows his/her work to be copied by other student is deemed to have similarly partaken in academic misconduct and will be imposed with a similar penalty.

Plagiarism is a serious academic offence and if detected will result in disciplinary action. Substantiated plagiarism will be referred to the Examination Board Committee to determine the extent of offence and advice on penalty.
GRADUATION REQUIREMENTS

On successful completion of year 1, student will receive a Diploma in their chosen course awarded by Auston. After year 2, student will receive an Advanced Diploma in their respective course awarded by Auston and recognized and externally examined by Coventry University. Upon successful completion of the final year, graduates will receive a Bachelors degree, awarded Coventry University (UK). The degree awarded will be the same as those awarded to student at Coventry University, UK.

<table>
<thead>
<tr>
<th>Levels</th>
<th>Awarding Body</th>
</tr>
</thead>
<tbody>
<tr>
<td>APEC, Diploma and Advanced Diploma</td>
<td>Auston Institute of Management</td>
</tr>
<tr>
<td>Bachelors</td>
<td>Coventry University (UK)</td>
</tr>
<tr>
<td>MBA</td>
<td>Coventry University (UK)</td>
</tr>
</tbody>
</table>

To obtain a Coventry University Degree with Honours, student shall be required to pass all six (6) modules. The classification of a Bachelor’s Degree with Honours shall be based on the average mark of 100 credits worth of modules (equivalent to 5 single modules). The average shall be rounded to the nearest whole number before being used to establish the classification (.5 being rounded up).

<table>
<thead>
<tr>
<th>Marks %</th>
<th>Honours Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>70% and up</td>
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</tr>
<tr>
<td>60% - 69%</td>
<td>2nd Class Upper</td>
</tr>
<tr>
<td>50% - 59%</td>
<td>2nd Class Lower</td>
</tr>
<tr>
<td>40% - 49%</td>
<td>3rd Class</td>
</tr>
<tr>
<td>39% or less</td>
<td>Unclassified</td>
</tr>
</tbody>
</table>

To obtain a Coventry University MBA, student must pass nine (9) modules and one (1) dissertation. Pass requirements for each module: Coursework must be at least 40% and Exam must be at least 40% and overall Module Mark must be at least 40%.

<table>
<thead>
<tr>
<th>Marks %</th>
<th>Dissertation</th>
</tr>
</thead>
<tbody>
<tr>
<td>70% and up</td>
<td>Distinction</td>
</tr>
<tr>
<td>60% - 69%</td>
<td>Merit</td>
</tr>
<tr>
<td>40% - 59%</td>
<td>Pass</td>
</tr>
<tr>
<td>39% and below</td>
<td>Fail</td>
</tr>
</tbody>
</table>

Graduation is the culmination of all your hard work and is a chance for you to mark the completion of your studies at Auston.

Student who qualify to graduate may opt to graduate at Auston’s Graduation Ceremony is normally held in March/April every year. Student who wish to attend the graduation are required to register online.
OTHER STUDENT MATTERS

STUDENT WELFARE, COUNSELLING AND ALUMNI

Auston employs a student counsellor/student welfare officer to ensure that student is benefiting from the student experience. The Student welfare counsellor may be approached voluntarily by a student, nominated by a peer, or nominated by the school (disciplinary or academic related issues). The counsellor shall document all interviews and follow up with the student to ensure proper closure.

Student who is identified academically weak will be counselled by his/her immediate lecturers. When no progress is observed, the student will be counselled by the Head of Academics before being referred to the Welfare Officer if necessary. Student will have to attend remedial lessons where necessary as a step to improve the pass rate of the course.

Evidence of the interviews shall be confidential between the school and the student and no third party may review the content without prior consent of the student and the school.

In addition to the above items, the Student Welfare / Counsellor may also be approached at the following activities:

- Student Orientation
- Co-Curriculum Activities, community service, workshops
- Alumni Meet up and Discussions
- Career Service Discussions
- Student Grievance(s)
- Advisory /Counselling Sessions
- Transfer / Withdrawal Counselling

DISPUTE RESOLUTION POLICY

A student grievance may arise from any aspect of a students experience with Auston. These may arise from any number of circumstances in which the student feels that he/she has been wronged. Where university or school policies exist for the specific issue (e.g. appeal for results, etc) those shall take precedence. To file a formal grievance / feedback, the student involved shall follow the steps below:
Student submits feedback/grievance form via Email – help@auston.edu.sg
Form – Student Survey
Feedback Form – Available from Student Services
Online – www.auston.edu.sg/feedback

Student Services Manager acknowledges receipt and feedback within 1 working day

The Student Services Manager forwards the issue to the relevant department and seeks resolution within 5 working days. Where necessary, Auston counselor advice and intervention will be sought.

If the student is satisfied with the outcome, the case is closed in the documentation of Feedback & Complaints. If the student is not satisfied with the outcome, the Student Services Manager shall seek the Director’s advice within 4 working days.

Director recommends a course of action within 2 working days

If the Student wishes to appeal against the decision made an appeal committee shall be formed to discuss the matter. A Resolution must be available within 5 working days.

If the student is still dissatisfied with the outcome, they may bring the matter to the CPE Student Services Center, Singapore Mediation Center, Singapore Institute of Arbitrators or Small Claims Court

For Fee Refunds amounting to $10,000 or less, student should approach Singapore Small Claims Tribunal
Where PEI has violated conditions of registration, student should approach CPE to conduct a fit investigation
Where there has been unsatisfactory services rendered, the student should arrange for mediation by Singapore Mediation Centre

If no resolution is reached, the student may progress to arbitration for a resolution
GRIEVANCES / FEEDBACK / COMPLAINTS

a) A student may submit their feedback/grievance through any of the following avenues. Students who wish to receive follow-up communications must leave their contact details. Alternatively, anonymous feedback may be submitted but no action will be taken to share the results.

- Email help@auston.edu.sg
- Written Student Survey Form
- Feedback Form Available at the Student Service Counter
- Online www.auston.edu.sg/feedback

b) Upon receipt of the above feedback that has the students contact details and requires follow-up communication, the Student Services Manager will acknowledge the students email within 1 working day.

c) The Student Services Manager shall forward the complaint to the relevant department head for resolution. A solution must be provided to the student within 5 working days (Total 6 days from submission).

d) If the student is satisfied with the outcome, the case will be recorded as closed. If the students wishes to appeal the decision made, the case will be forwarded to the Director for a recommended course of action within 4 working days. Thereafter, a solution must be provided to the student within 2 working days (Total 12 working days)

e) If the student is still dissatisfied with the outcome, an Appeal Committee shall be formed. This will consist of the Managing Director, Student Welfare Officer, Academic Operations Manager, Student Services Manager and a Student Recruitment Manager. This Committee shall make a decision on the student’s case within 5 working days (Total 17 working days).

f) If the student is still dissatisfied with the outcome, he may approach the CPE Student Service Center to make a complaint or seek resolution in SMC, Slarb or Small Claims Court following the Dispute Resolution Policy according to the Private Education Act.
MEDICAL INSURANCE

All International student must be protected under medical insurance. Local student may opt out of the medical insurance scheme but must maintain their own medical insurance subject to CPE-stipulated minimum requirements. All full-time students will be required to adopt Auston’s designated medical insurance plan. Fees payable for Medical Insurance are stated on the website, letter of offer and student contract. For claims, please approach our front counter.

Auston has appointed AXA Insurance Singapore Pte Ltd as our Medical Insurance provider.

**AXA Insurance Singapore Pte Ltd**

<table>
<thead>
<tr>
<th>Certificate/Policy Number</th>
<th>Expiry Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>GSC/Q0031954/10 (JLO)</td>
<td>13 March 2013</td>
</tr>
</tbody>
</table>

8 Shenton Way
#27-01 AXA Tower
Singapore 068811
T: 6338 7288
F: 6338 2522

FEE PROTECTION SCHEME

Under the EduTrust scheme, all student must be covered by Fee Protection Insurance. In the event that the school is unable to complete the course for whatever reason, the student may receive full refunds for the amounts paid.

Auston has appointed AXA Insurance and Lonpac Insurance as our FPS providers and student will have to pay for this insurance.

For more details on the usage of FPS and claims arising out of this policy, please contact:

**AXA Insurance Singapore Pte. Ltd**

<table>
<thead>
<tr>
<th>Certificate/ Policy Number</th>
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</tr>
</thead>
<tbody>
<tr>
<td>P1298417</td>
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</tr>
</tbody>
</table>

8 Shenton Way
#27-01 AXA Tower
Singapore 068811
T: +(65) 1800 880 4888
E: tuitionfeeinsurance@axa.com.sg

**Lonpac Insurance Bhd**

<table>
<thead>
<tr>
<th>Certificate/ Policy Number</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Z/12/BM00/00336</td>
<td>11 October 2013</td>
</tr>
</tbody>
</table>

100 Beach Road
#19-00 Shaw Tower
Singapore 189702
T: 6250 7388
F: 6296 3767