

AUSTON



INSTITUTE OF MANAGEMENT

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STUDENT HANDBOOK

Revision History

Date	Description	Submitted by	Approved by
29 Jan 2020	Refund table	Phoebey Lei	Michael Lin
6 Mar 2020	Medical Insurance update (Certs, and new provider)	Phoebey Lei	Michael Lin
8 Apr 2020	Updates GE new expiry date and Certs number	Phoebey Lei	Michael Lin
15 Apr 2020	Change of Bank account	Phoebey Lei	Michael Lin
12 October 2020	Updates Lonpac new expiry date and Certs number	Phoebey Lei	Michael Lin
20 November 2020	Updated Dispute Resolution Policy and Procedure for dissatisfied students	Phoebey Lei	Michael Lin
3 December 2020	Revised the timeline for students to submit appeals against examination results from within 7 working days to at least 7 working days	Phoebey Lei	Michael Lin
20 January 2021	Revised the timeline for Internal Programme appeal within 7 working days and University Programme will be 10 working days instead	Phoebey Lei	Michael Lin
17 February 2021	(1) Updated Academic Appeal policy for University programmes – <i>Appeals Directly to University</i> (2) More clarify on Reassessment policies	Phoebey Lei	Michael Lin
31 March 2021	Edit the Medical Insurance information	Phoebey Lei	Michael Lin
12 Apr 2021	Edit Vision Mission Values	Sherlyn Koh	Michael Lin
16 Apr 2021	Removed Programmes	Yuni Setiana	Michael Lin
2 July 2021	Updated Insurance and Addresses	Yuni Setiana	Michael Lin
31 October 2022	Updated EDP and non-EDP admin and academic information	Yuni Setiana	Michael Lin

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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 Customer Success Team is 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 the Fee Protection Scheme (FPS) according to EduTrust regulations for all students 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 Handbook.

Should you have any questions, please contact us at our Customer Success Team 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,

Michael Lin
Managing Director

AUSTON CONTACT INFORMATION

Auston Institute

Tampines Plaza 1
3 Tampines Central 1
#07-04/05
Singapore 529540

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

Customer Success Team

Telephone +65 6334 5900
Email studentservices@auston.edu.sg

Operating Hours

Mondays to Fridays, 9:00am to 6:30pm
Closed on Saturday, Sundays and Public Holidays

Student Welfare, Counselling and Alumni

Telephone +65 6334 5900
Email counselling@auston.edu.sg

Feedback / Complaints

Website www.auston.edu.sg/feedback

MISSION, VISION AND CORE VALUES

Mission

Providing **career-focused** and **industry-relevant** training and university courses for the digital future.

Vision

Equipping and enabling success in a technological, digital future.

Core Values

- **Career-Focused**

Our courses must have a clear and direct ability to improve our students careers.

- **Digital-First**

Our delivery must mimic a real-world work environment that will be digital.

- **Future-Ready**

Our focus is on solving tomorrow's challenges.

Confidentiality

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

IMPORTANT GUIDELINES FOR STUDENT

Admission and Administration

Students must log into the student portal and update their particulars within 7 days of such changes. Auston is committed to maintain 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.

Each student is identified by a unique user ID so that he/she can have access to course information, updated news, schedule and individual results via student portal and etc. Students are **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 is approved, the pass is only valid for study in Auston Institute of Management.

Students who hold the 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).

Students who hold the Student Pass studying in Singapore should not be engaged in fights, alcoholic drinking, unauthorised gambling, robbery/stealing, drugs, prostitution, pregnancy or any illegal activities.

Students who hold the 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.

Students on student pass who fail 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 Pass must be surrendered for cancellation within seven (7) days from the date of termination of their study or graduation. For more information please refer to www.ica.gov.sg

PAYMENT

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

Methods of Payment

- NETS
- Cheque
- Internet Banking
- Telegraphic Transfer
- Flywire
- Credit Card

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

Account name	Auston Institute of Management Pte Ltd
Account Number	601-099591-001
Bank Name:	Oversea-Chinese Banking Corporation Limited Singapore
SWIFT Code:	OCBCSGSG
Bank Code:	7339
Branch Code:	601

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 (SGD 53.50 per week) will not be waived unless with management's approval. Student is also advised to request for an official receipt upon payment.

Miscellaneous Fees

Purpose of Fee	Amount (with GST, if any) (S\$)
Appeal for Examination Results	S\$ 270.00 per application
Courier Fee (Singapore)	S\$ 21.60 per application
Courier Fee (Non-Singapore)	S\$ 54.00 per application
Course Transfer Charge	S\$ 108.00 Per application
Late Payment of Fees	S\$ 54.00 per week
Reinstatement Fees	S\$108.00 per application
Re-module Fee	As per below
Replacement Certificate / Transcripts	S\$ 108.00 per application
Re-sit Examination/Re-submission	S\$ 216.00 Per application
Letter of Certificate of Existing Student	S\$ 21.60 per application
Letter of Completion / Graduation	S\$ 54.00 per application
Deferment / Interruption of Studies	S\$ 324.00 per application

Course Level	Remodule Fees
Specialist Diploma, Diploma, Higher Diploma	\$1620 per module
Level Remodule	
Degree Level Remodule	\$2160 per module

Above mentioned miscellaneous fees are subject to changes, please clarify with the Customer Success Team before making the payment. Miscellaneous Fees shall only be collected on an ad-hoc basis and as required by the students.

TRANSFER/ INTERRUPTION OF STUDIES/ WITHDRAWAL POLICY

Transfer to another course (Internal)

Transfer policy is applicable to students who wish to transfer from one course to another within Auston on the condition that the student meets the new programme requirement. Student shall submit the Application for Change of Course & Mode of Study Request Form to the Customer Success Team.

The application for transfer is subjected to Auston's approval and student will be informed of 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 Form and follow the Withdrawal Policy.

Interruption of studies (Deferment)

Students may request to interrupt their studies and will stop attending all lessons, assessments and the course related activities during the approved period of interruption (not more than 6 months). The considerations to be applied in making such decision should include:

- Whether interruption/ deferment is inevitable owing to extenuating circumstances such illness, or unavoidable work or family commitments.
- The reasons cited by student indicate that it would be their best academic, financial, or personal interest to voluntarily interrupt or defer their studies or assessments.

This request is not automatically granted and it must be made in advance for approval on case-by-case basis and subject to respective University's rules and regulation for external development course. All students must submit their request form with payment before cut-off date respectively for deferments. Where a deferment or interruption of studies is granted, students must return to undertake the required modules and assessments accordance with the ongoing class and examination schedule after the approved period of deferment.

International students are not eligible for interruption of studies while holding on to the Student's Pass. This is unless the student is prepared to cancel his/her Student's Pass and leave the country during the approved duration of the interruption of studies or has alternative legal option for studying without a Student's Pass.

Where a deferment or interruption of studies is granted, students must return to undertake the required modules and assessments accordance with the ongoing class and examination schedule after the approved period of deferment.

A student who has deferred modules/ assessments or interrupted their study may change their cohort on their return to study and the regulations applying to the cohort they have joined will be applicable, which may have implications for their progression or final award for the course. New student-PEI contract may be generated in any case that it has been expired.

Withdrawal policy

Student submits Withdrawal Form to Customer Success Team.

Maximum processing time of not more than **4 weeks** from the point of student's request to the outcome in writing.

Student shall submit the ICA Student Pass Cancellation Form, if applicable. Original Student Pass and photocopied of the passport will be given to Customer Success Team to proceed cancellation. Student is required to collect Social Visit Pass (if applicable) within (7) working days upon cancellation of Student Pass. Student shall acknowledge on Acknowledge of Social Visit Pass Collection form during collection.

For students who have already left Singapore we require a copy of their passport bio-data page and evidence of their flight out of Singapore.

REFUND POLICY

Refunds for Withdrawal Due to Non-Delivery of Course

- (i) Fails, for any reason, to commence the Course on the Course Commencement Date;
- (ii) It terminates the Course, for any reason, prior to the Course Commencement Date;
- (iii) It fails, for any reason, to complete the Course by the Course Completion Date;
- (iv) It terminates the Course, for any reason, prior to Course Completion Date; or
- (v) The Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA); or
- (vi) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organization stated in Schedule A of the Standard PEI-Student Contract within any stipulated timeline set by CPE.

For circumstances mentioned above from (i) to (vi), Auston shall, within three (3) working days, to notify the Student and, within seven (7) working days, to inform the Student in writing of alternative study arrangements or refund of below if the Student decide to withdraw.

- (i) The entire amount of the Course Fees; and**
- (ii) The Miscellaneous Fees (if applicable).**

Internal transfer course refund shall follow the standard refund procedure and policy.

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 due to other reason

Where the Student withdraws from the Course for any reason other than those set out in Clause 2.1 of the Standard-Student Contract, the PEI shall, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the Standard PEI-Student Contract.

% of program course fees to be refunded	If Student's written notice of withdrawal is received
[75]	more than [60] days before the Course Commencement Date
[30]	before, but not more than [30] days before the Course Commencement Date
[0]	On or after the Course Commencement Date

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 based on the table in Schedule D of the Standard-Student Contract.

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

DISCIPLINARY/MISCONDUCT POLICY

1.1. There are 2 types of Disciplinary / Misconduct Policy

1.1.1. Minor Misconduct

1.1.2. Major Misconduct

1.2. Minor Misconduct

1.2.1. Inappropriate dress codes (hot pants, exposed low-cut necklines/arm holes & etc)

1.2.2. Absent without valid reason

1.3. Major Misconduct

1.3.1. Cheating: An act which involves unauthorized use of information, materials, devices, sources or practices in completing academic activities

1.3.2. Plagiarism: An act of presenting someone else's work or ideas as your own, with or without their consent, by incorporating it into your work without full acknowledgement

1.3.3. Collusion: A form of cheating which occurs when people work together in a deceitful way to develop a submission for an assessment which has been restricted to individual effort

1.3.4. To consume or make any transactions for alcohol drinks or illegal drugs on campus.

1.3.5. Student Pass holders are not allowed to work in Singapore regardless of paid or without paid.

1.3.6. Vandalism, Theft, Abusive, Rudeness or any action against Singapore Rules & Regulations.

Attendance Requirement

We would like to seek full cooperation from all students to adhere to our rules and regulations to avoid unpleasant consequences.

Student is reminded to sign in upon arrival to class and sign out after class. Student who is late for more than 15 mins, leave early without notice from class, absent without valid medical certification, absent himself/herself without valid reasons, it shall deem as absence from class.

Rules	Consequences of violation
<p>Attendance</p> <p>Student is to attend classes regularly. Under ICA ruling, a student holding student pass must maintain <u>at least 90%</u> 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.</p> <p>Local student need to meet the minimum attendance requirement of <u>80%</u>.</p> <p>Student on sick leave are to produce medical certificates immediately upon returning to school.</p> <p>Student on emergency leave. (bereavement of direct family members)</p> <p>Student apply leave of absence</p> <p>If student fail to do so, he/she will be sent for counselling and written warning may be given.</p>	<p>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 <u>during the course of studies</u>. Medical certificates must be presented to Customer Success Team <u>within 3 working days</u> of the absence.</p> <p>Student on emergency leave, are to produce a letter of explanation and student apply leave of absence form immediately upon returning to the school together with all the relevant supporting documents.</p> <p>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.</p>
<p>Punctuality</p> <p>Student is to be punctual for all classes.</p> <p>Student is to be punctual in handing in assignments and projects.</p> <p>If student fail to do so, he/she will be sent for counselling and written warning may be given.</p>	<p>If you are late for more than 15 minutes, you are considered 'late'.</p> <p>Assignments/ projects submitted after the due date will be penalised with marks deduction.</p> <p>This applies for a maximum of three (3) days, after which the assignment will not be accepted.</p>

Course Evaluation & Feedback

Constructive feedback for improvements is most welcome.

A periodic course/ module evaluation will be carried out by the school. Students are encouraged to fill up the evaluation form.

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

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

Additional service given by our Customer Success Team to all students:

- Fees collection and purchasing of Fee Protection Scheme.
- Administration for Medical Insurance (for Opt-in student only);
- Assist student in grievances, complaints, disputes and feedback;
- Informing student of their course schedules, re-module requirements, deadlines and other important information;
- Informing student on course deferment, extension, withdrawal criteria and procedures, and expulsion conditions;
- Issuing of 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

Students can request for official letter as a certified statement verifying their enrolment of study by completing and submitting the Request Form with the necessary payment, if applicable. The documents from the school will be ready for collection within five (5) working days upon request.

OTHER STUDENT MATTERS

STUDENT PASTORAL CARE

Auston will employ a counsellor to assist any of the students who needs pastoral counselling. This service also available for 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 Academic or Programme Leader before being referred to the Counsellor 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.



STUDENT DRESS CODE

At Auston, there are many students from various walks of life, and from all over the globe. They attend courses at Auston to understand an international way of life. In doing so, it is imperative that basic personal habits and expectations are shared amongst the student body.

A dress code is based on the theory that students must learn socially acceptable manners and selecting appropriate dress for specific occasions and activities are critical factors in educating a whole person. The right behaviours will improve the quality of one's life, and contributes to the campus morale, and campus image.

Students will be denied admission to the campus or the event if their manner of dress is inappropriate.

	Appropriate Dress	Inappropriate Dress
F E M A L E	Long Pants (Slacks) Jeans Shorts (Knee length) Skirts Blouses Dresses that are modest and neat	Spaghetti Straps / Single Strap outfits Exposed low-cut necklines/arm holes Short tops or low-cut/low-riding pants Exposed midriffs Pants or jeans must not have holes or be ragged. Shorts, skirts or dresses must be no more than 3" above the knee, when seated. Extremely tight-fitting clothes, including Spandex-type clothing are not permitted. Clothes with vulgar/obscene words printed No athletic attire may be worn in class. Shorts that show buttocks or underwear.
M A L E	Long Pants (Slacks) Jeans Shorts (Knee length) Hair style must be neat and not excessively long.	Short tops or low-cut/low-riding pants Pants or jeans must not have holes or be ragged. Clothes with vulgar/obscene words printed No athletic attire may be worn in class. Headgear may not be worn at any time while indoors. Shorts that show buttocks or underwear.

DISPUTE RESOLUTION POLICY

A student grievance may arise from any aspect of a student's 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:

- 1.1. 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.
 - 1.1.1. Email – help@auston.edu.sg
 - 1.1.2. Online – www.auston.edu.sg/feedback (Anonymous)
- 1.2. Upon receipt of the above feedback, the Customer Success Team will acknowledge the students within 1 working day.
- 1.3. The Customer Success Team Department shall start an investigation and seek a relevant department for solution within 5 working days.
- 1.4. If the student is satisfied with the outcome, the case will be recorded as closed. If the students wish to appeal the decision made, the case will be forwarded to the Managing Director for a recommended course of action within 4 working days. Thereafter, a solution must be provided to the student within 2 working days.
- 1.5. If the student is still dissatisfied with the outcome, an Appeal Committee shall be formed. This will consist of the Managing Director, Academic Operations Lead, a member from the Customer Success Team. This Committee shall make a decision on the student's case within 5 working days.
- 1.6. If the student is still dissatisfied with the outcome, he will be referred to Singapore Mediation Center, Singapore Institute of Arbitrators or Small Claims Court following the Dispute Resolution Policy according to the Private Education Act.
- 1.7. Customer Success Team will follow up the status for prompt resolution within 21 working days.

LIBRARY SERVICES AT AUSTON SINGAPORE

Auston's library services are strategically located at the Student Lounge. It has a collection of Construction Management, Engineering and Computing textbooks and recommended readings (printed Thesis) available for student's reading on campus from 9.30am to 9.00pm, Monday to Friday.

There are computers available for students to use to do their assignments and online research via <http://www.onlineschools.org/open-access-journals/>. Alternatively, students may visit Tampines Regional Library nearby the campus.

Memberships

Students will be automatically eligible for Auston's library services once they are successfully enrolled into the programme until the end of the course.

- Textbooks can only be used in Campus and not to be taken out of Auston.
- If students require other references, the students can go to Tampines Regional Library.



LABORATORIES AND EQUIPMENT AT AUSTON INSTITUTE OF MANAGEMENT

Two Engineering Laboratories will be available for students and lecturers to conduct research projects and teaching laboratory experiments for Engineering and Networking modules and guiding students with final year projects.

These labs are open for all students and lecturers from Monday to Friday (9.00 am to 8.30pm) and you need to do the room booking 2 working days in advance via www.auston.edu.sg/booklab and fill out the online booking form to access the labs and equipment outside the teaching hours. Please note that priority will be given to classes scheduled in the labs and/or require lab equipment.



FEE PROTECTION SCHEME

Under the EduTrust scheme, all students 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 and unconsumed.

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

Great Eastern General Insurance Limited

1 Pickering Street

#01-01 Great Eastern Centre,

Singapore 048659

T: 6248 2000

F: 65322214

Certificate/Policy Number

2021-A0583655-FPS-R004

Expiry Date

31/12/2022



ACADEMIC MATTERS

ACADEMIC SEMESTERS

Auston operates on three academic trimesters per year for both full-time and part-time students with exception of the Part-time (Weekend), Part-time (Higher Diploma Modular class) and Specialist Diploma (Full Time and Part Time)

- **Full-time** students are required to undertake 3 to 4 modules per academic trimester of 10 weeks. This is followed by 1 week of study break, and 1 week of examination and a term break (duration varies). Full time students may not defer a module unless under extenuating circumstances.
- **Part-Time University of the West England (Weekend)** for Degree in Construction Project Management and Degree in Quantity Surveying & Commercial Management. Students are scheduled to undertake up to 3 modules per academic trimester of 10 weeks. The classes are held on the weekend either in the morning, 9am to 11am or 11.30am to 1.30pm. This is followed by 1 week of study break and 1 week of examination and a term break (duration varies). Students have the option to take a reduced workload of minimum 2 modules.
- **Part-Time University of the West England (Evening)** for Degree in Engineering students are scheduled to undertake up to 3 modules per academic trimester of 10 weeks. The classes are held weekday evenings from 7pm to 9pm. This is followed by 1 week of study break and 1 week of examination and a term break (duration varies). Students have the option to take a reduce workload of minimum 2 modules.
- **Full-time and Part-time Specialist Diploma** students are required to complete one module of 10 lessons within 5 weeks per academic semester with 1 week term break.
- **Part-Time Diploma in Construction Project Management (Weekend)** students are normally scheduled to undertake 1 module per term of 13 weeks. This consists of 7 lectures (either on Saturday or Sunday), 1 week of study break and 1 week of examination with a minimum of 3-weeks term break.
- **Part-Time Higher Diploma in Engineering Technology, Part Time Higher Diploma in Mechanical Engineering Modular class** students are scheduled to undertake 1 module per academic semester. This consists of 8 lectures and 1 week of examination with minimum 1-week to 2-week term break during (duration varies).

RELEASE OF ASSESSMENT RESULTS

Results are released to students over the student portal. Auston in-house programme results are finalized, however, for the University results, it will be provisional until confirmation from university partners. External partners may choose to release their results over their student portal or through Auston. Whichever platform is selected, Auston will be responsible to inform students in advance.

Students may choose to appeal the decision of the Exam Board.



STUDENT APPEAL POLICY

Specialist Diplomas, Diplomas and Higher Diplomas

Students have 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.

- Within 10 working days from the release of assessment results for Internal Course students to submit an appeal for self-developed programmes to appeal results. 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 applicant's paper and reason for rejection shall be discussed in the presence of the applicant by the Teaching and Delivery Team.
- All appeals are subject to approval by the Management Team.
- An administrative charge of \$250 (subject to prevailing GST) per module appealed shall be payable by the students, regardless of the outcome of the appeal.
- To make an appeal, students must complete the relevant Academic Appeal Form.
- An Appeal Board will be formed and a decision shall be returned to the students within 14 working days of filing (unless otherwise stipulated).

Bachelor and Master Programmes

Upon confirmed External partner programme results, the students have the right to appeal to view their scripts through Auston or they can appeal their exam results directly through the University.

Every module is marked in relation to the learning outcomes, and a pass mark means that students have achieved them. Marks are moderated between teaching staff, and endorsed by external examiners. These systems help to ensure that the marks are fair.

Appeal to View Failed Scripts

The Appeal Form must be submitted to the Customer Success Team within 10 working days from 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 students, regardless of the outcome of the appeal. During the consideration of the appeal, students 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 be false or misleading, the appeal will be rejected and action may be taken against the students for academic misconduct.

Appeal Directly to the University

Students can appeal directly to the University, however, subjected to the grounds of appeals as stated by the respective University's appeal regulations and within 10 working days from the publication of results. For University of the West of England, the students are able to read the full details for the appeal procedures via the [UWE website](#).

GROUND FOR APPEAL

There are only two grounds for appeal:

- There are only two grounds for appeal; a material administrative error (for example, that the assessment was not conducted in accordance with the programme regulations, or that some other procedural defect has occurred) or extenuating circumstances which student were unable for valid reasons to divulge at the proper time (normally within 10 working days for all programmes).
- If students appeal on the grounds of material or procedural error, a written evidence of the error must be provided.

An appeal on grounds of extenuating circumstances will only be considered if students are able to provide good reasons why students did not submit an extenuating circumstance claim form by the appropriate date. Without good reasons, students cannot appeal on grounds of circumstances which students knew about before the Examination Board. An appeal is likely to be rejected if students say that their circumstances were too sensitive to reveal before the meeting of the Appeal Panel, but students are able to explain them now that students have their results. Students also need to provide authentic documented evidence of their extenuating circumstances as well as explaining why they did not submit them before. In the event that the documentary evidence of extenuating circumstances relates to an individual or individuals other than themselves (for example, a relative), students will need to provide authentic documentary evidence to verify their connection or relationship to the named individual(s).

Students cannot appeal on the grounds that they 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.

To make an appeal, students must complete the relevant Academic Appeal Form. Appeal Panel will be formed and a decision shall be returned to the student within 14 working days of filing (unless otherwise stipulated)



ASSIGNMENT / PROJECT SUBMISSION STANDARDS

SUBMITTING ASSIGNMENTS

All text based summative assessments i.e. written coursework that is being marked as part of your overall mark for an individual unit should normally be submitted online. Written coursework must be uploaded online to the proper software facility for submission and students cannot choose to hand in a hard copy to the lecturer instead.

All assignments must be handed-in by specified due date and it must be submitted by the due date and time as specified on student online portal, unless another due date advised or granted in advanced by the school. Students are advised to submit in advance of the final deadline whenever possible and are expected to submit work on time. Penalties apply for late submission.

Auston Specialist Diplomas, Diplomas and Higher Diplomas	Top-Up Degree & Master (UWE)
Online submission will involve the use of Google Classroom Similarity Check. Students are required to access Google Classroom with the Auston email ID provided.	Online submission will involve both Google classroom and UWE Blackboard (SafeAssign). An Assessment can only be submitted for marking once.

Submission without any of the above steps will be considered incomplete and subject to late and non-submission penalties. Students cannot hand in a piece of work electronically or as a hard copy to the lecturer and then decide to submit a different version by the deadline date. A second submission will not be marked.

LATE ASSIGNMENTS AND SUBMISSIONS

All assignments are to be submitted by the due date. Late submission is not allowed unless with prior approval from the lecturers (Auston Programmes) or the UNI (UWE). Assignments/ projects submitted after the due date will be penalised with marks deduction unless an extension has earlier been granted in writing.

For courses awarded by Auston, late submission may result in a 5% reduction in marks per day, and assignment more than 3 days late will not be accepted (including Saturday and Sunday), student will receive a fail for the assignment.

For courses awarded by our University partners, late submission is subject to the regulations specified by the University.

ASSIGNMENT SUBMISSION STANDARDS

These are guidelines for the preparation of written coursework/ project submission:-

- Online submission:
 - ✓ File format: MS Word (.doc and .docx) or Portable Document Format (.pdf)
 - ✓ File size MUST not exceed 10MB.
 - ✓ In document header, it must remark with student name, student number and unit number.
 - ✓ In document footer, it must indicate page numbering in format 'Page X of X pages'.

Where students are submitting a joint Assessment as part of a piece of group work, the student number for each member of the group must be stated on the Assessment cover sheet. One member of the group should then submit the Assessment on behalf of the group using their personal name and student number in the header/footer of the Assessment putting 'group rep' after their name. The Assessment will then be marked as a piece of group work.

Students are advised that where a piece of group work has been submitted by a single member, the Google Classroom Similarity report and the marked work can only be accessed and returned electronically to that individual student. It is therefore important that the nominated member of the group is available within the feedback timescale.

EXAMINATION MATTERS

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 PEI-Student Contract and email notifications.

EXAMINATION ELIGIBILITY

To be eligible to sit for the examinations, students must

- Have cleared all their outstanding fees.

ABSENCE FROM EXAMINATIONS

Students who are absent for any examination shall be deemed to have 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 students automatically are eligible to sit for an examination or assessment at an alternative date/time. It is subject to the approval of the school Exam Board and the university examination rules and regulations, if applicable.

PUBLICATION OF EXAMINATIONS RESULTS

The examination results will be released in the Student Portal. Log on at www.auston.edu.sg. For University Partner programmes, provisional results will be published. The final results and grading will be updated after confirmation by the University Partner. Examination results will not be released over the telephone or given by the Customer Success Team.

The Statement of Results for each term can be printed from the Student Portal.

RESIT OF EXAMS AND RESUBMISSION OF ASSIGNMENTS

Where students 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, unless different examination regulations as specified by the University (refer to annexes), and subject to the passing requirements for each level and/or course.

Number of Reattempts*	Failed Module
First Reattempt	Re-Sit or Re-Submit failed component/s
Second Reattempt	Reattempt by attendance (Remodule)
Third Reattempt	Re-Sit or Re-Submit failed component/s
Fourth Reattempt	Reattempt by attendance (Remodule)

*All Reattempts are as confirmed by the Examination Board

*All Reattempts marks are capped accordingly

Reassessment opportunities are available to all students to enable them to redeem their failed grade. Reassessment will be done on the next available opportunity, to be determined by the Examination Board.

An “F” result status will be confirmed if students do not turn up for the re-sit examination or re-submit the assignment. No deferment of the Re-sit/ Re-submission will be allowed.

For programmes awarded by Auston and UWE, reassessment of a module or component shall normally be restricted to a maximum of four reattempts as shown in the table above. After the 4th reattempt of the module, if the student fails the module again, the student may be removed from the programme (subject to the Examination Board’s decision). Please refer to annexes for different University’s requirements.

Passing Marks for programmes of different levels

Programmes	Component	Final Mark	Exception
Specialist Diploma	30%	40%	If Final Mark is more than 40%, and the component mark is equal or more than 30%, it is considered pass
Diploma (DCPM)	40%	40%	If Final Mark is more than 40%, and the component mark is equal or more than 40%, it is considered pass
Higher Diploma	40%	40%	If Final Mark is more than 40%, and the component mark is equal or more than 40%, it is considered pass
Bachelor (UWE)	35%	40%	If Final Mark is more than 40%, and the component mark is equal or more than 35%, it is considered pass
Master (UWE)	40%	50%	If Final Mark is more than 50%, and the component mark is equal or more than 40%, it is considered pass

If students fail a module, the component that is failed will be reassessed; the mark in the other components that is passed shall normally be carried forward and combined with the reassessed component.

Non-submission of coursework and failure to sit for examination without valid reason constitute as a no-attempt. In such cases, the student will immediately fail the module and is required to remodule.

Auston Programmes: Any module component that is failed at the first sit and is passed at the reattempts will carry an overall capped mark of 40% for Auston programmes without the Examination Board nullification for the original attempt(s) (e.g. on medical grounds).

Bachelor and Master Programmes: Based on 19/20 UWE Academic regulations, module marks are no longer capped at the pass mark (40 marks) if a student needs to undergo a resit/ resubmit or a remodule and have not been previously capped.

When any module is discontinued, there shall normally be two opportunities for re-sit assessments at times stipulated by Auston, unless specified in the University assessment regulations.

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

For University (UWE) programmes, the re-assessment components will be based on the respective module's Module Specification. However, this will also subject to confirmation by the University's 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 will 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.

The table below describes the grades and the corresponding percentage achieved for, **Specialist Diploma, Diploma and Higher Diploma** level.

%	Descriptor	Letter Definition
70% and above	Distinction	D
60% to 69%	Credit	C
40% to 59%	Pass	P
39% and below	Fail	F

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 superior quality demonstrating a sound grasp of content, together with efficient organization and selectivity.

Pass - Work of good quality showing more than satisfactory achievement. Work showing satisfactory achievement or is assigned for credit granted for experiential learning.

Fail - Unsatisfactory performance in cases where a Pass may not be appropriately awarded.

Please refer to appendixes for the pass mark, grades description and classification criteria for **Bachelor and Master Degree** awards by University Partners.

CODE OF CONDUCT (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 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 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 (must be switched off or in silent mode)
- 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.

Only answers written in the answer booklet will be accepted (unless specified by University). Any answers which are submitted not in the answer booklet will not be marked. Students have to request for additional answer booklet if there is a need.

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.

STUDENT ACADEMIC HONESTY POLICY

There is an expectation for students to be authors of their own work, and to acknowledge when they use other authors' words or ideas.

Any examples of inappropriate use of sources or use of others' work in place of your own, will then be penalized. Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or auto-withdrawn from his/her course.

Academic misconduct consists of the 3 categories below:

(1) Plagiarism

Plagiarism is the presentation of 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.

(2) Collusion

A form of cheating which occurs when people work together in a deceitful way to develop a submission for an assessment which has been restricted to individual effort. This includes:

- Submitting entirely as your own, work done in collaboration with another person(s), with intention to gain unfair advantage;
- Assisting another person in the completion of work submitted as that other person's own unaided work;
- Permitting another person to copy all or part of your work and submit it as their own unaided work.

All coursework must be submitted to Google Classroom Similarity Check (except for UWE modules that has to be submitted to SafeAssign) before submitting to Google Classroom

(and) the respective University Portal. Coursework not submitted to Google Classroom Similarity Check will not be marked.

Coursework that involved purely calculation, may not be submitted to Google Classroom Similarity Check . They, however, will be subjected to Collusion check.

(3) Cheating under Examination

An act which involves unauthorized use of information, materials, devices, sources or practices in completing academic activities. Refer to '[EXAMINATION STANDING INSTRUCTIONS](#)' for more details of Cheating.



GRADUATION REQUIREMENTS

On successful completion of the Specialist Diploma, Diploma and Higher Diploma programmes, student will receive an award by Auston. The Higher Diploma is recognized and externally examined by University Partners. Upon successful completion of the final year, graduates will receive a Bachelor's degree, awarded by the University Partners (UK). The degree awarded will be the same as those awarded to student at the University home campus.

Levels	Awarding Body
Specialist Diploma Diploma and Higher Diploma	Auston Institute of Management
Bachelor Degree	University of the West of England (UK)
Master Degree	University of the West of England (UK)

To obtain a UK University Bachelor Degree with Honours, a student shall be required to pass all mandatory modules in the respective University programme. The classification of a Bachelor's Degree with Honours will be dependent on the University's requirements. Please refer to appendixes.

Marks %	Honours Classification
70% and above	1st Class
60% - 69%	2nd Class Upper
50% - 59%	2nd Class Lower
40% - 49%	3rd Class
Below 40%	Unclassified

To obtain a UK University Master Degree, a student must pass all modules and one (1) dissertation. Pass requirement for each module based on the University assessment regulations in Appendixes. The Examination Board has discretion to condone for marginal failure in not more than one module on the course.

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

Students who qualify to graduate may opt to graduate at Auston's Graduation Ceremony. Student who wish to attend the graduation are required to register online. For more information, please approach Customer Success Team.

APPENDIX A: UNIVERSITY OF THE WEST OF ENGLAND

- Bachelor Of Science (Honours) Construction Project Management (Top-Up)
- Bachelor Of Engineering (Honours) Electrical and Electronics Engineering (Top-Up)
- Bachelor Of Engineering (Honours) Mechanical Engineering (Mechatronics) (Top-Up)
- Bachelor of Science (Honours) in Quantity Surveying and Commercial Management (Top-Up)
- Bachelor of Engineering (Honours) Mechanical Engineering (Manufacturing) (Top-Up)
- Master Of Science In Construction Project Management

ASSESSMENT REGULATIONS:

The table below describes the grades and the corresponding percentage achieved for **Bachelor's Degree** level.

%	Descriptor	Letter Definition
40% to 100%	Pass	P
39% and below	Fail	F

The table below describes the grades and the corresponding percentage achieved for **Master Degree** level.

%	Descriptor	Letter Definition
50% to 100%	Pass	P
49% and below	Fail	F

To be awarded a pass in a module a student must:

- Achieve an overall weighted average marks for the module of at least 40% at Bachelor level and at least 50% at Master level.
- Achieve the pass mark of at least 35% at Bachelor level and 40% at Master level in each component if the assessment of a module consists of more than one component (e.g. examination and coursework).

Fail modules, at the discretion of the Examination Board, must be re-assessed. Failure of which there will be no award given.

The maximum mark achievable at re-assessment is 40% (Bachelor level) and 50% (Master level).

Reassessment will normally take place by the next available opportunity. Where the Examination Board offers re-assessment in any module that contains more than one element, all failed elements must be reassessed. The Board also has the discretion to require re-assessment in all or some of the pass elements.

In addition to meeting the University Regulations for taught courses, the following additional requirements for Postgraduate Course Specific Regulations also apply:-

- The candidature period to complete Bachelor/Master 36months.
- Student must normally pass all core modules in addition to the mandatory modules to gain the Master;
- Student must submit their dissertation by the date designated by the Faculty, at the end of their course, if applicable. 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.
- All assessments are expected to be completed in a good standard of business English.
- Students must achieve a minimum mark of 40%. To pass the module overall students must achieve a total module mark of 50% or more. Students who achieve an overall module mark of 50% but who do not achieve the minimum mark of 40% for a Component have not passed the module.

	Component A	Component B	Overall	Outcome
Mark Achieved	49	49	49	Remodule
	62	38	50	Resit component B
	40	60	50	Pass module

HONOURS CLASSIFICATION

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

Student will only be considered for an award of an honours degree when they have successfully completed all stipulated 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 (or equivalent number of 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:

Marks (%)	Honours Classification
70% and above	1 st Class
60% to 69%	2 nd Class Upper
50% to 59%	2 nd Class Lower
40% to 49%	3 rd Class
Below 40%	Unclassified

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 6 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 Master Degree awards by the University, assessment Criteria shall be as follows:-

In order to qualify for a Master Degree, a student must attend all mandatory modules and achieve 180 credits worth of modules including a pass in dissertation.