

## **STUDENT HANDBOOK**

The Case Trust for Education scheme has been customized specially by the Consumers Association of Singapore (CASE) for the education industry in Singapore. The scheme aims to enhance the confidence of international students and their parents in the quality of education in Singapore. The Scheme also aims to put in place proper systems and practices to look after the welfare and interest of international students in Singapore.

We provide in this Student Handbook, relevant information that impacts the international student following the implementation of the Case Trust for Education scheme since December 2004, and to bring to our students' awareness of the policies and practices that are to be adopted by all private education organizations (PEOs).

We have designated staff to assist our students on matters pertaining to courses, fees or on student welfare matters so that they can devote full attention to their studies.

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## Message from the Director

Arium Consulting & Education was established in 2003. Arium offers quality education programs that are enhanced through our linkages with regionally accredited American institutions renowned for their specialist courses.

We are committed to provide a high standard of service by promoting an environment conducive to student learning through a low student-teacher ratio of 30:1. We have two classroom sessions. The capacity of each student intake is up to 300 students. We have developed transparent redress policies that are disseminated to our students and conveyed in the student handbook, web site, etc. This is to assure them that their welfare is also taken care of in addition to their study needs.

Detailed information pertaining to course pre-requisites, fees, non-tuition and other miscellaneous charges, grievance procedures, student attendance and other student issues are contained in the student handbook, course leaflet and supporting literature published from time to time.

Our teachers and lecturers are selected based on their subject expertise, experience and dedication. Currently, there are a total of 8 full-time lecturers in the school.

Here at Arium, we are constantly striving to provide what is best for our students in their aspirations to achieve their dreams and ambitions.

A handwritten signature in black ink, appearing to read 'Maria Lee', with a long horizontal flourish extending to the right.

Maria Lee, School Director

## **General Information**

### **Our Mission to Offer Quality Courses**

Arium Consulting and Education offers quality and affordable education programs that meet the educational needs of local and international students.

There is continual review of our course curriculum and education partners to ensure that they keep pace with the demands of the global economy so as to enable our graduates, regardless of their racial origins, to make a useful contribution to the economic well-being of their respective societies.

We conduct our business by focusing on long-term strategic alliances with regionally accredited American universities, government institutions, technology companies, and local and regional firms. We will use our resources in the most efficient and effective way, and will demonstrate honesty, responsibility and integrity to provide our customers, employees, and education partners with appropriate compensation, service, quality and value.

### **Our Service Guarantees**

- Students are accepted only if they possess the requisite qualifications and satisfy the entry requirements stipulated in the Standard Student Contract.
- We match students' needs and proficiencies for the courses offered by means of an objective assessment.
- We undertake to notify students at least 14 days in advance if there should be a delay in the course commencement date, which shall not exceed 14 days.
- We commit to make appropriate refund of tuition and non-tuition fees and other additional charges for cancellation, non-completion and termination of course without good reason.
- Students who have completed the prescribed examination and have achieved at least 90% attendance shall be awarded diploma, degree as stated in the student handouts.
- Our teachers possess the requisite experience, qualifications and competency to conduct the entire duration of the course subscribed.
- The total hours of teaching instruction shall adhere to the course guidelines.
- We shall provide to the best of our ability, facilities and the necessary support service to enable our students to have a conducive and pleasant learning experience.

### **Operating Hours & Administration**

Except weekends and public holidays, the administrative staff of the School maintains office hours from 10.00am - 8.00pm, Monday – Friday; and 10.00am – 1.00pm on Saturday. We are closed on Sundays & Public Holidays. If consultations with the Supervisor or other members of the staff are desired, it is advisable to request an appointment.

### **Undertaking by PEO on misrepresentation**

We uphold the principle of fair practices as defined under the Consumer Protection (Fair Trading) Act, 2004 and our appointed Agent(s) have signed an undertaking with us that they are liable for any misrepresentation or engaged in unfair practices towards prospective students. They will also be liable to or legal redress if found guilty of acts which contravened the provisions of the Consumer Protection (Fair Trading) Act.

### **Accreditation**

Registered with the Ministry of Education, Singapore. Arium Consulting and Education has also recently received the *CaseTrust*® for Education certification, providing assurance that the institution has been found to meet clearly stated criteria.

On December 20, 2004 Arium School of Arts and Science was approved to offer the Diploma of Arts by the Singapore Ministry of Education.

### **Faculty**

All faculty teaching with Arium are required to meet specific requirements. Generally, faculty must have teaching experience at the post-secondary level and a master's degree (or equivalent) in the academic subject to be taught. Exceptions to this policy may be made on a temporary basis by the School Director after review of applicant credentials.

## **Admission to the School**

Arium Education welcomes applications from qualified individuals who will benefit from the programs offered. Applicants seeking admission are considered on the basis of all available information. Affirmative decisions related to admission and retention are based on the premise that enrollment in the School will be in the best interest of the individual as well as the School.

The School reserves the right to deny admission to applicants whose total credentials reflect an inability to assume those obligations of performance and behavior deemed essential by the School relevant to any of its lawful missions, processes, and functions.

### **Standard Student Contract**

All students are required to sign the Standard Student Contract before course admission. Please see sample of contract at website: <http://www.case.org.sg/casetrust5.htm>. Local students have the option to open Escrow Account.

### **Admission Procedures & Requirements**

The School requires:

1. A completed Standard Student Contract. Pre-requisites and Pre-placement requirements to our various programs are stated in Schedule 1 of Annex A of Standard Student Contract.
2. A non-refundable application fee. Refer to “Non-tuitions Fees” charges.
3. An official transcript or certified true copy of all past school transcripts.

### **Transferring Credits**

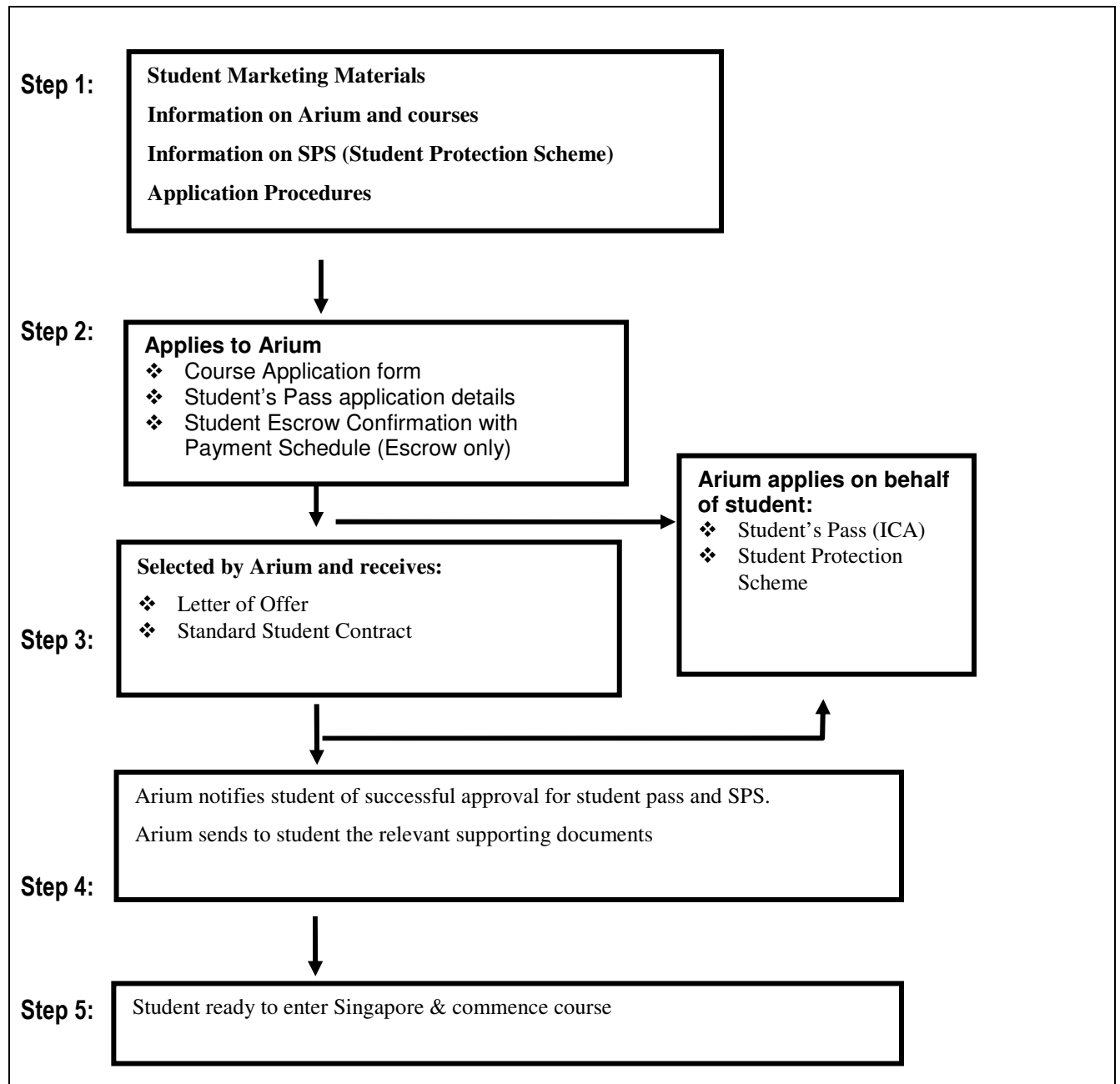
1. Arium will accept work in which grades of A, B, C, P (Pass), CR (Credit), D/HD (Distinction & Higher Distinction) and S (Satisfactory) were earned for transfer credit. Courses in which a grade of D or less was earned are not accepted for transfer.
2. Transfer credit more than 10 years must be evaluated by the Academic Advisor for approval of transfer.

### **International Students – Student Pass Application**

Arium welcomes international students. All international students who desire to enter the School must comply with all provisions of the Immigration Act. Refer to section on “*Class Attendance and Tuition/Fee Payment*” for IMA requirements.

Below is the flow-chart below for Student Pass Application Process

### **Student Pass Application Process**



## Financial Information

### **Financial Aid & Education Loans**

The following information has been prepared to provide a better understanding of the student financial aid programs at Arium. The purpose of financial aid is to assist those eligible students who, without such aid, would be unable to pursue their educational goals. Financial aid records are classified as confidential and are treated accordingly.

- Skills Development Funds

Arium Diploma programs are pre-approved by Singapore Skills Development Funds (SDF). Students need to be company-sponsored and a Singapore Citizen or Permanent Residence in order to apply for SDF. Procedures for SDF application can be obtained at our Administration Office. Student can also visit SDF website at [www.sdf.gov.sg](http://www.sdf.gov.sg) for more information.

- Education Loans

Student can also apply for education loans from a number of financial institutions that Arium is working with. Interested applicants can contact the school for further details.

The primary responsibility to meet the School costs lies with the student and the student's family, with financial aid offered to a student cannot exceed the student's documented financial need. A student's financial need is determined through a uniform need analysis of the student's and/or family income, assets, etc. in comparison with the anticipated costs of the student's education.

- Financial Aid Awards

Arium do award financial aid to individual who has shown good academic results. The awarding of this aid depends on the availability of funds at the time the student's aid application is received. Those applications received and completed on or before the published application deadline will receive first consideration. The award is administered without regard to race, color, creed, sex, national origin, handicap, political affiliation or other non-merit factors. To apply for this award, student needs to submit half page information about themselves and also why they should be entitled for this award.

### **Tuition & Fees**

Refer to "*Standard Student Contract*" for details.

### **Incidental & Non-Tuition Fees**

Refer to "*Standard Student Contract*" for details.

### **Payment Method and Channels**

- For local students with no Escrow Account:  
Payment by Cash / Nets / Cheque / Telegraphic Transfer / Cashier's Order / Bank Draft, in Singapore currency only. Made payable to "**Arium Consulting and Education Pte Ltd**"

\* GST is not applicable

- For International Students - Student Protection Scheme (SPS)  
Opening of ESCROW Account

As required under the Case Trust for Education, we have signed up with HSBC for the Student Tuition Fee Account (ESCROW) to protect the fees paid by you against any discontinuation of studies e.g. rejection of student pass application by the ICA, legal closure of school, cessation of school's operation, etc.

Payment Schedule

Upon confirmation of your admission, we shall open a Student Tuition Fee Account (ESCROW) for you with our designated bank. You will sign a Student Escrow Confirmation form when you apply to join us for payment of the tuition fees into your ESCROW account.

Your tuition fees received from your ESCROW account will be deducted based on the following payment schedule

Initial 30% of the tuition fees received will be paid by the 5<sup>th</sup> day of your course commencement date

Balance 70% of the tuition fees will be paid in equal installments over your duration of course on first day of each subsequent calendar month

#### Mode of Payment

There are many ways that you can pay your tuition fees into your ESCROW Account

- F. Cheque, Cashier's Order & Singapore Dollar Bank Draft. Made payable to "**Arium Consulting and Education Pte Ltd**"
- G. Telegraphic Transfer

\* GST is not applicable

# Refunds

## Refund Policy

### **A. We make FULL REFUND for**

- Non-commencement of Course for any reason on commencement date
- Non-completion of Course for any reason by completion date
- Termination of Course for any reason before course completion
- Breach of obligation under the Student Contract

**Time Frame for Refund** Within 14 days

- Amount:**
- a. Entire amount of the Tuition Fees and Deposit; and
  - b. Non-Tuition Fees and/or Additional Fees (less any bank charges. mentioned as per Standard Student Contract)
- 

### **B. REFUND due to Student's withdrawal**

- Refund made within 14 days on receipt of notice
- Amount of Refund based on Student's written notice of withdrawal given in "Standard Student Contract".

### **Refunds for Tuition & Fees**

Refer to "*Standard Student Contract*" for details.

### **Refunds for Room & Meal Plans**

Refer to the respective agencies for refund policy.

### **Refunds for Health Insurance**

Refer to the respective insurance company for refund policy.

### **Repayment of Financial Aid Funds and SDF**

Students who receive financial award from Arium or apply for SDF and then withdraw may be required to repay all or a proportionate amount of aid received. The policy of repayment follows the refund policy stated under "*Standard Student Contract*".

## Student Information

### Grievance/Complaint Management Procedures

We treat any student grievance as important feedback to us. We have staff assigned to manage student welfare including handling grievances and complaints and have also implemented a system with proper procedures to tackle these issues.

- For any complaint or grievance – whether it is verbally lodged; or by letter; by fax or email, we will document the nature of grievance or complaint and give an interim acknowledgement that the matter is being investigated
- The Student Welfare Staff (SWS) will be required to conduct the necessary investigation to establish the circumstance and facts of the case and submit report not later than 7 days to the School Manager. The latter will verify the report and ascertained that there are basis to accept or dismiss the complaint or grievance.
- School Manager will offer a solution based on the findings of the investigation conducted to the Student for acceptance. If the solution is accepted or otherwise, a record of proceedings will be made by the Student Welfare Officer and endorsed by the School Manager.
- If the Student accepted the solution offered by the School Manager, no further action will be pursued except filing the proceeding for record.
- If student refuses to accept the solution offered by School Manager, the latter will review the case and take into account any new finding, if any, and make reference to the Director of the School for concurrence to offer alternative solution.
- If the Student still refuses to accept the later solution offered by the School Manager, suggest to the Student to refer the complaint/grievance to Case Mediation Centre for a resolution prior to instituting any legal action /proceedings.

NOTE: Proceedings from the beginning of a complaint/grievance are recorded in our Complaint Log which provides information on nature of complaint/grievance and time taken to resolve it. Statistics on the number of cases occurring in a month and average time taken to resolve them are available.

### **Orientation and Support Program for Students**

All students enrolling at Arium for the first time must attend the student orientation program. Below is a sample copy of the program. Schedules will be mailed to all newly admitted students.

<b>Date/Time</b>	<b>Topic</b>	<b>Remarks</b>
15 Dec 2005 10.00 a.m. – 11.00 a.m.	Welcome Address Benefits of Student Protection Scheme / Student Pass Requirements / Procedures	
11.00 a.m. – 12.00 p.m.	Adjusting to the Singapore environment - The Do's and the Don'ts	
12 p.m. – 1 p.m.	Student Welfare Needs – Accommodation, Recreation & Leisure Activities, etc	
	L U N C H B R E A K	
2:00 p.m. – 3.00 a.m.	Course & Qualification of Award; Graduation Tuition/Non-Tuition Fee Payments	
3.00 p.m. – 4.00 p.m.	Complaints and Grievance Procedures Redress Policies	
4.00 p.m. – 5.00 p.m.	Courses and Post Graduate Opportunities	

## **Adapting to New Environment for International Students**

- International Student Advisor

An international student advisor will be assigned or to help students with financial, accommodation, personal or immigration problems. All international students are required to visit with the international student advisor upon arrival and to maintain contact with the advisor during their studies at the School. Academic advising is done by an academic advisor in the department in which the student majors.

- Counseling Assistance

Our School has a Student Affairs Executive (Counselor) who advises students on all school matters and problems they face in adapting to the change in environment. Students may approach the Counselor if he/she needs guidance to sort out personal welfare and related matters that concerned them so that they can have undivided attention to their studies. The topics covered include the following to provide basic information to start with.

- Multi-racial character

International Students are probably aware that Singapore's population is made up of several ethnic groups: Chinese, Malays, Indians and others. They professed different religions, have their own customs and held certain beliefs. The students should develop an understanding of the various cultural traditions and sensitivities through their local counterparts so that their adaptation to the Singapore environment will be a smooth and pleasant experience.

- Laws prohibiting smoking and littering

Students are advised that smoking in enclosed areas, such as cinemas, public transport, offices, etc are not allowed. Warning signs are displayed at these places on the consequences of such action.

Singapore prides itself in being clean and green. To local and international students alike, there are rules governing the disposal of unused items or litter. Litterbins are provided for the purpose and anti-social acts, e.g. indiscriminate disposal of unwanted things are discouraged.

- Places of interest - To eat; to worship; or to seek entertainment, etc.

There is abundant information about Singapore, its entertainment and arts scene, places of worship and hobbies you can take up to keep yourself occupied. Here are some of the websites you can visit:

- [www.newasia-singapore.com](http://www.newasia-singapore.com)
- [www.visitsingapore.com](http://www.visitsingapore.com)
- [www.wheremagazine.com](http://www.wheremagazine.com)

- Contact Details

Students are welcome to contact us if they need assistance.  
Telephone: (65)6338-0727

## Student Housing & Transportation

Arium works with recruitment agents/agencies to advise students on accommodation options. Below are some guidelines for student housing. Details will be provided by our agents.

Our agents will assist students with accommodation arrangements, according to their own individual preference and budget. International Students may wish to choose to stay in one of the following types of accommodation:

- Hostels
- HDB Flats
- Private Apartments / Condominiums
- Serviced Apartments
- Private Bungalows

### **Hostels**

There are many privately-run hostels, which international students can choose to stay. It can be located above shop-house, multi-storey buildings on landed property. Depending on the requirements of students, some of these hostels may offer laundry, meal, or other service. The rates may be cheaper if more students share a room 4 to a room. It may even be cheaper if they are used to dormitory living (sometimes up to 10 students per large hall). But this may be at the expense of individual comfort while some may not be accustomed having too many students around while they are studying. All these factors would have to be considered by the student in deciding his/her accommodation option.

### **HDB Flats**

Most Singaporeans live in HDB (Housing and Development Board) flats. Rental rates depend on number of students sharing per room, locality, size, transport convenience and proximity to food centres and other amenities.

Generally, the rooms let out to students come with 3-month; 6 month and 12 months lease agreement. More often the landlord will demand an advance payment or deposit to cover for 3 months or more. There are also of course some landlords who are willing to let the rooms for rent at monthly advance payment. This of course is for both parties to negotiate.

It would be wise for students to seek assistance from the School's Student Welfare staff for some guidance on the choice, type of accommodation, charges and other service requirements before setting out to do their own private arrangement, especially if there are contractual requirements involved in renting a room in a private apartment or condominium unit.

### **Private Apartments/Condominiums**

Most private apartments / condominiums have a swimming pool, Jacuzzi, tennis court, sports gym, squash court and BBQ area. Security staff will make sure that all visitors are asked to register, to ensure the safety of all tenants.

### **Serviced Apartments**

Serviced apartments are popular among international students who are accompanied by family members and intend to stay here for a few months. They are located in the prime districts such as Orchard and Newton Roads. These are usually fully furnished and provide basic home conveniences such as cooking appliances, laundry and maid services.

### **Private Bungalows**

Some households in Singapore open up their homes and offer full boarding for international students. International students can enjoy more freedom.

### **Transportation**

Singapore is served by good transportation facilities that are available in practically every part of the Republic. There is a good network of bus routes connecting to the mass rapid transit (MRT) stations. Those who want to enjoy greater degree of comfort may take to taxis run by several companies; including ComfortDelgro, City Cab, Yellow Top and TIBS to name a few.

If you plan to travel by public transport buy a \$15 EZ-Link card with an encoded \$10 value (available from all MRT train stations) allowing for cashless payments.

This mode of payment, besides being convenient, is also cheaper than cash payments. Students can obtain the BUS/MRT Guide Book at the major book stores for their travel destinations and purchase the EZ Link Card to facilitate payments. This mode of payment is not only convenient but cheaper than cash.

Taxi fare is charged by kilometers of travel. Receipt can also be obtained from the taxis, if requested.

# School Policies and Regulations

## **Students Conduct and Responsibilities**

Students are expected to conduct themselves both within and outside the School in a way that will reflect favorably on them and the School. A student may be dismissed at any time for misconduct of such nature as to be prejudicial to the School or for conduct that seriously infringes upon the rights of others.

Arium expects all students, as well as faculty and staff, to observe local laws and to respect the rights and privileges of other individuals. The School expects each individual within the academic community to refrain from behavior that would disrupt the School function of education; cause injury to persons; cause damage or loss of property in the school; or interfere with the freedom of movement of students, schools officials, employees, or guests of facilities of the School. Interference in any manner with the public or private rights of other individuals or conduct that threatens or endangers the health and safety of any person will not be tolerated by the School.

The School Director on their designee may summarily suspend any student in violation of these standards, when it appears that reasonable cause exists to believe the continued presence of the accused student in school poses a threat to the safety of the student, other persons, or property, or a threat to disrupt school functions or activities.

The School also reserves the right to exclude or notify a student to leave a program at any stage if the student is in breach of any of the terms & conditions herein or of the University/Institution which student is enrolled with or if student fails to comply with the terms & conditions of the Student Standard Contract.

## **Confidentiality of Students' Data**

### The System

1. All students' particulars (i.e. Application/Registration Form, other personal records) are stored in their respective student's personal files and selective personal data are captured in the computer data base.
2. The personal files and computer records are only accessible by designated staff managing these records. The particulars stored in the computer are to have user id and password protected.
3. The manual records of students' particulars are kept in cabinets under lock and key outside the school operating hours. During the operating hours, only designated staff has access for work purposes. The student records are not permitted to be booked out from the repository, unless permission is obtained from the Record Manager.
4. It is specifically mentioned in the Application/Registration Form that the students' particulars completed through the Form are used only for the School's internal use. Prior permission must be obtained in writing from the student if the particulars are to be used for other purposes. In this instance, the student must give his/her consent by signing a 'Consent Form' where the purpose is mentioned.

5. Permission to use the students' particulars, data other than for the School internal marketing or students' billing is to be sought from the School Manager.

6. The proper use of a student's particulars is disseminated in the orientation and training program of all staff to ensure they are aware of this policy. Internal directive is also circulated to existing staff to ensure no one is ignorant of this ruling. This is to inculcate in them a sense of responsibility towards safeguarding student data at all times.

7. Failure to comply with the proper use of students' particulars may render those who flout the procedure to disciplinary measures. The penalties imposed are

- First-time offenders are given letter of reprimand or warning
- Repeat offenders may result in dismissal action
- Court action may be taken on repeat offenders

### **Transfer, Deferment, & Withdrawal from Existing Course**

A student who transfers from an existing course to a new course shall be considered to have withdrawn from the current course and refund policy shall apply as per *Standard Student Contract*.

A student who withdraws from this school to enroll with another shall cease being our student and cancellation of the student pass, return of security deposit (if applicable) will be made accordingly.

**NOTE:** Transfers/deferments must be submitted in writing for approval at least 3 weeks prior to commencement of the course. Upon commencement of the course, transfers/deferments are not allowed in any circumstances. (Refer: *Student Standard Contract* for refund policies)

### **Procedures of Student's Withdrawal**

Students who wish to withdraw from their course must give written notice of their attention stating the reason for their withdrawal. As a general rule, the notice of withdrawal should be given as early as possible as it impacts on the amount of refund payable to them. The details of the percentage of refund and the required number of days' written notice to be given by the student is clearly stipulated under our refund policy reflected in the student's handbook, communication materials and in the website: <http://www.ariumedu.com>. (Refer: *Student Standard Contract* for withdrawal policies)

### **Punctuality and Attendance**

It is an act of courtesy to be punctual. Students should take note of the time of attendance required for the course subjects they are taking. For implications on non-attendance, please refer to section on "Class Attendance and Tuition/Fee Payment".

**Dress Code**

The students' attire should be neat and conform to our school regulations. Sleeveless T-shirt and shorts, slippers are not allowed. The general accepted appearance should be smart and presentable.

**Termination of Program**

In the event of any non-commencement, termination of the course by the School without good reason, we will undertake to make a full refund of the course fee paid by student as per our Refund Policy which is prominently displayed in our premises and in our communication materials.

## **Academic Information**

### **Academic Advising**

Students are expected to assume the responsibility for planning academic programs in accordance with the School rules, policies and requirements.

To assist students with this planning, an advisory system has been created. It is designed to provide a close relationship between students and faculty in an effort to help students make appropriate academic choices.

Each new student is assigned to an advisor. The advisor will aid the student in planning course work through registration and will be available for a conference each semester.

Should a student choose to change or add a major field of study, the student needs to contact the advisor. A different advisor might be assigned for the new field of study.

### **Academic Standing/Probation**

In general, academic good standing means that a student has earned a number of quality points double the number of semester hours attempted. Students are placed on academic probation if their cumulative GPA fall below a 2.0 (Diploma Students) or 2.5 (Degree Students). Student might be suspended from program if academic results continue to fall below the required GPA.

### **Academic Suspension**

Students whose cumulative GPA is below 2.0 after attempting 24 Arium semester hours will be suspended from further academic study for a period of one regular semester. Following the one-semester suspension, students may resume their studies on probationary status, with their academic progress monitored each semester until they achieve a cumulative GPA of 2.0 or above. Students readmitted following a semester of suspension may be suspended again if they earn a term grade point average below a 2.0.

### **No-Credit or Auditing Courses**

Students may broaden and deepen their educational experience through auditing courses. Auditing permits the student to attend a course without being required to complete exams and assignments.

An audit course is marked with a "NC" (No Credit) on their transcript and it does not carry academic credit, nor does it satisfy the program requirement. Regular tuition fees will be charged.

### **Availability of Courses**

Arium does not offer all the classes listed in the catalog each semester or each year. Arium reserves the right to withdraw from its offerings low-enrolled classes during any particular semester. Other courses may be added if there is sufficient demand. In some programs, certain courses may be offered on an alternate-year basis or as determined by demand.

Arium reserves the right to vary the courses/subjects offered, the time-table, programs, & teaching staff if in its opinion to the best interest of the Student or as may be required by the University/Institution/Ministry of Education, Singapore.

All notes, class video tapes and other teaching materials handed over or given to the student are the intellectual property right of Arium and are given to the Student who acknowledge the intellectual property rights of Arium.

### **Class Attendance and Tuition/Fee Payment**

Arium places the responsibilities of class attendance upon the student. No person shall attend Arium classes on a regular basis without being properly registered and without paying appropriate tuition and fees. Visitors may attend class on a one-time basis with permission.

- For International student:

Student must attain a minimum 90% of classroom attendance as a condition of the Immigration & Checkpoints Authority (ICA) for the issue of student pass. It is thus important that the student must adhere to this ruling as this may implicate the status of the student pass. Arium takes a serious view of a student's non-attendance. In all cases, a student must have a valid reason for not attending class and must produce documentary evidence (e.g. medical certificate from a registered practitioner, exam attendance, etc.) to account for the absence.

Student who did not attend for five consecutive days of classroom lessons without valid reasons may be treated as having withdrawn from the course. The ICA will be notified of the student's status and may lead to the cancellation of the student pass.

- For Skills Development Funds Students:

Student must attain a minimum 75% of classroom attendance as a condition of the SDF sponsorship.

### **Continuous Enrollment**

A student who, after initial matriculation, does not enroll for two consecutive semesters shall be subject to the catalog requirements in effect during the semester of re-enrollment.

### **Grading System**

All credits are based on semester hours. A 4.00 grading systems is used. Intermediate grades of 'A-', 'B-' and 'C-' were instituted as of October 2005.

<b>Grade</b>		<b>Grade Points</b>
A	(Excellent)	4
A-	(Intermediate Grade)	3.5

B	(Good)	3
B-	(Intermediate Grade)	2.5
C	(Fair)	2
C-	(Satisfactory)	1.5
D	(Poor)	1
F	(Failure)	0

**Grades Which Do Not Have Associated Grade Points**

CR	(Credit)
N	(No Credit Course)
INC	(Incomplete in Credit)
P	(Progress)
DEF	(Deferred)
W	(Withdrew)

**Course Descriptions**

Course descriptions are listed in alphabetical order by department at the end of this catalog. The course description gives the department number and title, the semester hours of credit offered, an explanation of the content of the course, and other information needed for planning a program.

**Course Number**

Courses numbered below 300 constitute the lower division. Courses numbered 300 and above constitute the upper division.

**Grade Appeals**

At Arium, the grading of student learning is solely an instructor's right and responsibility. The best way of insuring satisfaction with a course grade is by reading the course syllabus supplied at the start of each semester by the instructor and by completing each assignment and communicating with the instructor. If a student believes the final grade in the course does not fairly reflect their performance, the student must follow the normal appeals process. Initially the student should meet informally with the instructor in an attempt to resolve the concern. If this informal consultation does not resolve the issues, the student should request a formal meeting with the School Director. The School Director may request appropriate written materials from the instructor and also request that the student explain their reason for appeal in writing. The School Director decision is the final and irrevocable step for an internal institutional appeal. Only the instructor or the School Director may alter the original grade awarded. Appeals not in process prior to midterm of the following semester shall have no standing and the Grade awarded shall remain in effect.

**Grade-Point Average Computation**

Arium grading system is based on a standard four point scale and GPA is calculated by dividing total quality points by credit hours attempted. (*Refer to Grading System, p.21*)

### **Grade Report**

Students should meet with their instructors throughout the semester to discuss their academic progress. Final grade reports will be available on the notice board 6-8 weeks following the final examination. For request of official and unofficial transcript, refer to section on "Transcripts of Credits".

### **Graduation Agreements**

Students are responsible for the fulfillment of graduation requirements. Students who are undecided about their proposed academic major may seek their academic advisor help. Students will need to work closely with their academic advisor after a major/minor has been declared.

Applications for graduation are available in the Administration Office, and must be submitted to the academic advisor. The application must be completed within the first month of the semester prior to anticipate graduation. All necessary paperwork must be collected before the student will be approved for graduation.

### **Incompletes**

The grade of Incomplete ("INC") is a temporary mark assigned for course work of acceptable quality that students, through no fault of their own, are unable to complete. It is not given for neglected or unsatisfactory work.

Students with Incompletes must remove the grade of "INC" by the end of the next semester the student is in attendance. Incompletes that are not removed by the deadlines lapse into a grade of "F" (Failure). The deadlines for removal of Incompletes may be extended with the approval of the School Director. Students, who are not in attendance for one year period after an Incomplete is received, may not remove the Incomplete without permission from the School Director.

### **Repeat (Course) Policy**

Students may repeat course: however the hours only count once – the most recent attempt. Previously attempted course and grades remain on the academic record but are not computed in the GPA. Students who receive approval to take courses from other institutions need to be aware that the grade earned will not replace a low grade earned at Arium. Students must request a GPA update form in the Administration Office for a re-computation of the GPA.

### **Transcript of Credits**

A fee of SGD10 will be charged for each official transcript and SGD5 for a student copy. While every effort is made to ensure prompt delivery of requested transcripts, 7-10 business days are necessary for processing the request. Under extenuating circumstances, an unofficial transcript may be faxed for SGD10.00, paid in advance. No transcript of credits will be released if the student has an outstanding indebtedness due the School. A signed request (\*by mail or fax) must accompany payment for a transcript if the student is unable to request transcripts in-person.

### **University Registration**

The student will ensure that he/she fully complies with the entrance registration with the University or Institution concerned. Arium should use its best endeavors to assist the student in the process.

# **Coursework Policies**

## **PART A: ARIUM COURSE WORK POLICIES**

This section details on polices of course work that are graded locally by Arium instructors. Students are to adhere to these policies set.

### **Arium Course Work Time Limits**

Student who do not complete their coursework will have to pay an Extension Fee of S\$100.00 in order to be allowed a final two weeks extension (from the date of the Final Exam) to complete and submit all assignments and course work, as well as to sit for all makeup examinations.

A grade “F” will be awarded if the student did not sit for all the examinations required for the course.

### **Arium Examination Policy**

- **Scheduled Examinations**

Scheduled examination dates are stated in the individual course-work and will given to students in class. Students who are late will not be allowed into the examination room 20 minutes after the start of the scheduled exam. This also applies to students who are sitting for make-up exams.

If a student has more than one exam scheduled on the same date and time, the student should inform the school via email ([ops@ariumedu.com](mailto:ops@ariumedu.com)) and make arrangement to take one of the exams earlier (up to 48 hours prior to the scheduled date/time).

- **Makeup Examinations**

Exam makeup will be based on the lecturer’s discretion. Students are strongly encouraged to take the exams on the scheduled dates/timings, as the makeup exam may be set at a higher level of difficulty. For students who missed the scheduled exam, please take note of the following available time slot to take the makeup exam:

- Weekday: A 2-hour time slot between **10:30am to 4pm**
- Saturday: 10.30am – 12.30am Only.
- Sunday & Public Holiday: Closed

Students can walk-in during the above mentioned hours to sit for their make-up exams without prior arrangements.

However, students who want to take make-up exams beyond the mentioned hours or would like to sit for their examination earlier than the scheduled date, should email [ops@ariumedu.com](mailto:ops@ariumedu.com) to seek permission.

### **Arium Repeat/Replace Policies**

Students who fail to adhere to the course drop off policy or did not meet the program requirement, will be required to repeat/replace the course and pay the course fee of S\$450.00

### **Drop Individual Course Deadline**

If a student wishes to drop the individual course, the student is required to notify the school formally in writing, either through email or letter (with student’s signature). Drop request through telephone will not be accepted. The request to drop can be sent via email to [ops@ariumedu.com](mailto:ops@ariumedu.com).

The student may drop the course any time before the commencement of the course, up to the second lesson of the course. If the student drops after the second lesson of the course, the student will have to pay the applicable course fee for the replacement course. Please take note that dropping an individual course is different from withdrawal from the entire program. Please refer to the Student Standard Contract for refund policies on withdrawal from programs.

### **Arium Assignment Submission/Collection**

Students should submit assignments by the Due Date given. Late assignments will be accepted for partial credit.

Students are required to submit their assignments directly to the course instructor during class. Should the student be unable to attend class, the student is advised to make a copy of the assignment before placing them in the IN-Box in the office. In the event of any misplacement, the student would be required to re-submit the assignment(s).

Assignments may be submitted via fax. However, students must call the school after submitting through fax to confirm that the fax has been received. Students are to ensure that the assignments are faxed in the correct page sequence.

Submission of assignments via email will not be accepted, unless approved by the course instructor. If a student is allowed by the instructor to submit assignments via email, the student must receive an acknowledgement via email from the instructor to confirm that the assignment has been received and accepted.

Students are to collect their marked assignments from the course instructor during class. Should the student be unable to attend class when the marked assignments are being returned, the student is advised to collect the marked assignment from the OUT-Box in the office. Uncollected assignments will be destroyed Eight Weeks from the date of the Final Exam.

All assignments sent by fax or placed in the IN-Box are to be submitted no later than the following time on the date due:

- Weekday: Before **6:30pm**
- Saturday: Before **12:30pm**
- Sunday & Public Holiday: The school is closed

### **Arium Release of Grade**

The final course grades will be released six weeks after the date of the Final Exam. The course grades will be posted on the Notice Board in the school.

For assignment and Midterm Exam scores, the students should check with the instructor.

For confidentiality reason, course grade will not be released via email or telephone.

### **Request for Transcripts**

A student may obtain a transcript by submitting a Student Request form indicating the request for transcript and paying the prevailing charges. The transcript will be ready for collection within 5 to 7 business days upon receipt of the request and payment.

Transcripts will not be issued if the student has an outstanding obligation, financial or otherwise, due to Arium.

An Arium Official Transcript costs S\$10.00 and an Arium Unofficial Transcript costs S\$5.00. These charges are subject to change and the student will have to pay the prevailing charges at the point of submitting the request.

## **PART B: INDEPENDENT STUDY UNIVERSITY COURSEWORK POLICIES**

Independent Study (IS) coursework are marked by the university faculty. Students are to adhere to the policies set by the university. Students taking Independent Study (IS) package from the university, e.g. Adams State College (ASC), are to read the Study Guide/Syllabus given by the university and take note of the course requirements, i.e. assignments and exams. Please note that there will be grade penalties if the student does not follow the guidelines given by the course instructor in the Study Guide.

Students with outstanding fees will not be registered or allowed to sit for examinations, till such time that the payments have been cleared.

### **Independent Study Time Limits**

It is the student's responsibility to submit their course registration forms 6 weeks ahead of the scheduled class for timely registration, and procuring of materials. Students with outstanding fees will not be registered. Arium will not be responsible for any delay in graduation due to delay in course registration submission.

A grade "F" will be awarded if the student does not submit all assignments and take all exams required within the course time limit given in the Study Guide.

### **Independent Study Examination Policy**

Arium will schedule the exams and request for the exam papers from the university. Students are to take the exams as scheduled. The school will send the completed exam scripts to the course instructor for marking.

If a student misses the scheduled exam, the student is responsible to inform the school with valid reasons, e.g. medical leave. The student is then responsible to make arrangement with the school to request for another set of exam paper from the university to be sent over, and to fix a date and time to take the exam. The student will have to pay for the courier charges for the delivery of the exam paper from and to the university.

For students who missed the scheduled exam, please take note of the following available time slot to take the re-scheduled exam within two weeks or within course time limit (whichever is earlier):

- Weekday: A 2-hour time slot between **10:30am to 4pm**
- Saturday: 10:30am to 12:30pm Only
- Sunday & Public Holiday: Closed

### **Independent Study Request for Early Examination**

If this is the last course in your program, you may inform the school and request to take the exams earlier, instead of taking the exams on the scheduled dates. However, the student is responsible to ensure that all pre-requisites for taking exams, as given in the Study Guide, are met before taking the exams. Please note that you will have to inform the school at least three weeks in advance of the date you wish to sit for the exam.

## **Independent Study Assignments**

Students are to read the Study Guide and take note of all assignments which are required to be submitted to the University for marking. If a student would like the school to assist in sending hardcopy assignments to the university, the student will have to pay for the courier charges.

Students may submit their assignments to the class lecturer from Arium for review. The lecturer will review and give feedback to the students with regards to the assignments. The students may wish to incorporate the comments and feedback from the lecturer before submitting to the course instructor from the university.

Students are to include your name, email address, course name and number, and assignment number in the upper-right corner of the first sheet. **Be sure to include your name on each page submitted.**

## **Independent Study Courier charges**

Each delivery by courier is subjected to a minimum charge of S\$40.00, to be paid up-front. In the event the actual delivery charge is more than S\$40.00, the student will have to pay the incremental difference.

## **Independent Study Drop Deadline**

If a student wishes to drop an independent study with the university, the student is required to fill up the university **Drop Form** found in the Study Guide. Refund policies will be according to university guidelines. Drop request cannot be done via email or telephone or letters to Arium.

Please take note that dropping an independent study course is different from withdrawal from the entire program. Please refer to the Student Standard Contract for refund policies on withdrawal from programs.

## **Independent Study Repeat/Replacement**

Independent Study coursework, where students attain less than a “C” grade and are required to repeat/replace the course. This is chargeable at the prevailing Independent Study rates defined by the University (in USD). There is also an administrative fee payable (in SGD) per course.

Students will also have to pay a minimum sum (in SGD) for the purchase of the textbook(s), and courier fees for each of the exams when registering for the course.

## **Independent Study Release of Grade**

It is the student’s responsibility to check with their university’s instructor on their assignment and exam grades.

## **Independent Study Request for Transcripts**

A student may obtain an official transcript from the University. The student should refer to the Study Guide on the procedure to obtain a transcript from the University.

Request for transcript forms are also available at Arium office. The Student can obtain and fill-up the transcript request form and pay the prevailing charges at the frontdesk. Arium will then be able to assist to submit the request for transcript and arrange for the transcript to be delivered to Arium for pickup by the student.

For further information, registrations, exam requests for Independent Study, please email:  
Mr. Yap Weng Keen - [wengz@ariumedu.com](mailto:wengz@ariumedu.com)

## **PART C: GENERAL INSTRUCTIONS FOR BOTH ARIUM AND INDEPENDENT COURSES**

### **Application for Graduation**

If this is the last course in your program, you will be able to file for graduation after the final course grades are released. The Application for Graduation form is available at the school. Students are to fill-in and submit the application form to the school, after ensuring that the graduation requirements have been met. Students

### **Graduation Requirement**

Students under the Diploma program are expected to:

- Achieve a minimum of 24 credits
- Earn at least a Grade Point Average (GPA) of 2.0
- Obtain at least a grade 'D' for each course taken

Students under the Associate Degree program are expected to:

- Achieve a minimum of 60 credits
- Earn at least a Grade Point Average (GPA) of 2.5
- Obtain at least a grade 'C' for each course taken

Students under the Degree program are expected to:

- Achieve a minimum of 120 credits
- Earn at least a Grade Point Average (GPA) of 2.5
- Obtain at least a grade 'C' for each course taken

### **Program Extension**

Students who are unable to complete their programs by the scheduled Program Expiry date (indicated in the Course Registration and/or Student Standard Contract), are to inform their respective advisors. They are liable for program extension fee according to the program they are registered for:

- *Diploma Program*: Up to three (3) months beyond the scheduled Program Expiry date at no extra cost. Further extensions are chargeable at S\$250.00 per month till completion of program.
- *Degree Program*: Up to six (6) months beyond the scheduled Program Expiry date at no extra cost. Further extensions are chargeable at S\$490.00 per month till completion of program.

Please note that the program extension fees do not include examinations fees. *The extension fee applies to all students, including those defer or suspend their programs to a later date.*

## Payments

Please note that if school fees are not paid by the due date, a late fee of S\$30.00 will be imposed. In addition, the school reserves the right to disallow students who owe fees to attend class. Students will also not be allowed to sit for examinations and grades for current subjects will be withheld till payments have been cleared.

Payments to Arium can be done by Cash / Nets / Cheque / Cashier's Order / Bank Draft, in Singapore currency only. Cheque, Cashier's Order and Bank Draft are to be made payable to "**Arium Consulting and Education Pte Ltd**"

Students are reminded to:

- Collect an official ARIUM receipt upon payment at the front desk, and keep ALL receipts.
- Inform the school of any discrepancies in their receipts, invoices or payment plans.
- Be Responsible to ensure accuracy of information in the receipts.

## Program Academic Advisor(s)

Students who have questions about the program they are enrolled in can make an appointment with your academic advisor Ms. Reema Mirchandani at (65)6338-0727 or email [ops@ariumedu.com](mailto:ops@ariumedu.com).

### **Legend:**

- Course / Coursework / Subject: Refers to the individual subject taken.
- Program: Refers to the certificate, diploma, degree programs that student signed up for.
- Arium Course: A subject with assignments & examinations marked by Arium Faculty.
- Independent Study: A subject with assignments & examinations which is graded by the University Faculty.