

# CET@NP

## STUDENT HANDBOOK 2011/12



*A HANDBOOK FOR STUDENTS OF NP CET ACADEMY'S*

- PART-TIME DIPLOMAS
- SPECIALIST DIPLOMAS
- ADVANCED DIPLOMAS

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## WELCOME NOTE

Welcome onboard as a part-time student at Ngee Ann Polytechnic!

The world faces dynamic changes in technology and business at an amazing speed. To sustain our economy, the Singapore workforce needs to continuously upgrade to acquire new skills and knowledge. To strike a proper balance between work, education and family however is a personal challenge which can be daunting at times.

It is our commitment at Ngee Ann to strive to help you, as an adult learner, succeed in upgrading yourself and maintain that right balance holistically. Example for Diploma in Technology, we have built into our courses structured flexibility so that you can self-pace your learning, select from a wide choice of modules to enhance your work and general interest or acquire additional knowledge to re-engineer your career in new growth areas. Whilst you achieve professional qualifications, the skills you acquire can be immediately applicable at work to enhance your career progression.

With Ngee Ann's vast experience in polytechnic education, you can be assured of high quality courses, good resources and caring trainers & facilitators of lifelong learning. Like the rest of our full-time students, you too will enjoy NP's conducive and stimulating learning environment.

This handbook has been compiled to serve as an easy guide for you as a part-time student of the Polytechnic, providing an overview of the information you may like to know. We hope that you will find it useful. Additional assistance or consultation is available at the CET Academy. May I wish you an enjoyable and fruitful learning experience at the Polytechnic!

CET Academy

## ACADEMIC ADMINISTRATION MATTERS

### *Academic Calendar April 2011 – April 2012*

April 2011 Semester 1		
Teaching Weeks	18 Apr 2011 - 12 Jun 2011	8 Weeks
Break	13 Jun 2011 - 26 Jun 2011	2 Weeks
Teaching Weeks	27 Jun 2011 - 14 Aug 2011	7 Weeks
Study & Examination Weeks	15 Aug 2011 - 28 Aug 2011	2 Weeks
Vacation	29 Aug 2011 - 16 Oct 2011	7 Weeks
October 2011 Semester 2		
Teaching Weeks	17 Oct 2011 - 18 Dec 2011	9 Weeks
Break	19 Dec 2011 - 01 Jan 2012	2 Weeks
Teaching Weeks	03 Jan 2012 <sup>^</sup> - 12 Feb 2012	6 Weeks
Study & Examination Weeks	13 Feb 2012 - 26 Feb 2012	2 Weeks
Vacation	27 Feb 2012 - 15 Apr 2012	7 Weeks

<sup>^</sup> As the New Year Day falls on a Sunday, 1 Jan 2012, the next day, Monday, 2 Jan 2012 is a Public Holiday

### *Student Card*

Student card is issued for identification purposes in campus. You are to produce it upon request and during examination. It will be used for borrowing resources at the Library.

### *Class Attendance*

Students must fulfill at least 80% overall class attendance for academic learning.

For leave of absence, you are to submit all supporting documentary proof such as medical certificate, national service letter or a letter from your employer (for job assignment reasons), to CET Academy within 48 hours of your absence from class. Students are expected to inform their lecturers and tutors.

## EXAMINATION

### *Examination & Common Test Period / Time & Duration of Exam Paper*

Examinations are conducted at the end of each semester while the common tests are held in mid-semester in each academic year. Most examination sessions are held from 7.00pm – 9.00pm. Students must enter the examination room from 6.40pm to 6.50pm. Reading time of 10 minutes will be given before the commencement of the paper at 7.00pm. No latecomers will be allowed to sit for the examination 45 minutes after the examination has commenced.

### *Use of Calculators in Examinations*

Students are only allowed to use calculators with no communication, text-editing or programming capabilities during the examinations. Students are not allowed to use electronic dictionaries/translators and Personal Digital Assistants (PDAs) during examinations.

### *Examination Results*

The examination results are available to students in NPal Student System and SMS (prior registration of handphone is required).

### *Appeals Period*

Applications for a review of examination results or appeals against dismissal must be submitted within the 4 working days upon the release of the examination results.

### *Absence from Exams*

Valid reasons for being absent: Hospitalization, Medical Leave, Death of immediate family member, Overseas Events / Job Assignments, Accidents, Court Case, Flood, Force Majeure. Supporting documents must be submitted within 48 hours to CET Academy.

If...	Consequence
If you are absent from exam for a module without valid reasons, you are deemed to have sat and failed the module	FAIL
If you are absent from the entire exam without valid reasons, you are deemed to have sat and failed the exam	DISMISSAL
If you fail a module at the 3rd attempt	DISMISSAL
If you are debarred for all modules, excluding online modules	DISMISSAL

Note: Students are to repeat the failed module in the immediate following semester.

### *Grading Systems*

Credit units are assigned to each module depending on the number of hours per week allocated to the module. Students are graded based on the performance of both the continuous assessment and examinable modules.

Students are assessed based on their daily work, projects and tests for continuous assessment modules and there is no examination for these modules. For examinable modules, students are assessed based on their coursework and examination.

Grades	Grade Point	Description
AD*	4.0	Distinction
A+	4.0	Excellent
A	4.0	Excellent
B+	3.5	Very Good
B	3.0	Very Good
C+	2.5	Good
C	2.0	Good
D+	1.5	Pass
D	1.0	Pass
F	0	Fail
PM	-	Pass with Merit
PX	-	Pass in modules graded "Pass" or "Fail" only

NOTE: The number of distinction grades to be awarded for each module should be around 5% of the students who have sat for that module. However, the cutoff mark for the distinction grade should apply to all candidates who achieve that same mark, irrespectively of the number of candidates.

*Grade Point Average*

GPA will be used to measure the academic standing of a student. The Current GPA is calculated based on the graded modules taken in that semester. Please refer to the following illustration on the computation.

The method of computing the Current Grade Point Average (Current GPA) for six modules with one non-graded module, in a particular semester is as shown below:

$$\text{Current GPA} = \frac{\text{Sum of (Credit Units x Grade Points)}}{\text{Total current semester credit units (graded modules)}}$$

Module	Credit Unit	Grade	Grade Point	(Credit Unit x Grade Point)
Module A	4	AD	4.0	16
Module B	5	A	4.0	20
Module C	5	B	3.0	15
Module D	4	C+	2.5	10
Module E	2	F	0.0	0
Module F	3	PX	-	-
Total credit units enrolled	23			61
Less credit units of non-graded module (Module F)	3	Total		
Total credit units earned for the semester	20			

$$\begin{aligned} \text{Current GPA} &= \frac{\text{Sum of (Credit Units x Grade Points)}}{\text{Total current semester credit units (graded modules)}} \\ &= \frac{16 + 20 + 15 + 10 + 0}{4 + 5 + 5 + 4 + 2} \\ &= \frac{61}{20} \\ &= 3.05 \end{aligned}$$

**NOTE:** Non-graded Module F is excluded in the calculation.  
Student failed Module E.

## DEFERMENT, WITHDRAWAL, TRANSFER

Deadline for submission of requests / appeals:

Types of Request / Appeal	Deadline
# Reduce module load	before mid-semester break
# Transfer of major	within 4 days after release of exam results
* Deferment	before mid-semester break
* Withdrawal	before study week

Requests for reducing module load, deferment or withdrawal can be made through Student e-Services. All relevant documents must be accompanied, stating reasons for the request. For request for transfer of majors, you may obtain a hardcopy form at CET Academy; or download from CET website. All requests will be assessed on a case-by-case basis; on valid grounds.

# For Diploma in Technology students only.

\* For appeals for refund or waiver of tuition fees due to withdrawal or deferment, please refer to REFUND POLICY under FINANCIAL MATTERS.

## STUDENT CODE OF CONDUCT

- Students should not consume food/ drinks in lecture theatres, classrooms, laboratories or workshops.
- Gambling or game card are not allowed at all times.
- Littering is an offence. Offenders are liable to a fine.
- Smoking is strictly prohibited on campus at all times, by law. Offenders shall be subjected to disciplinary action by NP, which can include fines, and/or withdrawal from course.
- Plagiarism is a disciplinary offense. Any student who commits the offence is liable to disciplinary action. (Definition of Plagiarism - "when you copy any part of a source, and then submit it, claiming that it is your own work". Read more at <http://www.plagiarism.org/> )

# FINANCIAL MATTERS

## *FEE PAYMENT*

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### *Modes of Payment*

- NETS or Cheque payment can be made at SSC (Block 1, The Atrium) or CET Office
  - NETS (along with fee voucher)
  - Cheque (along with fee voucher, the cheque should be crossed and made payable to NGEE ANN POLYTECHNIC. Write your name, student ID, and course title on the reverse of the cheque.)
- Interbank GIRO (application form can be obtained at CET Office)
- AXS station – You would need to indicate your student ID. Please keep your receipt as proof of payment made. Please note daily transaction limit imposed on your ATM card by the bank is applicable.

### *Late Payment Charge (Applicable To Diploma in Technology Programme Only)*

#### Diploma in Technology Programme

- Students are liable to pay semester course fees at the commencement of course / semester. Fee voucher will be issued around the 3rd week of Term. Two weeks are given to settle payment.
- Pay after due date
  - \$30 late payment fee is imposed (1st reminder)
  - \$60 late payment fee is imposed (2nd/final reminder)
- When fee is NOT paid after final due date, student will be withdrawn from the course

**REFUND POLICY**

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*Diploma in Technology*

Diploma in Technology students are liable to pay full course fees. There will be no refund / waiver of miscellaneous and insurance fees due to withdrawal or deferment. All appeals for refund or waiver of tuition fees due to withdrawal or deferment must be made in writing to the Director, CET Academy. Each appeal will be assessed and processed on a case-by-case basis. Guidelines for refund or waiver of tuition fees are as follows:

Appeal Received	Singapore Citizens and Permanent Residents	Foreigners
Before semester starts	100% refund / waiver of tuition fees (less \$50 administrative charge)	
Within One week after semester starts.	No refund / waiver of Fees	Refund / waiver of 75% of tuition fees for the semester, on valid grounds* given
More than One week after semester starts	No refund / waiver of Fees i.e. liable for full course fees for the semester	

\* Valid grounds include medical leave and overseas company assignment

*Other Part-Time Diploma, Specialist Diploma, Advanced Diploma*

Students are liable to pay full course fees. There will be no refund / waiver of miscellaneous and insurance fees due to withdrawal or deferment. All appeals for refund or waiver of tuition fees due to withdrawal or deferment must be made in writing to the Director, CET Academy. Each appeal will be assessed and processed on a case-by-case basis. Guidelines for refund or waiver of tuition fees are as follows:

Appeal Received	Singapore Citizens and Permanent Residents	Foreigners
Before course starts	No refund / waiver of Fees	Refund / waiver of 75% of tuition fees, on valid grounds*
After course starts	No refund / waiver of Fees	

\* Valid grounds include medical leave and overseas company assignment

## RESOURCES AND FACILITIES

### *LIBRARY RESOURCES*

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The Ngee Ann Polytechnic Campus Library occupies a central location on the campus and houses the Lifestyle Library and Academic Library. The Academic Collection supports teaching, learning, reference and research while the Lifestyle Collection focuses on personal, social and recreational needs.

Library membership is applicable to all Part-Time Diploma, Advanced Diploma and Specialist Diploma students of CET Academy. Please visit the Library website at: <http://www.np.edu.sg/library> for more information on the Library's services

### *STUDENT EMAIL ACCOUNT*

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Every student will be issued with an NPNet email account. Exam results, class timetables and notices will be sent via the NPNet email account. It is important to check your email frequently. If you forget your NPNet password, the Student Password Reset Service is available on the NP Student Intranet. You may also reset your password at the SSC (Block 1, The Atrium) or any IT Helpdesk Centres around the campus.


Please make use of the campus email address when corresponding with the CET Academy

### *NP CONNECT WIRELESS CONNECTION*

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With effect from 8am on Wed, 8 Dec 2010, only "NPConnect" wireless network will be available on Campus. Please login with your NPNet ID and Password. Network authentication helps to keep the network resources to NP Staff and Students.

Using the secure "NPConnect" Wireless Network on Campus:

1. Your wireless connection status needs to be activated  before you can surf or access any network application such as email, MeL or NPal.
2. Select the "NPConnect" wireless name.
3. Launch your internet browser and the login page will automatically be displayed. Login with your NPNet ID and Password.

**PARKING IN CAMPUS**

*Car-parking for night classes*

Before 5pm	Students may park at the designated visitor parking (white) lots for a maximum of an hour
After 5pm	Free car-parking at Carpark H (CP H), Carpark N (CP N) & Carpark P (CP P)
After 7:30pm	Free car-parking at all NP car parks

*Car-parking for day classes*

Students having to attend day classes may obtain a car park label by emailing to Mr Kelvin Ng (ntt@np.edu.sg) and copy the email to Ms Aidliana Sa'at (sai1@np.edu.sg).

*Motorcycle-parking*

All motorcycles lots on campus are in marked in red. However, students may park their motorcycles in these red lots without penalty as long as the motorcycles are parked properly (i.e. within a motorcycle lot, not obstructing traffic).



## SUPPORT SERVICES CENTRES

<b>CET Academy</b>	<b>Student Services Centre (SSC)</b>
<p><b>Location:</b> Block 56 #01-04</p> <p><b>Office Opening Hours:</b> 8.30am - 6.00pm (Mon to Thu) 8.30am - 5.30pm (Fri) Closes on Weekends and Public Holidays</p> <p><b>Counter Service Hours:</b> 9:00am - 7.00pm (Mon to Fri) Tel: 6460 6353 Fax: 6462 0075 <a href="http://www.np.edu.sg/cet">http://www.np.edu.sg/cet</a> Email: enquiryCET@np.edu.sg</p>	<p><b>Location:</b> Finance Office, Revenue Section Block 1 Level 1, Atrium</p> <p><b>Office Opening Hours:</b> 8.30am - 6.00pm (Mon to Thu) 8.30am - 5.30pm (Fri) Closes on Weekends and Public Holidays</p> <p>Note: Finance Counter opens/closes 30 minutes later / earlier respectively)</p>
<b>IT Helpdesks @Campus</b>	
<b>Helpdesk Centres</b>	<b>Service Areas</b>
<p><b>Locations:</b> Block 5, #04-01 Block 46, #01-07 Block 72, #06-02</p>	<ul style="list-style-type: none"> <li>- User accounts</li> <li>- Network connectivity</li> <li>- Fault Diagnostic &amp; Advice</li> <li>- IT-related enquiries &amp; assistance</li> <li>- MOL (Maths Online)</li> <li>- Scientific Notebook</li> </ul> <p><b>Operation Hours</b> 8:30am – 5:30pm (Mon – Fri) Closes on Weekends and Public Holidays</p>
<b>Online Assistance</b>	<b>Service Areas</b>
<p><b>CC Support Helpdesk</b> Email: <a href="mailto:dora.itcare@np.edu.sg">dora.itcare@np.edu.sg</a> Please type “Helpdesk” for your email subject.</p>	<p>IT-related enquires &amp; assistance</p>
<p><b>Mobile e-Learning (MeL)</b> Email: <a href="mailto:npelearn@np.edu.sg">npelearn@np.edu.sg</a></p>	<p>Enquiry on MeL Blackboard matters</p>