

CET Academy @NP

Student Guide



***Part-Time Diploma &
Post-Diploma Programmes***

PLEASE READ THROUGH THIS STUDENT GUIDE CAREFULLY AND FAMILIARISE YOURSELF ESPECIALLY WITH THE FOLLOWING:

- **CLASS ATTENDANCE AND LEAVE OF ABSENCE**
- **EXAMINATIONS, COMMON TESTS AND CLASS TESTS**
- **STUDENT CODE OF CONDUCT**
- **STUDENT EMAIL ACCOUNT**

CONTENTS

WELCOME NOTE	4
ACADEMIC MATTERS	5
Academic Calendar	5
Student Card	5
Class Attendance & Leave of Absence	5
EXAMINATIONS, COMMON TESTS & CLASS TESTS	6
Examination & Common Test Period/Time & Duration of Examination Paper	6
Use of Calculators in Examinations	6
Examination Results	7
Appeals Period	7
Absence from Examinations, Common Tests & Class Tests	7
Grading Systems	8
Grade Point Average (GPA)	9
DEFERMENT/WITHDRAWAL & CONTINUATION OF COURSE	9
Fees Payable for Repeated/Deferred Modules	10
NP STUDENT CODE OF CONDUCT	10
FINANCIAL MATTERS	11
Fee Payment	11
Modes of Payment	11
Refund Policy	12
RESOURCES AND FACILITIES	12
Library Resources	12
Student's Campus Email Account (Connect Mail)	12
Mobile App (mStudent)	13
NP Wireless Connection	13
Mobile e-Learning (MeL)	14
Parking in Campus	14
Car-parking	14
Motorcycle-parking	14
Campus Map	15
Support Services Centres	16
NOTES	17

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 itself to acquire new skills and knowledge so as to stay relevant. Striking a good balance between work, education and family, however, is a personal challenge which can be daunting at times.

It is our commitment at Ngee Ann Polytechnic to strive to help you, as an adult learner, succeed in upgrading yourself and achieve that right balance holistically.

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

This Guide has been compiled for students of the part-time Diploma and Post Diploma courses in NP. We hope that you will find it useful. Additional assistance or consultation is available at the CET Academy. May we wish you an enjoyable and fruitful learning experience at the Polytechnic!

CET Academy

ACADEMIC MATTERS

Academic Calendar

April 2017 Semester		
Teaching Weeks	17 Apr 2017 - 11 Jun 2017	8 Weeks
Break	12 Jun 2017 - 25 Jun 2017	2 Weeks
Teaching Weeks	27 Jun 2017- 13 Aug 2017	7 Weeks
Study & Examination Weeks	14 Aug 2017 - 27 Aug 2017	2 Weeks
Vacation	28 Aug 2017 - 15 Oct 2017	7 Weeks
October 2017 Semester		
Teaching Weeks	16 Oct 2017 – 17 Dec 2017	9 Weeks
Break	18 Dec 2017 – 01 Jan 2018	2 Weeks
Teaching Weeks	02 Jan 2018 – 04 Feb 2018	5 Weeks
Study & Examination Weeks	05 Feb 2018 – 18 Feb 2018	2 Weeks
Vacation	19 Feb 2018 – 15 Apr 2018	8 Weeks

Depending on the course structure, some courses do not adhere to the Academic Calendar. Please also refer to the teaching plan and time-table issued by the lecturers and tutors.

Student Card

The Student Card is issued for identification purposes in campus. Please produce it upon request during examination/assessment. Other uses of the Student Card include access to resources at the Library, and the use of campus sports facilities.

Class Attendance & Leave of Absence

Students must fulfill class attendance requirements for academic learning. If your overall attendance falls below 75%, you will receive an email notification that you will be debarred from the course should your attendance continues to fall below 50%. Please note that if you are company sponsored, your company will not be able to claim for absentee payroll subsidy if your overall attendance falls below 75%.

Students should discuss with their lecturers when their work commitments require them to take leave of absence. Leave of absence due to work commitments must be supported by company documents. Please refer also to the section on 'EXAMINATIONS, COMMON TESTS & CLASS TESTS'.

For leave of absence, please produce supporting documents to CET Academy not later than 48 hours of your absence from class. Please make copies of your documentary proof such as medical certificate, national service letter or letter from your employer for job assignment reasons if you need to keep original copies for your own records. Do provide the original medical certificate for verification/sighting at the CET Academy. Students are also expected to inform their lecturers and tutors on the reason(s) for their absence from class. A re-test may be granted on a case-by-case basis and student should not expect that the re-test arranged would meet their time of convenience.

EXAMINATIONS, COMMON TESTS & CLASS TESTS

Information on Examination Matters can be found on CET website: <http://www.np.edu.sg/cet/studentservices/Pages/exam.aspx>. Students are responsible for looking up the Examination Notices and are expected to be familiar with the Examination Rules. A breach of any will render a student liable for disciplinary action.

Examination & Common Test Period/Time & Duration of Examination 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 7.00 pm – 9.00 pm. Students must enter the examination room 15 to 20 minutes before the start of the examination. Reading time of 10 minutes will be given before the commencement of the paper at 7.00 pm. No one will be allowed to leave the examination for the first 30 minutes after the examination has commenced and latecomers will not be allowed to sit for the examination 45 minutes after the examination has commenced.

Use of Calculators in Examinations

Unless specific instructions are given for selected courses, 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, Personal Digital Assistants (PDAs), smartphones and etc. during examinations.

Examination Results

Students can log in to NPal Student, located at the top menu bar of Ngee Ann Polytechnic Homepage (www.np.edu.sg) under “Student Portal”, to check the results. For out of sync examinations, results may be sent to your NP Connect Mail account. As the assessment/examination results are processed through formal Board of Examiners’ meetings, students may take up to 6 months to obtain their transcripts and certificates. Students will be informed via email on the dates of the examination results release and the collection of the transcripts and certificates.

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 Examinations, Common Tests & Class Tests

Valid reasons for being absent: Hospitalization, Medical Leave, Death of immediate family member, Overseas Events/Job Assignments, Accidents, Court Case, Flood, Force Majeure.

It is recommended that you arrange your work schedule/job assignments/overseas events, etc. early in the semester so that you will be able to sit for your tests and examinations. While having a valid reason for absence means that you will not be deemed to have failed the module, it does not imply that you will be allowed to re-sit the examination or common test within the same semester.

In the case of absence from class tests or common tests, the weightage of the tests may be transferred to the final examinations. In the case of absence from examinations, while special examinations may be arranged for you, this is not to be assumed and you may have to wait for the next semester when that examination/common test for that module is offered. **Hence you should always discuss with your module lecturer when you need to plan for leave of absence during the examination period.**

Supporting documents must be submitted to CET Academy not later than 48 hours of your absence from the exam/common test.

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	FAIL
If you fail a module at the 3rd attempt	DISMISSAL
If you are debarred from ALL 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.

For continuous assessment modules, assessment will be based on daily work (e.g. quizzes, presentation), projects, practical work and tests. For examinable modules, students will be assessed based on their coursework and through an examination sitting.

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, irrespective of the number of candidates.

Grade Point Average (GPA)

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 GPA for six modules with one non-graded module, in a particular semester is as shown below:

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

For example, based on the results in the Table shown below,

$$\begin{aligned} \text{Current GPA} &= \frac{16 + 20 + 15 + 10 + 0}{4 + 5 + 5 + 4 + 2} \\ &= \frac{61}{20} \\ &= 3.05 \end{aligned}$$

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

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	Total		61
Less credit units of non-graded module (Module F)	3			
Total credit units earned for the semester	20			

DEFERMENT/WITHDRAWAL & CONTINUATION OF COURSE

Requests for deferment or withdrawal must be made before study week (please refer to the Academic Calendar) through CET Website's *Student Services*. All relevant documents must be accompanied, stating reasons for the request. There will be no refund of module fees arising from deferment/withdrawal request.

To obtain a full qualification of a part-time Diploma or Post-Diploma, students can take up to a maximum two times the normal course duration to complete the programme. For example, for a part-time Diploma programme, students are required to complete and pass all 5 modular certificates of the course within 5 years and hence deferment is also NOT allowed for the same modular certificate for more than one time. Another example, in the case of a Specialist Diploma programme, you can take up to 2 years (2 times the 8 months to 1 year normal course duration) to complete the programme and be conferred a full qualification of a

Specialist Diploma. Hence, students should carefully consider their decision to defer any modular certificates.

Students enrolled to pursue full qualification of part-time Diploma or Post-Diploma courses are expected to continuously progress to the next offered modules without disruptions unless advance written requests or notifications were received and consent had been duly given by the Polytechnic.

Fees Payable for Repeated/Deferred Modules

Students repeating any modules will not be eligible for the Government subsidy. As such, full module fees will be imposed for repeating individual modules. Similarly, students returning from deferment are required to pay the full module fees for deferred modules.

NP STUDENT CODE OF CONDUCT

At the Polytechnic, it is important that students adhere to a basic set of rules and regulations. These rules and regulations are implemented to allow the Ngee Ann community to live in accord. The student code of conduct includes:

- NO SMOKING on campus, by Law.
- No gambling or card games.
- No littering.
- No misuse of facilities and services.
- No acts of disturbances.
- Observe all traffic rules on campus.
- Observe NPNet rules and regulations.
- No inappropriate dressing.
- No slippers to be worn on campus.
- No long hair for male students.
- Academic Integrity
 - NP regards all forms of academic dishonesty with equal seriousness. Academic dishonesty includes, but is not limited to cheating, plagiarism, forgery and violation of intellectual property and copyright laws.
 - A compulsory MeL module in plagiarism must be completed within the first semester of the course of study.

FINANCIAL MATTERS

Fee Payment

Modes of Payment

- **By SkillsFuture Credit (SFC)** - Login to SSG's SkillsFuture Portal URL: www.skillsfuture.sg/credit to "Submit a Claim". Take note that "Submit a Claim" is only available 60 days before the course commencement date. State amount of SFC to be utilized for fee payment (Note: SFC cannot be used to pay for Miscellaneous Fees & Insurance). You would need to upload supporting documents such NP's payment invoice, confirmation letter etc. to SSG. *With effect from May 2017, all SFC claims can only be disbursed to the polytechnic (i.e. Training Providers) for course fee payment.*
- **By PSEA** - Please download the form – "Adhoc Application for Use of Post-Secondary Education Account" from MOE Website URL: www.moe.gov.sg/docs/default-source/document/education/post-secondary/files/psea-ad-hoc-withdrawal-form.doc. Please fill in the relevant fields on the form and submit the duly completed form to CET Academy before the payment deadlines given to you.
- **By AXS** - Please indicate your student ID (as reflected in the offer letter). Keep the receipt generated from AXS machine as proof of payment. Similar to NETs payment, there is a daily withdrawal limit. In addition, AXS does NOT facilitate partial payment of course fee. Therefore, if your course fee exceeds the daily withdrawal limit, you are encouraged to pay by cheque.
- **By Cheque** - Cheque should be crossed and made payable to "Ngee Ann Polytechnic". Write your name and Student ID and course title on the reverse side of the cheque. Receipt will not be issued for cheque payment.
- **By NETS** - The daily withdrawal limit set by banks is usually up to \$2000. If your course fee exceeds the daily withdrawal limit, you are encouraged to pay by cheque.
- **By Interbank GIRO** - Please obtain the application form from CET Academy. For company-sponsored students who **require an invoice** to be sent to your company, please **request from our Course Administrator before making any payment**. We regret that CET Academy is unable to issue any invoice after course fee payment is made.

For **company-sponsored students**, payment* can be made with a **company cheque or via company GIRO only**. *only upon receiving NP Invoice issued to the sponsoring companies/organisations

Note: Students who failed to make fee payment on the due date stated will be withdrawn from the course by the Polytechnic

Refund Policy

There will be no refund/waiver of miscellaneous and insurance fees due to withdrawal or deferment when course commences. 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	Refund Policy
More than 14 calendar days before course commencement	100% refund of paid course fees (less \$50 administrative charge)
Less than 14 calendar days before course commencement (only on valid reasons given*)	Whichever the lower amount of: 70% refund of paid course fees OR paid course fees minus \$50
On or after the date of course commencement	No Refund. Ngee Ann Polytechnic reserves the right to recover the subsidized portion of fees from students upon withdrawal.

* Valid grounds include medical and overseas company assignment.

RESOURCES AND FACILITIES

Library Resources

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 & Post-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's Campus Email Account (Connect Mail)

Before you are officially registered as a student of the Polytechnic, we will correspond with you via your personal email. Please ensure that your personal email address provided is

correct and you are able to access your email account at all times. Once you are matriculated into the course, you will gain access to **NP's campus email account** (access from Student Portal on the top menu bar of Ngee Ann Polytechnic Homepage then click on "Connect Mail" or URL: <http://outlook.com/connect.np.edu.sg>) which will be used for all future correspondences.

You will receive email alerts at your NP Connect Mail account when examination results, class timetables and etc were posted up at NPAl Student portal. **Hence, it is important to check your email frequently as this is the main media through which updates and announcements will be sent.** 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 IT Helpdesk Centre (refer to page 16) on the campus.

Please use the campus email account and quote your Student ID and course title when corresponding with the CET Academy.

Sometimes, announcements can be made via SMS in addition to NP Connect Mail account. Please remember to update any changes in your particulars such as mobile number, emergency & office contact numbers, address in My Profile at NPAl Student.

Mobile App (mStudent)

You should download this mobile app, mStudent, to your smartphone to receive useful push notifications from NP such as announcements to view your exam time tables or results. mStudent also allow you access to the same information that you would normally get hold of from your NPAl Student. Such as enrolment status, class timetables, absence summary, outstanding fee, staff directory and many more.

NP Wireless Connection

Please login with your NPNet ID and Password. Network authentication helps to keep the network resources to NP Staff and Students.

Using the secure "NPWireless" Wireless Network on Campus:

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

Mobile e-Learning (MeL)

MeL is a NP's campus wide internet-based mobile e-Learning portal. It provides you with a one access point to all e-learning activities & resources. Lecturers may post the training materials, assignments, quiz, updates on schedules & announcements in the MeL portal. If you wish to keep copies of completed module materials, please save them before the end of semester. MeL's system housekeeping will purge completed modules and replace them with new modules on the commencement of semester.

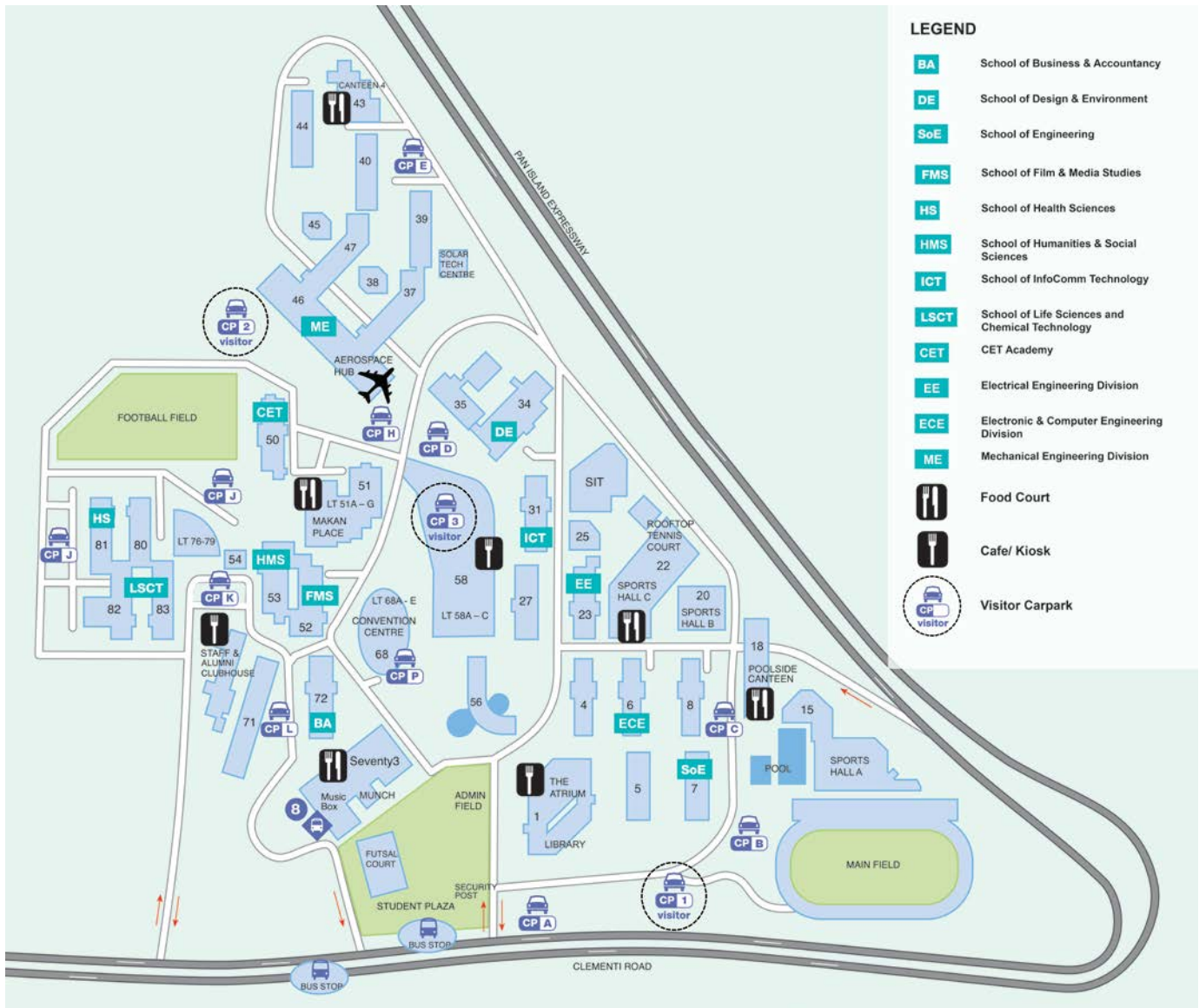
Parking in Campus

Car-parking	
Visitor Parking	0700h to 2230h
Mondays to Saturdays	\$1.20 per hour (per minute charging)
Motorcycle-parking	
Visitor Parking	0700h to 2230h
Mondays to Saturdays	\$0.20 per hour (per minute charging capped at \$0.65 per session)

For enquiries with regards to car parking, please contact EM Office at 6460 6000.

Campus Map

<https://np.conveno.com/npmap/web/app/#/app/home>



Support Services Centres

CET Academy	Student Services Centre
<p>Location: Block 50 #01-01 http://www.np.edu.sg/cet Email: enquiryCET@np.edu.sg Tel: 6460 6353 Fax: 6462 0075</p> <p>Office Opening Hours: 8.30 am - 6.00 pm (Mon to Thu) 8.30 am - 5.30 pm (Fri)</p> <p>Counter Service Hours*: 9.00 am - 6.00 pm (Mon & Wed to Fri) 9.00 am – 7.00 pm (Tue only)</p> <p>Closes on Weekends and Public Holidays</p>	<p>Location: Block 4 Level 1</p> <p>Office Opening Hours: 8.30 am - 6.00 pm (Mon to Thu) 8.30 am - 5.30 pm (Fri)</p> <p>Closes on Weekends and Public Holidays</p>
IT Assistance	Service Areas
<p>Helpdesk Centre Block 27, #01-01</p> <p>SMS: 9030 0263</p>	<ul style="list-style-type: none"> - User accounts - Network connectivity - Fault Diagnostic & Advice - IT-related enquiries & assistance <p>Operation Hours 8.30am – 5.30pm (Mon – Fri) Closes on Weekends and Public Holidays</p>
<p>Online Assistance CC Support Helpdesk Email: dora.itcare@np.edu.sg Please type "Helpdesk" for your email subject.</p>	<p>IT-related enquires & assistance</p>
<p>Mobile e-Learning (MeL) Email: npelearn@connect.np.edu.sg</p>	<p>Enquiry on MeL Blackboard matters</p>

USEFUL CONTACT LIST	
Name: _____ Tel/ HP: _____	Name: _____ Tel/ HP: _____
Name: _____ Tel/ HP: _____	Name: _____ Tel/ HP: _____
Name: _____ Tel/ HP: _____	Name: _____ Tel/ HP: _____
Name: _____ Tel/ HP: _____	Name: _____ Tel/ HP: _____
Name: _____ Tel/ HP: _____	Name: _____ Tel/ HP: _____

NOTES
