



UNITED ASIA  
School of Management

STUDENT HANDBOOK – 2011 (Version 3.3)



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## MESSAGE FROM THE CEO

United Asia School of Management

A warm welcome to the management, staff, faculty and students of United Asia School of Management. It is a remarkable time to be associated with UASM as more collaborative partnerships and accreditations for 2010 mean more opportunities for management, staff (academic and non-academic) and students, to benefit at personal as well as professional levels.

UASM has grown from strength to strength mainly down to all our collective efforts. There is no limit to this growth if we all constantly seek quality outcomes from all our tasks. It is also important to note that UASM qualifications are opening doors for our students to the United States, United Kingdom and Europe, to further their academic and employment aspirations.

I do hope that your stay at UASM will be an enriching one, filled with positive experiences that you can keep and share throughout your life.

After all at UASM, “We Develop the Professionals of Tomorrow.”

*Mr Arnez Desmond*

Chief Executive Officer



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## MESSAGE FROM THE DIRECTOR

At UASM Singapore we are committed to delivering courses that meet global university standards in United Kingdom. The content and quality of the curriculum is developed by UASM Singapore and accredited by recognised and authoritative international body in the field of Accreditation. Therefore your qualification at UASM Singapore is recognised by all universities. By studying in Singapore, students have the opportunity to benefit from living in one of the leading business and financial hubs of the world.

UASM Singapore is committed to nurturing and developing the next generation of leaders and professionals. The educational environment is therefore designed so that students are well equipped with the culture and dynamics of leading in their profession and industry. Highly qualified academic and committed support staff ensure that students from all over the world study effectively at UASM Singapore. Our vision is to be one of Singapore's unique and leading educational providers of higher education. Our organisational policies reflect quality in the management of our students and academic staff. At UASM, we maintain an organisational climate that is based on sound planning and effective management with skilled and committed teaching and support staff.

The opportunities that UASM Singapore provides are yours, take advantage of them. I congratulate you on choosing UASM Singapore and I wish you every success.

*Ms Bavani Thyagesan*

Director, International Operations



## **VISION, MISSION & CODE OF PRACTICE**

### **Our Vision**

United Asia School of Management aspires to be a leader in the private education sector, reputed for its excellent Management, Information Technology, Business, Hospitality and Executive programmes.

### **Our Mission**

To provide opportunities and direction to school leavers and working adults to fully develop their academic and professional potentials to meet their ambitions and face future challenges through superior know-how, service, quality delivery and adoption of good industry practices.

### **Our Values**

- **Be** responsible towards stakeholders, customers and the environment.
- **Exemplify** the habits of Winners.
- **Learning** is a continuous process. Never stop.
- **Innovation** in creating and delivering our programmes
- **Engage** positively. Cultivate a flowing Ideas based environment
- **Value** the contributions of everyone, as there is no 'I' in TEAM.
- **Emulate** good practices.



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VISION, MISSION & CODE OF PRACTICE (Continued from Page 6)

**CHAPTER: 1**

### **Our Service Guarantee**

As students are our top most priority, we will, at all times, uphold the quality of Customer Service and provide world class Quality Education. We will also honor our commitment with EDUTRUST to ensure Student Protection besides meeting their educational needs at all times.

### **Equal Opportunities Policy Statement**

UASM seek to encourage a diverse community to which all individuals may contribute as fully as possible. It aims to create conditions whereby staff and students are treated solely on the basis of their merits, abilities and potential by ensuring that no member of the Group is unfairly discriminated against as a result of gender, color, ethnic or national origin, age, social background, disability, religious or political beliefs, family circumstances or sexual orientation. UASM will work to remove any barriers which might deter people of the highest ability from applying to UASM, either as staff or students. UASM aims to provide an inclusive environment which values diversity and maintains a working, learning and social environment in which the rights and dignity of all its staff and students are respected to assist them in reaching their full potential.

### **Our Community Policy**

We are committed to contributing to society through financial support to charitable organisations. We will take active part and provide financial support to the needy in terms of education and approach self-help groups to sponsor students who cannot afford to pay school fees and other scholarships to the needy.

### **Our Environment Policy**

We commit ourselves to continuously protect and improve the environment. We preserve a hygienic work environment, which enhances employee health and well being through regular housekeeping and training.



## WHO WE ARE

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United Asia School of Management (UASM) is an established private education organization based in Singapore with an expanding presence in ASIA. UASM serves local and foreign students in academics. Simplenotes Pte Ltd, the holding company of UASM serves public sector clients.

UASM is recognized for its commitment of all its students, the quality of teaching, the support and promotion of lifelong learning and the strength of its partnerships and international activity.

Simplenotes Pte Ltd was formed in December 2006 to support the Singapore government's drive to lifelong learning. Simplenotes is an official LCCI training partner. Simplenotes offers LCCI courses to working adults under the Skills Development Fund an initiative of the Singapore Workforce Development Agency. Simplenotes also provided another service of curriculum development.

UASM was formed in December 2007 to offer academic courses to local and foreign students. UASM was officially registered as a private education organization in February 2008. In April 2008, UASM received the CaseTrust for Education accreditation for Private Schools.

In October 2010, UASM was successfully re-registered under the Council for Private Education for the Enhanced Registration Framework.



## WHAT WE DO

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UASM is dedicated to being an excellent Private Education Organization committed to:

- ❖ Inspiring its students to achieve ambitious goals through the delivery of outstanding innovative career focused courses that result in highly valued qualifications to begin and develop successful professional careers.
- ❖ Developing new knowledge and professional skills for the benefit of our students, business and public sector organizations and the wider community.

## OUR ETHOS

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In fulfilling our purpose UASM will hold fast to the key values which are characteristic of UASM; striving for excellence; always placing the needs of our students first; promoting diversity and inclusiveness; service to the community; freedom of academic enquiry; and professionalism.

## OUR GOAL

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Our goal is to produce a growing community of UASM graduates who make vital contributions to the economic, cultural and social wellbeing of the societies in which they live and work and to be the preferred education and training partner for business, public sector and other educational organizations.



## SUSTAINING ACADEMIC QUALITY

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UASM has well organized and effective systems for teaching quality assurance and enhancement. UASM has embarked on changes to its teaching programme which should help to maintain the current high standard of teaching quality.

UASM has developed and implemented a set of reforms to the course portfolio and the way in which we teach and assess. Collectively these reforms are known as the Learner Framework.

The Learner Framework focuses on a modular system of offering to ensure that the learning objectives are met in the most efficient and effective manner. This model of the academic programme provided the opportunity for all academic areas to review their provision of courses which in turn will improve student success both in progression and class of degree, improve the experience of students by the way we teach and administer courses, improve the working experience for teaching and administrative staff and reduce the operating costs of UASM.



## CONDITIONS OF ADMISSION

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This handbook provides students with fast and easy reference to information, which you will need during your course of study here. It is in your interest to become thoroughly familiar with the contents of this handbook so that you are aware of the schools policy, procedures and expectations. This handbook is subject to review and update from time to time. The school reserves the right to amend any information without prior notice.

The offer of admission is conditional upon the following:

- The student is to provide the United Asia School of Management Pte Ltd with true and accurate information in the Application and Enrolment Forms. Please note that should ICA reject the application based on any incorrect information provided, all payments to the point of ICA rejection, made to UASM by the student/agent will be forfeited and no refund granted. There will also be no payment of commission fees to the agent for failure to confirm authenticity of application.
- The student has applied for admission through the proper application procedures and conditions
- The student is expected to abide by Immigration and Checkpoints Authority's rules as well as the School rules that can be found in this Handbook.
- The school reserves the right to reject any application.



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**CHAPTER: 1**

## LOCATION

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**United Asia School of Management (UASM)** is ideally located 123 Penang Road, Regency House, #08-00 Singapore 238465.

UASM will be especially renowned for its individual attention and guidance towards academic progression and success. UASM offers a range of quality programmes in Hospitality, Information Technology, Business and Management, articulated by UK Universities. The course structure allows students to maximize results and plan their study time more effectively. UASM friendly staff is always ready to help students on matters such as examination preparation, registration etc.



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## IMPORTANT NOTES FOR STUDENTS ENROLLING INTO UASM

CHAPTER: 2

### STUDENT CONDUCT POLICY – DISCIPLINARY GUIDELINES

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#### **JURISDICTION**

UASM has jurisdiction over student conduct that occurs on school property, or in connection with UASM functions whether on or off the institute's property.

In determining the disciplinary action over any misconduct, the institute takes into consideration the seriousness of the alleged offence, the risk of harm involved, and whether the conduct is prejudicial to the good name of UASM.

#### **Student conduct policy and responsibility**

The Student conduct policy represents our ideals for character development and behavior in both the academic and non-academic areas of the institute's life.



### **Academic misconduct**

Any activity that tends to compromise the academic integrity of UASM, or subvert the educational process. Examples of academic misconduct include, but are not limited to:

1. Violation of course rules as contained in the course syllabus or other information provided to the student; violation of program regulations as established by departmental committees and made available to students;
2. Knowingly providing or receiving information during examinations such as course examinations and candidacy examinations; or the possession and/or use of unauthorized materials during those examinations;
3. Knowingly providing assistance in the laboratory, on field work, in scholarship or on a course assignment;
4. Submitting plagiarized work for an academic requirement. Plagiarism is the representation of another's work or ideas as one's own; it includes the unacknowledged word-for-word use and/or paraphrasing of another person's work, and/or the inappropriate unacknowledged use of another person's ideas;
5. Submitting substantially the same work to satisfy requirements for one course or academic requirement that has been submitted in satisfaction of requirements for another course or academic requirement, without permission of the instructor of the course for which the work is being submitted or supervising authority for the academic requirement;
6. Falsification, fabrication, or dishonesty in creating or reporting laboratory results, research results, and/or any other assignments;
7. Alteration of grades or marks by the student in an effort to change the earned grade or credit;



STUDENT CONDUCT POLICY – DISCIPLINARY GUIDELINES (Continued from Page 14)

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**Academic misconduct (continued)**

8. Alteration of academically-related institute forms or records, or unauthorized use of those forms or records; and
9. Engaging in activities that unfairly place other students at a disadvantage, such as taking, hiding or altering resource material, or manipulating a grading system.

**Vandalism, Mutilation and Theft**

All acts of theft, vandalism and willful destruction or damage to institute's property (internal & external), including mutilation of books and theft of signage, furniture, etc. whether done intentionally or with reckless disregard.

**Theft/unauthorized use of property**

Theft or unauthorized use or possession of institute's property or services, or the property of others.

**Inappropriate or Endangering Behaviour**

Taking or threatening action that endangers the safety, physical or mental health, or life of any person, or creates a reasonable fear of such action, whether intentionally or as a result of recklessness or gross negligence. Disrespectful behaviour or insubordination to staff of the institute including security officers.



## STUDENT CONDUCT POLICY – DISCIPLINARY GUIDELINES (Continued from Page 15)

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### **Dishonest conduct**

Dishonest conduct, including, but not limited to, knowingly reporting a false emergency; knowingly making false accusation of misconduct; misuse or falsification of institute's documents by actions such as forgery, alteration, or improper transfer; submission to a institute's official/representative of information known by the submitter to be false.

### **Discrimination and Harassment**

Discrimination is any practice that makes distinctions between individuals or groups so as to disadvantage some people and advantage others on the basis of an attribute (such as sex, race, religion), or on the basis of characteristics generally attributed to persons with that attribute. Harassment is behaviour that causes concern or distress to the recipient, and is believed by the recipient to be affecting progress. It may arise from an act, a decision, or an omission which is perceived by the person whom it affects as wrong, unjust, unfair or discriminatory. It may be a single incident or a series of incidents. Harassment may consist of offensive, abusive, belittling, humiliating threatening or intimidating behaviour directed at a person (or a group of people) because of some real or perceived attribute.

### **Punctuality**

Punctuality is a good habit as well as a form of courtesy and respect to others. Students should be punctual when they attend all academic and non-academic functions. Students are required to be present at least 15 minutes prior for all official and unofficial lessons. The annual academic calendar will be published on the institute's website.



**STUDENT CONDUCT POLICY – DISCIPLINARY GUIDELINES (Continued from Page 16)**

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**Drugs**

Use, production, distribution, sale, or possession of drugs in a manner prohibited under law. Students convicted for the offence of consumption of drugs can expect to be sentenced to imprisonment under the Singapore Law and immediate expulsion from the Institute.

**Alcohol**

Use, production, distribution, sale, or possession of alcohol in a manner prohibited under law or applicable institute's policy unless otherwise provided for such as in approved food outlets on campus or during approved conferences, conventions and cultural events. In compliance with Singapore Law, no alcoholic drinks shall be sold or served to individuals below 18 years of age. Students should observe socially responsible behaviour when drinking e.g., not driving under the influence of alcohol.

**Smoking**

In order to safeguard the general health of staff and students, all smokers must respect the institute's non-smoking policy, which is applicable in all campus buildings, eating places and areas with regular human traffic such as bus stops and sports grounds. For those who really need to smoke, it must be done within the designated area provided by the institute.

**Student's Attire**

Students are required to be properly attired at all times and to observe a sense of decorum when they are within the institute's premises. Attire with offensive or provocative messages is not allowed. A student who is not properly attired will not be allowed to attend lessons and will be marked absent for the day.



STUDENT CONDUCT POLICY – DISCIPLINARY GUIDELINES (Continued from Page 17)

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**Use of Hand phones and other communication devices**

All hand phones and communication devices are to be switch to silent mode during lectures, tutorials, meetings and briefings and in areas such as the laboratories, libraries, computer clusters, classes and examination centres.

**Recording of Images without Knowledge**

Using electronic or other means to make a video or photographic record of any person in a location where there is a reasonable expectation of privacy without the person's prior knowledge, when such a recording is likely to cause injury, distress, or damage to reputation. This includes, but is not limited to, taking video or photographic images in shower/locker rooms, residence hall rooms, and restrooms. The storing, sharing, and/or distributing of such unauthorized records by any means is also prohibited.

**Solicitation**

1. Solicitation of students by any one (including our own students) without the approval of the institute's authority responsible for the administration of the campus area in which the proposed solicitation will take place. Solicitation is defined as **any approach of one person by another for sale of goods and services, recruitment of students for an external organisation or cause**, or for the purpose of distributing publicity material on sales and services, or on any political or social cause.



### **Cleanliness and Tidiness**

All students are reminded to maintain cleanliness of the laboratories, classrooms, lecture theatres, corridors of building and common areas. Food and drinks are strictly prohibited in teaching facilities, library and student lounge.

### **Attendance**

1. The stipulated institute's attendance policy requires local students to fulfill at least 85% attendance and 90% for foreign students. Students who have no valid medical certificates will be marked absent from class.
2. Foreign students are required to have at least 90% attendance.
  - a. to renew his Student Pass; or
  - b. to be permitted to sit for exams; or
  - c. to transfer to another course/school.
3. Students who do not attend lessons for 3 or more consecutive days without informing the institute will be considered as a voluntary drop-out and may be asked to withdraw from the course.
4. When a student is late for class by up to 15 minutes, he or she will be marked as "Late" for that class. When a student is more than 15 minutes late for a class, he or she will be marked as "Absent" for that class.

### **Consumption of Food and Drink**

Consumption of food and drink is strictly not permitted in the campus.



## DISCIPLINARY PROCEDURES IN CASES OF SERIOUS MISCONDUCT

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### **Disciplinary Action & Dismissal**

Students are to surrender their student pass prior to appearing before a disciplinary committee for persistent breach of school's rules and regulations. When a dismissal is decided by the disciplinary committee, the student will have his student pass cancelled immediately and is expected to leave Singapore within 10 days. Under the circumstance, all fees paid shall be forfeited.

### **The School's Decision**

The school's decision in all matters pertaining to the rules and regulations, and terms and conditions shall be final. These regulations refer to your responsibilities as a student. It is important that you read this section carefully. If you find yourself in difficulties related to your studies, please consult the Pastoral Care Counsellor. Our friendly staff will assist you accordingly.

### **Penalty Guidelines**

Maximum of 2 warning letters will be issued before a student is being sent to the disciplinary committee for decision on disciplinary action against the student.



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## DISCIPLINARY PROCEDURES IN CASES OF SERIOUS MISCONDUCT (Continued from page 20)

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The Disciplinary Committee may impose the following penalties (but not limited to) to students' disciplinary offences:

- Verbal and/or written warning
- Informing student's parents/guardians of the misconduct
- Resolve that no action be taken;
- Issue the student with a written warning as to the consequences of future misconduct to be entered into the student's file
- Require the student to pay the institute a fine to be decided by the Committee;
- Require the student, within a period to be specified, to pay the owner of any property damaged in consequence of the offence, compensation to the extent of the estimated cost of making good that damage;
- Suspend the student from attendance at the institute and/or Industrial Attachment and/or examinations
- Dismissal from the institute - confirm the Principal's recommendation which shall take effect immediately and the student concerned shall be expelled from the institute



## ABSENCE DURING A TERM

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### **Absence with valid reasons**

**Medical Certificates (MC)** During the semester, all medical certificates must be submitted to the General Administration Office within one working day from the date of the MC. Only medical certificates issued by medical practitioners registered with the Singapore Medical Council will be accepted.

**Leave of Absence (LOA)** Other applications for leave of absence (e.g. compassionate reasons, official events or competition) must be submitted with supporting documents at least one week before the date of absence. Students must inform the subject tutors concerned, obtain the employer's permission (if student is on Industrial Attachment / Training) and Course Manager's approval.

The forms required for the submission of MC\* and LOA\* are obtainable from the General Administration Office.

For approved absence from classes, the student concerned must arrange with the respective subject tutors for make-up tutorials, at least one week in advance. If more than 5 days of lessons are affected, the student is required to defer the module by notifying the relevant Course Manager immediately for approval. The Deferment Form\* is available at the General Administration Office or with the relevant Course Managers.

Approved leave of absence, such as medical leave (with medical certificate issued by a registered medical practitioner), compassionate leave (for matters related to immediate family), and official leave (e.g. ICA matters, representing in games, official events, debates, etc) assigned by the institute will be considered part of the 90% required attendance.



ABSENCE DURING A TERM (Continued from Page 22)

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**Absence without valid reasons**

For a full-semester subject with one tutorial or lab session per week, a student who has been absent from classes for two times without valid reasons will be issued a warning letter. Another non-approved absence will result in an academic penalty. Student will not be allowed to sit for examinations at the stipulated examination schedule given to the student upon registration. The examination will be automatically deferred to the next available examination date for the specific module/s. Deferment of module payment as stated in the student handbook will apply.

A student who does not meet the 90% attendance rule for a subject will not be eligible for that subject's main assessment and, where applicable, that subject's supplementary assessment.



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### Collection of Student Pass

1. The IPA is valid for sixty days. It is the responsibility of the student to ensure that he/she arrives in Singapore with their valid IPA within thirty days of expiry of their IPA. The institute will not be responsible or refund any monies paid arising from any student's late arrival in Singapore leading to the immigration cancelling the IPA or not allowing student to complete student pass formalities / cancelling the IPA.
2. An E-appointment will be required for all student pass collections. Kindly collect your E-appointment printouts from the General Administration Office. The student pass will be issued approximately 1 month from course commencement. *Subject to ICA appointment availability.\**
3. Students are required to pay an amount of \$90 to ICA for the collection of student pass.
4. Students are required to bring along all original education transcripts, certificates, passports and other relevant documents when completing student pass formalities at ICA.

### Handling and surrendering of student pass

1. The student pass is a property of the Singapore Government and it is to be carried along with the students at all times.
2. The student pass must be presented immediately upon request by an institute officer, lecturer or principal.
3. The student pass should not be duplicated as it constitutes a criminal offence.



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4. When issued a student pass by ICA, the student is to abide by the regulations of the Immigrations and Checkpoints Authority. For more information on student pass/long-term pass guidelines, terms and conditions, please visit [www.ica.gov.sg](http://www.ica.gov.sg)
5. If a student fails to surrender his/her student pass, a police report will be filed against the student for missing student / long-term pass.

### **Leaving the country on student pass**

1. Students are not allowed to take home leave during an on-going semester. However, official leave may be granted on compassionate grounds. Students must obtain approval from the Head of school before going on home leave.
2. Students must apply officially for leave before the purchasing their air tickets. Students who fail to inform and obtain the approval of the Head of School will be construed as absent without official leave. They will be treated as **voluntary dropouts** if they are absent for more than 3 consecutive days and will be required to withdraw from the course (Refer to Student Conduct Policy).

### **The application for home leave procedure is as follows:**

1. Complete the Leave for Absence at the Student Service Centre
2. You will be given an appointment with your respective Head of School within the next 48 hours, who will interview you on your reasons for the application.
3. If your home leave is approved, you are required to submit a copy of your air-ticket to the Student Services Centre.



## STUDENT PASS MATTERS

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### **Cancellation of a Student Pass**

Students who wish to cancel their student pass are required to obtain a **Student Pass Cancellation Form**\* from the Student Services Centre, to be given to ICA together with the Student Pass to be surrendered.

### **Student Pass Extension / Renewal**

**Three weeks** before your student pass expires, you should inform the Student services centre should you need to extend your student pass, otherwise a \$100 fine will be imposed.

Please bear in mind that you should have at least 90% of attendance in order to be approved for the extension of the student pass.





## CLASS TIMETABLES AND ACADEMIC CALENDAR

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For the latest updates on important dates and academic calendar, please visit the website at [www.uasm.edu.sg](http://www.uasm.edu.sg)

### Examination Timetables

Examination timetables will be available via UASM's communication points – email, notice boards, website and internal circulations.

## EXAMINATIONS – GENERAL GUIDELINES

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1. Students must bring their long term / student passes for all examinations.
2. No mobile phones or MP3 Players are permitted in examinations – both must be turned off before entering the room and placed in a bag or on the floor in front of the examination room.
3. Only standard materials and stationeries are permitted in an examination
4. Students caught cheating will immediately be graded a “FAIL’ and will be referred to the Disciplinary committee for further action.
5. Students whose attendance is less than 80% for an individual/specific module will not be allowed to sit for the examinations. Students are required to submit a Deferment of Examinations form\* to the Student Services Centre. Examination deferment fees will apply.



## EXAMINATIONS – GENERAL GUIDELINES (Continued from page 28)

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### Subject Passing Rule

In order to pass a subject with end-of-semester assessment/exam, a student must obtain at least:

- 50% for coursework assessment,
- 50% for end-of-semester assessment/exam, and
- 50% for overall result

To pass a subject with 100% coursework, he must obtain at least 50% for coursework assessment.

### Absence from Examinations

If you are unable to sit for an invigilated assessment – mid-term test and/or exams due to medical reasons, you must inform the institute within 3 working days by submitting the Deferment of Examinations form\* to the Student Services Centre

NOTE: The form has to be completed by the medical practitioner before submission to the school. Attaching the medical certificate without endorsement by the doctor on the form will be deemed as incomplete application.



## CONFIDENTIALITY/ STUDENT PRIVACY POLICY

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1. Except as otherwise provided in paragraphs (3) and (6) below, UASM will grant access to Confidential Student Information to authorized UASM personnel or other external agencies only if there is an urgent need to know based on what is reasonable in the opinion of the UASM's Administrative Office. "Confidential Student Information" means confidential personally identifiable student information received from the student or arising out of the student's course of study in the institute, and it excludes information that:
  - i. is publicly known or available from other sources who are not under a confidentiality obligation to the source of the information, or subsequently becomes public by publication or otherwise through no action or fault of our Educational institution;
  - ii. has been lawfully received from a third party without a breach of this state of privacy;
  - iii. is already known by or available to the institute without a confidentiality obligation;
  - iv. is disclosed with prior written or verbal approval of the student; or
  - v. is required to be disclosed under the law or pursuant to a lawful court order.
  
2. Without affecting the generality of paragraph (1) and for avoidance of doubt, the following shall be deemed to meet the requirement for disclosure stated in paragraph (1) above:
  - i. A request for information from the Ministry of Education
  - ii. Sharing of data with Government agencies or statutory bodies or non-government agencies authorised to carry out specific Government services, so as to serve and protect the student in an efficient and effective way; or
  - iii. Publication or release of information that is customary by educational institutions, including but not limited to awards of prizes, medals, scholarships, classes of honours and other marks of distinction, and student or graduation status.



CONFIDENTIALITY/ STUDENT PRIVACY POLICY (Continued from Page 30)

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3. Access to Confidential Student Information for purposes other than those based on an official and educational interest may also be granted at the discretion of UASM, provided that a student has provided his or her consent for such disclosure.
4. For the convenience of students, UASM may also disclose to individual student's data that the said student had previously provided to UASM or other Government agencies. In the event that a student provides consent for (in the manner set out at paragraph (3) above). The disclosure or use of information other than for an official and educational purpose, UASM will retain a student's personal data only as necessary for the effective delivery of services to the student.
5. To safeguard a student's personal data that had been provided electronically or had been converted into an electronic form, students should note that all electronic storage and transmission of personal data will be secured with appropriate security technologies to ensure confidentiality.
6. Staff and Students of UASM, will not be able to access the student or confidential information inside or outside the premise of the school unless under the permission and/or supervision of the Academics Director/Principal, Centre Manager and/or Chief Executive Officer only. Unauthorized access of school related information is seen as severe offence and will be dealt via legal channels.
7. The Policy stated herein is subject to any applicable law mandating or otherwise requiring disclosure. The Policy is also subject to revision at the discretion of UASM from time to time.
8. If you have any questions or concerns regarding this Statement, you should first contact the Head of Administration, [international@uasm.edu.sg](mailto:international@uasm.edu.sg).



## STUDENT COUNSELLING

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We offer guidance and counseling for academic matters such as the choice of course, as well as for non-academic matters such as personal development. Such students should approach their Lecturer or Section Heads for help when needed. Teaching staff usually double up as mentors and care persons to students, providing academic and emotional support, and are facilitators of growth in the lives of students. With a close knit network of teachers, staff, and students, you can be sure your needs will be well taken care of.

### **Face-to-Face Counseling or Group Counseling**

The counselors conduct individual sessions for students seeking confidential assistance on personal and emotional issues. The counselors also conduct sessions with a group of students who experience the same problem.

Formal counseling  
Ms Bavani Thyagesan

Institute counselor  
Academic Director



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## STUDENT COMPLAINT PROCEDURE

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UASM believes that it is in everyone's interests to resolve complaints as quickly as possible, as close to the source of the problem as possible. The complaints procedures described below have been drawn up with these aims in mind:

- If you have cause for complaint about any aspect of your programme, including:
- the way in which a course or programme is taught or assessed;
- the learning support available;
- misleading information in prospectus or in advertising or promotional material;
- any deficiencies in UASM's service or performance; or
- Complaints arising from a disability, sexual and/or racial harassment

If you are uncertain who is responsible for the matter about which you are complaining, or if you remain dissatisfied after having discussed it with them, you should take the matter up with one of the following:

- Your lecturers
- Your Head of the Department
- Your Head of Administration



### STUDENT COMPLAINT PROCEDURE (Continued from Page 33)

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The individual whom you approach will discuss your complaint with you, assess the situation, take advice from other officers where necessary, and take one of the following courses of action:

- Resolve the problem by talking it through with you;
- Resolve the problem by speaking directly to the person responsible.
- If the person approached cannot resolve the problem to your satisfaction, it will be referred, at your request, to the Principal/CEO. It will be treated at this point as a formal complaint, and you will be asked to complete a Complaint Form\*. The CEO/Principal will investigate and contact the concerned parties or person and resolve the complaint. A written record will be kept of the complaint and its outcome will be monitored. You will be told the outcome of your complaint. You have the right to be heard in person at each stage of the complaint procedure.

Please be assured that all complaints and grievances forwarded will be treated with the strictest confidence.

Upon receipt of a complaint or grievance, we will observe the following procedures:

- Respond to you within two (2) working days, including a planned resolution time frame.
- Initiate our investigation and conduct interviews for verification if necessary
- You will receive a written response within seven (7) working days from the date of the feedback on our follow up actions.
- We will try our very best to resolve the complaint or grievance within a maximum of twenty-one (21) working days from the date of the complaint or grievance.
- Students shall maintain a standard of conduct, which is not harmful to the work, good order, or good name of the UASM.



## EDUTRUST FOR EDUCATION

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EduTrust is a voluntary certification scheme by the Council for Private Education for private institutions to offer placement for international students who require a Student's Pass from the Immigration and Checkpoints Authority (ICA). For more information on EduTrust, please visit [www.cpe.gov.sg](http://www.cpe.gov.sg).

### **Private Education Institutions (PEI) with Fee Protection Scheme (FPS)**

In this scheme, students are to enter a Student Contract, which specifies important issues that both students and the institute are to observe. The Fee Protection Scheme (FPS) via the Student Tuition Fee Account (Escrow) serves to protect the students' fees in the event a PEI is unable to continue operations due to insolvency, and /or regulatory closure. Furthermore, the FPS protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts. Please refer to our website to view the certificates.

HSBC FPS INSURANCE ACCOUNT #: 54400515

HSBC FPS ESCROW ACCOUNT #: 041-689167-003

### **MEDICAL INSURANCE**

All UASM students are covered under the HSBC Group Medical Insurance - Policy Number: 80000767. For more information about claim process, please visit our Admin Services. Please refer to our website to view the certificate.



EDUTRUST FOR EDUCATION (Continued from page 35)

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### **Fees and Payment Structure**

The fees include the following:

- Tuition fees
- Non-Tuition Fees
  - Student Registration Fee SGD\$500 (Non-refundable registration fees payable upon enrollment)
  - Security Deposit: (Purchase of Student Bond – Amount varies according to nationality of applicant)
  - Course Materials
  - Exam Fees
  - Student Pass Application
  - Registration with Awarding Body
  - Course material
  - Bank Escrow charges / Insurance Fees
  - Additional charges (where applicable) – See Course Fee List

All Tuition fees to be paid in Singapore Dollars by Cashiers Order, Bank Draft, Telegraphic Transfer or Cheque to The Hongkong & Shanghai Bank (HSBC) – FPS Escrow Account'

- Tuition Fee, Exam Fees, Course material & other administration charges have to be paid upon enrolment to the school.
- On the first day of classes the students will sign the Student Contract\* and an Indemnity form\* on their education and stay in Singapore.



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EDUTRUST FOR EDUCATION (Continued from page 36)

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## **REFUNDS, WITHDRAWALS & TRANSFERS**

### **Refund Policy**

UASM is committed towards maintaining a high-level of good business and customer practice. We assure our students that we have put in place customer-centric systems and practices to look after the welfare of international students studying in UASM.

### **Refund Procedure**

Student is required to complete the Refund Request Form. Refund payment made to local students will be via a cheque issued by a local bank. For international students, payment will be made via telegraphic transfer and all bank charges incurred will be borne by the student. The refund payment will be transfer to your credit card issuance bank if your mode of payment to UASM for the initial payment of programme fees is by credit card.



### **Withdrawal for Cause**

All application, enrolment, student bond fee and escrow bank charges/insurance charges paid to UASM are non-refundable. 100% of all other fees paid are refundable within seven (7) days under any one of the following conditions:

- i. UASM fails, for any reason, to commence the Course on the Commencement Date;
- ii. UASM terminates the Course for any reason prior to the Commencement Date;
- iii. UASM fails, for any reason, to complete the Course by the Completion Date;
- iv. UASM terminates the Course, for any reason, prior to the Course Completion Date; or
- v. The Student's Pass application is rejected by Immigration and Checkpoints Authority

UASM shall, within seven (7) working days of notifying the Student in writing of above circumstances (i) to (v), provide the Student with information and details of the alternative confirmed course arrangement to allow the Student to make timely and appropriate decision on the alternative arrangement.



EDUTRUST FOR EDUCATION (Continued from page 38)

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**Withdrawal without Cause**

Where the Student withdraws from the Course for any reason other than those set out in Clause 2.2 or Clause 9 as per the Standard PEI-Student Contract, UASM shall, subject to Clause 3.5, as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice) refund to the Student the following sums (less any applicable bank administrative charges properly paid/payable under Clause 3):

<b>% of [the aggregate amount of the fees paid under Clause 1.11 and 1.12]</b>	<b>If Student's written notice of withdrawal is received</b>
70%	<ul style="list-style-type: none"><li>▪ 70% refund (of all fees, excluding application, enrolment, escrow set-up fee, ICA processing fee, student bond fee and escrow bank charges/insurance charges when students withdraw 60 days before commencement date;</li><li>▪ 30% refund of all fees, excluding application, enrolment, escrow set-up fee, ICA processing fee, student bond fee and escrow bank charges/insurance charges when students withdraw between 30 to 60 days before the commencement date;</li><li>▪ 0% refund of all fees, excluding application, enrolment, escrow set-up fee, ICA processing fee, student bond fee and escrow bank charges/insurance charges when students withdraw 30 days or less before the commencement date;</li><li>▪ 0% refund of all fees when students withdraw on commencement date; or after commencement date.</li></ul>



## EDUTRUST FOR EDUCATION (Continued from page 39)

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### Transfer Policy

A Student who transfers from the Course to another course within UASM, be deemed to have withdrawn from the Course and the provisions of Withdrawal without Cause shall apply unless otherwise agreed between UASM and the Student.

### Transfer Procedure

- ✓ All requests for transfer to another programme offered by UASM must be accompanied by a duly completed “Programme Transfer Form”.
- ✓ A non-refundable and non-transferable administrative fee is applied for transfer of UASM programme (as indicated in the Form), unless the application for transfer is rejected by the Singapore authorities.
- ✓ Approval of transfer will be granted on a case-by-case basis subject to admissions and programme requirements and approval from Edexcel.
- ✓ Students who are aged 18 years and below, parental/guardian approval is required prior to request for transfer.
- ✓ Students who are under Company’s sponsorship, company approval need to be given in writing and indicated in the “Transfer School / Programme Form”.
- ✓ UASM will process the transfer request no longer than 4 working weeks, subject to the approval from ICA, Edexcel and parent/guardian, where applicable.



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### **Withdrawal Policy**

- ✓ All requests on withdrawals and refunds are to be accompanied by a duly completed "Course Withdrawal Form" and \*parental/guardian approval where applicable, UASM will process the request and refund to the student within 7 working days, according to the Refund Policy applicable to the course as stated in the Student Handbook. Please submit the filled withdrawal form to our programme executive.  
\* For students under 18 years of age, UASM will seek parental/guardian approval prior to processing the request for withdrawal.
- ✓ For new commencing students - a grace period of 7 working days will be given upon the signing of the student contract. A student is able to withdraw from the course with a submission of a written notice within these 7 working days, notwithstanding if the course commencement date has passed. The student will be entitled to the maximum refund amount stipulated by the school.
- ✓ Students who have applied for a student pass and those who have requested the institute to appeal a Student Pass application rejection must allow the appeal process to see out its natural process. If the student withdraws the application during the application phase (after the seven day cooling off period) or the appeal phase, it is deemed as withdrawal without cause and subject to the terms of the Withdrawals without cause / Refunds. (Page 39)

### **Fee Protection Scheme (FPS) & Medical Insurance**

- ✓ Refund of Fee Protection Scheme (FPS) & Medical Insurance payment will be on a case-by-case basis as it is subjected to approval and conditions of the insurance providers. An administrative fee (as indicated in the contract) will be charged for processing the refund.
- ✓ Students are to refer to the PEI-Student contract for full details of refund policy.



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### **Withdrawal Procedures**

Students who wish to drop-out from UASM voluntarily should adhere to the following procedures:-

1. Student to approach the Student Service Centre to complete the Course Withdrawal Form\* and to submit along with a parent's letter of consent for withdrawal (where applicable), his/her student's pass, passport copy and completed ICA cancellation form to the Student Service Executive;
2. The school will check on the student's attendance records and ensure that there are no outstanding fees owing by the student;
3. The Student Service Executive will arrange for an appointment for the student to meet the Head of School for counselling;
4. In the meanwhile, the School will contact the student's parent(s) to verify, inform and seek their formal consent to the drop-out;
5. Parent's formal letter of consent to the drop-out and to absolve UASM's responsibilities for any disruption to the student's study in Singapore is required (where applicable);
6. Upon receipt of the full documentation and student's completion of the withdrawal procedure, the school will proceed to cancel the student's pass via ICA Solar+ system.

### **Appeal Process**

Student dissatisfied after receiving the outcome of Edexcel results, please go to <http://www.edexcel.com/iwantto/Pages/appeal.aspx> to understand the Edexcel Appeal Process. Please see admin staff for the Edexcel Appeal form.



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## CHAPTER: 4

### INDUSTRIAL ATTACHMENT – APPLICABLE TO SELECTED COURSES AND SELECTED CANDIDATES ONLY

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We at UASM pride ourselves with the internship opportunities that we provide our students in terms of practical assignments and Industrial Attachments. Our students are assigned to our training partners in various industries, from Restaurants, Hotels, Theme Parks, Businesses and Factories. This aspect of the school curriculum trains the individual to be a team player and receive the training for the industry that the student is studying for.

Each assignment is graded and the student's strengths, potential and weaknesses are assessed and the student receives counseling on how to better present and market him/herself.

Upon successful completion of their academic portion of the students course work which includes passing all modules and assignments, UASM students get the opportunity to receive industrial attachment under the Ministry of Manpower approved On-The-Job training scheme. The students will attend interviews with prospective employers who would screen them for competency and caliber followed by an application to the Ministry of Manpower for the Training Work Permit pass. After which the students could commence on their practical assignment portion of their course work.

Prospective employers would give valuable feedback and training to the students in terms of best industrial practices and procedures. The Industrial Attachment would also give our students the priceless experience in an industry of their choosing. During these attachments the students get to apply the classroom theories in real world situations.



## INDUSTRIAL ATTACHMENT – GENERAL GUIDELINES

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### **Code of conduct during Industrial Attachments**

The students of UASM are encouraged to develop ethics, etiquettes, skills and good morals. As UASM grows as a leading institute of higher learning, our students are expected to uphold the name by being an example to peers and society at large. Our students are in high demand and the reason is the schools high standards. To preserve and excel is all that is expected.

### **Student who do not adhere to institute policies and regulations during Industrial Attachment**

Please bear in mind that the assignments given are part of your course work and it is important to achieve good grades on them. There are lists of “**Don’ts**” that you, as a student should not do during assignments.

1. Smoking being not only a health hazard is not condoned upon during assignments. Students are advised to avoid smoking altogether during assignments or when they are wearing school-approved attire.
2. Drinking alcohol during any school-approved activities is strictly prohibited as this reflects badly on the school.
3. Eating & Drinking during assignments are subject to the approval of your immediate superior. Under no circumstance should our students consume food or drink from the assigned premises without the superiors approval
4. International students are expected to feel homesick and regular calls to engage family members is encouraged but it is improper for the student to receive or make calls during assignments. As this is very distracting and sets a poor example to other students. It is advised that all such calls be made during breaks or after assignment hours. This applies to text messages (sms) as well.
5. Punctuality cannot be stressed enough. Our students are expected to be punctual at all times. Lateness is not tolerated. Unusual circumstances must be accompanied with a prompt excuse from a valid authority (medical officer) or approval from the assignment premises superior.



**INDUSTRIAL ATTACHMENT – GENERAL GUIDELINES (Continued from page 44)**

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6. Any student who engages in illegal activities (e.g. fighting, gambling, drugs, vice), will automatically be handed over to the police and a will be referred to the institute's disciplinary committee.
7. All students are advised not to liaise directly with service providers in relation to assignments. It is the duty of UASM to assess and ascertain the standards of such providers on if and how they can meet the institute's minimum requirement. Students are reminded that any such action would be determined as undermining the UASM's processes and the student/s concerned would be barred from assignments or attachments in the future.
8. Students are also warned against contacting service providers and requesting for specific assignments. Assignments are not interchangeable as they are a gradable component under the institute's and courses' curriculum. Any student promoting and acting in such manner would automatically be referred to the institute's disciplinary committee.
9. Failure to turn up for assignments is unacceptable unless the student is under medical leave or on approved leave by the institute. Any student who fails to comply would be issued a warning letter.
10. We value our staff and feel that all issues, whether service or academic, could be resolved through proper counseling. UASM wishes to strongly state that we would take serious actions, even legal recourse if necessary, if any of our staff are abused verbally or physically. Argumentative students would be sent for counseling and recommended for disciplinary action.
11. Students are reminded on the importance of practical assignments and industrial attachments. Walking out of assignments without approval of UASM or service provider is deemed as an act of defiance and disrespect to all parties who arranged such an opportunity for the student concerned. Such acts would not be tolerated and the student concerned would be barred from all assignments and industrial attachments.



## STUDENT FEEDBACK SYSTEM

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### **Student Course and Programme Feedback system**

As a constant effort towards improving our services, UASM welcomes any feedback from students. Please feel free to approach any of the administrative staff or fill up the [Student Feedback Form](#) available at the Reception Counter. Alternatively, you may wish to provide feedback by mail or email.

### **Student feedback policy – Ongoing courses**

At the end of each term, students who have completed their course modules for the term will be requested to fill up a Course Evaluation form.

### **Student feedback policy – Graduating students**

Students who have completed the entire programme will be requested to fill up a Programme Evaluation form.



## STUDENT SERVICES CENTRE

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The One-Stop Student Service Centre (SSC) provides a convenient ONE-STOP for students the on following services:

- Orientation & Accommodation Issues
- Result slips / transcript/ certificate
- Application, admissions exercises, enrolment, & other student-related matters
- Application for course withdrawal, deferment, transfer
- Location, operating hours & others
- Request for student status confirmation letter
- Request for update of student information and particulars
- Any matters relating to course of study

## UPDATE OF STUDENT CONTACT DETAILS

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All students must provide their latest contact details (eg. telephone number, mobile phone number and residential address) to UASM upon enrolment.

Students are to use the Information Declaration Form\*, obtainable from the Student Service Centre for the updating of students' records. It is important for all students to provide the school with their updated contact information so that the school could advise Immigration & Checkpoints Authority (ICA) appropriately.



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MANAGEMENT TEAM (SINGAPORE)

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**CHAPTER: 5**

### **The Management**

- Mr. Arnez Desmond, Chief Executive Director
- Ms. Bavani Thyagesan, Director, International Operations

### **Head of Administration**

- Ms Rita Raini, Student Service Department

## **GOVERNING LAW AND DISPUTE RESOLUTION**

### **Governing Law:**

This Agreement shall be governed by, and construed in accordance with, the laws of Singapore.

### **Grievance Procedure:**

UASM shall, within [7] working days of this Agreement and in any event no later than the Course Commencement Date, provide the Student with a copy of its student handbook or such other document which shall prescribe a formal grievance procedure for the purpose of providing a timely and fair method of resolving disputes arising from this Agreement or such other matter as may relate to the Student's enrolment at the PEI.

The terms of this Student-PEI contract shall take precedence over any provision in the student handbook or any other document provided by UASM. Nothing in the student's handbook or any other document provided by UASM shall limit or restrict the Student from filing a complaint at any time with the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) through the CPE Student Services Centre pursuant to Clause 5.3, or thereafter to file such legal proceedings against UASM as the Student might deem fit.



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### **Third Party Mediation:**

In the event that the Student and UASM are unable to resolve a dispute in accordance with the grievance procedure referred to in Clause 5.2, the Student and UASM shall refer the dispute to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre for mediation prior to instituting any legal action or proceedings. The Student and the PEI hereby agree to such procedures and to pay such fees as the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) may prescribe from time to time for the purpose of resolving their dispute.

### **Jurisdiction:**

The parties hereby irrevocably agree that the courts of Singapore are to have jurisdiction to settle any disputes which may arise out of or in connection with this Agreement which cannot be settled successfully through the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) and that, accordingly, any legal action or proceedings arising out of or in connection with this Agreement (“**Proceedings**”) may be brought in those courts and the parties irrevocably submit to the jurisdiction of those courts PROVIDED THAT nothing in this Clause shall limit the right of any party to take Proceedings in any other court of competent jurisdiction nor shall the taking of Proceedings in one or more jurisdictions preclude that party from taking Proceedings in any other jurisdiction, whether concurrently or not.



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## CHAPTER: 5

### ACADEMIC & EXAMINATION BOARD

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The primary objective of the Student Academic Advisory Council is to ensure academic quality and maintain academic standards. UASM Academic Board meets at least twice a year to review feedback received, including corrective action and improvements or at any time when an urgent issue needs attention. SAAC must make sure that all local and international students are well informed of the existence of the council and its objectives.

#### MEMBERS OF ACADEMIC & EXAMINATION BOARD

Mr Arnez Desmond	Chairman
Mr Anand Naidu	Advisor/Member
Mr Paul Dhanaraj	Academics Director



## PROGRAMMES AT UASM

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### **Undergraduate Diplomas in Business and Management**

	<b>Duration</b>
▪ Level 3 LCCI Diploma in Marketing – Awarded by LCCI	12 months
▪ Level 3 LCCI Diploma in Accounting – Awarded by LCCI	12 months
▪ Level 3 LCCI Diploma in Business Studies – Awarded by LCCI	12 months
▪ BTEC Higher National Diploma in Business (Management) - EDEXCEL, UK	18 months

### **Undergraduate Diplomas in Hospitality and Tourism Management**

▪ BTEC Higher National Diploma in Travel and Tourism Management– EDEXCEL, UK	18 months
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### **Undergraduate Diplomas in Information Technology**

▪ BTEC Higher National Diploma in Computing – EDEXCEL, UK	18 months
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### **Postgraduate Diplomas**

▪ Advanced Professional Diploma in Management Studies – EDEXCEL, UK	12 months
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## PARTNERS, AFFILIATIONS & EDUCATIONAL COLLABORATION

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- Vivekanand Institute of Hotel Management
- London Chamber of Commerce and Industry (LCCI), UK
- Edexcel International
- Teesside University, UK
- Edge Hill University, UK

## ORIENTATION SERVICES

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UASM's Orientation Service is available to assist you to settle down quickly for your studies in the institute. We will pick you up from the Changi International Airport and send you to the hostels recommended by us. We will provide you with information on the location of nearby banks, Automated Teller Machines, MRT Stations, bus-stops, medical clinics and convenience stores, etc.

If assistance is required, please complete the Orientation Service Request Form and submit to Student services department at [international@uasm.edu.sg](mailto:international@uasm.edu.sg)

All students who require the school's recommended agents to make accommodation arrangements will have to submit this completed form **two weeks** before arrival.



## STUDY TIPS

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- Do not be shy to speak English with your teachers, your classmates and friends.
- Do your homework, understand and learn from your mistakes.
- Participate in classroom activities.
- Have a dictionary to improve your vocabulary list and a notebook to list down any new words.
- Do not hesitate to consult our teacher should you have any queries on the language.
- Extra materials are available from your teacher/lecturer and you may ask them about the details of any suitable reference books you wish to buy.
- Register as a member of the Singapore National Library to enable you to use its facilities. Speak to our Student Services officers to assist you in the application.
- Initiate your own study group to discuss lessons you have just learned.
- Make full use of the school's facilities to help you to study. Use the Study corner. The Study corner is a very comfortable place for you to hold study groups with your classmates or just do your own revision.
- Remedial classes will be provided FREE. This is subject to trainer/lecturer availability.
- There is also Internet connection throughout the campus area for you to search the Worldwide Web for learning information.



OTHER MATTERS

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**Address and Contact Numbers**

In line with the Singapore Immigration & Checkpoints Authority regulations, it is very important that the school be informed of your address, telephone number and sponsor's name.

**Accommodation**

There is a wide variety of accommodation types in Singapore to suit different budgets and needs. United Asia School of Management does not provide accommodation, and students usually make prior accommodation arrangement before arrival in Singapore. If you really need assistance, we will link you a few agents who can assist with accommodation.

**ITEM ESTIMATED MONTHLY EXPENSES (S\$)**

1.	Rent per room (Double)	350.00
2.	Utility bills (Gas, Water, Electricity)	60.00
3.	Food	250.00
4.	Transport	100.00
5.	Books, Stationery, Toiletries, etc.	75.00
6.	Leisure related activities	100.00

**TOTAL 750.00**

**Airport Pick-Up**

There will be a charge of S\$50 for Airport pick-up. If interested, please contact the school at least a week before arrival.



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## CHAPTER: 5

### USEFUL NUMBERS EMERGENCY NUMBERS

- Police 999 (toll-free)
- Ambulance and fire brigade 995 (toll-free)
- Non-Emergency Cases 1777 (Charges Applicable)
- Immigration and Checkpoints Authority Hotline (+65) 6931 6100 <http://www.ica.gov.sg>
- International Calls 104
- Weather (+65) 6542 7788
- Samaritans of Singapore (SOS) 1800-221 4444
- Hospital 24-hour emergency assistance
- Raffles Hospital (+65) 6311 1555

### WHERE TO FIND US

UNITED ASIA SCHOOL OF MANAGEMENT PTE LTD  
210 Middle Road #08-01 Singapore 188994  
Telephone: (+65) 6329 6447 Fax: (+65) 6491 5396  
Email: [office@uasm.edu.sg](mailto:office@uasm.edu.sg) Website: [www.uasm.edu.sg](http://www.uasm.edu.sg)

### Operation hours

Mondays – Fridays (09:30am – 6:30pm)  
Saturdays, Sundays and Public Holidays (Closed)

### Car park

There is parking available at 210 Middle Road carpark.  
MRT – Dhoby Ghaut & Bugis

Last updated on 01 October, 2010 END OF BOOKLET