



EAST ASIA INSTITUTE OF MANAGEMENT

STUDENT HANDBOOK

2026

Contents

Welcome Message from Principal	3
Vision, Mission and Core Values	4
Profile of East Asia Institute of Management.....	5
Our Campus and Facilities	6
Student Support Services	8
Student Counselling Services	9
Student Admissions and Administration	10
Attendance Policy	20
PDPA	20
Updating of Handbook	20
Appendix 1 – Administration of EAIM	21
Appendix 2 – Academic Programmes.....	22
Appendix 3 – Personal Conduct and Obligations.....	24
Appendix 4 – Academic Regulations.....	27
Appendix 5 – Student Feedback, Suggestions and Complaints	32
Appendix 6 – Partner Universities	36
Appendix 7 – Useful Contacts and Information	37
Appendix 8 – Student Services and Activities	38

Welcome Message from Principal

Dear Students,

A warm welcome to East Asia Institute of Management (EAIM)!

We are truly delighted that you have chosen EAIM as your partner in this exciting journey of learning and self-discovery. Since 1984, we have been privileged to guide and nurture thousands of students from diverse backgrounds. Many of our graduates have gone on to achieve remarkable success, and I have no doubt that you, too, will make your mark.

Your decision to join EAIM places you among a cohort that values excellence, creativity, and the determination to succeed. As you embark on this new chapter, you will feel a strong sense of belonging, knowing that you are part of an institution that is not just shaping your future, but also building an alma mater you can be proud of after your graduation.

Singapore is a vibrant, multicultural city known for its world-class education and innovation. While you are with us, I encourage you to explore all that this wonderful country has to offer. From our rich heritage and diverse cuisine, to its cutting-edge technology and business opportunities, Singapore is the perfect place to inspire your dreams and ambitions.

At EAIM, our mission is to empower you with the knowledge, skills, and confidence to excel in today's ever-changing world. Our dedicated lecturers, staff, and management team are here to support you every step of the way. Whether it's guidance in your studies, navigating life in Singapore, or simply a listening ear, we are here for you.

This student handbook is your companion, filled with helpful information to guide you through your time with us. You will find it to be an invaluable resource.

Once again, welcome to EAIM; to this new and exciting phase of your life. Take pride in being part of a community that is committed to your growth and success. I am confident that your journey with us will be enriching, fulfilling, and full of opportunities to create memories that will last a lifetime.

I wish you every success as you embark on this exciting journey with us.

Warm regards,

Mark Chua

Principal

Chairman & CEO

East Asia Institute of Management

Vision, Mission and Core Values

Vision

To be a global education provider of choice for all who aspire to succeed.

Mission

To equip our students with the latest knowledge and technical competence, and imbuing in them high ethical standards so as to enable them to be immediate valued contributors in businesses and society.

Core Values

MARKET-ING is our daily thought

MATRIX organisation is our practice

MENTORING is how we lead

METICULOUS execution is how we ensure desired outcomes

TEAMWORK is our spirit

INNOVATION is how we compete

PROCESS is how we ensure quality and consistency

SPEED and **ACCURACY** is how we deliver

Profile of East Asia Institute of Management (EAIM)

Founded in 1984, East Asia Institute of Management is a private education institution (PEI) offering a wide range of undergraduate and postgraduate management, preparatory programmes, foundation studies, professional and business-related courses, covering a diverse range of fields such as Accountancy, Banking and Finance, Business Management, Computing and IT, Hospitality and Tourism Management, Human Resource management, Languages, Life Sciences, Logistics and Supply Chain Management, Marketing, and Psychology and Mental Health.

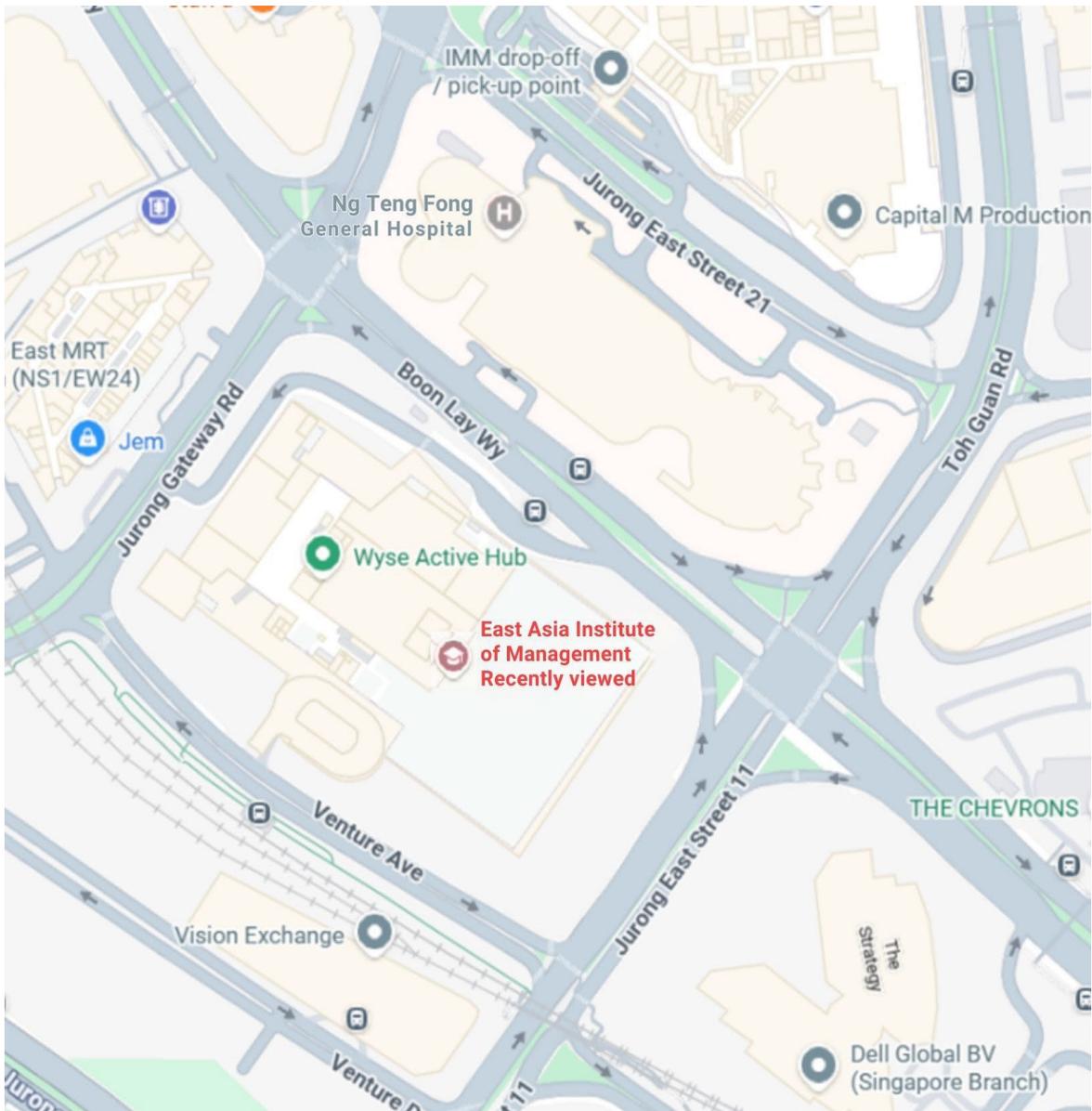
EAIM has an on-going and established international partnerships with foreign universities such as University of Wolverhampton and Aston University. Currently, the Institute has some 1000 enrolled students studying at its fully-equipped Venture campus in Jurong East. The international students come from diverse countries such as China, Vietnam, Cambodia, India and Indonesia.

While the Institute has established a wide range of Management and Business programmes and received accolades for its Holistic Education Approach to tertiary education, the Institute has a reputation for successfully producing career-ready professionals and we will equip every student to be an immediate value contributor in business and society upon graduation.

EAIM is a Founding Member of the regional ASEAN Academic Alliance (AAA) and China- ASEAN Tourism Education Association (CATEA), and locally, the Singapore Association of Private Education (SAPE).

EAIM has received the 4-year EduTrust Certification renewal consecutively 4 times since 2010 and is valid till 2026. It is awarded by CPE (now known as SSG) to Private Education Institutions or PEIs in Singapore, in recognition of EAIM's commitment to management, education and academic excellence.

Our Campus and Facilities



Source: Google Maps

Located only 2 minutes walk away from the Jurong East MRT, EAIM's Venture campus at #02-26 in Perennial Business City is easily accessible by public transport. The campus occupies a floor area of 35,000 sq. ft. It is fully equipped to meet the learning and recreational needs of more than 1,000 enrolled students.

Our facilities include 31 classrooms, learning resource centre cum student lounge, staff lounge, science lab, board room, meeting rooms, academic offices and admin offices

Our Learning Support Facilities

1. Wireless Environment

Our campus operates a wireless computing environment so that students can have internet access anywhere on the campus.

2. Notice Board

You will find that the notice boards are important sources of relevant and updated information on policies and procedures, rules and regulations, class schedules, and interest group activities. Please visit the notice boards regularly to keep in touch with campus happenings and events.

3. Learning Resource Centre

The Learning Resource Centre is another key learning support resource for you, comprising a range of curated knowledge materials related to the disciplines offered in EAIM.

Students will be able to use the Learning Resource Centre for their own self-study and small group discussions. Opening Hours are Monday to Friday from 9 am – 6 pm. Saturday and Sunday are closed.

In addition, access to other electronic resources (e.g. databases, research articles) are also provided to students through EAIM or its partnering university's digital library.

The e-collection covers all the academic disciplines taught in the Institute - Business, Management, HRM, Marketing, Economics, Finance, Hospitality, Leisure, Tourism, Accountancy, Sociology, Law, Computing and IT, Logistics and Supply Chain Management, Psychology, Counselling, Life Sciences etc.

Student Support Services

Airport Pick-up Service

EAIM will assist to arrange with a contracted provider (third party) to provide airport pick-up service, if required, to help you to settle down quickly in Singapore. Our contracted provider (third party) will receive you at Changi International Airport upon your arrival and bring you to your arranged accommodation. Fees are chargeable for this service.

Arranging for Accommodation

EAIM will assist to arrange for accommodation for international students who require a place to stay when in Singapore. The accommodation is provided by a third-party service provider and the rates offered are competitive.

If airport pick-up and or arranging for accommodation services are required, please email to studentservice@eaim.edu.sg at least 2 weeks before arriving in Singapore.

Student Pass Matters

Our Student Services Office (SSO) will assist and advise you on all matters relating to your Student Pass. You may visit SSO regarding application, collection, renewal or cancellation.

Request for Official Letters & Documents

If you need official letters and documents, like verification of student status, letter of completion and report cards, you can submit a request by filling up the Student Request Form (F-1201) from the Student Services Office, and submit it duly completed, at least 3 days in advance. The Student Services Officer will inform you when it is ready for collection.

Student Medical Insurance

EAIM has maintained a group student medical insurance coverage, for an annual overall limit of S\$20,000.00, provided by NTUC Income Insurance Co-operative Limited. The scheme is an expense reimbursement plan payable by the insurer for eligible expenses incurred according to the limits set out in the Benefits Schedule. EAIM has also a group student personal accident insurance for all students.

More details are available on our website at www.eaim.edu.sg/about-private-education-act/

Other support services

If you require information getting around Singapore, you can approach the Student Service Office and you will be provided with useful information to help you get around, including the location of nearby banks, Automated Teller Machines (ATM), MRT stations, bus-stops, medical clinics and convenience stores.

Student Counselling Services

EAIM recognises the importance of individuals' mental health and wellbeing in today's modern society. We provide a variety of complimentary student counselling and psychology services through our in-house **EAIM Centre for Counselling and Psychology**. Our counsellors are trained to provide pastoral counselling and advice and to help you with any personal, emotional, behavioural, and/or study-related difficulties.

Counselling would be done one-to-one by our student counsellors / student psychologists under the close supervision of our qualified clinical supervisors, who are equipped with extensive years of experience gathered from private practice and government settings. Counselling or psychological services for individuals (adults & youths) may extend to anxiety, depression, phobias, family conflict, anger management, stress management, relationship issues, family conflict, school and academic issues, parent-child issues etc. Youths aged below 18 would require parental consent.

All consultations will be strictly by appointment, for non-emergency cases and only on certain weekday afternoons/ evenings, excluding public holidays.

If you wish to make an appointment, please contact our in-house counsellor at wellbeing@eaim.edu.sg

Alternatively, students with any concerns pertaining to stress or mental health issues may wish to contact:

- a) **Silver Ribbon (Singapore) C/O H.O.L.A.**
Block 208 Serangoon Central, #01-238, Singapore 550208
Tel: (65) 6386 1928
Email: info@silverribbonsingapore.com
- b) **Care Corner Singapore Ltd**
6 Woodlands Square #03-01 Woods Square Tower 2 Singapore 737737
Tel: 6250 6813;
Email: ccs@carecorner.org.sg
- c) **Over the Rainbow – OTR Listens**
Connect to the chatline through <https://otrlistens.net/> Email: contact@overtherainbow.sg

Student Admissions and Administration

1. EAIM Student Card

You will receive an EAIM Student card, imprinted with your Student ID and photograph, upon reporting to school to help you access our campus facilities. Please keep it with you at all times when you are on campus.

2. Course Materials

Learning materials (e.g. notes, videos, practice questions) for higher education courses (e.g. Diploma, Degree etc) will be made available to successfully enrolled students in digital formats on the first day of class in each term (via online learning platforms like Canvas), after outstanding course fee and assessment fees have been paid. A list of recommended textbooks (if any) will be provided to students but these are not covered as part of the course/ assessment fee payment.

For preparatory programmes (e.g. AEIS, IGCSE, "O" level, "A" level etc), course materials will be distributed by subject teachers during lessons. While some subjects will be given textbooks, others will have their materials accessible exclusively on the MS Teams platform.

3. Student's Pass Application and Renewal

All International students are required to hold a valid Student's Pass (STP) issued by the Immigration and Checkpoints Authority (ICA) to pursue full-time studies in Singapore unless he/she has a valid Dependent's Pass, Long Term Visit Pass, Work Pass or an Immigration Exemption Order. All passes issued by ICAs must remain valid throughout the duration of their studies and should be renewed when due.

All students must take note of the expiry date of the STP and to submit an application for extension or renewal. An Immigration Form (IMM16) can be obtained from the Student Services Office or downloaded from ICA website. The completed IMM16 form must be submitted together with a copy of the passport biodata page and your Student's Pass to the Student Service Office no later than four (4) weeks before the expiry date of the current STP.

It is a serious offence to overstay when your Student Pass expires and you become an illegal immigrant punishable under the Singapore Immigration Act.

Holders of valid Long-Term Visit Pass, Dependant's Pass or an Immigration Exemption Order are not required to obtain a Student's Pass to pursue full time study within the duration of their existing pass. If the existing pass (afore mentioned) expires or is cancelled during the duration of their studies, the foreign student will need to submit an application for a Student's Pass to continue his/her studies.

Please note that approval of STP is solely at the discretion of ICA. ICA may reject your application for STP without giving any reasons. Under such circumstances, you will have to make arrangements to leave Singapore immediately.

You may refer to the ICA website at www.ica.gov.sg on the necessary details regarding STP. You are to familiarise yourself with the STP's terms and conditions.

4. Reporting to School

All international students on STP must report to the Registrar Office at least 3 working days before the commencement of their course. This is necessary for the Registrar Office staff can brief you on the Completion of Formalities for the STP and to have a valid STP prior to attending class.

5. Completion of formalities for the Student's Pass

All newly arrived international students are required to report to Registrar Office after they arrived in Singapore and before the start of their course. During this reporting, the officer will brief you on the ICA formalities, medical check-up and collection of their STP and explain to you the terms and conditions of STP. You are also required to acknowledge and agree to the terms and conditions of holding the STP issued to you.

6. Update of Students' Particulars

Ensure your latest contact details (e.g. residential telephone number, mobile phone number and residential address) are updated so that we can reach you promptly. Please use the Contact Update Form obtainable from the Student Services Office. It is important that you provide us with your updated contact information so that we can advise Immigration & Checkpoints Authority (ICA) accordingly.

7. Confidentiality of Students' Particulars and Data

EAIM is committed to the security and confidentiality of your student data. Your student particulars are solely for internal use, for completing regulatory and university submission requirements.

8. PEI-Student Contract

EAIM adopts the standard PEI-student contract for every enrolment. The contract spells out all the terms and conditions that bind the relationship between the student and EAIM, including detailed breakdown of fees payable, payment schedule and the terms of refund. EAIM provides a cooling-off period of 10 calendar days after the date that the Contract has been signed by both parties. Within the cooling-off period, student can submit written notice of withdrawal and be entitled to the refund of all Course Fees and Miscellaneous Fees paid within 7 working of the written notice.

A copy of the standard PEI-Student Contract is available at <https://www.tpgateway.gov.sg/>

9. Fee Payment and Fee Protection Scheme

EAIM has appointed Lonpac Insurance Bhd to be the provider of the Fee Protection Scheme (FPS) under the Group Insurance for the protection of total course fees paid by all students. FPS protects the unconsumed course fees paid by students in the event a PEI is unable to continue operations due to insolvency and/or regulatory closure.

EAIM shall collect up to twelve (12) months of course fees at any one time.

For more details on FPS, please visit the website of SSG at <https://www.tpgateway.gov.sg/>

10. Payment Methods

The following payment methods are accepted by EAIM:

- Cash
- Debit/ Credit Cards
- Bank Transfer
- Digital Wallets
- Mobile Payment
- Flywire

11. Course Induction (Orientation)

EAIM will conduct an orientation to welcome newly enrolled students. During this session, students will be provided with essential information about campus resources, academic programmes, academic policies and procedures, and student services. They will also be introduced to their Head of School, Programme Executive, Course Leaders and/or members of the teaching faculty.

12. Medical Certificates

When you have absented yourself from classes or main examinations due to medical reasons, you are required to submit the original copy of the Medical Certificate (MC) and to complete the Leave Application Form available at the Student Services Office. The MC shall be submitted directly to your respective Class or Programme Manager for the purpose of verifying your attendance. Only medical certificates issued by registered clinics (including registered TCM practitioners), polyclinics or hospitals will be accepted by the Institute. The list of TCM clinics is available from www.tcmpb.gov.sg.

13. Taking Home Leave

You are not allowed to take home leave during an on-going semester. However, on compassionate or medical grounds, you must obtain approval from the Academic Director before going on home leave. **You must apply for official home leave before purchasing your air ticket.**

If you fail to inform and obtain the approval of the Academic Director, you will be considered as absent without official leave (AWOL). If you are absent for more than 3 consecutive days (or one week as applicable), you will be regarded as having voluntarily withdrawn from the course. Please also refer to Appendix 3 on Personal Conduct and Obligations of Students.

To apply for home leave (off-term semester), please follow these procedures:

- Complete the Leave Application Form at the Student Services Office.
- 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.
- You are required to submit a copy of your air-ticket to your respective Department.

14. Admission to Preparatory Programmes/ Undergraduate/ Postgraduate Degrees

Preparatory Programmes

The admission policy for preparatory programmes, including Admission for International Students (AEIS), Singapore-Cambridge General Certificate of Education (Ordinary and Advanced) Level, Pearson Edexcel International Advanced Level (IAL), Cambridge Lower Secondary and Cambridge International General Certificate of Secondary Education (IGCSE), is designed to provide accessible pathways for students aiming to meet international academic benchmarks. Applicants are required to submit prior academic records, demonstrate English language proficiency, and meet age eligibility criteria specific to each programme.

NCUK

EAIM collaborates with the Northern Consortium UK (NCUK) to offer pathway programs designed to prepare international students for university-level education in the UK and other global destinations. The NCUK admission policy, as outlined in the NCUK Student Handbook, provides clear guidelines for standard admissions, ensuring students meet academic qualifications and English language proficiency requirements. For students who do not meet these standard criteria, NCUK operates a non-standard admission process through the NCUK Student Enrolment Service (NSE). This service assesses applications on a case-by-case basis.

Higher Education Programmes

If you seek entry into an undergraduate /postgraduate degree programme conducted locally through EAIM you will need to undergo a formal matriculation process administered by EAIM in conjunction with the partner university (where applicable). Upon successful matriculation with the university, you will be given a unique university matriculation identification number (ID)/card, for identification and use throughout the course duration.

Please be advised that entry into any final degree/ postgraduate degree programme is at the sole discretion of the partner university. **The partner university's decision is final.**

You are advised to familiarize yourself with the partner university's rules and regulations and to abide by them. Failure to comply may result in disqualification from the course. Please refer to our Guidance Notes or Partner University's Student Handbook for Degree or Post Degree programmes.

15. Re-enrolment & Progression

When you have successfully completed your current course of studies, you will be re-enrolled into the next higher level. For students progressing to the final year undergraduate studies or post-graduate studies, you will be assisted by the Academic Department on the matriculation process to the university after successful completion of the final term examination of your current course. All progression students are required to pay the course fees for the next course after signing the PEI-Student contract to confirm their re-enrolment. International students, except those who have a valid Dependent's Pass, Long Term Visit Pass, Work Pass or an immigration Exemption Order, must submit their documents to Student Service Office to apply for a STP for the new course.

Students who fail in any subject/subjects have to confirm within 7 days, the subject(s) they will re-module; failing which, their names will be taken off the Institute register and they would have to re-apply as new students.

16. Progression Counselling

At EAIM, our progression policy is to guide students toward their next step in their education journey and beyond. Through progression counselling, we will provide comprehensive talks and advisory sessions to help students understand their academic pathways, next-level education options, and alternative career choices. Our goal is to empower students with the knowledge and confidence to make informed decisions based on their strengths, interests, and aspirations. Whether pursuing further studies within EAIM, transferring to partner institutions, or exploring vocational routes, we are committed to supporting each student's journey toward achieving their personal and professional goals.

17. Personal Conduct

Infringement of EAIM and partner university rules and regulations, breaches of laws, gross misbehaviour, cheating in exam, misdemeanour or general poor conduct by any student, may result in appearing before the Disciplinary Board. Punishment for offences may range from a written warning for a minor offence, or retaking a course module. Serious offence may result in an expulsion from EAIM and immediate cancellation of the Student's Pass. More information can be found in Appendix 3.

18. Personal Belongings

Students should keep their valuables at home. Students are expected to safeguard their personal items and belongings at all times. EAIM shall not be held responsible for any personal items or belongings that may be lost or damaged while in the campus.

19. Equal Education Opportunity

The Institute accords equal education opportunity status to any student regardless of gender, race, colour or nationality. All unfair practices, including plagiarism and cheating in examinations, will be referred to the Disciplinary Board whose decision is final. An Appeal process may be allowed, where appropriate.

20. Refund / Transfer / Withdrawal / Deferment Policy

Refund Policy

EAIM adopts the Refund Policy as set out in Clause 3 of the Standard PEI-Student Contract.

1. EAIM will notify the student in writing within three (3) working days after becoming aware of any of the following (each a "Refund Event"):
 - a. It cannot commence the provision of the Course on the Course Commencement Date;
 - b. It cannot complete the provision of the Course by the Course Completion Date;
 - c. The Course will be terminated before the Course Completion Date;
 - d. The student does not meet the course entry or matriculation requirements as stated in Schedule A; or
 - e. The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the student's application for the Student Pass (application for new course)
2. Where any of the Refund Events in Clause 1(a) to (c) above has occurred:

- a. EAIM shall use reasonable efforts to make alternative study arrangements for the student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
 - b. If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
 - c. If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.
3. Where any of the Refund Events in Clauses 1(d) to (e) has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party.
4. If the Contract is terminated pursuant to Clause 2(b) read with Clause 1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
5. If the Contract is terminated pursuant to Clause 2(b) read with either Clause 1(b) or Clause 1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
6. If the Contract is terminated pursuant to Clause 3 or Clause 2(c) read with Clause 1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
7. If the Contract is terminated pursuant to Clause 2(c) read with either Clause 1(b) or Clause 1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
8. Refund for Withdrawal During the Cooling-Off Period: Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.
9. Refund for Withdrawal Outside the Cooling-Off Period:

Without prejudice to Clauses 1 to 8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D below.

Schedule D in Student Contract (All courses except NCUK)

If the Contracting Party's written notice of withdrawal is received	% Refund *
more than 20 working days before the Course Commencement Date	50
on or before, but not more than 20 days working days before the Course Commence Date	25
after, but not more than 0 working days after the Course Commence Date	0
more than 0 working days after the Course Commencement Date	0

Schedule D in Student Contract (For NCUK programme only)

If the Contracting Party's written notice of withdrawal is received	% Refund *
more than 20 working days before the Course Commencement Date	50
more than 10 working days before the Course Commencement Date	25
on or before, but not more than 10 days working days before the Course Commence Date	0
after, but not more than 0 working days after the Course Commence Date	0
more than 0 working days after the Course Commencement Date	0

*% Refund is based on the amount of Course Fees and Miscellaneous paid under Schedules B and C of the Student Contract

Transfer, Withdrawal and Deferment Policy

All request for transfer, withdrawal and deferment shall be in writing by filing out a student request form available from the Student Service Office. The maximum processing time from request to notifying students of the outcome in writing shall not exceed 4 weeks.

1. Transfer Policy

- a. A course transfer fee is payable when student submits a request for transfer;
- b. The student shall be interviewed by the respective Head of School (HOS) to assess the situation before granting the approval for transfer;
- c. Students who transfer from one course to another shall be deemed to have withdrawn from the original course and the provisions of the refund policy per the student contract shall apply;
- d. The student will have to sign a new contract for the new course, if the transfer is

approved and the existing course contract will be terminated.

2. Withdrawal Policy

- a. All students who wish to withdraw from the course shall be interviewed by the respective HOS to assess the situation before granting approval;
- b. All outstanding fees must be paid;
- c. For international students – Registrar Office (RO) will cancel their STP online with ICA and the student will receive their embarkation card one to two working days after cancellation.
- d. EAIM will assess all students' withdrawal on a case-by-case basis. Refund will be in accordance to clause 3 of the PEI-Student contract.

3. Deferment Policy

- a. A deferment fee is payable when student submits a request for deferment.
- b. Application for deferment will be considered if it is submitted two weeks before the commencement of the respective course and shall only be permitted under the following conditions:
 - Medical reasons;
 - Overseas employment posting;
 - Army enlistment
 - Any other valid reasons may be considered on a case-by-case basis;
- c. Students are allowed a maximum deferment period of 2 terms or 6 months, whichever is appropriate.
- d. All applications for deferment must be in writing by filling out the Student Request Form with supporting documents and to be submitted to the Student Service Office. The respective HOS shall review the request and have an interview with the student.
- e. A new student contract / addendum is to be signed when a course deferment is approved

Note: For students under the age of 18 years old, parent / legal guardian's written consent will be required for any course transfer, withdrawal or deferment request.

21. Process & Procedure for Refund Request, Transfer, Withdrawal and Deferment

- a. All request must be in writing by filling out a Student Request form available from the Student Service Office (SSO).
- b. For students below 18 years of age, the contracting party must file in the request on behalf of the student
- c. The completed form shall be submitted to the SSO.
- d. All documentary evidence must be submitted together with the request form.
- e. All student requests and final outcomes will be recorded.
- f. The maximum processing time from request to notifying students of the outcome

in writing shall not exceed 4 weeks for transfer, withdrawal and deferment requests.

1. Refund Procedure

Refund, if any, shall be in accordance with clause 3 of the PEI-Student contract.

- a. Student will fill up the student request form and state the reason for refund request.
- b. Refund, if any, shall be in accordance with Clause 3 of the PEI-Student contract.
- c. All requests must be in EAIM's standard request forms and submitted to the Student Service Office (SSO).
- d. Student Service Officer will arrange for a consultation session for the student to meet up with the Head of School or Academic Director.
- e. Student Service Officer will check with Finance if the refund is within the contract clause 3
- f. If approval is given by the Head of School for withdrawal and request for refund is within the contract clause, the finance director will approve the refund on the request form
- g. The finance executive will prepare the calculation for the refund and email to student for acceptance of the refund amount, together with a form on how the student want to receive the refund. The refund shall be paid within 7 working days.
- h. Finance department will proceed to process the payment for refund, if any, to student according to the payment mode given by student
- i. International Student whose withdrawal is approved will have their student pass cancelled by RO via ICA Solar
- j. The refund process will be closed within 7 working days

2. Transfer / Deferment Procedure

- a. All requests for deferment/transfer shall be made in writing to the EAIM Student Service Office together with all supporting documents and a non-refundable fee of **S\$436.00** for deferment and **S\$545.00** for transfer. All fees are GST inclusive.
- b. Students are allowed to defer for up to a period of 2 terms or 6 months.
- c. Student Service Officer will arrange for a consultation session for the student to meet up with the Head of School or Academic Director
- d. Student Service Officer will process the request after the respective Head of School or Academic Director's decision after the consultation session.
- e. Student Service Officer will inform student of the outcome of the request in writing.
- f. For all approved requests, the Registrar Officer will proceed to prepare Student Contract for the new course for transfer request, and either a new student contract or an addendum for deferment request.
- g. The Registrar Office will inform ICA on the change of course and to cancel the STP for students who request for deferment.
- h. Students on deferment should resume their studies within the 2 terms period, otherwise they shall be considered to have withdrawn from the course and any course fee paid shall be forfeited.
- i. Before resuming their studies, students will have to submit request to Student

Service Office to apply for their Student Pass to continue their studies.

- j. EAIM will not be liable should the student fail to obtain the Student Pass approval from ICA to return after deferment as the Student Pass for the course was originally approved

3. Withdrawal Procedure

- a. Student will have to submit the Post-Enrolment Withdrawal Form to Student Service Office (SSO) for withdrawal request.
- b. The Student Service Officer will collect the students' student pass, passport copy, letter of consent from students' parent (where student's age is 18 years old and below) and EAIM Student Card.
- c. The Student Service Officer will hand the completed Post-Enrolment Withdrawal Form to Finance Department for checking of any outstanding course fee from the students. Students have to clear their outstanding course fee that is due.
- d. After confirming that there is no outstanding course fee from the students, the Student Service Officer will arrange for the student to meet-up with the HOS within the 2 days. The Post-Enrolment Withdrawal Form will be passed to HOS before the interview/counselling session.
- e. During the interview/counselling session, the HOS will find out from the students on their reasons for withdrawal. The HOS should help to resolve any problems face by the student and also to persuade the student from withdrawing. All conversations and remarks made by the student will be recorded by the HOS in the Post-Enrolment Withdrawal Form.
- f. If the student still decides to proceed with the withdrawal after the interview/counselling session, the HOS and the student will sign off the Post-Enrolment Withdrawal Form and the form will be returned to SSO for further processing.
- g. The Student Service Officer will pass the completed Post-Enrolment Withdrawal Form along with documents/items listed requested earlier to Registrar Office for processing.
- h. Registrar Office will proceed to cancel the student pass via ICA SOLAR+. A social visa will be handed to the student once ICA acknowledges the cancellation of student pass.
- i. Registrar Office will indicate and sign off the Post-Enrolment Withdrawal Form and return the form to SSO. The students' status will be updated as withdrawn in the SEMS by Registrar Office.

Attendance Policy

EAIM will communicate the importance for all students' attendance to be regular and punctual for their daily classes. All students are briefed on the Institute's attendance policy, procedures, rules and regulations during the orientation. This is also communicated to the student via the **Students Handbook**. The Programme Executive (s) and Lecturers will also remind the students periodically of the importance of adhering to the attendance policy.

The following are key areas that are communicated to all students:

- All students on a Student Pass should have a minimum attendance of 90% per month.
- All non-student pass holders should have a minimum attendance of 75% per month.
- Any absenteeism should be supported by medical certificates /approved student leave.
- A student holding a student pass with less than 90% attendance in a calendar month will be reported to Immigrations and Checkpoints Authority of Singapore (ICA)
- Student Pass Holders who **miss 7 consecutive days** of class attendances will be liable to have their student pass be cancelled with effect from the **8th day** and the letter of cancellation will be sent to student's place of residence in Singapore as registered with EAIM.

Attendance Taking Procedure – QR Code

- Teaching staff will ensure students clock in and clock out using the attendance QR code for each lesson. Attendance is taken twice, at the beginning and at the end of the class. The system shows status as green (on time), amber (late within 15 minutes) or red (more than 15 minutes late or absent).

PDPA

EAIM fully understands and respects students' privacy and we are committed to protect your personal information in accordance with the requirements of the Personal Data Protection Act ("PDPA").

A Data Protection Notice can be found on the school's website at www.eaim.edu.sg. The Notice sets out the basis which EAIM may collect, use, disclose or otherwise process personal data of our students in accordance with the PDPA.

Updating of Handbook

We will regularly update and amend, as necessary, the information contained in this handbook. Students should visit our website at www.eaim.edu.sg for the latest version.

Appendix 1 – Administration of EAIM

ADMINISTRATION OF EAST ASIA INSTITUTE OF MANAGEMENT

MANAGEMENT COUNCIL

The EAIM management council ensures the smooth operation and continuous improvement in carrying out its' operation. It is responsible for developing and implementing policies, managing resources such as finances and staff, and setting strategic goals. The council ensures quality education by monitoring standards, engage with stakeholders like students and parents, ensure compliance with regulations, and foster innovation through new practices and technologies. Their role is crucial in maintaining the effective and efficient operation of EAIM as an educational institution.

THE ACADEMIC BOARD

The Academic Board of EAIM consists of appointed distinguished personalities from the industry and academia and the Management of the Institute. As the policy-making body, its role is to guide the Management Council in the development and implementation of strategies in the pursuit of excellence in all aspects of teaching and learning. It oversees the policies, programmes and all matters relating to students, including admission criteria, course content, course delivery, and lecturers' performance.

THE EXAMINATION BOARD

The Examination Board (EB) of EAIM is the examination body appointed by the Institute's Management Committee and the EB is responsible for matters pertaining to examinations, assessment of course work, the integrity of the administration and conduct of examinations. The EB ensures the maintenance of appropriate academic standards that are comparable to those in similar institutions in the industry and assesses the performance of students.

Appendix 2 – Academic Programmes

ACADEMIC PROGRAMMES

EAIM International College

- Preparatory Course for Admission Exercise for International Students (AEIS)
- Cambridge Lower Secondary, Year 7, Year 8 and Year 9
- Singapore-Cambridge General Certificate of Education (Ordinary) Level
- Cambridge International General Certificate of Secondary Education (IGCSE), Year 10
- Singapore-Cambridge General Certificate of Education (Advanced) Level
- Pearson Edexcel International Advanced Level (IAL)

EAIM International Education

- Northern Consortium UK (NCUK) International Foundation Year (IFY)

EAIM Higher Education

Currently EAIM has 2 reputable partner universities from UK namely:

- Aston University;
- University of Wolverhampton

Offering over a range of programmes across 10 major disciplines:

- Accountancy, Banking and Finance;
- Business & Management;
- Computing and IT;
- Hospitality & Tourism Management;
- Human Resource Management
- Languages
- Life Sciences
- Logistic and Supply Chain Management
- Marketing, and
- Psychology and Mental Health

All our programmes are designed using the UK University's Credit Accumulation Transfers Scheme (C.A.T.S.) - a UK national universities' benchmark. In addition, EAIM has articulation agreements with approximately 30 foreign universities and internship agreements with over 50 Travel and Tourism-related organisations.

English Requirements

It is mandatory for all students to have achieved a minimum level of proficiency in English, equivalent to that of IELTS 6.0 or 6.5, or its recognised equivalent in order to gain admission into the universities for completion of the degree programmes.

If you do not have either of these, you are required to undertake EAIM Certificate in Business English (CBE) and to pass at CBE (Advanced). Upon successful completion of the CBE (Advanced), you would be awarded with the Certificate in Business English.

Students who have obtained a pass in the Cambridge International Examinations GCE Ordinary Level with a credit pass in English or GCE Advanced Level examination with a credit pass in 'General Paper' in Singapore would be granted exemption from CBE.

Appendix 3 – Personal Conduct and Obligations

PERSONAL CONDUCT & OBLIGATIONS OF STUDENTS

As an enrolled student of the EAIM community, you have certain duties and obligations.

1. General Conduct

You have an individual and collective responsibility for maintaining a healthy lifestyle, observe good behaviour, participate actively in campus student activities and contribute to the learning environment.

2. Appropriate Conduct / Behaviour

You must refrain from disruptive behaviour at all times. Actions prejudicial to the Institute shall not be tolerated. Here are some examples of appropriate and good conduct:

- You will adhere to all ICA's requirements and will not breach any ICA's regulations which may lead to your dismissal. You must NOT work at all times when you are holding a valid student pass issued by ICA.
- You will not be rude or behave aggressively towards lecturers and staff.
- You will not instigate other students to cause disruption to the smooth running of the Institute.
- You will switch off your mobile phone during lessons.
- You will not leave the class during lessons without permission to answer or make phone calls.
- You will adhere to the lesson schedule and be punctual for your classes.
- You will not use vulgarities and/or litter in the Institute.
- You will not vandalize the Institute's property or cause damage to Institute's equipment.
- You will not download illegal software or visit pornographic websites.
- You will not commit any criminal or illegal offence at all times; like fighting, shoplifting etc.
- You will not post or instigate derogatory / racially biased remarks about the Institute, the Government or anyone on any social / print media at any time directly or indirectly.

3. Consumption of Food and Drinks / Smoking / Dress Code

- All food and drinks will be consumed outside of the classrooms.
- No smoking is allowed on Institute premises.
- You will wear proper attire and footwear when you attend courses in the Institute, i.e. Smart causal tops (collared shirts, blouses, polo tees etc.), long pants, chinos, jeans, skirts or dresses etc.

4. Disciplinary Actions for Breach of Rules & Regulations

You are liable to be disciplined for any misconduct and/or breach of the Institute's rules and regulations. If you persistently violate the Institute's rules and regulations, you will be issued a written warning. You will face serious disciplinary action, including dismissal, if you continue to violate the Institute's rules after receiving a written warning.

5. Disciplinary Action & Dismissal

If you persistently breach the Institute rules and regulations, you will be liable for dismissal. Serious breaches of any rules and regulations of the Institute/government bodies, litigation or for causing public disquiet may result in immediate dismissal without notification. Your student pass will be cancelled immediately, all your fees forfeited, and you will be required to leave Singapore immediately or within the grace period of the social visit pass issued by ICA.

6. Grounds for Dismissal

The following situations warrant dismissals:

a. Violation of ICA's attendance requirements

- Students with a monthly attendance record below 90%.
- Students who are absent for three consecutive Institute days.

b. Misdemeanour

- Students who take home leave without notifying the Institute or seeking approval as appropriate
- Students who commit offences against the law of Singapore and/or bring the Institute into disrepute.

c. Non-payment of Fees

- Students who fail to pay Institute fees in a timely manner. Non-payment of Fees generally leads to automatic expulsion from the programme or course of study.

d. Violation of Academic Institute Rules

- Students who are absent from the main and re-sit examinations without legitimate reasons.
- Students who cheated in an examination.
- Students who committed plagiarism.
- Students who persistently misbehave and are rude to their lecturers and Institute staff despite advice and warnings from the Institute.
- Students who instigate other students to cause disruption to the smooth running of the Institute.
- Students who solicit and instigate fellow students to transfer to other Institutes.

A student who has committed an offence under any of the rules in 6a to 6d above, shall have to appear before the Disciplinary Board for the offence committed. Should a decision taken by the Disciplinary Board warrants a dismissal from the Institute, the student may appeal under Rule 7 below.

7. Appeal Process Against Dismissal

Upon receipt of the Letter of Dismissal, the student can write to the principal within seven (7) days to lodge an appeal giving strong mitigating reasons for a grant of acquittal from dismissal.

- The appeal letter must include the support of the Head of Institute or lecturer.
- The appeal will be considered by the principal whose decision will be final.

8. The Institute's Decision

The Institute's decision is final in relation to all matters pertaining to student issue/s.

Appendix 4 – Academic Regulations

1. Introduction

Please acquaint yourself with the Institute’s academic regulations and those specific to your course, including assessment and progression to the award of the degree. Please refer to the respective academic handbook pertaining to your course of study.

2. Institute Terms and Breaks

EAIM observes the National Public Holidays of Singapore. Apart from these national holidays, you will be given the following study breaks in accordance with the individual programme’s academic calendar.

At East Asia Institute of Management (EAIM), maintaining consistent attendance is crucial for academic success and compliance with institutional and regulatory requirements. International students are required to maintain a **minimum attendance rate of 90%**, as mandated by the Singapore Immigration & Checkpoints Authority (ICA). Failure to meet this threshold may result in the cancellation of the Student's Pass, leading to the student's withdrawal from the program without any refund of course fees.

For non-STP students, EAIM requires a **minimum attendance rate of 75%**. Falling below this percentage can lead to disciplinary actions, including possible dismissal from the program.

In cases of absence due to medical reasons, students must submit an original medical certificate from a registered clinic, polyclinic, or hospital, along with a completed Leave Application Form, to their respective Class or Programme Managers. Only medical certificates issued by registered practitioners are accepted.

Students are not permitted to take home leave during an ongoing semester. However, on compassionate or medical grounds, students may seek approval from the Academic Director before proceeding for home leave. Failure to obtain prior approval will result in the student being considered absent without official leave (AWOL). Absences exceeding three (3) consecutive days without notification are regarded as voluntary withdrawal from the course.

If you are absent from the Institute for three (3) consecutive days without official approval, you will be placed on the Watch List for a period of 1 to 4 weeks. Prolonged absence of seven (7) consecutive days without approval may result in the cancellation of your Student Pass, with all fees forfeited.

EAIM emphasizes the importance of adhering to attendance requirements to ensure academic progress and compliance with regulatory standards. Students are encouraged to familiarize themselves with these policies and communicate promptly with the administration in case of any attendance-related issues.

3. Examination Schedule

The examination schedules will vary based on the specific programme, and detailed timetables will be provided by the respective schools to confirm the exact dates for each examination.

4. Examination Guidelines

- a. You are only allowed into the examination room 15 minutes before the commencement of the examination.
- b. If you are more than half an hour late after the commencement of the examination, you will not be allowed into the examination room.
- c. You will need to produce both your valid Student's Pass or IC and student ID before you can be allowed into the examination room.
- d. You are only allowed to bring the following into the examination room:
 - Pens, pencils (without pencil cases) & erasers/correcting liquid
 - Non-programmable calculators (without covers)
- e. You are not allowed to bring into the examination room any unauthorized books, written or printed documents, pictures or drawings, notes or papers, or any electronic devices including but not limited to smart watches.
- f. You must switch off your mobile devices and alarms while in the examination room.
- g. You are only allowed to leave the examination room 2 hours after the commencement of the examination.

5. Academic Dishonesty

i. Cheating in Examinations

Cheating in examinations is a very serious offence and will lead to automatic dismissal.

If you are caught cheating during examinations, you will be asked to

- a) Surrender your Student's Pass and to leave the examination hall immediately
- b) Appear before the Disciplinary Board within 1 week from the end of examination period.

Student will be severely dealt with including a formal reprimand on his/her record. Student may appeal against the dismissal within 7 working days of the decision of the Disciplinary Board. The decision of the principal is final. If appeal is successful, the student is barred from any Re-Sit Examination, instead student has to Re-Module and pay all fees applicable.

ii. Plagiarism & Unfair Practices

Plagiarism is tantamount to theft and dishonesty. Any student found to have committed plagiarism will be dealt with in the same manner as a student caught cheating in examination. Students are warned that the partner universities and EAIM take a serious view of plagiarism and any unfair practices, such as, collusion, commission, cheating during examination.

Students will be severely dealt with including a formal reprimand on their record. Students will also be required to re-submit their work and made to pay penalty for re-assessment (refer to respective partner university websites or student handbook for details).

Notes

- a. Plagiarism involves the incorporation by student in an assessment, material which is

not their own in that sense that all or substantial part of the work has been copied without any attempt at attribution or has been incorporated as if it is the student's own work when it is wholly or substantially the work of another person.

- b. Collusion is a form of academic misconduct that occurs when two or more students work together on an assignment or assessment that is intended to be completed individually.
- c. Commission refers to the act of a student deliberately arranging for some else to complete academic work and then submitting it as their own.

6. Absence from Examination

International College

For assessments or examinations, absence will result in a forfeiture of the opportunity to re-sit, even if a medical certificate is provided. Students who miss an examination without valid and approved reasons may also face barring from subsequent assessments.

International Education

NCUK's students are expected to attend all scheduled examinations. Regular attendance is critical to academic success, and each missed examination is recorded as an absence. In cases of absence due to illness, only medical certificates issued by registered practitioners are accepted. Re-sit of examinations will be considered on a case-by-case basis. Approval is subject to the evaluation of the circumstances surrounding the absence and compliance with institutional policies. Supporting documentation, such as medical certificates or other valid proof, may be required to justify the request for a re-sit.

Higher Education

If you are absent without written reasons for both the main examination and the subsequent mandatory re-sit examination, you will be deemed to have opted out of the course. The Institute reserves the right to terminate your studies and cancel your student pass accordingly.

If you are absent with legitimate reasons, you will be permitted to take the re-sit examination as your main examination. In this instance, this will be considered as your final examination with no further supplementary examination provided. You are allowed up to a maximum of 2 attempts for each paper, failing which a re-module would be necessary.

7. Marking, Re-sit and Appeal Process (Applicable only to Higher Education)

The Institute adopts a system of marking of examination answer scripts by 2 different markers. The marked scripts are then moderated by the Institute's Board of Examiners. If you fail your main examination paper, you are required to do a mandatory re-sit examination. There will be a fee of \$150.00 (subject to prevailing GST) for each re-sit examination. If you fail the re-sit examination, you will be required to repeat the failed module.

You can submit an appeal for a review of your marks only if you fail the main or re-sit examination and have valid grounds to support your application. The Examination Board will consider appeals where there are additional compelling and relevant information that are deemed appropriate for review.

An appeal should be lodged within 7 working days after the official release of the examination results. An appeal fee of S\$100.00 (subject to prevailing GST) will be charged.

The decision of the Examination Board is final.

For partner university programmes, students should refer to the respective university's website for details.

8. Publication of Examination Results

The Institute will release the results within 1 month (longer for partner university courses) from the end of the examination period. Information on 'Results Release' will not be given over the telephone.

9. Repeating a Module (Applicable only to Higher Education)

Repeating a module is referred to as a re-module. A re-module is only allowed if you have undertaken the same module previously but have failed the main and re-sit examinations. Students are required to sign a re-module contract and re-module fees must be paid before commencing re-module.

For Certificate in Business English course, you are allowed to repeat only under the following conditions:

- Studied the same stage previously but found it difficult to cope;
- Failed the examination.
- Repeating a stage for the English programme would require payment of course fees for that stage.

10. Issuance of Transcripts/Certificates (Applicable only to Higher Education)

Certificates of Achievement, reflecting graded results, will be issued to students who have completed and attended the examination for the respective level of the Certificate in Business English Programme. Certificates at Diploma and Advanced Diploma levels are awarded to students who have successfully passed all subjects/modules of the programme. All certificates are issued with an academic transcript with detailed breakdown of achievements.

Certificates and official transcripts are issued only if you have no outstanding payments. International students should request for the above certificates prior to leaving Singapore. You will only be issued the above items provided you have paid all outstanding dues and fees.

11. Overseas University Placement (Applicable only to Higher Education)

If you intend to apply for an overseas university upon completion of your studies, you may approach the Overseas University Placement Officer at the Student Services Office.

You are required to consult the Officer for the relevant application forms to be submitted to the overseas universities way before the closing date for registration.

12. Scholarships

EAIM Scholarships are awarded to students with outstanding academic performance to pursue their Year 2 or Year 3 studies at East Asia Institute of Management. Up to 8 scholarships annually will be awarded to deserving students.

Eligibility

The scholarship is awarded to Singapore Citizens, permanent residents and international

students who graduated within the last 4 semesters (Qtr. 4 of previous year to Qtr. 3 of current year) and who meet the following criteria:

Passed all modules on 1st attempt with an average score of 70 marks and no module scored below 65 marks

Passed 75% of the modules with distinction grade.

Of the 75% distinction, 50% of the modules must be of high distinction grade. Attendance must be at least 90% for International Students and 75% for Local Students.

Students who have withdrawn or did not re-enroll to the next level or have received subject exemptions and/or existing scholarship award or study grant holders will not be eligible for consideration.

Announcement of Awards

The EAIM Scholarship Scheme for existing students is not open for application.

Students who meet the criteria and are selected for the award will be contacted in November to receive the award during the Convocation Ceremony.

Appendix 5 – Student Feedback, Suggestions and Complaints

Feedback and Complaint Policy

- a. EAIM’s feedback management system provides multiple channels for receiving feedback, ensuring that input is used to drive improvements and organisational excellence.
- b. Feedback maybe submitted through both formal and in-formal channels.
- c. Feedback can originate from any stakeholders (i.e., Staff, Students, General Public) and may take the form of compliments, complaints or suggestions.
- d. All feedback submitted via formal channels will be acknowledged and addressed by the Institute.
- e. Feedback received through informal channels will not receive formal acknowledgement or follow up. However, the Institute is encouraged to document such input in the feedback management system.
- f. Where follow-up actions are required, it must be acknowledged by the individual providing the feedback.

Feedback and Complaint Process

- a. The feedback management system establishes the framework for inward communication (request / feedback from student or stakeholder) and outlines how the Student Service Office manages such input.
- b. The Student Service Office serves as the central point of contact for all feedback and complaints. Feedback may be submitted through any communication medium or in-person. Acknowledgement will be provided if the stakeholder’s identity is known (though disclosure of identity is optional).
- c. All feedback and complaints (including disputes and grievances) are recorded, evaluated and reviewed by HOS.
- d. Students will be duly informed of the expected response time for resolution (7 or 21 days depending on whether external parties are involved and the severity of the case).
- e. Feedback acknowledged by the Institute must be resolved within 7 – 21 working days. Outcomes will be communicated to the stakeholder either verbally (consultation or face-to-face meetings) or in writing, as appropriate.
- f. EAIM adopts an integrated approach, managing feedback through both formal and informal channels. Stakeholders may voice concerns or provide constructive inputs through various platforms.

Informal External Channels (Students and Public)

- Orientation
- Pre-course counselling
- Emails
- Surveys

- Coffee sessions
- Personal and / or group conversations

Formal External Channels

- Official feedback Forms or emails sent to EAIM’s official accounts.
- Upon receipt, the Student Service Officer records the case under “Feedback, Complaint & Dispute.”
- Depending on the nature of the case, documentary proof may be requested.
- Information is documented on prescribed forms and a case file is opened if necessary.
- The Student Service Officer may arrange appointments with the Director, HOS or Counsellor for interviews or counselling sessions.
- The HOS and Head of Student Service will evaluate the merit of the case and recommend appropriate action. Parents or agents may be informed if necessary.
- If the problem is resolved, the matter is closed.
- If unresolved, the student or stakeholder may escalate the matter for further review. Escalation may proceed through successive levels of management up to the Executive Director (ED) or Review Committee appointed by the principal.
- A decision must be communicated within 7 days (or up to 21 days if external parties are involved). This decision is final though the student may appeal to the principal within one calendar week.
- If the final decision remains unsatisfactory, both parties may seek external mediation or re-negotiate until resolution is achieved. EAIM will determine the final course of action within 21 working days.
- In the event of a stalemate, the case may be referred to Skills Future Singapore (SSG) as the official external mediation channel.

Grievances

- a. EAIM’s Dispute Resolution Policy covers all official student complaints. This Policy aligns with the Private Education Act and ensures that notices of feedback and complaint channels are clearly displayed.
- b. Channels for feedback or complaints
 - Internal channels – By phone, in-person, letter, EAIM website, official EAIM email addresses, feedback box, coffee sessions or other communication media
 - External channels - SSG via its official webpages or addresses. Contact details are displayed on EAIM’s website and premises.
- c. Grievance Handling
 - Grievances – Identify service gaps and listen carefully to the underlying cause.
 - Responsiveness – Understand issues and propose solutions that meet the needs.
 - Action – Resolve cases promptly (within prescribed timelines).

- Control – Escalate unsolved cases according to guidelines. Review policies if necessary to ensure relevance and long-term solutions.
 - Expectations – Deliver solutions that meet student needs and foster satisfaction
- d. Escalation Process
- Routine issues: Student Service Office respond within 2 hours
 - Non-routine issues or unresolved:
Escalate to Head of School (HOS) within ½ day.
 - If unresolved: escalate to Academic Director within 2 days.
 - Chairman Office: Responds within 3 to 14 days – Non routine or policy related issues.
 - Chairman Office holds final authority for special circumstances, legal, financial, or non-routine matters.
- e. External Mediation and Legal Recourse
- If the final decision is not accepted particularly in financial or legal matters, both EAIM and the student may seek mediation before pursuing legal action.
 - Approved Mediation centres include:
 - Singapore Mediation Centre (SMC)
 - Singapore Institute of Arbitrators (SIArb)
 - If Mediation and Arbitration fail, either party may initiate legal proceedings as deemed appropriate.

Process

- a. EAIM communicates its dispute resolution policy and procedures to its student through the following channels:
- EAIM Official Website
 - Student Handbook
- b. Student who wishes to make an official complaint should take these steps:
- Approach Student Service Office to discuss the complaints or grievance.
 - Complete the Feedback Form or write to EAIM's official email account.
 - Student Service Officer record the case in the feedback management system.
 - Student Service Officer collects information and investigates the nature of the complaint or grievance,
 - Routine issues are addressed within hours
 - Unresolved, non-routine or complex cases are referred to HOS within half a day (Academic or Administrative issues)
 - The HOS collates additional information and conducts further investigation.
 - If the HOS is unable to resolve the matter, it is escalated to Academic Director

or other relevant Directors for further evaluation within 2 working days.

- Chairman Office / Appointed Committee Review
 - Non-Routine or Policy Related issues are reviewed by Chairman Office or an appointed Committee
 - A response is provided with 3 to 14 working days
 - The total resolution time ranges between 7 and 21 working days depending on the nature and complexity of the case
- Decision and Communication
 - The case is reviewed, a decision is made and the student is informed of the outcome
 - The escalation process and timelines may vary depending on the circumstances
- Final Authority
 - The Chairman hold the final decision on all special circumstances, legal, financial or non-routine matters.

c. Accessibility of Procedure

The prescribed grievance procedure is made known to all students and is available on both the official EAIM webpage and student handbook.

d. External Mediation

If the student is dissatisfied with the outcome or decision, the case will be referred to:

- Singapore Mediation Centre (SMC)
- Singapore Institute of Arbitrators (SIArb)

e. Legal Recourse

If EAIM and the student are unable to resolve or amicably conclude the dispute through the prescribed grievance procedure and mediation, either party may initiate legal action as deemed appropriate.

Appendix 6 – Partner Universities

Authorised Centres

Cambridge International School
Edexcel Approved Centre
NCUK Singapore Study Centre

Websites

<https://www.cambridgeinternational.org/>
<https://qualifications.pearson.com>
<https://www.ncuk.ac.uk/>

PARTNER UNIVERSITIES AND REGULATORY REQUIREMENTS

In addition to complying with the regulations laid down by East Asia Institute of Management, all Final year/Postgraduate students are required to familiarise and to abide by the respective partner university's Rules and Regulations, including the Terms and Conditions of the offer, Guidance Notes and any academic matters established in the respective partner university's Student Handbook.

Students can access additional information from the respective partner universities' websites. Please ensure that you have read them prior to the commencement of your programme. EAIM partner universities' websites are shown below:

University

Aston University

University of Wolverhampton

Websites

<http://www.aston.ac.uk>

<http://www.wlv.ac.uk>



Appendix 7 – Useful Contacts and Information

USEFUL CONTACTS AND INFORMATION

Should the student have any general enquiries or concerns, he/she may contact the Institute on (65) 6252 5500 or email us at enquiries@eaim.edu.sg. For matters pertaining to your studies at EAIM, please contact our Student Services Office on (65) 6252 5500 or email us at studentservice@eaim.edu.sg

Appendix 8 – Student Services and Activities

List of Student Services and Activities

- Induction & Orientation Programme
- Student Counsellor Support & Counselling
- Student Committee Support & Activities
- Broad Band Internet Access Facilities
- Educational Tour
- Internship or Practical Training
- Student Progress Report
- Students' Outings and Activities
- Scholarships for Academic Excellence
- Renewal of Student Pass
- Annual Convocation and Graduation Day
- Annual Dinner (Graduation Night)
- Annual Sports Day
- Annual Academic Convention
- Annual CNY Gathering & Dinner
- Placement to Overseas Universities (if applicable)
- Job Counselling & Placement
- Alumni Administration
- Industry Talks
- Corporate visits to companies
- Volunteer and Community Involvement Opportunities

This Student Handbook is written to guide you through your course of studies at EAIM and can be downloaded from EAIM website at <https://eaim.edu.sg/student-handbook/>

Care has been taken to ensure that the information is accurate at time of print and posting date on website. The Institute reserves the sole right to amend, add or delete information in this book at any time. The latest update will be available on our web at www.eaim.edu.sg or the Student Services Office.

Latest Update on 06 Mar 2026

Version 2026 -02