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1.0 PURPOSE AND STATUS OF YOUR STUDENT HANDBOOK
SAE Institute, through its wide international network of colleges, is able to adapt to the requirements of all its students in the various countries and to offer the best, most practical training in audio engineering, digital film, multimedia and animation. The courses and equipment at SAE Institute colleges around the world are constantly updated to reflect the latest developments and to keep up with the state-of-the-art of the audio, film, multimedia and animation technology.

2.0 MISSION STATEMENT
To provide lifelong learning opportunities that enable students to pursue their chosen careers in the fields of audio, creative media, film and other digital media.

3.0 VISION STATEMENT
SAE Institute aims to maintain and extend its role as the world’s leading educator in creative media technology.

4.0 CULTURE
Students come from diverse social, cultural, educational and artistic backgrounds, with different personalities and experiences. It is our goal to embrace those differences as an Institute and to allow each and every student to develop their own individual style and apply it onto the industry skills taught at SAE Institute. Our ultimate goal is to prepare the students for a realistic work environment making the course, facilities, lecturers as well as the atmosphere as close to the real world working environment as possible.
5.0 VALUES

Pursuit of Excellence
We strive for the highest professional standards in our work and aim to be the best in everything we do.

Students First
Our students are foremost in our minds all the time. We go the extra mile to exceed their expectations.

Concern for Staff
We value our staff and care for their well-being.

Integrity
We strive for fairness in all our business and working relationships.

Teamwork
We work with pride as a global team to achieve success together.

6.0 DIRECTOR STATEMENT – DR. TOM MISNER

Welcome to the creative media programs offered by SAE Institute. They are project-based programs directly relevant to the expressed needs of the ‘infotainment’ industry and are currently available at most SAE Institute centers around the world.

These courses bring together the various aspects of state-of-the-art communications technologies and the creative thinking of the cultures in which they operate. They provide hands-on opportunities for students to discover effective ways of building careers in audio engineering, multimedia, digital film, animation and games programming. Further, they have been structured to cultivate the mutual interests and concerns of creative media students because I believe that is the direction for the future.

When you earn your degree with SAE Institute you will have had opportunities to network with others who, with you, may well become the industry leaders of the future. So, I encourage you to take full advantage of the opportunities and unique experiences that SAE Institute has to offer and wish you the best of luck in your chosen career.

SAE Institute ensures that all its students are exposed to the latest techniques, practices and trends in practical work skills whilst also developing their theoretical knowledge and aesthetic values.

7.0 GENERAL MANAGER’S STATEMENT – DENNIS PHEE

Welcome to the SAE Institute located in Singapore, where students can learn how to excel in the creative media industry.

My faculty members and I are privileged to serve at SAE Institute located in Singapore, the first Asian branch of the largest creative media technology institute with over 50 campuses operating worldwide. Our students enjoy the perks of being in the international SAE Institute network, supported by 20 years of heritage of this campus.
Students can expect quality hands-on training by staff members who are industry veterans. Coupled with real-world experience, the faculty members share their knowledge and experience with real-world application in a brand new campus that houses state-of-the-art facilities.

Our students are groomed to lead the growing talent pool, aligned with the Singapore government’s Media Fusion 2015 master plan to further develop the industry. They also enjoy various industry on-the-job training programs with SAE Institute’s local industry partners to get a better understanding of the workings of the industry and their future careers.

We are committed to our students’ success and strive to provide quality education and look forward to building upon our legacy at the SAE Institute.

8.0 INTRODUCTION

SAE Institute, through its wide international network of colleges, is able to adapt to the requirements of all its students in the various countries and to offer the best, most practical training in audio engineering, digital film, multimedia and animation. The courses and equipment at SAE Institute colleges around the world are constantly updated to reflect the latest developments and to keep up with the state-of-the-art of the audio, film, multimedia and animation technology.

Currently, with over 50 colleges throughout Europe, Australia, USA and Asia, SAE Institute has itself developed into the industry standard in audio, film, animation and creative media education. The SAE Institute international headquarters in Oxford, UK works in close co-operation with the individual colleges around the world and with industry experts to create teaching and instructional methods and concepts for the development of its vocational courses that are highly relevant, practical and flexible.

Should students face any difficulties adapting to the new environment or any other course related difficulties, they should consult with the Student Services Representative of any of the staff. Every effort will be made to assist them. Contact details are listed below:

8.1 GENERAL INFORMATION

SAE INSTITUTE

The Riverwalk Galleria
20 Upper Circular Road #01-42/49
Singapore 058416

Phone: (+65) 6333-4384
Fax: (+65) 6333-4347
infosingapore@sae.edu

http://www.sae.edu
9.0 ACADEMIC AND EXAMINATION BOARDS

SAE Institute has set up an Academic Board and an Examination Board.

The Academic Board is to look into the academic quality and rigor of the private education institution.

Its responsibilities include:
Developing the policies and procedures to ensure academic quality and rigor such as:

- Ensuring that the content and duration of the modules or subjects, as well as the entry and graduation requirements of the course are appropriate; and
- Approving the deployment of teachers based on the requirements stipulated by the Council for Private Education

Facilitating the private education institution to implement and comply with the policies and procedures developed; and
Reviewing, at least once a year, the academic policies and procedures.

The Examination Board will be in charge of the development of examination and assessment procedures, such as developing and facilitating the implementation of procedures to:

- Ensure the security of examination scripts and answer scripts;
- Ensure the proper conduct of examinations and assessments;
- Define and ensure the proper discharge of duties and responsibilities of invigilators and markers;
- Conduct moderation of examination and assessment marks; and
- Handle appeals from students with regard to examination or assessment matters.

For the name and profiles of our Board members please refer to the Student Announcement Board and/or our website.
10.0 CONTACT DETAILS FOR SAE INSTITUTE STAFF

General Manager
Dennis Phee ................................................................. p.dennis@sae.edu

Head of Academics & Degree Lecturer
Hardie J. Tucker ............................................................ h.tucker@sae.edu

Head of Operations
C. Girishanker .............................................................. g.shanker@sae.edu

Student Admin Services
Isabella Rosalind .......................................................... i.rosalind@sae.edu

Academic Admin Services
Maria Utami Dewi Wardhani ........................................... w.maria@sae.edu

PA to the General Manager
Tiffany Ong ................................................................. t.ong@sae.edu

Head of Journalism Department
William Lloyd Gibson ...................................................... w.gibson@sae.edu

Lecturers - Audio Department
Kenneth Foo - Head of Audio Department ................................ k.foo@sae.edu
Christelle Taillens .......................................................... c.taillens@sae.edu
Mark Lores ........................................................................ mark@saesingapore.com
Daniel Rucerito ............................................................. d.rucerito@saesingapore.com
Gerard William ................................................................ g.richard@sae.edu
Patrick Fernando ............................................................. f.patrick@sae.edu

Teaching Assistant
Poh Li Ting ....................................................................... p.liting@sae.edu

Lecturers - Digital Film Department
Foo Chee Yong- Head of Film ............................................. c.foo@sae.edu
Imran Ahmad .................................................................... i.ahmad@sae.edu

Lecturers – Games and Animation
Foo Chee Yong – Head of Animation ................................... c.foo@sae.edu
Gibson Tang – Head of Games ............................................. g.tang@sae.edu
Geng Yuan ........................................................................ geng@saesingapore.com
Rizky Budiyanto ............................................................... r.budiyanto@sae.edu

Marketing Coordinator
Sher Iqbal ......................................................................... s.iqbal@sae.edu

Technical Support Officers
Ang Wei Liang ................................................................. a.welliang@sae.edu
Mohammad Anaiz ............................................................ m.anaiiz@sae.edu
Lim Mei Yin ....................................................................... meiyin_2@hotmail.com
Suhairi B Zainal Shah ......................................................... suhairi_@hotmail.com
Muhammad Faheem Bin Zalani ........................................... selfproclaimedp@gmail.com
11.0 OPERATING HOURS

Normal Operating Hours for General Administration
Monday to Friday .................................................. 10am – 6pm

Operating Hours for Facility
Monday to Friday .................................................. 10am – 10pm
Saturday .............................................................. 10am – 7pm
Sunday ............................................................... 10am – 6pm

Studio Operating Hours
Monday to Friday .................................................. 10am – 10pm
Saturday .............................................................. 10am – 7pm
Sunday ............................................................... 10am – 6pm

Academic Staff hours
Lecturers have their own timing for when they are accessible to students outside class and what manner of communication they prefer. You may consult a lecturer to make the necessary arrangements.

Public Holidays
SAE Institute is closed for all public holidays and no lessons are conducted on the eve of all religious holidays. This includes General Administration, Facility Administration and Studios.

School Vacations
School vacations will last for two weeks in mid-year period and two weeks at the end of the year. In addition, all SAE Institute holidays will be communicated via notices indicated on the student Announcement Boards and/or channels such as email correspondence and phone.

12.0 PROGRAMMES

This handbook covers the following programmes offered by SAE Institute:
• Diploma in Audio Engineering
• Diploma in Digital Film Production
• Diploma in Multimedia Production
• Diploma of Digital Journalism
• Diploma of Screen (Animation)
• Diploma of IT (Games Programming)

• BA (Hons) Audio Production
• BA (Hons) Digital Film Making
• BA (Hons) Web Development
• BA (Hons) Interactive Animation
• BSc (Hons) Games Programming

Middlesex University
The degree programmes are validated by Middlesex University and supervised by the University’s School of Arts. This means that students successfully
completing all parts of their selected programme will receive the Middlesex University qualification of SAE Institute and may, if they wish, attend the appropriate Middlesex University graduation ceremony. Students enroll as students of SAE Institute and, once their enrolment has been confirmed, they are registered with the University by the relevant SAE Institute Admin Services. There is no need for students themselves to register with the University.

If you do not complete the full degree programme you will be given a transcript recording any individual modules of the programme successfully completed.

13.0 GENERAL ADMINISTRATION

13.1 FEE PAYMENT
Students who want to pay course fees have to approach the Student Admin Services. Students will conform to the schedule and the amount payable as stated on Schedule 2 of the PEI-STUDENT CONTRACT, in force.

13.2 STUDENT FEE PROTECTION SCHEME (FPS)
SAE Institute hereby confirms and undertakes to the Student that it has in place a Fee Protection Scheme which is compulsory for PEIs that wish to collect more than two months of fees at a time from students. The Fee Protection Scheme (FPS) serves to protect students’ fees in the event a SAE Institute is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if SAE Institute fails to pay penalties or return fees to the students arising from judgement made against it by the Singapore courts. The insurance provider for SAE Institute located in Singapore is Lonpac Insurance BHD which is the appointed insurance company by Council for Private Education. The insurance fee is 3% (+7% GST) of the insured course fees and it is payable to SAE Institute together with the course fee. Insured course fees consists of course fee excluding 7% GST. In the event of withdrawal by the student, the insurance fee will be refundable according to Lonpac Insurance BHD calculation. For more details on FPS including its benefits, please visit www.cpe.gov.sg.

13.3 FEE PROTECTION SCHEME CLAIMS
Please notify Aegis Insurance Services Pte Ltd as soon as an Insured Event occurs or may occur. All claims shall be made on prescribed forms and submitted to Lonpac Insurance Bhd as soon as reasonably possible together with all supporting documents and information. Any information required by Lonpac Insurance Bhd for assessing the claim shall be furnished by the Student at his/her expense.

13.4 STUDENT PASS
International students who wish to pursue full-time studies in Singapore in a EduTrusted private education organization (PEO) that is registered with the Council for Private (CPE) are required by the Immigrations and Checkpoints Authority (ICA) to apply for a student pass. An international student who wishes to take up a part-time course or a course conducted in the evening or weekend will NOT be eligible for a Student’s Pass. (http://www.ica.gov.sg/)
13.5 CANCELLATION OF STUDENT PASS
International students are required to surrender their Student's Pass cards for cancellation within seven (7) days from the date of cessation or termination of their study. (http://www.ica.gov.sg/)
Non attendance of classes by an international student will constitute a formal cancellation from the program and of the student pass. SAE Institute will send a report to ICA should there be any student who fails to maintain 90% monthly attendance or who is missing for seven (7) consecutive days.

13.6 ACCESS TO FORMS AND DOCUMENTS
All administrative forms and documents are available through the Student Admin services. Simply approach the staff, if you are not sure what specific form you require, explain what you need to do and they will hand you the appropriate form.

13.7 DOCUMENT REQUEST
Student requesting official letters from the Institute will have to send an email to the Student Admin Services. No verbal requests over the counter will be accepted. The School requires five (5) working days for preparation of such request.

13.8 COMMUNICATION WITH STUDENTS AND SAE INSTITUTE

STUDENT ANNOUNCEMENT BOARDS
The SAE Institute will post on bulletin boards information, relevant student notices and memos including student opportunities. It is the student’s responsibility to regularly check these boards for any updated information or important announcements by the management.

EMAIL
The primary mode of communication with students is email. It is important that students maintain an active email addresses or use the email address provided by the school during their studies and that they check this email address at least once a day.

STUDENT PORTAL
Distributes essential course information including schedules, teaching guides, unit outlines, assessment criteria and curriculum resource materials. Student may also upload assignments and make equipment and studio bookings through the portal.

PHONE
The SAE Institute will contact the students by phone for emergencies or urgent notification of changes or urgent request for information.

14.0 WITHDRAWALS, TRANSFER AND REFUNDS

14.1 Refund Policy
All clauses indicated in the refund policy refer to the PEI-Student contract clauses.
1.1 Notification and Arrangement
PEI shall inform the Student immediately within three (3) working days if
(i) It fails, for any reason, to commence the Course on the Course Commencement Date;
(ii) It terminates the Course, for any reason, prior to the Course Commencement Date;
(iii) It fails, for any reason, to complete the Course by the Course Completion Date;
(iv) It terminates the Course, for any reason, prior to Course Completion Date;
or
(v) The Student’s Pass application is rejected by Immigration and Checkpoint Authority (ICA)

The PEI shall, within seven (7) working days of notifying the Student in writing of above circumstances (i) to (iv), 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.

1.2 Withdrawal for Cause:
Subject to Clause 9, the Student shall be entitled to immediately withdraw from the Course by giving written notice to the PEI of his/her intention to do so if the PEI is in breach of any of its obligations under this Agreement or fails to perform its obligation(s) under the circumstances in Clause 2.1 (i) to (iv).

1.3 Refunds for Withdrawal for Cause:
For circumstances under Clause 2.1, the PEI shall, within seven (7) working days after notifying the Student, refund to the Student:
   (i) The entire amount of the Course Fees
   (ii) The Miscellaneous Fees
The PEI shall also, as soon as practicable after receiving the Student’s notice of withdrawal under Clause 2.2 (and in any event no later than seven (7) working days after receiving such notice) refund to the Student the amounts stated in this Clause 2.3.

1.3.1 Registration Fees and International Student Pass Application Fees
Course registration fees and student pass application fees are non-refundable.

1.4 Refunds for 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, the PEI 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):

<table>
<thead>
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<th>% of [the aggregate amount of the fees paid under Clause 1.11 and 1.12]</th>
<th>If Student’s written notice of withdrawal is received</th>
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Students who have valid reasons to withdraw can approach the General Manager to request for some refund and the amount of refund will be based on agreed calculated amount. This refund is strictly out of goodwill and based on the exit interview with the students.

1.5 Cooling-Off Period
The PEI shall provide the Student with a cooling-off period of 7 working days after signing this Agreement. Within these 7 days and regardless whether the Course Commencement Date has passed, the Student can submit written notice of withdrawal to the PEI and receive the Maximum Refund amount stipulated by the PEI under Clause 2.4 (less any Course Fees consumed by the Student if the withdrawal date is later than the Course Commencement Date and the Student has started the Course, any PEI administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable under Clause 3). Any dispute in respect of how much Course Fees have been consumed pursuant to this clause shall be referred to mediation at the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) through the CPE Student Services Centre pursuant to Clause 5.4, and only in respect of such decision, the decision of the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) shall be final and binding on all parties.

The PEI shall also bring to the Student’s notice Schedule 3 by notifying the student of his rights under the cooling-off period, and receive written acknowledgement as provided therein by the Student that Schedule 3 has been brought to his notice. In the event that the notice in Schedule 3 has not
been brought to the Student’s attention, the cooling-off period of **7 working days** shall only commence from the date that **Schedule 3** has been brought to the Student’s notice, and the Student has acknowledged the same. The Student shall have the right to withdraw from the Course and receive a refund as stated in this Clause 2.5 anytime before the notice in **Schedule 3** has been brought to the Student’s attention.

This Clause 2.5 takes precedence over the PEI’s refund policy stated in Clause 2.4.

**1.6 Deemed Withdrawal:**
A Student who transfers from the Course to another course with the PEI shall, for the purposes of this Clause 2, be deemed to have withdrawn from the Course and the provisions of Clause 2.4 shall apply save as otherwise agreed between the PEI and the Student.

**1.7 Change of Course:**
Further to Clause 2.6, a fresh PEI-Student Contract under this format shall be executed between the PEI and the Student for any change of Course, whether with the same PEI or otherwise.

**1.8 Refund for Deferral:**
For students who applied for course deferment, there will be no refund of course fees paid. All the fees paid will be credited into the next course enrollment.

This applied to upfront and installment plan.

For students who deferred and failed to turn up for the class, there will be no refund.

**1.9 Refund for Transfer from Part time to Full Time or vice versa**
For students who applied for transfer from full time to part time or part time to full time, there will be no refund of course fees paid. All the fees paid will be credited into the next course re-enrollment.

**20 Refund for FPS:**
In the event that there is a refund of FPS from the Insurance Company to the students, due to deferment, withdrawal, transfer or any related matters, SAE Institute will forward the full refund back to the student within 7 days.

**14.2 Refund Procedure**
Please refer to Appendix

**14.3 Transfer Policy**
If a student who has been accepted by SAE Institute decides to transfer to another school/institute/university before or after course commencement, shall
be deemed as withdrawing from the Institute (refer to withdraw policy). The request shall be subject to the refund policy.

The student is allowed to transfer to another course offered by SAE Institute and such request must be made within 30 days after the date of commencement of classes. Students will be advised on the possible course fees (updated price list available on website) difference, and any requirement top-up or qualified for refund of excess course fees.

International students who have the approval for transfer of course, SAE Institute will apply for Transfer of Student Visa to reflect the new course details.

SAE Institute will assess and reply to any request for transfer within a time frame of not more than 4 weeks.

SAE Institute will not charge the student any processing fees for the transfer of courses.

14.4 Transfer Procedure
Please refer to Appendix B3

14.5 Transfer of Campus Policy
SAE Institute has more than 57 campuses located at different part of the world and all SAE students have the opportunity to transfer between various SAE Institute campuses to obtain the Diploma education.
SAE Institute has a process to facilitate students who request to transfer of campus to another SAE Institute campus. Approval has to be sought from both SAE Institutes campuses.
Any unconsumed course fees will be transfer to the designated SAE Institute campus.
International students who have the approval to transfer, SAE Institute will cancel his/her student pass(s) as required by ICA.

SAE Institute will assess and reply to any request for transfer within a time frame of not more than 4 weeks.

SAE Institute will not charge the student any processing fees for the transfer of campus.

14.6 Transfer of Campus Procedure
Please refer to Appendix B4

14.7 Deferment Policy
All requests for deferment prior to or after commencement of course must fill up the “Change of Course Status Form”. Deferment request through the telephone will not be entertained. The student must have a meeting with the General Manager providing the reasons for deferment. Valid reasons due to medical
problems, job related stress, financial reasons and family problems will be accepted. Approval for deferment is at the sole discretion of the SAE Institute and the decision of SAE Institute is final. There will be no course fees refund for approved deferment request. Any unconsumed course fees will be carried forward to the next course.

If students do not resume their course within the stipulated deferment period (in the change of course status form), they shall be considered to have withdrawn from the course and not entitled for any refund.

International students who are approved for deferment, SAE Institute will cancel his/her student pass(s) as required by ICA.

SAE Institute will assess and reply to any request for deferment within a time frame of not more than 2 weeks

SAE Institute will not charge the student any processing fees for deferment of course.

14.8 Deferment Procedure
Please refer to Appendix B3

14.9 Course Withdrawal Policy
Students enrolled in courses offered by SAE Institute are allowed to withdraw from the course which they enrolled.

To facilitate course withdrawal, SAE Institute has a process to assist the student to withdraw from the enrolled course. For refund, please refer to refund policy and procedure.

International students who have officially withdrawn from the course, SAE Institute will cancel his/her student pass(s) as required by ICA.

SAE Institute will assess and reply to any request for withdrawal within a time frame of not more than 4 weeks.

SAE Institute will not charge the student any processing fees for the withdrawal from course.

14.10 Course Withdrawal Procedure
Please refer to Appendix B2

15.0 STUDYING AT SAE INSTITUTE
SAE Institute courses are unique and innovative with an emphasis on aligning knowledge and skills with current industry demands. SAE Institute seeks constant industry feedback on the courses it provides. This means that SAE Institute courses are in line with industry trends and our students have the skills and knowledge the industry requires. Staff members at SAE Institute all have industry experience in their field. SAE Institute provides a full range of study and career options by offering both internationally recognized Bachelor degrees and an award winning range of Certificate and Diploma courses that can be studied face to face or via online.
15.1 STUDY MODES
Depending on the course, SAE Institute study may be offered in 2 modes:

• Full-time face-to-face study
• Part-time face-to-face study

Details of the modes of study available for a course/training course are usually outlined when you have initial discussions with SAE Institute staff.

15.2 STAFF TO STUDENT RATIO
SAE Institute maintains high level and continuous support to its students. At the Diploma level, the School have one teaching staff for every twenty students. While at the Degree level, the School have one teaching staff for every thirty students.

15.3 STUDY HOURS
The hours of study in a week vary according to the mode of study:

• Part-time students can expect to be onsite for 6 hours of study a week.
• For those students studying in full-time face-to-face mode you can expect to be at SAE Institute for 20 to 25 hours each week in accordance with their accredited courses.

SAE Institute operates a minimum attendance requirement of 90% at all formal classes and practical sessions. Failure to meet this requirement may result in a student not being allowed to continue with a course. In addition, the Institute is required, under Singapore law, to monitor international student attendance and report breaches of attendance regulations.

Non-attendance of classes or practical sessions does not release a student from their obligation to pay fees and does not constitute a course cancellation or deferment.

15.4 STUDYING AND WORKING
“Can I study full-time and keep a job at the same time?”
This is usually the first question asked by most full-time students and if it applies to you it is one that you must answer for yourself, mindful that your study at SAE Institute needs to be your first priority. Only you can really know how well you can organise your week to allow for the successful completion of your studies and your job. Lab sessions, where you can continue with your own work (assignments etc) are also available throughout the week. Lab attendance is essential, particularly for those with no computer and/or software at home, and could mean an extra 10–20 hours per week depending on the course.

While we endeavor keep to the weekly study schedule once organized, at times changes to a timetable cannot be avoided. You need to be flexible in your week especially if you are going to try to maintain a part-time job. Part-time or online modes of study may lend themselves more easily to working at the same time.

International students holding student pass are not allowed to engage in any employment or in any business, profession or occupation in Singapore during the validity of your Student's Pass. For further details on this matter, please refer to ICA website at http://www.ifaq.gov.sg/ica/apps/fcd_faqmain.aspx.
15.5 CLASS ALLOCATION
The Academic Admin Services allocates students to classes. Allocation takes into account the lecturers, class availability and timetabling constraints.

15.6 CLASS TIME AND TIMETABLE
90% attendance in classes is a requirement of your course and, in some cases, your assessment. We request that you arrive on time for classes.

Students will be given access to their Timetable via the Student Portal (Saesgstudent.net) and from the Academic Admin Services. Changes will be notified as soon as information comes to hand with most changes being notified to students one week in advance via the Student Portal and, in some cases, via email through the Academic Admin Services.

15.7 EQUIPMENT
- Classroom Equipment
  Technological innovations and software changes occurring within each year may cause alterations to some material delivered with individual courses/training programs. SAE Institute reserves the right to change software and hardware as required in order to enhance learning outcomes and to suit objectives of best practice in education delivery.

- Suggested Equipment List
  It is recommended that you have available the following equipment for your studies at SAE Institute. The items listed below are the responsibility of the student and will not be supplied by SAE Institute.

  **LAPTOP COMPUTER**
  with text editor and internet-enabled.

  **STATIONERY**
  1 Pen
  1 Ruler
  1 Pencil
  1 Exercise Book
  1 Plastic envelope type folder
  Writing Paper

  **TRAINING EQUIPMENT LIST**
  4 blank CDs
  Writing materials should be brought to all lectures, tutorials and meetings with staff

  Equipment is loaned through the main Technical Support Officer only in accordance to SAE Institute’s rules and regulations outlined in a separate section in this handbook.

  **Note:** SAE Institute does not sell tapes for the video cameras to students, although they can be purchase from a number of retailers close by.
15.8 SCHOOL FACILITIES
SAE Institute is located in the Riverwalk Galleria occupying units on level 1 and basement 1, equipped with extensive resources to facilitate students. The following is a list of the future resources, labs, studios and offices.

**Studios & Classrooms**

- **3 professional Audio recording / mixdown / mastering Studios:**
  - Audio Studio 1 comprises of high-end analog audio production equipment with an analog recording and mixing console with a hard disk multitrack recorder as well as a Digital Audio Workstation (Pro Tools).
  - Audio Studio 2 is state of the art mixing and production facility, with surround sound options. This studio is equipped with the Digidesign Control 24 with a Pro Tools HD system and a Neve Analog Summing Mixer.
  - Audio Studio 3 is an advanced audio production facility with a Pro Tools HD suite. The highlights of the studio are the SSL AWS900 Console, and the Pro Tools HD recording system.

- **Film & Animation Studio cum Green Screen** with chroma key facilities with dolly and production lightings

- **Media Lab 1** with high-end Apple workstations

- **Media Lab 2** with high-end Apple workstations

- **Games and Animation Lab** equipped with high-end animation and games computer workstations

- **Demo Room** equipped with an audio console, audio recorders, signal processors, Pro Tools system

- **Two Lecture Rooms**

- **One Core Lecture Room**

- **One Degree Lecture Room**

- **Student Lounge** with seats and tables with view of the river for students to work on their course assignments and hold discussions or simply to relax and unwind.

- **Student Library** with various course relevant reading and studying materials for loan

Aside from the facilities, various audio-visual equipment is available to students for use and booking via the student portal (saestudent.local) and/or the Technical Support Officers. These equipments include HD Video cameras, tripods, microphones, Pro Tools system and Midi keyboards, etc.

- **Student Service Centre**

The Student Service Centre (SSC) provides a convenient one stop service centre for students.

Services provided by the SSC consist of:
- Orientation issues
- Accommodation information
- Issue and replacement of student cards
- Equipment purchase
- Student visa matters
· Any matters relating to course of study

Students may drop in at the SSC any time during
Operating Hours:  Mon - Fri:  1000 - 1800

Alternatively, SSC can be reached by telephone at 6334384 or email Singapore@sae.edu

Offices
* One Student Services cum Reception
* One General Manager Office
* HOD & Academic Coordinator Office
* Lecturer’s Office
* One Waiting area for potential students and enquirers
* One Staff Meeting Room
* One Equipment Storage & Technical Support Officer Room
* One Photocopy Room
* One Server Room

Aside from the facilities, various audio-visual equipment sets are available to students for use and booking. These equipment sets include HD Video cameras, tripods, microphones, Pro Tools system and Midi Keyboards.

15.9 STUDENT PORTAL

The Student Server allows our student to download course’s assets and to upload their assignments. The server is both accessible locally via the school’s intranet and remotely via Internet. The assets can be browsed and download via a simple web page. The Assignments are to be uploaded via ftp on the server.

How to connect to the server
Login: Department code (e.g. fmd, aed, dsc, dit)
Please check with you Head of Department for details.

At school (Intranet)
Connect to the student network
Wireless Network: SAE-Student
Suitable for light files and easy access.
WPA: stuaccess01
Ethernet ports are available in the LABs (Animation, Game, Media Lab 1 & 2)

Login to the Student Server (ftp)
The recommended software for FTP is Cyberduck or fireFTP for Firefox:
Address: saestudent.local
Login: Department code (e.g. fmd, aed, dsc, dit)
Password: will be given to the student the first day of class. Please check with the lecturers.

How to upload your Assignment
Assignments MUST be named using the following standard:
UNITCODE_Ass<#>_SURNAME_Firstname_v<n>.doc
Where # is the Assignment number, and n is the version number of the submission. For example: AED100.1_Ass1_JONES_Alice.doc
Submission must be in electronic format to SAE Institute Student Portal, and must be placed in the folder relevant to the course and assignment item.
(Eg:FMD_Assignments/FMD309/FMD100.2/Assignment_1/FMD_100.2_Ass1_JONES_Alices.doc)

If you are unsure, ask your tutor. The file must NOT be write-protected or password-protected. Assignments not following these standards may have to be resubmitted, and may incur late penalties. To assist with location of electronic submissions, we advise that you take a screenshot of the ftp window after copying your work. The screenshot should include the full pathname in the browser window.

**How to download assets:**
The Study guide, the unit outline and the Assessment criteria together with weekly lessons and tutorial can be downloaded via the FTP server within the Asset folder of your respective major.

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**16.0 CODE OF CONDUCT FOR STUDENTS**

**16.1 STUDENT RESPONSIBILITIES**
- Conduct yourself professionally at all times;
- Respect the rights of others;
- Payment of tuition and fees by established deadlines;
- Know and abide by the SAE Institute code of conduct;
- Know the content of your student handbook and student agreement;
- Attend all scheduled classes and labs with punctuality;
- Do not miss scheduled studio/lab time;
- Complete all assigned work;
- Notify the Student Admin Services if you intend to withdraw from the school;
- Notify the Student Admin Services of any changes in your personal particulars (i.e. changes of address or telephone number etc.).

**16.2 IDENTIFICATION & ACCESS CARD**
All applicants enrolled in our SAE Institute courses (Full-time/Part-time/Short Course) might need to have a Student Access Card during the duration of their courses. Student can purchase the access card at SGD 50.00. At any point of time where the students do not need the access card, they can return the card and ask for a full refund.

ID's are valid for the duration of the student's enrollment at SAE Institute.

Students who are in the building for classes or who need to use equipment in the classrooms or studios outside of regular class times may be required to show a valid SAE Institute ID card.

**16.3 ATTIRE**
SAE Institute students are expected to be neat, clean, and appropriately attired while attending class or school functions. Clothing with pictures or language denoting violence, prejudicial biases, sexual acts or other inappropriate depictions or suggestions is not acceptable. Lecturers will expect all students to be appropriately dressed in their classes, no bermuda
shorts or slippers. Clothing does give an impression. Please remember that potential employers as well as guests visit the school.

16.4 GENERAL SCHOOL AND CLASSROOM CONDUCT
SAE Institute reserves the right to dismiss, suspend or place on probation a student
• who fails to maintain satisfactory grades;
• who fails to pay all tuition and fees as scheduled;
• who consistently violates the attendance policy;
• who disregards the authority of an lecturer, administrator, TSO or academic, administration and support staff of the Institute.
• whose behavior is in violation of the school's code of conduct or harassment policies.

Conduct considered harmful to the rights of others or to the reputation of SAE Institute will not be condoned.

Class Conduct
• Students are not permitted to use the classroom before a class
• Students are not permitted in "Staff Only" areas.
• Students will conduct themselves according to the guidelines throughout this handbook at all times and in accordance with SAE Institute policies.
• Eating and drinking is prohibited in all computer classrooms and studios or while using the school's equipments.

Drugs & Alcohol
All students are expected to maintain high standards of conduct and honesty. SAE Institute has adopted standards that clearly prohibit the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees on campus property. SAE Institute will impose disciplinary sanctions on students and employees consistent with SAE Institute policy and local, state, and federal laws. Sanctions may include expulsion, termination of employment, and referral for prosecution.

Authority
The lecturer has the primary responsibility for control over the classroom and studio behavior and maintenance of academic integrity, and can order the temporary removal or exclusion from the classroom of any student engaged in disruptive behavior or conduct in violation of the rules and regulations of SAE Institute. Extended (such as through probation or suspension) or permanent exclusion (dismissal) from the classroom or school can be effected only through appropriate procedures of SAE Institute.

Plagiarism & Academic Dishonesty
Plagiarism refers to presenting as your own work the writings or creative works of others without due acknowledgment. Plagiarism is a form of academic dishonesty.

In the case of plagiarism, cheating, and other forms of academic dishonesty or misconduct the lecturer will report this to the Head of Department or Head of Academics, who will review all evidence before deciding on whether a penalty is required and if so the severity of the penalty. Penalties can include failure of assessment or unit. For a full account of this procedure, students...
are advised to read the document “MU-SAE Academic Honesty Policy” that is available on the student portal.

Other
If the student believes that he/she had been erroneously accused of academic misconduct, and if his/her final grade had been lowered as a result, the student may appeal the case to the General Manager. A student desiring a hearing should contact the General Manager within 10 days of receiving notice of a penalty.

A student dismissed or suspended is entitled to due process in the form of a hearing (See Student Complaints/ Grievance Procedure). A student who wish to pursue this option should contact the General Manager.

16.5 COMPLAINT & GRIEVANCES PROCEDURE

16.5.1 Non-Academic Complaint / Grievances and Appeal Procedure
Situations may arise in which a student believes that he/she has not received fair treatment by a representative of SAE Institute. Student who wishes to have a complaint addressed by SAE Institute should first use the following complaint procedure and then utilize the grievance procedure if the complaint procedure proves unsatisfactory. Students are encouraged to seek assistance with this process from their advisor, lecturer, or another member of faculty and staff, if appropriate.

All students are encouraged to discuss concerns, academic issues or complaints with the SAE Institute staff and faculty. Problems should first be discussed directly with the faculty member involved. Questions about non-academic matters should be discussed with an appropriate member of the administration.

Unresolved concerns should be referred in writing to the General Manager. Check section 2.2 for the address and phone number of the General Manager of the campus of attendance.

16.5.2 Academic Grievances and Appeal Procedures
A student should lodge his/her academic grievance through writing and submit it to Academic Admin Services within 3 working days. The grievance will be considered by the Head of Department in liaison with the General Manager and where appropriate, other SAE Institute staff. In all cases, SAE Institute will provide a written explanation to the student of the outcomes of any grievance and the reason for the decision. This notification will be given in writing within fourteen days of the grievance having been received.

If student is not satisfied with the decision, they may appeal to the Examination Board (through the Head of Academics). The student shall submit the appeal in writing within ten working days of receiving the written notification from previous stage. A grievance appeal panel will then be held. The decision of the panel will be in writing and given to student within ten days.

If the student is dissatisfied with the outcome of their appeal, they
may make a written request to the Academic Admin Services that they wish the matter be dealt with through an external dispute resolution process facilitated by CPE. The Academic Admin Services will then advise CPE in writing of the request within five working days. CPE will arrange for a Round Table Discussion (RTD) to be held between the Institution and the complainant within ten working days of the written notification from the Institution.

16.6 PASTORAL COUNSELING
The Counseling Service for students aims to assist students to gain balance in their academic and personal well-being. The Counseling Service provides information, prevention, intervention and referral services on psychological, educational and emotional issues and concerns. The service provides guidance to both academic and non-academic staff to assist them in addressing any psychological issues that affect students’ academic performance.

Our counselor provides a baseline support for students and has gone through some training in counseling. For more complicated cases, students are referred to external qualified professionals or relevant national agencies.

For appointment, please contact Student Admin Services or email c.taillens@sae.edu.

16.7 HARASSMENT POLICY
Verbal or physical conduct by any employee, faculty member, or student that harasses, disrupts, or interferes with another's performance or which creates an intimidating, offensive, or hostile environment, will not be tolerated.

Each Technical Support Officer and lecturer has a responsibility to maintain a workplace and classroom environment free of any form of harassment.

Any employee, lecturer, or student who believes that the actions or words of a TSO, employee, lecturer, or fellow student constitute harassment has a responsibility to report or complain as soon as possible. It should also be noted that the definition of harassment is not limited to the Technical Support Officer -employee or lecturer-student relationship. Peer harassment will also be reported.

Other sexually harassing conduct at SAE Institute is prohibited. Such conduct includes, but is not limited to:

- Sexual flirtations, touching, advances, or propositions;
- Verbal abuse of a sexual nature;
- Graphic or suggestive comments about an individual's dress, or body;
- Sexually degrading words to describe an individual;
- The display of sexually suggestive objects or pictures

Any person who has a complaint regarding sexual harassment should contact the General Manager.

All complaints of any type of harassment will be investigated promptly, in an impartial and confidential manner.

Formal complaints of sexual harassment will be addressed by the General Manager in the following manner:
• Upon receipt of a written complaint, an in-depth investigation will be conducted. After evaluating the specifics of the investigation,  
• The General Manager will issue a finding and attempt to resolve the matter.  
• In cases in which a student chooses not to file a formal complaint, SAE Institute may still take appropriate action being mindful of the complainant's desire for confidentiality.  
• In all cases, the person making a complaint is to be informed in writing about the findings and conclusions reached regarding the complaint.

Any employee or student who is found, after appropriate investigation, to have engaged in harassment will be subject to appropriate disciplinary action, possibly including dismissal.

Sexual harassment may also constitute a violation of local law and offenders may be referred to appropriate authorities.

16.8 DISCIPLINARY ACTION PROCEDURES

When a student fails to abide by the rules and regulations of SAE Institute or fails to obey the ordinances or laws of local governments, disciplinary action may be taken. The General Manager has authority in consultation with the involved parties to take the following action:

Students may be dismissed, suspended, or placed on a probationary period by the General Manager depending upon the seriousness or severity of the incidents as outlined in the registration booklet and / or this handbook.

16.8.1 Disciplinary Actions include but are not limited to:

Dismissal is the immediate and involuntary loss of the right to attend courses or be present on school premises. Students will be withdrawn effective the date of action and the permanent file will reflect the dismissal from the institution.

Suspension is the temporary loss of the right to attend courses or be present on school premises. Suspension shall not exceed five class days. Students that are suspended will be expected to make up all schoolwork and projects upon return to the school.

Disciplinary probation is a formal warning to the student to correct their behavior. The General Manager, depending upon the specific incident(s) and situation will determine the length of a suspension or probation. Disciplinary action may be appealed.

16.9 APPEALING DISCIPLINARY ACTION

A student may appeal any decision in writing. In the event of a formal appeal, the General Manager may reconsider his/her decision if new evidence is introduced. If the decision stands, the student may request a hearing consisting of the General Manager, a faculty member and an administrative staff member. A SAE Institute corporate officer may be consulted. Witnesses can be called to the hearing. If after the hearing the outcome remains unchanged then the decision is deemed final.
17.0 ACADEMIC POLICIES

17.1 GRADUATION REQUIREMENTS (DIPLOMA)
To complete requirements for graduation and receive a SAE Institute diploma students must:

• Satisfy the examination board on all modules of study with a minimum grade of 16 or better and have attended at least 90% of the class hours in the program.
• Have met all financial obligations to the school
• Students, who have borrowed equipment, books, CDs etc. and have not returned them by the last day of regular class, will be charged for the missing item(s). This will place the student in a situation of financial obligation to the school, and may prevent graduation until those obligations are met in full.
• Students who have met all the listed graduation requirements will be awarded a Diploma in the program of study.

17.2 STUDENTS PROGRESSING FROM THE DIPLOMA INTO THE DEGREE LEVEL
Students who wish to progress onto the degree level of their studies at SAE must have successfully completed the diploma level. In order to completion the diploma level, students will need to pass all 14 (fourteen) units attainable in the programme. Where students have failed in any unit, they are allowed to resubmit or retake a particular unit. Students are allowed to retake any failed unit and complete the diploma programme within a 2 (two) year window. The 2 (two) year window starts from the commencement date of the programme enrolled.

17.3 ATTENDANCE REQUIREMENTS FOR DIPLOMA AND DEGREE COURSE (LOCAL AND INTERNATIONAL STUDENTS)
SAE Institute operates a 90% attendance requirement for all classes and reserves the right to cancel a student's course or withhold results should attendance fall below this required minimum. Exceptions will only be granted in the case of demonstrable mitigating circumstances and, should non-attendance have resulted for medical reasons, the student will be required to present the appropriate medical certificates.

Failure to maintain 90% attendance requirements without mitigation in a unit or module could disrupt the student’s progression through the programme, as the student may be required to retake the unit or module. Where there is no mitigation for attendance failure, the student would need to pay for the unit or module retake. In certain circumstances, non-attendance of theory classes may result in a ban on the use of practical resources.

Students who have applied for funding should note that most lenders will monitor attendance and that financial support may not be on-going in the event of attendance falling below the stated minimum.

Where students are studying under country-specific student visas, SAE Institute is obliged to inform government authorities if attendance falls below the required minimum. Under these circumstances, a student could lose their right to hold a student visa and may be required, under immigration legislation, to leave their country of study.
17.3.1 Attendance Monitoring
Student class attendance is monitored daily and records are kept by Academic Admin Services. If you have missed one or several classes, it is the student's responsibility to submit Mitigating Circumstances form (see below 17.6.3) and evidence of mitigation for absence (e.g. medical certificate) to Academic Admin Services. Where students present valid mitigation for absence, their attendance record remains complete.

Academic Admin Services makes regular checks on class attendance. Emails are sent to students who have unmitigated absences. Please respond immediately to these emails with required mitigation forms. Students who continue with unmitigated absences are sent a second letter, via post to their Singapore address, referring them to the General Manager.

17.4 POLICY ON LATE ARRIVAL
Students arriving more than 15 (fifteen) minutes late for theory or practical class, will be marked absent. In addition, and at the discretion of the lecturer, they may be marked as late without penalty if they arrive within the first hour of class. Students arriving more than 1 (one) hour late will not be permitted to enter the class and will be deemed absent.

17.5 ASSESSMENT FORMATS

17.5.1 Format for written documents
All written assessments must be typed and bound together in one form or another, stapling is allowed as long as the thickness does not exceed the staple size.

17.5.2 Format for Media Files
Media file formats are indicated with each assignment in the Assignment Criteria documentation.

17.6 ASSIGNMENT SUBMISSION PROCEDURES
- Students are required to submit assessment items at the time and date specified in the Course Assessment Guide. Assessment items submitted after the due date will be subject to a penalty unless the Head of Department has given prior approval in writing for an extension of time to submit that item.
- Where specified in the Course Assessment Guide, assessments can be submitted electronically, as a written paper or using other physical formats. Where assessment items are submitted electronically, the date and time the file was saved on the file-server will be considered the date and time of submission.
- All work must be the student's own work and must be new for each project. Duplication of work submitted in another class is not allowed without the expressed prior approval of the lecturer.
- Students who knowingly submit as theirs work done by others (plagiarism) will receive a failure grade for that assessment.
- Students who retake a module are required to submit all new work for class work and assignments.
- An assessment item submitted after the assessment due date, without an approved extension or mitigation, will be penalized. The standard
penalty is the reduction of the mark to a maximum grade of a pass (16).

- The maximum extension granted is ten (10) working days from assessment due date. Work submitted after this date, without mitigation, will be penalized with a pass grade (16).
- An assessment item submitted after the assessment due date or extension due date must have valid mitigating circumstances to avoid penalty grade (16).

17.6.1 Deadline Extension Request (Form)

Request for extension of assignments is not encouraged by the SAE Institute. However, if under unforeseen circumstances student may request for such extension by completing the Assignment Extension Form (see Appendix A1). Such extension must be requested five (5) days before the deadline of the submission. The form is available from the Academic Admin Services.

Student must complete the form and state reasons for such request. Attached all documented proof to substantiate your request. Documented proof refers to medical certificate or hospitalization certificate etc. Submit the request to the Academic Admin Services and you will be notified within 5 days.

17.6.2 Examination Deferment Request Letter

Students who are unable to be present for any examinations are required to inform the Institute by writing. The letter with attached documentary proof must be submitted to the Academic Admin Services at least five (5) working days prior to the examination date. For emergency cases such as sickness or compassionate grounds, students are to submit the documentary proof at least 48 hours after the event.

Please do not assume that upon submitting documents, approval will be granted. Students will be notified of a deferred examination date. Requests for deferment will only be considered based on the following reasons:

<table>
<thead>
<tr>
<th>REASONS</th>
<th>DOCUMENTS TO BE SUBMITTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>Medical Certificate (M.C.)</td>
</tr>
<tr>
<td>Outstation</td>
<td>Flight Tickets and/or copy of passport</td>
</tr>
<tr>
<td>Reservist In-Camp Training (I.C.T)</td>
<td>SAF 100A</td>
</tr>
<tr>
<td>Compassionate Ground (Death of Next-of-kin, Emergency Cases, etc…)</td>
<td>Death of Certificate, Hospitalization Documents, etc…</td>
</tr>
</tbody>
</table>

A student who is absent from a scheduled re-examination, re-test of any examinations shall be deemed to have sat and failed the examination unless the college is satisfied that there is a valid and acceptable reason (Mitigating Circumstances) for the absence.
17.6.3 Mitigating Circumstances Form

Where the student has missed the deadline for exams or assessment submission, valid mitigating circumstances is required to avoid penalty grade or examination failure.

Mitigating Circumstances form (see Appendix A3) must normally be submitted to Academic Services Admin within five (5) working days of the missed deadline. The form is also available from the Academic Admin Services. Student must complete the form and state valid reasons for mitigation and, where applicable, nominate a new date for submission, normally no longer than ten (10) working days from the missed deadline. Attached should be documented proof to substantiate the mitigation request.

17.7 GRADING SYSTEM (MIDDLESEX UNIVERSITY)

Students are graded using the British 20 Point Grade system, which is implemented by Middlesex University and will reflect the student’s final Diploma and Degree Mark on the Certification. Occasionally, students may receive their test or exam results in a percentage system first, which later will be transferred into the 20 Point Grade System and then inserted into the internal Academic Records System. For better understanding of the 20 Point System see the figure below;

<table>
<thead>
<tr>
<th>Grade</th>
<th>Honours Degree class</th>
<th>Diploma Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FIRST CLASS</td>
<td>DISTINCTION CLASS</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
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<tr>
<td>4</td>
<td></td>
<td></td>
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<tr>
<td>5</td>
<td>UPPER SECOND CLASS</td>
<td>MERIT</td>
</tr>
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<td>6</td>
<td></td>
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<td>7</td>
<td></td>
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<tr>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>LOWER SECOND CLASS</td>
<td>PASS</td>
</tr>
<tr>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td></td>
<td></td>
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<td>12</td>
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<tr>
<td>13</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>THIRD CLASS</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>FAIL- MARGINAL</td>
<td>Compensation allowed</td>
</tr>
<tr>
<td>18</td>
<td>FAIL</td>
<td>Compensation allowed</td>
</tr>
<tr>
<td>19</td>
<td>FAIL</td>
<td>Compensation not allowed</td>
</tr>
<tr>
<td>20</td>
<td>FAIL</td>
<td>Incorporating failure to participate in assessment necessary to achieve all learning outcomes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Compensation not allowed</td>
</tr>
</tbody>
</table>
* compensation allowed
** Compensation not allowed

**Assessment codes**

X Attendance required not met
Q Incomplete without good reason
R Incomplete with good reason
U Plagiarism/unfair advantage
C Credit
Y Ungraded Pass
Z Uncondonable failure
P Dishonesty Proven
F Failed essential unit

**18.0 FACILITY INFORMATION, USAGE RULES AND REGULATIONS**

**18.1 RESERVATION AND USE OF STUDIOS, LABS AND WORKSTATIONS**

Operating hours
See Section 1.2

Reservation Procedures and Allocation Limits per Student
- The facilities may be reserved online via the Student Portal.
- It is important that students follow the instructions for using the facilities or they could have their reservations cancelled or subject to disciplinary actions. The booking/reservation rules are indicated in section 17.9
- Reservation of facilities is only allowed for 1 week in advance.

**18.2 CHECKING IN AND CHECKING OUT (STUDIO AND EQUIPMENT)**

All students attending the studio time must sign-in (name and time) at the Technical Support Officer counter. Upon completion of the scheduled studio/lab time, the student is required to sign-out accordingly. Any students falsifying or failing to complete the sign-in/out sheet is subjected to disciplinary actions.

**18.3 TROUBLESHOOTING AND REPORTING FAULTS**

If a student discovers a fault in the studio during a session, they are expected to report this fault in writing. The fault reporting form is with the supervisors. Failure to do so might result in the student bearing responsibility for the faulty equipment and that will mean paying for it.

**18.4 HOOKING UP PERSONAL GEAR**

Students are not allowed to alter the studio configuration in any manner. If students bring in personal gear that cannot be hooked up without altering the studio configuration, they are to approach the supervisors for assistance. Any student caught altering the configuration in any studio or lab will be subject to disciplinary actions.

**18.5 DAMAGE OF EQUIPMENT**

Students are responsible for the equipment in the studio during their sessions. The cost of replacement or repair of any equipment damaged by them or their guests will be borne by them.
18.6 POLICY REGARDING GUESTS AND MUSICIANS
Visitors are not allowed in the classrooms unless prior permission is granted from the Technical Support Officer. We do encourage spouses and family members of the student or student applicant to tour the school with a SAE Institute staff member. Family members such as visiting parents are also encouraged to tour the facilities. They are allowed to sit in for classes if they seek prior permission from the General Manager. Children are not permitted in the classroom as they may cause distraction to both the lecturer and other students. Therefore, we ask that you refrain from bringing them to SAE Institute while class is in progress.

Musicians accompanying students to practical sessions must comply with all rules and regulations of SAE Institute. The student is responsible for all equipment and fixtures during practical sessions. In all cases, only SAE Institute students (not guests) are allowed to operate equipment. The student is also responsible for the actions of musicians (guests) that may result in theft of equipment and/or damage to equipment etc.

SAE Institute is not responsible for any musician or group of musician's personal equipment and therefore is not covered by SAE Institute insurance.

SAE Institute does not supply musical instruments for sessions nor does the school provide musicians for studio projects, however lists of available musicians and groups are periodically posted on the bulletin board.

18.7 POLICY FOR FILM AND ANIMATION STUDIO
Food & Beverages are strictly not allowed in the studio. Personal water bottles are to be left outside the studio. This is to avoid staining or discoloration of the studio.

No Shoes Policy. Students and Staff should always have their shoes, slippers etc off while in the studio’s green area. Technician and operator can keep their shoes on only within the black painted area of the studio. The side of the studio to avoid clutters should place shoes and footwear, neatly at the entrance at all times. When actress and actor are required to use any footwear, the ground must be covered with green screen cloth to protect the flooring or to clean their soles prior stepping on the green area of the studio. Kindly refer to your storyboard and preproduction to efficiently plan your shoot with shots that may require footwear.

All Film & Lighting Equipment: DO NOT drag the tripods or lighting stands on the floor. This is to avoid chipping and scratches on the floor. Please refer to your lighting & camera setup plan before placing the lights and tripod. Lighting Stand should be anchored down with SANDBAGS. Barn doors and tripod legs must be inline to avoid toppling accidents. All electrical wiring MUST be gaffed or out of movement path. Do not plug more that 3 Red heads to 1 power point output. To prevent over loading of electrical outputs, please kindly check all equipment before using and returning to Technical Support Officers. If you noticed any chipped paint work, please kindly notify the Technical Support Officer. Packing and unpacking of equipment MUST be done outside the studio to avoid any scratches or chips to the flooring.
18.8 BOOKING OF CAMERAS

Please note that all bookings are done using the student portal via [http://singapore.sae.edu](http://singapore.sae.edu) - Student Portal.

To login to the portal you have to put in your username and password for your email address provided by the IT Coordinator (mail.saesingapore.com).

Cameras are loaned out in time-slots as follows:

**Monday-Friday**

- Timeslot 1: 10.00am-05.45pm
- Timeslot 2: 06.00pm-09.45am

**Saturday - Sunday**

- Timeslot 1: 10.00am-05.30pm

Other equipment like tripod, audio equipment, should all be written down under the "REMARKS" section in the STUDENT PORTAL.

* One student is entitled to book ONE camera for ONE time-slot.
* Camera is only checked out at 10AM and 6PM.
* Students are to LOAN OUT, and RETURN the camera PERSONALLY.
* All items are to be issued and returned to the Technical Support Officer on Duty.

**OTHER SITUATIONS:**

#1: Camera is used for class.
In cases where the camera is being used for class & students would like to continue using the camera after class, they should:

- Book the Camera Using STUDENT PORTAL (to make sure it's available)
- Fill up equipment form.
- Check the camera before booking out.
  (All faults should be reported before bringing out the camera out of the Equipment Storage Room.)

#2: Returning Early
In cases where you will be returning the camera early,

- Book the slot in STUDENT PORTAL, according to your time usage, without overlapping 6PM.

Example:
- 10.00am-12.00pm ALLOWED
- 10.00am-02.00pm ALLOWED
- 10.00am-04.00pm ALLOWED
- 10.00am-06.00pm ALLOWED
- 10.00am-08.00pm NOT ALLOWED

#3: Overlapping Time-Slots
All overlapping time-slots need to be booked under 2 names.

Example:
- 10.00am-08.00pm ALLOWED only if it is booked as follows,
10.00am-06.00pm NAME “A” 
06.00pm-08.00pm NAME “B”

10.00am-10.00pm ALLOWED only if it is booked as follows, 
10.00am-06.00pm NAME “A” 
06.00pm-10.00pm NAME “B”

#4: Handover / Takeover of equipments
In cases when 2 students agree to handover/takeover the camera from each other,

*Both parties agreed to be responsible for the care and maintenance of the camera, and other equipments loaned out.

*Both parties agreed to share the repair/replacement (50% each) in any cases that the equipment is damaged/misplaced, at any point of time checked out, under the possession by either party.

*Both parties MUST be present to CHECK OUT and CHECK IN the equipments.

*Handover / Takeover of equipments are not advisable due to the fact that the equipment is expensive and fragile.

#5: Special Equipments
For student who needs to book out any special equipments, e.g. Dolly Tracks, Green Screen Cloth, Multi-Camera the procedure is as follows:
- To write an email to the TSOs (tso@saesingapore.com).
- Request should be received 5 school days before the date of booking.
- The request should include:
  * Student particulars (Name, Student ID, Class, Contact Number)
  * Class details (Module name, Lecturer Name)
  * Purpose of use
  * Duration of use
The request will be processed on a case-by-case basis.
18.9 BOOKING OF FACILITIES/RESOURCES ON STUDENT PORTAL
i. Please state your class number and student number in your info and the notes section on the STUDENT PORTAL. Please include a list of the equipments needed for the session as well.

ii. Students are allowed to book a minimum of 2 hours to a maximum of 4 hours per facility.

iii. Time slots are only allowed to start on even hours. (E.g. 10am, 12pm, 2pm, 4pm, 8pm)

iv. Multiple reservations of the same facility is not allowed and will be deleted.

v. However, you may submit another reservation after you have finished with your current reserved session. Points i and ii are still applicable.

vi. Students are allowed to use the facilities without having reserved any time slots if (a) resources are currently not booked or in use and (b) approved by TSO on duty.

vii. Extension of facility time is allowed, provided the TSO on duty is informed.

viii. Student’s talents and friends need to book in with the TSO on duty. Their names and NRIC will be recorded. Then they will be issued a visitor pass.

ix. Students are required to sign out their talents and friends at the end of the session and return the visitor passes to the TSO on duty.

x. At least one (1) student needs to remain in the facility if there are visitors (i.e. talents and friends). Failure to do so will result in (a) the session will end immediately and (b) a penalty will be imposed.

xi. All evening bookings will end at 2100 and all equipment should be returned at 2100

18.10 BOOKING IN/OUT EQUIPMENT FROM THE TSO OFFICE
i. Students are to report early (15 min for day sessions and 30 min for overnight sessions). Students are required to inform the TSO on duty, if they are late for booking in the equipment. Students can reach the TSOs at this number 6333-4384.

ii. The student booking the facilities is responsible for reporting to the TSO and drawing out the equipments.

iii. Students using Studio 1, 2 and 3 needs to return all equipments 30 min before the end of the session.

iv. All equipment drawn out and returned will be recorded by the TSO on duty.
v. Return the equipments to the TSOs personally and do not leave them lying around the campus.

vi. If there are unreturned equipments a penalty will be imposed on the student who drew out the equipment.

vii. All equipment that are drawn out must be returned and checked in before the end of a session and cannot be transferred over to the next student.

viii. Any damaged, faulty equipment/resource, loss of equipment must be reported immediately to the TSO on duty. Please call 6333-4384.

18.11 GENERAL HOUSEKEEPING
i. Ensure that you clean up the resources/facilities area after use. Do not leave any rubbish around.

ii. Food or drinks are strictly not allowed in the resources/facilities area. This rule is applicable to the student guests as well. A penalty will be imposed on the student if drinks or food are found or consumed in the resources/facilities area.

iii. Please make sure all cables are coiled properly before returning them to the TSO. All equipment must be returned in the original condition as they were drawn out.

iv. Do not move any of the equipments or disconnect any of the cables on the console, patch bays, computers. If you require help, please ask any of the TSOs on duty

18.12 DATA STORAGE/BACKUP AND EMAIL ADDRESSES
i. All students are advised to back up their work on their personal hard drives.

ii. All students are to store their files in the allocated Students Folders

iii. Any files found outside of the Students Folder will be deleted.

iv. SAE Institute is not responsible for any loss of data.

v. Students will not be granted assignment extensions for loss of data.

vi. No unauthorized programs should be installed on any computer nor should any of the installed software on any of the computers be uninstalled.

vii. All files on the workstation including student’s folder will be deleted on the 1st week and 3rd week of each month.

viii. Every active student will be provided a SAE Institute e-mail address. This e-mail address is strictly for communication between SAE Institute, its respective staff and the students.
ix. After completion or withdrawal from the respective course, an email from the IT Coordinator will be sent out informing students to backup their data before the account is deleted.

x. Two email groups will be created for every batch to facilitate communication between the students and the Institute.

xi. Students with a valid reason can request for an extension.

xii. The email account will be disabled 6 month after graduation.

xiii. Short course students will only use their personal e-mail.

xiv. All students are required to verify their e-mail address during first day of class.

18.13 WARNING & PENALTIES

i. Unless otherwise stated, failure to comply to any other rules stated in the above will result in a **minimum one week ban from all facilities**.

ii. 1\(^{st}\) Offence will result in a formal warning letter
   2\(^{nd}\) Offence will result in a **ONE WEEK BAN FROM USING ALL FACILITIES**
   3\(^{rd}\) Offence will result in a **TWO WEEKS BAN FROM USING ALL FACILITIES**

iii. All penalties are imposed and regulated by the management.

iv. Any requests for review of the penalty imposed should be forwarded to the General Manager.

18.14 DISCIPLINARY ACTIONS

Students who fail to comply with the rules and regulations stated above will be subjected to appropriate disciplinary action

- Suspension of facility reservations rights for 1 or 2 weeks: not allowed to reserve facilities
- Banned from the facilities for 1 or 2 weeks: Not allowed to use the facilities
- Pay for Damages.
19 LANGUAGE OF INSTRUCTION AND TUITION

19.2 BACKGROUND
SAE Institute has a wide global spread, with in excess of 50 colleges in 24 countries. Its language policy for the study of these degree programs, emphasizes the importance to students of English competence alongside their native language where it is not English. English competence is promoted partly because the degrees are awarded by a UK University and partly because English is the international language of computing and media.

Applicants’ English skills are a factor in the selection procedure and guest lectures and seminars at all degree centers are commonly in English. Nevertheless, within the terms of the approved language policy, classes at certain centers employ other languages. The following policy conforms to all relevant University criteria.

19.3 POLICY
• The Institute respects the cultural, communicative and intrinsic value of all languages represented by its student body. Thus, it seeks to encourage students to maximise effective use of their own language.
• In view of the fact that English is widely regarded as the major player in the communications sector, the Institute insists that its graduates be able to communicate their professional thoughts, ideas and experiences effectively through English.
• The priority within the college is for effective spoken English (the ability to describe, negotiate and discuss technical and aesthetic issues in spoken language) followed by the ability to read and write English. Consequently, emphasis is given to classroom activities, which encourage the development of English skills in accordance with the priority.
• Major project reports are permitted in a language other than English but, where this is allowed, a substantial abstract/summary in English (1000 words minimum) must be provided; alternatively, a related oral presentation in English may be required.

20 FEEDBACK TO STUDENT
A number of systems are in place whereby students may gain feedback on their progress during study. These will vary according to course content, assessment criteria and methods.

20.2 FEEDBACK ON COURSEWORK AND EXAMINATIONS
Student grades are published from time to time on Institute’s notice boards and transcripts of results may be requested at certain intervals. Practical assignments and marked written work be given constructive comment through grade-sheet feedback. SAE Institute staff will also provide feedback on student coursework and examinations in formal group sessions. If desired, students may discuss their progress on a personal basis, by arrangement, with the appropriate member of staff.
20.2 INDIVIDUAL RESEARCH AND PROJECT PROPOSALS
For the most part, projects involving individual research must be approved by a member of staff, usually the Head of Department. This approval is sought and granted through individual discussion, proposal and pitching by the student to the assigned Lecturer.

21 SCHEDULES AND CALENDAR

21.2 CLASS SCHEDULE
The class schedule is available on the student portal and will be handed out to every student at the beginning of each module.

21.2 NOTIFICATION OF RESULTS, PROGRESS REPORTS AND FEEDBACK ON PERFORMANCE
Students will be notified of their results by the Academic Admin Services.

21.3 COUNSELING AND ADVICE FOR WEAK STUDENTS
Students, who have a learning difference that may adversely affect their class and/or academic performance, are advised to discuss them with the Academic Admin Services prior to enrollment so that any necessary and reasonable arrangements can be made. However, if such learning differences only became evident after commencement, such students should schedule a meeting with the Head of Academics or Head of Department to arrange an appropriate plan to facilitate any special needs or requirements.

22 ACADEMIC REPEAT PROCEDURES
A student may be advised and allowed to sit for the re-assessment or a re-submission on a particular assessment.
- Students with a regular attendance record may re-sit the failed exam or re-submit the failed assignment within the duration of the course.
- The maximum grade for a re-sit of re-submission without mitigation is 16 (a marginal pass).
- At the end of the course, students who still have failed modules will have to pay to re-sit the assessments for the module. Only 1 re-sit is possible. The maximum grade for a re-sit is 16.
- Students who fail this re-sit will be advised to re-attend the relevant section of the course.
- The Student will have to pay the current (published) course fees upon confirmation, and must have a regular attendance record.
- All course practical and theoretical assessments must be re-done by the student.
- All grades obtained during the repeat of the course will be used to replace the original grades in the student’s assessment database.
- Note: For International student, the repeat procedure is subject to ICA granting the extension of the student visa.
- The cost of re-taking modules is listed Schedule 2.2, Miscellaneous Fees, of the PEI-STUDENT contract in force.
23 QUALITY ASSURANCE OF YOUR PROGRAMME

All programmes at SAE Institute are subject to rigorous programme approval, monitoring and review procedures by the Academic Board, a key feature of which is the involvement of external member to assure the standards and quality of SAE Institute qualifications.

Students have a very important role in enhancing programmes, feeding back on a regular basis via feedback forms, Boards of Study, questionnaires, and other mechanisms. Student feedback also plays a major role in annual programme monitoring and review.

24 CAREER OPPORTUNITIES AND PLACEMENT

SAE Institute maintains an active dialogue with the audio, multimedia, film, animation and games industries in an attempt to make potential employers aware of the quality of our graduates. At this point there are a vast number of SAE Institute graduates active in all aspects of the industry and one of our primary concerns is that our former students find success in their chosen careers.

Over the years, a large number of employers have approached SAE Institute seeking staff with suitable skills. During your studies, your progress will be monitored by staff who will advise in situations where someone with a particular range of skills and expertise is being sought by a prospective employer. Students who meet the correct criteria will be put in touch directly with the individual or company seeking staff. SAE Institute also encourages prospective employers to forward more general job offers and, when they are forthcoming, these opportunities are posted on the relevant college notice boards. Students seeking employment are encouraged to monitor these notices on a regular basis. A number of job opportunities are also sent via email to students.

A large number of SAE Institute staff are or were active in one of the industries for which we train. In fact, relevant industry experience is an important criterion used in the recruitment of staff. As such, many of them are well equipped to offer help and guidance on matters related to employment. Students are encouraged to take up informal dialogue with such members of staff. On a more formal level, careers advice can be sought from Academic Admin Services and Head of Departments as well as member of the college management.

SAE Institute is in the process of establishing an SAE Alumni association. It is hoped that this network of ex-SAE students will encourage on-going dialogue and also help to develop employment opportunities for our graduates.

SAE Institute endeavors to select a range of guest lecturers from within the 'infotainment' industry. In addition (and where timetabling allows), students may have the opportunity to visit career seminars and other industry events, which could help to establish worthwhile employment links.

In addition to preparing you for employment, this also allows us to assess your suitability for employment in a 'real world' sense and thereby offer you advice for the future. SAE Institute has a policy of employing past and present students who exhibit suitable qualities. There are opportunities for current senior students to be employed as student demonstrators and a number of current SAE Institute staffs are successful former students. Those interested in job opportunities within SAE Institute should approach their local college management.
25 INTERNATIONAL STUDENT SUPPORT
SAE Institute’s world headquarters is in Oxford, UK. Because of this worldwide presence, students may seek support and advice from any SAE Institute, although, once registered, you are encouraged to deal directly with your centre of choice. A list of the addresses for each college is available from your local branch or at www.sae.edu. Students on degree programs should note that only certain branches of SAE Institute are certified as Degree Centres.

26 INFORMATION FOR STUDENTS WITH DISABILITIES
SAE Institute, in offering its programs, will make every effort to facilitate study by students with disabilities. However, each circumstance will need to be reviewed independently. Students who have a disability that may adversely affect their class and/or academic performance, are advised to discuss them with the Head of Department and Management prior to enrollment.

27 LEARNING RESOURCES
Learning resources will vary slightly from one SAE Institute to another. However, SAE Institute policy is to support theoretical tuition with a substantial practical component and, in serving this purpose, to provide and maintain technical resources akin to those found in the relevant industries. In this regard, SAE Institute is a forerunner. For practical tuition and project development, students in all disciplines have access to a wide variety of industry-standard formats, studios, recording, capturing, editing and mixing technologies and computer software.

Under the terms of the current Memorandum of Understanding, SAE Institute students do not gain access to resources on Middlesex University campuses.

28 CAREER ADVICE AND INTERNSHIPS
You will receive a Diploma/Degree after you have successfully completed your course of study at SAE Institute. SAE Institute stands ready and willing to help you with referrals to internships or with job referrals. We cannot promise you any particular placement; however, we do receive requests from large and small employers seeking qualified personnel. We feel confident that our graduates will quickly prove themselves creative team members in many audio and multimedia businesses.

As dedicated lecturers, our greatest joy is to see our graduates becoming successful in their chosen field of endeavor. We want to see your name among prominent sound engineers, filmmakers, animators and multimedia authors providing creative services in the industry!

29 CO-CURRICULAR ACTIVITIES
You are encouraged to join the diverse co-curricular activities organized by the SAE Institute periodically. These include network events, seminars & workshops.

You are also encouraged to join the Facebook account to keep updated on the events and other activities organized by the SAE Institute.
30 HEALTH AND SAFETY

SAE Institute complies fully with the health and safety legislation applicable in all countries of operation. Students should note that government policy in this regard may differ from one country to another. Copies or applicable legislation are available, upon request, at each Institute.

In compliance with fire regulations, SAE Institute normally requests that students sign in and out when entering or leaving the premises. The Student Access card does this automatically. In addition, most SAE Institute premises are subject to regular fire drills. Students’ attention is drawn to the applicable fire procedures published at strategic points throughout the building. The precise procedure will vary from one centre to another but please note that IN ALL CIRCUMSTANCES it is mandatory for all persons to leave the premises in the event of the fire alarm sounding and/or fire strobe lights being illuminated.

30.1 STUDENT MEDICAL INSURANCE COVERAGE

SAE Institute provides medical insurance coverage to the students under the Group Smartcare Executive Plan with AXA Insurance Singapore. This is an expense reimbursement plan that helps reduce the student’s financial burden in the event of hospitalisation. The Student will be reimbursed with the following eligible expenses incurred according to the limits set out in the Benefits Schedule. Please see Appendix A6 for the Benefits Schedule for the Group Hospitalisation & Surgical Insurance Policy.

30.2 STUDENT MEDICAL INSURANCE CLAIM PROCEDURE

Insured Members (Students) are to submit the following documents to AXA Insurance within 30 days from the date of discharge from hospitalisation, from the date of death or from the date expenses were incurred for which the claim is made, whichever is applicable:

Admission to Government/Restructured Hospitals (Alexandra, Changi, KK Women’s & Children, National University, Singapore General and Tan Tock Seng)

- Duly Completed Claim Form
- A copy of the Inpatient Discharge Summary given to patient upon discharge
- A copy of the Day Surgery Authorization Form signed by the patient before surgery
- A copy of the Referral Letter, if any
- Final Original Hospital Bill showing the Medisave deduction
- Original Pre/Post Hospitalisation Medical Bills

Admission to a Private Hospital (EastShore, Gleneagles, Mount Alvernia, Mount Elizabeth, Raffles, Thomson Medical Centre and Day Surgery Centres/Clinic)

- Duly Completed Claim Form (see Appendix A5)
- Medical Certification of Treatment to be completed by the attending physician/surgeon
- A copy of Referral Letter if any
- Final Original Detailed Hospital Bills
- All Other Original Medical Bills related to admission/surgery

Please contact Student Admin Services for claim procedures for any medical insurance entitled to students if applicable. Pre-existing illnesses will not be covered.
31 ORIENTATION

Prior to the commencement of studies, on the first day of class, all SAE Institute students will attend an Orientation Session that has been designed to introduce them to the important aspects of SAE Institute's operations, activities and opportunities. The students will be given a facilities tour following the Orientation Session. Senior teaching staff will address a number of issues that will be important to the student during the study period with SAE Institute. Some of the areas covered will be (but not limited to):

• Course / unit outlines
• Expectations of study times
• Forms of academic assistance available to students
• Library resources
• School facilities and equipments
• Student Support Services (e.g. emergency, health, legal services). Please see Appendix A7 Student Support Contact List for details.
• Annual Semester Plan & Semester Timetable
• Access to the SAE Institute computer network, student portal and email accounts
• Attendance required
• Pastoral Counseling
• Network Acceptable Use Policy

Students are encouraged to discuss any concerns with the relevant staff member at any time during the studies with SAE Institute. This includes their academic progress and any further studies they may wish to pursue.
32.0 Appendix A

Forms
Appendix A1 Assignment Extension Form

ASSIGNMENT EXTENSION FORM

Assignment Extension Form must be submitted 5 working days before the due date.
Assignment Extension Form will not be processed if it is not complete.
All documents of proof such as medical certificates must be attached to this form.

Your lecturer-in-charge will contact you within 5 working days or upon approval of your request.
If we wish to request for an extension of
my/our*individual/group* assignment which is due on . We have
attached the following document(s) to support our appeal for the extension. (*Delete as appropriate.)

Progress Report

Others, please specify:

Indicate the required time for completion of your assignment:

Name of assignment/ Lecturer-in-charge:

Provide reason(s) for your assignment extension request.

Fill in your particulars accordingly.

Name:

Student No. S

*NRIC /Passport No.:

Name of Course

Course Code/ Batch No.:

Correspondence Address:

Contact No.: (H) (O) (HP/Pgr)

Email:

Parent /Guardian Name:

Parent /Guardian contact No.: (H) (O) (HP/Pgr)

FM-AE-001
<table>
<thead>
<tr>
<th><strong>For Official Use:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Received By:</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Lecturer-In-Charge:</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Remarks:</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Approval:</strong></td>
</tr>
<tr>
<td>(To be completed by)</td>
</tr>
<tr>
<td>lecturer-in-charge)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Informed Student:</strong></td>
</tr>
<tr>
<td>(To be completed by)</td>
</tr>
<tr>
<td>lecturer-in-charge)</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**FM-AE-001**
Appendix A2 Change of Course Status Form

CHANGE OF COURSE STATUS FORM

I. ___________________________ (Name of Course/ Batch No.) wish to request for a change of my course.

Indicate your request by ticking the appropriate box ☐:

1. Course Transfer ☐
   
   New Course Name: __________________________________________
   
   New Course Code: __________________________________________

2. Course Withdrawal ☐
   
   Course Name: __________________________________________
   
   Course Code: __________________________________________

3. Course Deferment ☐
4. Transfer From Full-time To Part-time ☐
5. Transfer From Part-time To Full-time ☐

Please state your reason(s) for your request. Attach all relevant documents to support your request.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

☐ Student Pass Status :

☐ FPS Insurance :

☐ Refund :
Fill in your particulars accordingly.

<table>
<thead>
<tr>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student No.:</td>
</tr>
<tr>
<td>NRIC / Passport No.:</td>
</tr>
<tr>
<td>Name of Current Course:</td>
</tr>
<tr>
<td>Course Code/ Batch No.:</td>
</tr>
<tr>
<td>Correspondence Address:</td>
</tr>
<tr>
<td>Contact No.:</td>
</tr>
<tr>
<td>(H)  (O)  (HP):</td>
</tr>
<tr>
<td>Email:</td>
</tr>
<tr>
<td>Parent/Guardian Name:</td>
</tr>
<tr>
<td>Parent/Guardian contact No.:</td>
</tr>
<tr>
<td>(H)  (O)  (HP):</td>
</tr>
</tbody>
</table>

Signature of Applicant: ___________________________ Date: __________

Signature of Parent/Guardian: ___________________________ Date: __________

For Official Use:

Received By: ___________________________ Date Received: __________

Lecturer-In-Charge: __________________________________________

Remarks:

Approval: Yes ☐ No ☐ Duration of Deferment: ___________________________

Informed Student: Yes ☐ No ☐
Appendix A3 Appeal for Mitigating Circumstances Form

APPEAL FOR MITIGATING CIRCUMSTANCES FORM

NOTES:

• Definition of Mitigating circumstances:
  Circumstances outside of the student’s control that have had an adverse affect on the student’s work or
  ability to work and which have been deemed acceptable by the SAE management and educators.

• Circumstances will usually be medical or sympathetic in nature and accompanied by written
  documentation e.g. medical certificate.

• This form is to be completed by students applying for mitigating circumstances relating to an assessed
  form of coursework and absences only. (E.g. written assignment, practical assignment, exam etc.)
  • For circumstances relating to assessment, please indicate the assignment(s) and your proposed new
    deadline of submission.
  • For circumstances relating to absences, please indicate the exact date of absences and valid
    reasons.

• Discuss your application with your instructor prior to submitting this form.

• Submitting this form does not guarantee acceptance of the circumstances. This is at the discretion of SAE
  management and educators.

• Attach all supporting documentation.

• Students under 21 years of age have to obtain Parent/Guardian signatures.

Fill in your particulars accordingly.

Name: ________________________________

Student No. ____________________________

Name of Current Course ________________________________

Course Code/ Batch No.: _________________________

Correspondence Address: ________________________________

Contact No.: ____________________________ (H) ____________________________ (O) ____________________________ (HP)

Email: _______________________________________

Parent/Guardian Name ________________________________

Parent/Guardian contact No.: ____________________________ (H) ____________________________ (O) ____________________________ (HP)

FM-MC-001
Brief Outline of Circumstances

For circumstances relating to assessment:
New deadline of submission: ____________________

For circumstances relating to absences:
Date(s) of absence: ____________________

Attached Documentation

I hereby submit this application for mitigating circumstances. By submitting this document and supporting evidence, I certify that the circumstances described within are true. I am aware that the submission of false or exaggerated mitigating circumstances is viewed in an extremely serious light and may result in penalties, up to and including expulsion from the College.

_________________________  ______________________
Signature of Applicant     Date

_________________________  ______________________
Signature of Parent/Guardian Date

FM-MC-001
For Official Use:

Received By: ___________________________  Date Received: ___________________________

Lecturer-In-Charge: ____________________

Remarks: ______________________________

Action Taken: _________________________

Informed Student:  Yes ☐  No ☐
Appendix A4 Request for Refund Form

REQUEST FOR REFUND FORM

1. ____________________________ of ____________________________ (Name of Course/ Batch No.) wish to request for a refund

Indicate your request by ticking the appropriate box □.

1. Refund of Course Fee □
2. Refund of FPS Insurance Fee □

Please state your reason(s) for your request. Attach all relevant documents to support your request.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Mode of payment (telegraphic transfer/cross cheque) :

Bank Account Information :

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Amount Refunded :

FN-RR-001
Fill in your particulars accordingly.

Name: 

Student No. S NRIC / Passport No.: 

Name of Current Course 

Course Code/ Batch No.: 

Correspondence Address: 

Contact No.: (H) (C) (HP) 

Email: 

Parent/Guardian Name 

Parent/Guardian contact No.: (H) (C) (HP) 

_________________ ____________________
Signature of Applicant Date 

_________________ ____________________
Signature of Parent/Guardian Date 

For Official Use: 

Received By: Date Received: 

Remarks: 

Approval: Yes No 

Informed Student: Yes No
# Appendix A5 Student Medical Insurance Claim Form

**ASIA INSURANCE SINGAPORE PTE LTD**
143 Cecil Street #01-01 GB Building
Singapore 069400
Tel: (65) 6338 7288 Fax: (65) 6338 2522 www.aaia.com.sg

Please complete this claim form fully.
Incomplete forms may delay claim settlement.

**TYPE OF CLAIM & CHECKLIST please select**

<table>
<thead>
<tr>
<th>Hospitalisation &amp; Surgery</th>
<th>Outpatient OP/ADG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Claim Form</td>
<td>Completed Claim Form</td>
</tr>
<tr>
<td>Original Medical Bills &amp; Receipts</td>
<td>Original Medical Bills &amp; Receipts</td>
</tr>
<tr>
<td>Medical Report/Discharge Summary/Day Surgery Authorisation Form</td>
<td>Outpatient Specialist</td>
</tr>
<tr>
<td>Personal Accident</td>
<td>Completed Claim Form</td>
</tr>
<tr>
<td>Computer Claim Form</td>
<td>Original Medical Bills &amp; Receipts</td>
</tr>
<tr>
<td>Original Medical Bills &amp; Receipts</td>
<td>Referral Letter From GP</td>
</tr>
<tr>
<td>Doctor’s Report (for traffic accidents)</td>
<td>Doctor’s Report providing description of condition &amp; treatment (if available)</td>
</tr>
</tbody>
</table>

**FEI Item:**

<table>
<thead>
<tr>
<th>Policy Number(s):</th>
</tr>
</thead>
</table>

**SECTION A: DETAILS OF INSURED PERSON (STUDENT)**

Name of Insured Student (as per bank account): Passport No.
Student ID No/FIN No.
Date of Admission to School

Please tick to select status

- Full Time Student
- Part Time Student

E-mail
Telephone No.
Date of Birth
Gender: Male/Female

Address [in Singapore]:
Please settle claim payment by:
- Credit to student’s bank
- By cheque to student
- Others

**SECTION B: DETAILS OF STUDENT'S BANK ACCOUNT**

Bank name (please tick):
- DBS/POSB
- UOB
- OCBC
- Others

D/d Account No.

**SECTION C: DETAILS OF ILLNESS**

1. Nature of Illness/Condition/Final Diagnosis
2. Date Symptoms First Noticed
3. Type of Treatment/Operation
4. Date First Treated
5. Hospitalisation Period

**SECTION D: DETAILS OF ACCIDENT**

1. Description of Accident how it happened
2. Place of Accident
3. Date of Accident
4. Time of Accident
5. Nature of Injury
6. Treatment/Operation
7. Hospitalisation Period
8. Is this a job-related injury? Yes/No

**SECTION E: OTHER INFORMATION**

1. Has the illness been treated before? Has the same part been injured before?
   - Yes
   - No, please state date first occurred
2. Are you making a claim for this treatment from any other insurance company?
   - No
   - Yes, please state name of insurer
3. Name & Address of Attending Doctor/Clinic/Hospital

**SECTION F: DECLARATION & AUTHORIZATION**

I hereby authorize any hospital, physician, person or organization who has attended to or examined me, or is authorized to maintain medical records to disclose when requested to do so by AAIA Insurance Singapore Pte Ltd any and all information with respect to any illness, injury, medical history, consultations, prescriptions or treatment, and copies of all hospital or medical records. A photocopy of this authorization shall be considered as effective and valid as the original.

I hereby declare that the above information, statements answers are true and complete to the best of my knowledge and belief. I agree that if I have made, or if I shall make any false or untrue statement, suppression or concealment, the Policy shall be void and all rights to compensation shall be absolutely forfeited.

Signature of Insured Student

TO BE COMPLETED BY SCHOOL/PRIVATE EDUCATION INSTITUTION

<table>
<thead>
<tr>
<th>Is student registered with FEI on date of accident/injury?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes/No</td>
</tr>
</tbody>
</table>

Verified and Witnessed by FEI:

Name of Authorised Officer (PO): Date

Designation of Authorised Officer (PO):
Appendix A6 Student Medical Insurance Benefits Schedule

### BENEFITS SCHEDULE FOR SAE INSTITUTE PTE LTD

**Group Hospitalisation & Surgical Insurance**  
Policy No. GSC/Q0031693

<table>
<thead>
<tr>
<th>Benefits Schedule</th>
<th>Limits (SGD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1a) Daily Room &amp; Board</td>
<td></td>
</tr>
<tr>
<td>1b) Intensive Care Unit</td>
<td></td>
</tr>
<tr>
<td>2) Hospital Miscellaneous Services</td>
<td></td>
</tr>
<tr>
<td>3) Surgeon’s Fee</td>
<td></td>
</tr>
<tr>
<td>4) Anesthetist’s Fee</td>
<td></td>
</tr>
<tr>
<td>5) In-hospital Physician’s Visit</td>
<td></td>
</tr>
<tr>
<td>6) Pre-hospitalisation Specialist Consultation¹</td>
<td>As charged in B2 wards (6-bedder) in Singapore Government / Singapore Government Restructured Hospitals up to the overall maximum limit per policy period</td>
</tr>
<tr>
<td>7) Pre-hospitalisation Diagnostic Services²</td>
<td></td>
</tr>
<tr>
<td>(up to 30 days before admission)</td>
<td></td>
</tr>
<tr>
<td>8) Post-hospitalisation Treatment (up to 90 days from discharge)³</td>
<td></td>
</tr>
<tr>
<td>9) Emergency Outpatient Treatment (due to accident only)³</td>
<td></td>
</tr>
<tr>
<td>10) Ambulance Fee</td>
<td></td>
</tr>
<tr>
<td>11) Medical Report Fees</td>
<td></td>
</tr>
</tbody>
</table>

Pro-rata factor will apply if student is warded in a higher ward in Singapore Government / Restructured Hospitals or in private hospitals in Singapore

| Overall Maximum Limit Per Policy Period (Item 1 to 11) | 20,000                                                                  |

#### Additional Benefit

| 12) Hospital Confinement due to Mental Illness (with referral by General Practitioner or Specialist) | 1,000                                                                    |
| 13) Death Benefit                                     | 3,000                                                                    |

¹ Must lead to hospitalisation and/or surgical procedure within 30 days

² For expenses incurred within 90 days from the date of discharge from hospital or day surgery.

³ Treatment must be sought in a hospital or clinic or from a registered Traditional Chinese Medicine (TCM) practitioner within 24 hours from time of accident; follow-up charges by same physician covered up to 30 days from date of accident and for TCM practitioner not exceeding $300 per occurrence.
# Appendix A7 Student Support Contact List

<table>
<thead>
<tr>
<th>Student Support Contact List</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Raffles Medical Group Ltd</strong></td>
</tr>
<tr>
<td>585 North Bridge Road, (S) 188770</td>
</tr>
<tr>
<td><strong>Guardian Pharmacy</strong></td>
</tr>
<tr>
<td>109 North Bridge Road, #01-28/29, Funan IT Mall, (S) 179097</td>
</tr>
<tr>
<td><strong>Singapore General Hospital (24 hour)</strong></td>
</tr>
<tr>
<td>1 Hospital Drive, (S) 119908</td>
</tr>
<tr>
<td><strong>Ten Tock Seng Hospital (24 hour)</strong></td>
</tr>
<tr>
<td>11 Jalan Tan Tock Seng, (S) 398433</td>
</tr>
<tr>
<td><strong>Singapore Association of Visually Handicapped</strong></td>
</tr>
<tr>
<td>47, Toa Payoh Rise, (S) 289104</td>
</tr>
<tr>
<td><strong>The Singapore Association for the Deaf</strong></td>
</tr>
<tr>
<td>227 Moumitten Road, (S) 397998</td>
</tr>
<tr>
<td><strong>Alchohols Anonymous Singapore</strong></td>
</tr>
<tr>
<td>OUB Centre, Aroma’s Cafe Level 5, 1 Raffles Place, (S) 247905</td>
</tr>
<tr>
<td><strong>The Centre for Enabled Living Ltd (CEL)</strong></td>
</tr>
<tr>
<td>298 Tiong Bahru Road, #03-01, Central Plaza, (S) 168730</td>
</tr>
<tr>
<td><strong>Silver Ribbon (Counseling Services)</strong></td>
</tr>
<tr>
<td>C/O Tze Hing Wellness Studio Bld 616 Hougang Ave 8 #01-366, (S) 330616</td>
</tr>
</tbody>
</table>

Reviewed: Thursday, 1st April 2010

Reviewed: C. Girishanker
33.0 Appendix B
FLOW CHARTS
Appendix B1 Refund Procedure

Student writes in or submit change of course status form to request to withdraw from course.

SAS checks student contract and Lornpac online system and calculate the refund amount based on contract clause and Lornpac pro-rata refund of FPS Insurance.

Any Refund?

No

Proceed with the withdrawal (Refer to Withdrawal flow chart)

Yes

Student accepts the refund amount?

Yes

SAS will present the refund calculation letter to GM for approval, signatory and issuance of refund cheque. Refund will be done by cross cheque payable to the account name provided by student in change of course status form unless requested by student to be done in other means.

No

Approved by GM?

No

SAS will prepare the refund calculation based on the amount agreed between GM and student during meeting using the payment information of student from CAS system upon receiving the change of course status form.

SAS will present the refund calculation letter to GM for approval, signatory and issuance of refund cheque

Yes

SAS sends email to student within 7 days informing them to collect the refund cheque during office hour.

Upon collection of cheque, student need to sign, indicate name and date on the copy of the cheque to acknowledge receipt of the cheque.

SAS informs GM that refund cheques has been collected and GM will adjust the accounting part in CAS system to reflect the refund amount.

Copy of refund calculations letter and copy of refund cheque is filed in the student folder, monthly folder and refund folder (with student signature).
Title: Refund Procedure – Course that is not Running

SAE Institute confirm not to commence course due to insufficient student enrolled (min 5 students)

Inform students immediately within 3 days

Student decision to defer to next commencement date?

Yes
- Update student on next commencement date

No

Student wish to transfer to another course?

Yes
- Proceed with the transfer of the course process (Refer to Deferment/Transfer of Course Procedure flow chart)

No

SAS will present the refund calculation letter to GM for approval, signatory and issuance of refund cheque. Refund will be done by cross cheque payable to the account name provided by student in change of course status form unless requested by student to be done in other means.

Upon collection of cheque, student need to sign, indicate name and date on the copy of the cheque to acknowledge receipt of the cheque

SAS cancel the FPS.

SAS informs GM that refund cheques has been collected and GM will adjust the accounting part in CAS system to reflect the refund amount.

Copy of refund calculations letter and copy of refund cheque is filed in the student folder, monthly folder and refund folder (with student signature)
Refund Procedure – Overpayment

Student made overpayment via TT payment due to:
- Bank charges
- Foreign currency exchange rate

Upon receipt of payment, SAS will input the payment record into CAS system which will immediately show any excess payment made.

SAS will present the refund calculation letter to GM for approval, signatory and issuance of refund cheque. Refund will be done by cross cheque unless requested by student to be done in other means.

SAS sends email to student within 7 working days informing them to collect the refund cheque during office hours.

Upon collection of cheque, student needs to sign, indicate name and date on the copy of the cheque to acknowledge receipt of the cheque.

SAS informs GM that refund cheques has been collected and GM will adjust the accounting part in CAS system to reflect the refund amount.

Copy of refund calculations letter and copy of refund cheque is filed in the student folder, monthly folder and refund folder (with student signature).
Title: Refund Procedure – TT

Document No: OM-SPS-301
Revision: 1

Student request refund to be TT to their accounts

SAS prepares the TT documents and get the General Manager approval

SAS submits the signed TT forms to Bank

SAS informs students about the Transfer

Has the student received the amount?

- Yes
  - Update Records

- No
  - Inform Banks and re-submit if necessary
Appendix B2 Withdrawal Procedure

Student fills in the Change of Course Status Form

Is student under 18 years old?

Yes

Parent / guardian signature is required

No

Student attends exit interview with GM. All financial matters, status of student pass and FPS Insurance status will be discussed during this meeting

Student proceeds with withdrawal

Yes

SAS issues formal letter to student to effect transfer / withdrawal

No

Student continues with the current course

International student?

Yes

SAS proceeds with cancellation of student pass by SOLAR system

No

SAS notifies GM to terminate student in CAS system

Any refund agreement?

Yes

SAS proceeds with the refund (Refer to Refund Procedure – Student Withdrawal flow chart)

No

Termination of student contract

SAS proceeds with cancellation of FPS insurance within 3 working days (Refer to Change of Protection Status of FPS Insurance – Student Withdrawal or Transfer of Campus flow chart)

SAS updates the FPS file 1 for CPE submission

A
Title: Withdrawal Procedure

A

SAS transfers the physical student folder to withdrawal folder.
AAS shall issue past attendance record upon request

AAS informs all the respective lecturers about the withdrawal of student via email
Appendix B3 Student Deferment and Transfer Procedure

**Flowchart Description:**

1. **Student to fill in the Change of Course Status Form**
   - **Yes**: Parent/Guardian signature required on change of course status form
   - **No**: Student under 18 years old?
     - **Yes**: AAS will check on student grades and prepare the schedule for students to continue their study
     - **No**: Student will meet the GM. All financial matters, Student Pass Status and FPS Insurance status will be discussed in their meeting. GM also assesses student situation based on AAS report on grades and new schedule. Deferment period has to be such in a way that student has to graduate within 2 years from initial commencement date for full time student and within 3 years for part time student. Transfer of course has to be done before 30 days after the commencement date of the course.

2. **Deferment/transfer approved?**
   - **Yes**: Students continue their study in current course
   - **No**: Student proceeds with deferment/transfer of course?
     - **Yes**: Student submit change of course status form to SAS
     - **No**: SAS will request for student to fill in and submit ICA form 16 for renewal of student pass for international students (if required)

3. **SAS issue formal letter to student to effect deferment/transfer**
   - **Yes**: SAS notify GM to terminate student in CAS system
   - **No**: SAS renew student pass (if required)

4. **SAS re-enroll student in the new course/batch in CAS system**

5. **Renewal approved?**
   - **Yes**: Student appeal and can only attend class if student visa is approved
   - **No**: A
Title: Deferment / Transfer of Course - procedure

A

GM checks the accounting part in CAS system to ensure that it reflects the correct information.

SAS proceeds with cancellation of FPS insurance for old courses within 3 working days. (Refer to Change of Protection Status of FPS Insurance - Student Deferment, Change of Course, Student Visa Rejected)

SAS immediately re-purchases the FPS insurance. Prints the following document: insurance certificate to student folder, proposal and confirmation slip to FPS insurance folder, debit note to accountant.

SAS prepares the student contract reflecting new course including the fees involved based on GM and student meeting.

SAS sends the new student contract and FPS insurance certificate to student via email.

SAS explains the contract clauses to student including the maximum refund within 7 days cooling off period. Any amendment have to be acknowledged by both parties.

Student and SAS sign on both copies of the student contract in the presence of witness. One copy of original student contract is submitted to SAS to be filed in the student folder. The other copy is retained by student. Proceed with the cancellation of student contract.

Student attends new class

B

SAS sends IPA and all forms required for the completion of formalities of student visa to student via email.

SAS requests for copy of student pass to be filed in student folder.

AAS informs all the relevant HODs and lecturers about the student’s deferment by email.
Appendix B4 Student Campus Transfer Procedure

**Title:** Student Campus Transfer Procedure

**Document No:** OM-SPS-402

**Revision:** 1

---

Student expresses intention to transfer to another SAE campus

Academic admin services will check on student grades

Student meets with GM. GM checks student information such as payment details, attendance, and grades through CAS. GM explains all matters relating to transfer including amount of fees to be transferred to other campus, status of student pass and FFSS Insurance status. Meeting will be documented in Meeting Form.

- Student confirms intention to transfer?
  - Yes
    - Is student under 18 years old?
      - Yes
        - Parent/Guardian signature required on change of course status form.
      - No
        - Student submits change of course status form, proof of acceptance in other SAE Institute Campus.
        - SAE prepares a letter that states the amount of money transferable to another campus and carry out the student contract termination.
        - SAE prepares student transcript and get General Manager signature and company stamp and give it to student and send a copy to another SAE Institute campus.

  - No
    - Student continues with the current course in the current campus.

Student makes application to the SAE Institute campus they want to transfer to

Coordination between both SAE Institutes, such as checking student data, attendance and existing grades

Other SAE Institute makes an offer to accept the student

SAE issues formal letter to student to effect transfer/withdrawal.

---

Effective Date: 28-06-2011

Criterion: 6.6.3

Page: 1 of 2
A

International Student? Yes

SAS proceeds with cancellation of student pass by SOLAR system

No

Student Admin services proceed with cancellation of FPS insurance (Please refer to cancellation of FPS Insurance flow chart)

After student pass cancellation acknowledgement is out, SAS will send it to student via email.

Student admin services update FPS file 1 for CPE submission
34.0 Appendix C
Middlesex University
Handbook
BA / BSc Hons Audio Production
BA / BSc Hons Digital Film Making
BA / BSc Hons Web Development
BA Hons Interactive Animation
BSc Hons Games Programming

Validated by Middlesex University, London UK

Version: April 2011
Students with disabilities: information in alternative formats

You will find the most up-to-date version of this document on the student website.

If you have a disability which makes navigating our website difficult and you would like to receive information in an alternative format, please contact Your campus coordinator.

Please state your disability and details of the specific information you need.

We can supply sections from this publication as:

- A Word document with enlarged type — sent by email or supplied on disc or CD
- Printed copy with enlarged type

Other formats may be possible. We will do our best to respond promptly. To help us, please be as specific as you can and include details of your disability.
University and Programme Academic Calendar

Unlike most universities, SAE normally offers degree course intakes more than once in each calendar year. These dates vary from one Degree Centre to another and may be influenced by demand and local resources. Information regarding course schedules, class times and other important events is provided at each Centre and Campus Academic Coordinators can be consulted for clarification. For students wishing to transfer between colleges, details regarding the schedules at the branch to which you wish to transfer can be obtained from your local administration department who will also advise you of the most suitable timing for your transfer.

INTRODUCTION TO THE INSTITUTION

The School of Audio Engineering was founded by Tom Misner in 1976 in Sydney, Australia. Since then it has grown to be the largest private college of its kind and currently comprises in excess of forty campuses globally. It is presently known internationally as SAE Institute and, in Australia, as SAE College.

From the outset through the mid-1990s, SAE concentrated its energies and talents on the professional operation of audio and related equipment. Its short courses, certificate, and diploma programmes focused attention on the development of skills needed to operate recording studio and live sound equipment, in a professional manner, for the benefit of performers.

However, in recent years this clear distinction between the artist and the engineer has all but disappeared; most artists are skilled in the use of a wide range of technical equipment and many audio engineers are actively involved in some aspect of the performance. A merger has taken place, and this has changed the manner and operation of the recording process and of the psychology of studio management.

In 1993 SAE expanded and introduced multimedia programmes at certificate and diploma level. These courses established pathways for creative people interested in becoming proficient with multimedia equipment, ideas and the creative thinking which embraced the development of computer technology at the time.

In 1999 SAE branched into digital film with the introduction of a course at diploma level. Following a similar line of thought to that which had seen the introduction of the multimedia qualifications, these courses were conceived for creative people interested in animation and digital film-making using modern professional computer-based equipment.

Degree-level study was introduced at SAE in 1998 through an exclusive collaboration with Middlesex University, England. In 2010, SAE was awarded accredited status. Currently, BA / BSc (Hons) degrees in Audio Production, Film Making, Web Development, Digital Animation and Games Development (Programming) are validated, assessed and awarded by the University. All the programmes connect technical knowledge and understanding with creative thinking and working. However, the aims and content of the courses are determined by specialised industry needs and vary accordingly. They can be completed within a two year period and are equivalent to the more commonly-encountered three-year programmes offered by many of the world’s universities. During study on one of these programmes, students are enrolled with SAE and registered with the University. All students who successfully complete one of the SAE degrees are invited to attend the University awards ceremony, held in London, England, in July each year.
INTRODUCTION TO MIDDLESEX UNIVERSITY

The Programme

This handbook covers the following degrees offered by SAE Institute in collaboration with Middlesex University:

- BA / BSc (Hons), Audio Production
- BA / BSc (Hons), Digital Film Making
- BA / BSc (Hons), Web Development
- BA (Hons) Interactive Animation
- BSc (Hons) Games Programming

These programmes are validated by Middlesex University and supervised by the University’s School of Arts and Education. This means that students successfully completing all parts of their selected programme will receive a Middlesex University degree certificate and may, if they wish, attend the appropriate Middlesex University graduation ceremony. Students enrol as students of SAE Institute and, once their enrolment has been confirmed, they are registered with the University by the relevant SAE administration department. If you do not complete the full programme you will be given a transcript recording any individual elements of the programme successfully completed and in some case awards of Diploma of Higher Education may be made.

The University Regulations

The University Regulations are available at www.mdx.ac.uk/regulations. You should be familiar in particular with Section G (Appeal Regulations and Procedures). SAE Institute has to act in accordance with these procedures in the case of a student appeal.

SAE Institute also has to act in accordance with Section F (Infringement of Assessment Regulations - Academic Misconduct).

Certificates

Details of the information which will appear on the certificate is set out in the Regulations Section E - www.mdx.ac.uk/regulations/.

Diploma Supplement

From September 2010 all students will be issued with a Diploma Supplement verified by Middlesex University. This document will replace the transcript. The Diploma Supplement is a ‘supplement’ to a qualification certificate and contains information on the nature, level, context, content and status of the studies undertaken and successfully completed. It will include each module taken, the grade achieved and will state the qualification achieved with the classification and title.
WELCOME TO YOUR PROGRAMME

Programme Leader’s Welcome

I Warmly welcome you as you continue your education here at SAE.

Ahead of you is a program consisting of knowledge, challenge and experience. During your time in the program, I encourage you to actively participate in every opportunity and challenge yourself to push your limits. Discuss and debate ideas both in class and outside. Strive to learn more than what it written spoken or given. Always remember that knowledge is not just transferred, it is acquired.

During your time in the degree program at SAE you will develop your skills, talent, career and also form friendships and discover working relationships.

With the qualified and skilled staff, well equipped facilities and carefully crafted curricula, I assure you an invaluable educational experience at your time in SAE. During your degree program, you will learn to contextualise your technical skills by bring together, academic research, insight into the current industry and its business, market and legal perspectives, and understanding of various cultures. You will also learn advanced practical skills and techniques in your chosen program of study and hands on experience in juggling many projects and deadlines.

I encourage you to take advantage of every opportunity so that at the end of your time as a student here, you should be able to proudly say that you worked hard and earned your degree.

Thank you for choosing SAE. I wish you an exciting, challenging and rewarding time at SAE and the very best in your future.

Jennifer George
Senior Academic Coordinator
jennifer.george@sae.edu

Purpose and status of your student handbook

The purpose of this handbook is to provide you with information about your Programme of study and to direct you to other general information about studying at Middlesex University.

This handbook must be read in conjunction with the University Regulations at www.mdx.ac.uk/regulations/ The material in this handbook is as accurate as possible at the date of production.

Your comments on any improvements to this handbook are welcome - please email them (with name of handbook) to Jennifer George at jennifer.george@sae.edu
Programme staff list and contact details

Broadly speaking, the staff body at SAE campuses consist of two main groups – management and administration; lecturers and supervisors/tutors.

Lecturers are responsible for the presentation of formal theory and practical classes. Please refer to the Campus Student Handbook for management and administrative staff details. Audio supervisors and digital film supervisors are responsible for, amongst other things, assistance outside of formal class time when you are using the practical resources within the college. In effect, they are ‘on call’, the aim being that they will guide you through any problems that you may experience with the equipment.

Campus Academic Coordinators

At campus level, the smooth running of each degree course is the responsibility of a Campus Academic Coordinator. Part of this role is to handle degree related queries, interviews and enrolments. In addition, Campus Academic Coordinators communicate issues of relevance to their Group Academic Coordinator or Senior Academic Coordinator and oversee lecturing staff.

For a detailed list of staff at campus, please refer to the student website.

Language of instruction

SAE Institute has a wide global spread, with in excess of 40 colleges in 15 countries. Its language policy for the study of these degree programmes, emphasises the importance to students of English competence alongside their native language where it is not English. English competence is promoted partly because the degrees are awarded by a UK University and partly because English is the international language of computing and media. Applicants’ English skills are a factor in the selection procedure and guest lectures and seminars at all degree centres are commonly in English. Nevertheless, within the terms of the approved language policy, classes at certain centres employ other languages. The following policy conforms to all relevant QAA and University criteria.

Policy

- The Institute respects the cultural, communicative and intrinsic value of all languages represented by its student body. Thus, it seeks to encourage students to maximise effective use of their own language.
- In view of the fact that English is widely regarded as the major player in the communications sector, the Institute encourages its graduates to be able to communicate their professional thoughts, ideas and experiences effectively through English.
- The priority within the campus is for effective spoken English (the ability to describe, negotiate and discuss technical and aesthetic issues in spoken language) followed by the ability to read and write English. Consequently, emphasis is given to classroom activities which encourage the development of English skills in accordance with the priority.
- Major project reports are permitted in a language other than English but, where this is allowed, a substantial abstract/summary in English (1000 words minimum) must be provided; alternatively, a related oral presentation in English may be required.
**Programme Structure Diagram**

You will find details of each of the programmed taught in your campus in the appendix. You will find below the structure of the degree programmes and levels of the respective modules.

**Change to levels of modules and programmes**

Middlesex University will change the way it describes the levels of its modules and programmes. The university will adopt the widely used Framework for Higher Education Qualifications (FHEQ) levels, as defined in the table below. The new level structure will be fully adopted across the university by September 2011. Until then you may experience some inconsistency in the description of module levels.

<table>
<thead>
<tr>
<th>Description</th>
<th>New Middlesex University / FHEQ levels (from Sep 2011)</th>
<th>Current Middlesex University levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundation level</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Certificate level</td>
<td>4</td>
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</tr>
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<td>2</td>
</tr>
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<td>Honours level</td>
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<td>Masters level</td>
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<td>4</td>
</tr>
<tr>
<td>Doctoral level</td>
<td>8</td>
<td>5</td>
</tr>
</tbody>
</table>
Module Information

The second year of the degree consists of one MU level 2 module and two MU level 3 modules.

All students in the degree will undertake the following module:
SAE 2000 Creative Media Practice

According to the choice of programme offered in the campus, students will undertake one of the following courses.
SAE3110 Advanced Audio Practice
SAE3120 Advanced Digital Film Practice
SAE3130 Advanced Web Practice
SAE3140 Advanced Interactive Animation Practice
SAE3150 Advanced Games Programming Practice

According to the choice of the major project, students will choose one of the following options.
SAE3200 Major Project (BA)
SAE3300 Major Project (BSc)

Details of the modules can be found in the appendix.

BA and BSc awards

In those programmes where both BA and BSc outcomes are available, the distinction between BA and BSc lies mainly in the final project, though the curriculum is also differentiated between the two routes where appropriate at earlier stages of the programmes.

During the admission and enrolment process your preference for BA or BSc is explored, and if you are aiming at a BSc award you will be offered tutorial guidance about specific BSc issues when planning the work you will submit for assessment. Up to the point when your Major Project Proposal is formally approved, you may request to change your intended award from BA to BSc or vice versa; any such request is subject to approval by the Campus Academic Coordinator.

In particular, if you are aiming at the BSc award, your Major Project Proposal must contain a convincing justification of the technological or scientific element in the final project that is BSc-worthy. Guidance about this is given in tutorials prior to submission of the Major Project Proposal, and a final decision about whether the award will be BA or BSc is made by the Campus Academic Coordinator.

Classification of Honours awards

A pass in the SAE Diploma that forms the first 50% of the program allows progression to the degree phase but does not contribute to the calculation of honours classifications. The method for determining honours classification, in line with the principles underlying that set out in the University regulations, is as follows:

- for all classification levels, minimum grades of 16 for all modules and, additionally:
o for the award of first class honours a minimum grade of 4 for the final project module (SAE3200 or 3300) and 8 for either SAE31xx or SAE2000;

o for the award of upper second class honours a minimum grade of 8 for the final project module (SAE3200 or 3300) and 12 for either SAE31xx or SAE2000;

o for the award of lower second class honours a minimum grade of 12 for the final project module (SAE3200 or 3300).

The Assessment Board may exceptionally exercise discretion in a student's favour, where it appears to the Board that strict interpretation of a particular assessment regulation would cause serious injustice to the student.

Whenever the Board uses this discretionary power to modify the interpretation of an assessment regulation an appropriate entry must be made in the Board's minutes.

**Attendance requirements**

SAE operates a 90% attendance requirement for all classes and reserves the right to cancel a student's course or withhold results should attendance fall below this required minimum. Exceptions will only be granted in the case of demonstrable extenuating circumstances and, should non-attendance have resulted for medical reasons, the student will be required to present the appropriate medical certificates. In certain circumstances, non-attendance of theory classes may result in a ban on the use of practical resources.

Students who have applied for funding should note that most lenders will monitor attendance and that financial support may not be on-going in the event of attendance falling below the stated minimum.

Where students are studying under country-specific student visas, SAE is obliged to inform government authorities if attendance falls below the required minimum. Under these circumstances, a student could lose their right to hold a student visa and may be required, under immigration legislation, to leave their country of study.

**Policy on late arrival**

Students arriving late for class will be marked as 'Late' for attendance. In addition, and at the discretion of the lecturer, they may be excluded from class until a suitable break in proceedings. Students who are persistently late for classes may have their programme of study suspended.

**Assessment schedule**

Details of assessment schedule and guidelines can be found in the student website.

**Assessment Panels and Board**

All grades/results are considered by a local or regional Assessment Panel, attended by an External Examiner. These grades and recommendations relating to mitigating circumstances etc are then passed to an Assessment Board chaired by the University School's Dean or nominee. This Board includes a Link Tutor, Campus Academic Coordinator and the Chief External Examiner to ensure fairness and to maintain strong links with industry standards. The report of the Assessment Board is forwarded to the University,
and becomes the basis for the award of degrees to those who have successfully completed all aspects of their programme.

**Assignment Deadlines**

Assignment must be submitted by the set deadlines. If a deadline is missed the work can be resubmitted by a deadline determined by the Assessment Board, but with a penalty of a maximum grade of 16 unless extenuating circumstances are accepted by the Assessment Board.

**Extenuating Circumstances**

Students who wish the Assessment Panel / Board to take account of extenuating circumstances (including health and other problems) which have affected their performance must bring them to the attention of the Assessment Board by informing their Coordinator in writing. This notification must be accompanied, where appropriate, by documentary evidence (e.g. a medical certificate). This should be presented as soon as possible and before the date of final assessments. Any such information will be treated confidentially.

**Appeals**

Circumstances may arise from time to time in which a student feels that the appropriate (published) examinations procedures were not followed and, thus, that an appeal against the grade/result may be possible. SAE Institute has adopted, for the purposes of the degree programmes, the conditions used by Middlesex University. A summary of the system is as follows.

- you may only appeal against an Assessment Board’s formal published decision - not against an informal mark or grade which has yet to be approved by the Board.
- you cannot appeal against the academic judgement of an Assessment Board.
- you cannot make an appeal based on a claim that you did not know or fully appreciate the assessment regulations and procedures, or that you were unaware of the appeals procedure, or your rights and responsibilities which includes the process for presenting extenuating circumstances to the Assessment Board.

YOU MUST ENSURE THAT ANY APPEAL IS MADE IN WRITING WITHIN 14 DAYS OF THE DATE OF THE RESULTS BEING PUBLISHED.

**Assessment Officer Support**

Assessment is an important aspect to your programme but you may find that at times personal circumstances can impact on your studies. Should you have circumstances which mean you need to defer your assessment, you must complete the Extenuating circumstance form which can be obtained from the student website and the reception and return it to the Campus Academic Coordinator.

**Placements**

SAE has a policy of employing past and present students who exhibit suitable qualities. There are opportunities for current senior students to be employed as student demonstrators and a number of current SAE staff are successful former students. Those interested in job opportunities within SAE should approach their local college management.
**Careers Service**

SAE maintains an active dialogue with the audio, multimedia, film and games industries in an attempt to make potential employers aware of the quality of our graduates. At this point there are a vast number of SAE graduates active in all aspects of the industry and one of our primary concerns is that our former students find success in their chosen careers.

Over the years, a large number of employers have approached SAE seeking staff with suitable skills. During your studies, your progress will be monitored by staff who will advise in situations where someone with a particular range of skills and expertise is being sought by a prospective employer. Students who meet the correct criteria will be put in touch directly with the individual or company seeking staff. SAE also encourages prospective employers to forward more general job offers and, when they are forthcoming, these opportunities are posted on the relevant college notice boards. Students seeking employment are encouraged to monitor these notices on a regular basis. A number of job opportunities are also posted on SAE websites.

A large number of SAE staff are or were active in one of the industries for whom we train. In fact, relevant industry experience is an important criterion used in the recruitment of staff. As such, many of them are well-equipped to offer help and guidance on matters related to employment. Students are encouraged to take up informal dialogue with such members of staff. On a more formal level, careers advice can be sought from Campus Academic Coordinators and members of the college management.

SAE has established an Alumni association which promotes on-going dialogue and also helps to develop employment opportunities for our graduates.

SAE endeavours to select a range of guest lecturers from within the ‘infotainment’ industry. In addition (and where timetabling allows), students may have the opportunity to visit career seminars and other industry events which could help to establish worthwhile employment links.

**Student Exchanges**

One of the great advantages of studying with SAE is the option to transfer between SAE Centres. This is normally possible subject to certain timetabling and resource considerations. If you are interested in spending time at more than one SAE Centre, you should discuss your options, in the first instance, with your Campus Academic Coordinator. Please note that not all branches of SAE are certified as Middlesex University Degree awarding centres.

**LEARNING, TEACHING AND ASSESSMENT**

Learning, Teaching and Assessment approaches will encourage you to be actively involved in your learning and to co-operate with other students. We aim to give you prompt feedback on your learning and opportunities to reflect upon and learn from that feedback.

You will be actively involved in a range of learning, teaching and assessment approaches as part of your degree.
Such active learning approaches put students at the centre of their learning where they are actively involved and engaged in all aspects of their learning and the assessment of their learning. Your programme will require your active participation in learning activities and engagement with your peers both individually and collaboratively, working and learning with other students as part of a small group. Learning activities may also occur both within and outside the classroom.

Your learning will also be supported by technology. Increasingly your tutors will be using existing and emerging learning technologies to engage you in e-learning activities. Your programme will be facilitated using a variety of media and online tools (virtual learning environment, blogs, etc) which will allow you flexible access to a diverse range of online resources and learning materials as well as collaborative tools with which you can engage and learn with your peers. Not confined by time and space you will be able to take part in online discussions and learning activities from wherever you are studying.

By engaging with e-learning you will also be developing skills which are essential for your learning and are also highly valued by employers. These include but are not limited to: working flexibly, communication, understanding of IT, team working and creating shared understandings based on quality resources and access to global expertise.

Teaching will take the form of lectures and seminars, which will be compulsory teacher contact time. You may book tutorials, which as one to one or in groups individually or in groups to consult your tutors for additional support. Your Campus Academic Coordinator will inform you on how to book tutorials.

Assessment is an integral part of learning, and you may hear it referred to as formative or summative. Formative assessment is primarily developmental in nature, and is designed to give feedback to learners on their performance and how it can be improved. Formative assessment is a key part of the experiential learning process, and has been shown to contribute to enhancement of learning substantive knowledge as well as for developing research, communication, intellectual and organisational skills (http://www.ukcle.ac.uk/resources/assessment-and-feedback/formative/, 2011).

Summative assessment is designed to measure the extent to which a learner has achieved the intended learning outcomes of a module. The summative component of an assessment task is designed solely to provide a measure of the achievement of a learning outcome by a learner. Summative assessment should assess achievement of all learning outcomes in a secure, fair and accurate manner.

Assessment may also involve self, peer of group approaches. For example, you may be asked to self-assess your own work, indicating where you feel you have clearly demonstrated your understanding, and also identifying areas where can see you have room to improve. Assessment may also be a peer process where peers individually, or as groups, offer feedback on one another’s work. Group assessment may also be part of your programme, where part of the assessment process requires you to demonstrate your ability to work as part of a group or team, and possibly receive a group mark.

Learning Resources

Learning resources will vary slightly from one SAE Centre to another. However, SAE policy is to support theoretical tuition with a substantial practical component and, in serving this purpose, to provide and maintain technical resources akin to those found in the relevant industries. In this regard, SAE is a forerunner. For practical tuition and project development,
students in all disciplines have access to a wide variety of industry-standard formats, studios, recording, capturing, editing and mixing technologies and computer software.

Online resources are available for access to technical information, journal articles etc. E-learning material will increasingly be made available.

At course commencement, you will be given comprehensive guidelines regarding the access that you have to the learning resources at your chosen Degree Centre. Under the terms of the current Memorandum of Understanding, SAE students do not gain access to resources on Middlesex University campuses.

**Assessment Feedback**

Assessment feedback provides the opportunity for you to engage with feedback on your assessed work, to reflect on it, and to use this feedback as the basis for learning and to improve your work. Feedback can take many forms, and may be informal, for example, it may be offered and discussed in classroom sessions either collectively or individually. It may also be more formal and delivered for example in written or audio form from peers or academic staff. Understanding your feedback is very important, to achieve this you are encouraged to discuss feedback with academic staff.

All forms of assessment are part of the learning process, both formative and summative. Receiving feedback on your work is an essential and important part of your learning, and all programmes will therefore provide regular opportunities to assess your work formatively and provide feedback on it. The nature of the formative assessment and the feedback will vary from Programme to Programme.

Feedback for assignments may vary according to the type of assignment and student numbers. However, effort will be made to provide feedback no later than a month from the submissions.

You will find details of assignments including assignment guidelines and deadlines in your student website. This information will be made available at the beginning of each module.

You will receive feedback including grades and comments from both the assessor and moderator (where applicable) by email from your Campus Academic Coordinator. You may also receive feedback by appointment with the tutor or assessor. In the case of presentations, general feedback may be given in class immediately following the presentations.

**Return of coursework**

The Institute will endeavour to return to students assessed work which has significant intrinsic value whenever a student explicitly requests this. The institute will normally provide feedback on all coursework within one month of the deadline.

The Institute will retain assessed work pending possible appeals. The Institute will retain any assessed work that has not been returned to the student not more than six months after the Assessment Boards have taken place, except in cases of partial completion of the assessment in a module due to failure or deferral, whereby items should be held until six months after the remainder of the assessment has been completed.
Electronic receipt of coursework
All written assignments must be submitted online on turnitin and an automatic receipt from turnitin will be issued immediately upon successful submission.

Marking, second marking and marking moderation
This is undertaken to eliminate bias resulting from the subjective nature of creative material. In addition, external examiners and others without personal knowledge of the student, are involved in the checking and moderation of results.

Personal Development Planning
Personal Development Planning (PDP) will provide you with an opportunity to assess the value of the skills and knowledge you are developing and identify your future learning and development needs. It offers a structured way to reflect on what you are good at and what you need to develop further. You will learn to review your own skill levels and what you have learned from different situations and environments, including your studies, part time work, voluntary work and other activities; you will record your reflections and use them to help you think about and plan your future development.

This is an important part of your personal development and reflects the working environment where employers encourage new graduates to assess their own continuous professional development (CPD) using a portfolio. You can also use your record of PDP as a valuable aid for marketing your skills to employers in recruitment and selection processes.

In order to help you reflect on, and record evidence of these skills, we have integrated this into the curricula.

Progressing on your programme
The University grading scale is used in relation to and in conjunction with the University grade criteria guide and guidance on the generation and use of module level descriptors (see Regulations “Module Level Descriptors” and “Grade Criteria Guide” www.mdx.ac.uk/regulations/).

Academic Misconduct
Plagiarism is the presentation by a student, as his or her own work, of a body of material (written, visual or oral) which is wholly or partly the work of another. In fact, plagiarism extends to cover one's own work previously assessed or published which is also required to be properly referenced. Taking unfair advantage over other authors, students or oneself in this way is considered by SAE to be a serious offence. SAE Institute will take serious action against any student who plagiarises whether through negligence, foolishness or deliberate intent. Make sure written material, ideas, theories, formulae, etc are acknowledged through the use of quotation marks, references and bibliographies. Information on the correct way of acknowledging work from other sources is available from campus learning resource centres. Academic misconduct also covers cheating in examinations.

Detailed information can be obtained at Academic Honesty Policy in the student website.
COMMUNICATION

All information will be communicated by email or through the student website. In addition to this, in class announcements may also be made.

Student Website

All course related information will be made available on the student website. Information will include lectures, reading material, timetable, assignment guidelines, deadlines and other important information. You are strongly advised to check this website regularly, especially the time table to be aware of any changes.

All written assignments must be submitted on turnitin. More details on accessing turnitin are available in the appendix.

Accessing your own records and letter requests

If you require any details of your progression, fees or have any letter requests, please contact the reception for a form and submit a request.

SUPPORT

Academic Support

In addition to lectures and seminars, students may book individual or group tutorials with their tutor or Campus Academic Coordinator. Held with assignments can also be obtained from the campus paraprofessional who would normally be the first point of contact for student support.

Counselling

In view of the relatively small numbers of students at SAE Schools, it would not be economically viable to appoint specialist counsellors for personal issues; however, when such a need arises Campus Academic Coordinators make arrangements for students affected to be put in contact with external specialist counsellors (of which a local register is maintained for timely response) and in the last few years there have a small number of such cases. With respect to counselling on academic or other program-related issues, Academic Coordinators undertake this as an important part of their duties.

International Student Support

SAE is aware that students from overseas countries at any of its Degree Centres need additional support. This is the responsibility of Campus Managers and Coordinators.

Disability Support Service

SAE is committed to ensuring wherever possible that their programmes are accessible to students with motor and learning difficulties. Due to the relatively small number of students enrolled on our programmes SAE does not provide a dedicated Disability Support Service
department. The requirements of students with disabilities are dealt with on a case by case basis in consultation with the Campus Academic Coordinator and college management whereby, if possible, suitable provision is agreed prior to such students enrolling on their programme of study.

Examples of special provision include:

1) Additional time for dyslexic students to complete examinations. Students on the Diploma year of the degree, for example, typically have an extra ½ hour on top of the standard 2 hour examinations
2) Students with ADHD may, if required, sit exams in a separate room from other students
3) Students with dyslexia may have an additional week beyond the normal deadline to complete written assignments
4) Provision is made for wheelchair users. All classrooms and practical areas (workstations and studios) at the SAE London college are accessible to wheelchair users, and toilets with disabled facilities are provided throughout the college.

In order for SAE to negotiate suitable provision prospective students must be registered with the NHS and formally disclose any disabilities they are known to have in their application form. The application must include evidence of the nature and scope of their condition, for example medical certificates or education psychologist’s report. All applications are treated in the strictest confidence.

Students who develop, or suspect that they have developed a disability or learning difficulty during the course of their studies are advised to inform their Campus Academic Coordinator at the earliest opportunity.

Health, Safety and Welfare

SAE complies fully with the health and safety legislation applicable in all countries of operation. Students should note that government policy in this regard may differ from one country to another. Copies or applicable legislation are available, upon request, at each Degree Centre.

Students attending SAE are insured against accidents whilst on SAE property. In compliance with fire regulations, SAE normally requests that students sign in and out when entering or leaving the premises. In addition, most SAE premises are subject to regular fire drills. Students’ attention is drawn to the applicable fire procedures published at strategic points throughout the building. The precise procedure will vary from one centre to another but please note that in all circumstances it is mandatory for all persons to leave the premises in the event of the fire alarm sounding and/or fire strobe lights being illuminated.

Middlesex University Students’ Union

As a student on a validated collaborative programme, you are not a member of Middlesex University Students’ Union (MUSU). However the National Union of Students (NUS) offers a discount card called NUS Extra, which you are eligible for. The NUS Extra Card can be issued with the International Student Identity Card (ISIC) for a fee of about £11.00 (2009/10 prices). You may apply for this card online at www.nusextra.co.uk. Further information on the ISIC can be found www.isic.org.
QUALITY OF YOUR PROGRAMME AND EXPERIENCE

Quality assurance and enhancement of your programme

To ensure the high standards and quality of Middlesex University provision, all Programmes are subject to the University's academic quality assurance procedures (which include those procedures related to programme approval, monitoring and review). A key feature of these processes is the input from external subject experts who ensure that awards of Middlesex are comparable to those of other UK universities, and that the programme curriculum, teaching, assessment and resources are appropriate.

You also have a very important role in enhancing Programmes, feeding back on a regular basis via feedback forms, Boards of Study, and other mechanisms. Your feedback also plays a major role in Programme monitoring and review.

Middlesex University, and its Programmes, are subject to periodic audit or review by external quality agencies such as the Quality Assurance Agency for Higher Education (QAA). These audits and reviews place confidence in the quality and standards of provision as operated at Middlesex University. The most recent QAA audit of quality and standards of Middlesex University awards, conducted in 2009, was of those programmes delivered in-house. The outcomes were that confidence can reasonably be placed in the soundness of the University's current and likely future management of the academic standards of its provision, and, of the quality of the learning opportunities available to students. QAA review and audit reports can be viewed at: www.qaa.ac.uk.

Feedback from you

Student representatives

SAE operates a student representative system intended to promote communication between the student body and college management. It provides a forum for constructive debate and has been devised to gauge student concerns, criticisms and suggestions, with the aim of implementing effective measures to optimise the learning experience for current and future generations of students.

The student representatives body is made up of a team of students consisting of one nominee from each class intake. Candidates are voted for by their peers and meetings between representatives and college management are scheduled. The dates of these meetings are published at each branch of SAE. Student attendance at these meeting is not compulsory.

Student representative meetings are not a forum within which to put forward matters of a personal nature. It is also not part of the college management. Final decisions taken on matters arising in student representative meetings rest with the College Manager.

The role of a student representative is one which carries certain responsibilities, both to management and the student body. In short, representatives should be willing to:

- Gather information regarding students’ concerns, suggestions and criticisms and table them at meetings with college management and other representatives.
- Attend short meetings – one hour, approximately every eight weeks – with the manager of the college and/or other senior members of staff.
- Provide feedback to peers on the outcomes of meetings.

Representatives acting on behalf of degree classes may, in addition to regular meetings with management, be required to be present at Board of Studies meetings.

**Boards of Study**
The purpose of the Board of Study is to provide a forum for discussion between you and staff involved in all aspects of your Programme.

You choose class representative from each course at the start of each academic year to ensure that all the various interests on the Programme are adequately represented.

Each Programme holds regular Boards of Study. The membership includes:

- Student representatives
- Campus Academic Coordinator
- Campus Manager
- University and Institutional Link Tutor
- Academic staff aligned to the delivery of the Programme or modules
- Support services representatives

Your student representative represents the Programme or year group and is responsible for notifying the Board of issues which have been brought to them by you. You should be aware of the function of the Board of Study, and should ensure that representatives are alerted in good time to matters of concern, or to suggest initiatives.

Minutes are made of the discussion and decisions of each Board meeting, and these are circulated to members with outcomes. The minutes are included with the Programme Quality/Annual Monitoring Report for consideration by the University. Students will be informed as soon as action has been taken and this will be formally reported at the following Board of Study.

**Dates**
Boards of Study will be held biannually and the dates for the Boards of Study will be communicated to you by the Campus Academic Coordinator.

**Programme evaluation forms**

Programme feedback forms are distributed throughout the academic year. The forms are completely anonymous. The aim of this feedback process is to elicit your views on the quality of your programme of study.

You can expect to receive a report on any issues that have been identified. The report would also describe the measures taken to resolve any problems. All reports will be an item for discussion during Boards of Study and will, where necessary, be reported upon during the quality/annual monitoring process. The whole feedback process will also be reviewed on a regular basis, to ensure that it is effective in helping provide a good quality experience for students.
Other surveys
From time to time the University will promote surveys to elicit your views on the quality of the services offered by the University and your student experience on areas other than your programme of study. These surveys will be completely anonymous.

You can expect to receive a report on any issues that have been identified. The report would also describe the measures taken to resolve any problems. All reports will be an item for discussion during Boards of Study and will, where necessary, be reported upon during the quality/annual monitoring process. This process will be reviewed on a regular basis, to ensure that it is effective in helping provide a good quality experience for students.

Suggestions and Complaints

Grievance procedures specific to these collaborative degree programmes are published by SAE Head Office and can be accessed online on your course home page.

The guiding principles are that these matters will be:

- treated seriously and with fairness;
- dealt with without undue delay, and in as straightforward a manner as possible;
- treated consistently across the University or institution;
- dealt with and resolved, wherever possible in an informal way;
- progressed through stages leading, if necessary, to a formal stage.

The internal complaints and grievance procedures must be followed and have been fully exhausted before the Middlesex University “Complaints in relation to collaborative partner institutions” (http://mdx.ac.uk/regulations/) may be followed.