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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 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
The Company's primary purpose and, therefore, its resultant educational philosophy, is 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.

This philosophy translates into the provision of a variety of pathways by which students can obtain the education and training they need and is partially illustrated by SAE Institute's decision to open many relatively small branches around the world rather than to centralize in a few very large colleges. Thus SAE Institute is able to stay in close touch with local needs and to articulate more easily with other institutions.

SAE Institute encourages students from all backgrounds to undertake courses which will enable them to expand and develop their career options and opportunities.

In addition to these vocational concerns, SAE Institute is interested in assisting the development of the whole person and not only the technician. In-line with this philosophy, SAE Institute is currently pursuing, and achieving, degree-granting status in many countries across the globe.

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 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 – MS ANNA C. MALLON

Welcome to the SAE Institute (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 (Singapore), the first Asian branch of the largest creative media technology institute with over 50 campuses operating worldwide. Our students enjoy the parks of being in the international SAE Institute network, supported by 20 years of heritage of the Singapore 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 (Singapore).

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 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 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 SINGAPORE

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

Phone: (+65) 6333-4384
Fax: (+65) 6333-4347
info@singapore@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 polices and procedures developed; and
Reviewing, at least once a year, the academic polices 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
Anna C. Mallon–De Castro ........................................... anna@sae.edu

Head of Academics
Hardie J. Tucker ....................................................... hardie@sae.edu

Head of Operations
C. Girishanker ........................................................... giri@sae.edu

Student Admin Services
Lieberty Perdana Chalang ........................................... l.chalang@sae.edu

Academic Admin Services
Margaret Yapnanto ................................................... m.yapnanto@sae.edu

Lecturers - Audio Department
Christelle Taillens- Head of Audio Department .................. c.taillens@sae.edu
Kenneth Foo .................................................................. kenneth@sae.edu
Kevin Teoh ..................................................................... k.teoh@sae.edu
Mark Lores ..................................................................... marklores@mailshack.com

Lecturers – Digital Film Department
Foo Chee Yong- Head of Film ........................................ cheeyong@sae.edu
Lionel Chok ................................................................... 1ionel@mail.com
Imran Ahmad ................................................................ i.ahmad@sae.edu
Jan-Christoph Daniel ..................................................... jan.daniel@gmx.net

Lecturers – Games and Animation
Foo Chee Yong – Head of Animation ............................... cheeyong@sae.edu
Gibson Tang – Head of Games ....................................... gibson@gibsontang.com
Hardie Tucker ............................................................... hardie@sae.edu
Geng Yuan ..................................................................... gengyuan01@gmail.com
Eugene Goh ................................................................. eugene@e-goh.com

Technical Support Officer
Erik Sahlstrom ............................................................. e.sahlstrom@sae.edu
Sher Iqbal ....................................................................... s.iqbal@sae.edu
Poh Li Ting ..................................................................... litingpoh7@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
SAE Institute Singapore’s school vacations will last for two weeks in mid-year period and two weeks at the end of the year. In addition, all SAE 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 Singapore:

• Diploma in Audio Engineering
• Diploma in Digital Film Production
• Diploma in Multimedia Production
• 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 Admin Services. There is no need for students themselves to register with the University.

If you do not complete the full programme you will be given a transcript recording any individual elements of the programme successfully completed. The first year of a three year Honours degree represents a Certificate of Higher Education; two years of the degree represents a Diploma of Higher Education.

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 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.

Copies of forms are attached to this Handbook.

13.3 WITHDRAWALS AND REFUNDS
For withdrawals and refunds, please refer to the current PEI-Student contract in force.

13.4 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.

13.5 COMMUNICATION WITH STUDENTS AND SAE INSTITUTE
STUDENT ANNOUNCEMENT BOARDS
The 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.

PHONE
The Institute will contact the students by phone for emergencies or urgent notification of changes or urgent request for information.
14.0 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.

14.1 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.

14.2 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.

14.3 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.

14.4 CLASS ALLOCATION
The Academic Admin Services allocates students to classes. Allocation takes into account, class availability and timetabling constraints.

14.5 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.

14.6 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.

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

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

Equipment is loaned through the main Technical Support Officer only. According 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.
14.7 SCHOOL FACILITIES
SAE Institute Singapore 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.

Studies & 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 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.
  ▪ Audio Studio 3 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.

• Film & Animation Studio cum Lecture Room (15 seats) with chroma key facilities with dolly and production lightings

• Final Cut HD Editing Suite located at workstation area

• Video Compositing & FX Suite located at workstation area

• Media Lab 1 with high-end Apple workstations

• Media Lab 2 with high-end Apple workstations

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

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

• Demo room equipped with an audio console, audio recorders, signal processors, Pro Tools system

• Audio Lecture Room

• Core Lecture Room

• Degree Lecture Room

• Workstation area with multiple Editing workstations equipped with Apple workstations and course software for students to work on their course assignments and hold discussions

• 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, there is various audio-visual equipment 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.

**14.8 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 and not exceeded 35 MB. 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.

15.0 CODE OF CONDUCT FOR STUDENTS

15.1 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.).

15.2 IDENTIFICATION & ACCESS CARD
All applicants enrolled in our SAE Institute courses (Full-time/Part-time/Short Course) will need to have a Student Access Card during the duration of their courses. A deposit of SGD 50.00 is required for the Student Access Cards. The deposit will be returned back to the students upon completion of their course at SAE Institute. You are to notify the school should you lose / damage the Student Access Card. If the card is lost or damage, there will be a replacement fee of SGD 50.00 for the first card replacement. Subsequent card replacements will be at SGD 70.00. You are to return the Student Access Card to the Student Admin Services upon completion of your course in order to process the return of the deposit made for your Student Access Card. Return of Deposit will be done via cheque to the students within 14 days upon completion of the course.

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.

15.3 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 bermudas, shorts or slippers. Clothing does give an impression. Please remember that potential employers as well as guests visit the school.

15.4 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
Plagiarism refers to using as your own thoughts, writings or creative works of others without acknowledgment.

In the case of plagiarism, cheating, and other forms of academic dishonesty or misconduct the lecturer at his/her discretion has the authority to assign a zero for the exercise or examination, or to assess a Fail in the unit.

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.

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

15.5 COMPLAINT & GRIEVANCES PROCEDURE

15.5.1 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 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.

15.5.2 Academic Grievances and Appeal Procedures
A student should lodge his/her academic grievance through writing and submit it to Academic Admin Services. 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 case, 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 Academic Advisory Board (through the Chair). The student shall submit the appeal in writing within ten working days of receiving the written notification from previous stage. Grievance appeal panel then
will be held.

The decision of the panel will be in writing and be 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 the CaseTrust.

The Academic Admin Services will then advise CaseTrust in writing of the request within five working days. CaseTrust 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.

15.6 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.

15.7 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.

15.7.1 Disciplinary Actions include but is 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.

15.8 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 School 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.

16.0 ACADEMIC POLICIES

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

- Satisfy the examiner on all seven modules of study with a minimum grade of 16 (70%) or better and have attended at least 90% of the total hours in the program (Students who wish to proceed to take the honors program must maintain a grade average of 12 (80%) or better).
- 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.

**STUDENTS PROGRESSING FROM THE DIPLOMA ONTO THE DEGREE STAGE**
- Students who wish to progress onto the degree level of their studies at SAE must have successfully completed the diploma level.

**16.2 ATTENDANCE REQUIREMENTS FOR DIPLOMA AND DEGREE COURSE (LOCAL AND FOREIGN 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 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 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.

**16.3 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 excluded from class until a suitable break in proceedings. Students who are persistently late for 5 consecutive classes may have their programme of study suspended and/or will be liable to disciplinary actions deemed suitable by the Management.

**16.4 ASSESSMENT FORMATS**

**16.4.1 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.

**16.4.2 Format for Media Files**
Media file formats are indicated with each assignment in the Assignment Criteria documentation.
16.5 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 submit as theirs, work done by other people will receive a zero for that grade and be subject to disciplinary action.

- Students who repeat a module are required to submit all new work for class work and assignments.

- All students are to submit their work through the student portal (saestudent.local). However, hard copy of student work must be submitted to respective lecturers if requested.

Submission of Assessment Items

- 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.

- Requests for extension of time to submit an assessment item must be made in writing to the Academic Admin Services. Where the request is made on medical grounds, an appropriate medical certificate must be submitted. The request for an extension should be lodged by the assessment due date for the assessment item. A copy of the extension request should be attached to the assessment item when it is submitted.

- Students are required to submit assessment items at the time and date specified in the Course Assignment Criteria documentation. 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 Assignment Criteria documentation, 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.
• An assessment item submitted after the assessment due date, without an approved extension, will be penalized. The standard penalty is the reduction of the mark to a maximum grade of a pass (16). Assessment items submitted more than twenty days after the assessment due date are awarded zero marks.

16.5.1 Deadline Extension Request (Form)
Request for extension of assignment is not encouraged by the Institute. However, if under unforeseen circumstances student may request for such extension by completing Form I – Assignment Extension Form. 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.

16.5.2 Examination Deferment Request (Form)
Students who are unable to be present for any examinations are required to inform the Institute by writing. The letter attached with 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 for the absence.

The student is required to submit all documentary evidence within the stated time limit as shown in the ‘Deferment from Examination’ section.
16.6 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>
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<td>6</td>
<td>UPPER SECOND CLASS</td>
<td>MERIT</td>
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<tr>
<td>9</td>
<td></td>
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<tr>
<td>10</td>
<td>LOWER SECOND CLASS</td>
<td>PASS</td>
</tr>
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<td>11</td>
<td></td>
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<td>12</td>
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<td>13</td>
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<tr>
<td>14</td>
<td>THIRD CLASS</td>
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<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
FACILITY INFORMATION, USAGE RULES AND REGULATIONS

16.7 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 14.9
- Reservation of facilities is only allowed for 1 week in advance.

16.8 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.

16.9 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.

16.10 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.

16.11 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.

16.12 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 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 insurance.

SAE 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.

16.13 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, what so ever 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 cover with green screen cloth to protect the flooring or to clean their sole prior stepping on the green area of the studio. Kindly refer to your storyboard and preproduction to efficiently plan your shoots with shots that requires 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 outputs. 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 works, 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.
16.14 BOOKING OF CAMERAS

Please note that all bookings is to be done using the student portal (http://saesg.qantm.de/schedule/)

Camera should be loan 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 equipments 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.
16.15 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

16.16 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.

16.17 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

16.18 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.

16.19 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\textsuperscript{st} Offence will result in a formal warning letter

   2\textsuperscript{nd} Offence will result in a **ONE WEEK BAN FROM USING ALL FACILITIES**

   3\textsuperscript{rd} Offence will result in a **TWO WEEK 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.

16.20 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.
17.0 LANGUAGE OF INSTRUCTION AND TUITION

17.1 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.

17.2 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.

18.0 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.

18.1 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 will be annotated. 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.

18.2 INDIVIDUAL RESEARCH AND PROPOSITION PROJECTS
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 between the student and the assigned Lecturer.

19.0 SCHEDULES AND CALENDAR

19.1 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.

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

19.3 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 program coordinator to arrange an appropriate plan to facilitate any special needs or requirements.

20.0 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 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. Students who fail this re-sit will be advised to re-attend the relevant section of the course. The maximum grade for a re-test is 16.
• 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.

21.0 QUALITY ASSURANCE OF YOUR PROGRAMME
All programmes at SAE Institute are subject to rigorous programme approval, monitoring and review procedures, a key feature of which is the involvement of external subject experts to assure the standards and quality of SAE Institute qualifications.

You have a very important role in enhancing programmes, feeding back on a regular basis via feedback forms, Boards of Study, and other mechanisms.
Student 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. These audits and reviews place confidence in the quality and standards of provision as operated at Middlesex University. It resulted in a judgment of broad confidence (the highest level of confidence possible) in the soundness of the University’s current and future management of the quality of its programmes and the academic standards of its awards. QAA reviews and audits reports can be viewed on the QAA website at: http://www.qaa.ac.uk

22.0 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 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 student.

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 Singapore 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 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.
23.0 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 Centre, 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 are certified as Degree Centres.

24.0 INFORMATION FOR STUDENTS WITH DISABILITIES
SAE Institute offering the programs will make every effort to facilitate study by students with disabilities. However each circumstance will need to be reviewed independently. Students with disabilities should make them known immediately to their Head of Departments and General Manager.

25.0 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.

Degree students have access to Music & Performing Arts Online via the following portal, https://proquest.saeuk.com/. The Music & Performing Arts Online portal brings the International Index to Music Periodicals (IIMP) and the International Index to the Performing Arts (IIPA) together in one site, enabling users to search both resources simultaneously. Together, these core resources offer comprehensive coverage to support the study of music, theatre, dance, television, film, and other performing arts.

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

26.0 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 for 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!
27.0 CO-CURRICULA ACTIVITIES

You are encouraged to join the diverse co-curricula activities organized by the Institute periodically. These include network events, seminars, workshops and other orientation activities such as weekend soccer.

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

28.0 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 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 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.

28.1 CLAIM PROCEDURE FOR MEDICAL INSURANCE

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

29.0 ORIENTATION

Prior to the commencement of studies, on the first day of call, all SAE Institute students will attend a Orientation Session that has been designed to introduce them to the important aspects of SAE Institute’s operations, activities and opportunities. 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
• Support services (e.g. emergency, health, legal services)
• Timetables
• Access to the SAE Institute computer network, student portal and email accounts
• Attendance required
• 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.
Appendix A
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.

I/ 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)

Student Signature ___________________________ Date ____________

Signature of Parent /Guardian ___________________________ Date ____________

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<td>Lecturer-In-Charge:</td>
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<td>Approval:</td>
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<td>Yes c New Date for submission:</td>
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<td>(To be completed by lecturer-in-charge)</td>
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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.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
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) (O) (HP/)

Email: ____________________________

Parent /Guardian Name: ____________________________

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

______________________________________  ______________________
Signature of Applicant  Date

______________________________________  ______________________
Signature of Parent /Guardian  Date

For Official Use

Received
By: ____________________________  Date Received: ____________________________

Lecturer-In-Charge: ____________________________

Remarks: ____________________________

Approval: Yes c  Duration of Deferment: ____________________________

No c

Informed
Student: Yes c

No c
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 item 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. ____________________________  *NRIC / Passport 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/) ____________________________
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 Institution.

Signature of Applicant ________________________ Date ________________________

Signature of Parent /Guardian ________________________ Date ________________________

For Official Use:
Received By: ___________ Date Received: ___________
Lecturer-In-Charge: ________________________
Remarks: ________________________
Action Taken: ________________________
Informed Student: Yes ☐ No ☐
APPENDIX B– FLOW CHARTS
Withdrawal & Refund Policy

Withdrawal

• Any change in course status will be considered as a withdrawal and will incur administrative charges.
• Student who wishes to withdraw from the course by paying 2 months fee in lieu of such notice.
• Student must complete the “Change of Course Status” form, to be submitted to General Manager.

Refunds

• Any refund on upfront paid course fees is calculated on a monthly basis and based on the refund policy stated PEI STUDENT CONTRACT.
• All refund request must be submitted in writing. Unless otherwise notified, all refunds will be made payable to the students.
• No refund will be given to international student except cases due to documented medical grounds or a refusal of student pass.

Cancellation & Fee Refund

• The registration fee is non-refundable.
• A student may only apply for a refund of any course fees that have been prepaid & they have completed 50% or less of the enrolled course.
• A student can’t apply for a refund for any part of the course that has been provided.
• A two months cancellation fee will be applied in the calculation of all refunds and cancellations.

Student Grievance

Grievance / Feedback

• 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 complaint procedure.
• Feedback on SAE Institute are welcomed.

Seek Assistance From Staff

• Approach Staff for assistance.
• All students are encouraged to discuss concerns, academic issues or complaints with SAE Staff/faculty.
• Problems should be discussed directly with faculty member involved.
• Problems about non-academic matters should be discussed with management.

Formal Written Notice of Grievance

• Unresolved concerns should be referred in writing to the General Manager.
• Include a formal written notice of grievance with the General Manager within 10 days of dissatisfaction with all prior attempts at resolution.
• A written notice of grievance is submitted to Academic Admin Services.
• General Manager shall refer case to Academic Advisory Board.

Outcome

• Decision/Outcome will be in writing and given to student within ten days through the Academic Admin Services.
• Written explanation will include outcome and the reason for the decision.

Appeal

• If student is dissatisfied with the decision, he/she may appeal to the Academic Advisory Board through General Manager within 10 days of written notification.
• The decision will be in writing and be given to student within 10 days, regarding the course of action & resolution.
• The Academic Admin Services will advise CaseTrust in the writing of the request within 5 working days.
• CaseTrust will setup meeting with SAE Institute.
Appendix C– Floorplan
1 - 42/49 Reception & Main Unit
1 - 09 Lecturer's Office
1 - 17 Audio Lecture Room
1 - 20 Film & Animation Studio
B1 - 22 Degree Centre

01 - 42/49

1 - 09
1 - 20
1 - 17
Appendix D – MU HANDBOOK
in association with

Degree Students’ Handbook
2009 / 2010

BA / BSc Hons Audio Production
BA / BSc Hons Digital Film Making
BA / BSc Hons Web Development
BA Hons Applied Multimedia
BA Hons Interactive Animation
BSc Hons Games Programming
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1. 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 for a Middlesex University qualification.

This handbook must be read in conjunction with the University Regulations which are available online at www.mdx.ac.uk/regulations/, and SAE Institute regulations.

Your comments on any improvements to this handbook are welcome - please contact the Link Tutors.

Institution Link Tutor: Prof Michael Bridger
mbridger@saed.edu

University Link Tutor: Patrick Phillips
p.phillips@mdx.ac.uk

2. Academic Calendar and Timetabling

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 Programme 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.

3. Introduction to SAE

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. 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.

4. Introduction to Middlesex University's School of Arts and Education

Welcome to the School of Arts and Education at Middlesex University and thank you for choosing to come and study a programme validated by this University.
The School is extremely varied as it embraces a wide range of disciplines and programmes, including Performing Arts, Design, Humanities, Education, and Work Based Learning, as well as a diverse body of students from many cultures and countries and with very different reasons and ambitions for choosing Middlesex. This may be your first experience of higher education or you may be a mature learner returning to improve or update your knowledge and skills. You may be studying full-time for a first degree or part-time in the work place for a professional doctorate, or indeed you may be studying at distance; whatever your circumstances, your contribution to our work and future is valued and appreciated.

Our degree programmes aim to enable you to realise your potential and to develop your specific interests and aptitudes, by providing the richest learning opportunities possible, within and across disciplinary boundaries. I would encourage you to pursue excellence, using your intellect critically and your imagination freely; we aim to help you to develop a reflective awareness of the ideas and values embodied in the complex culture and traditions of the 21st century, as well as the skills required both for a successful career and for a satisfying personal and social life. We believe that our programmes of study are a good preparation for work, or for further study and research, but also for a balanced and rounded life.

Our approach provides a pathway for the development of the whole person and it promotes a learning climate conducive to strengthening interpersonal relationships. It is dedicated to the advancement of research and scholarship through taught and post-graduate programmes in the same disciplines, and promotes interaction and exchange with other institutions of higher education throughout the world. A core characteristic of our undergraduate programmes is the integration of knowledge of your chosen discipline with general education, which aims to produce graduates with the human and intellectual resources that professional work demands, ones which will stand you in good stead in your personal life.

Employability will be an important consideration for you. Our aim is to equip you with communication and key skills, as well as to impart the critical skills that will help you cope with working and life environments. This reflects the priorities of many employers who look less at your choice of course study (40%-50% of graduate jobs are open to graduates from all disciplines) than at broader, transferable skills. We offer quality, broad-based curricula and a student-centred education so that our graduates are well-equipped and consequently do well in the employability stakes.

The School operates on the Trent Park and Cat Hill sites of the University and also has overseas centres in Athens, Hong Kong, Limerick, Kuala Lumpur and Nicosia and collaborative partners throughout the world. As Dean of the School, I am ultimately responsible for all aspects of the School's operation. I do hope your period of study at Middlesex is challenging, rewarding and above all enjoyable. I've no doubt that success in a Middlesex validated programme will provide you with either a positive start in your chosen career or a springboard for career development if you are already in employment.

Professor Edward J Esche
Dean of the School of Arts and Education

4.1. The Programmes

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.
4.2. The University Regulations

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

4.3. Certificates

Details of the information which will appear on the certificate is available in the Middlesex University Learning and Quality Enhancement Handbook - http://www.mdx.ac.uk/aboutus/fpr/clqe/handbook/partb/docs/partbsec12.doc and set out in the Regulations Section E - www.mdx.ac.uk/regulations/

4.4. Transcripts

You will be issued with a transcript verified by Middlesex University. A transcript will list each module you have taken, stating the academic year in which the module was taken, the module credit rating and grade. Where appropriate, it will also state the award and where appropriate, the classification and title.

4.5. Further Documents Held by SAE

SAE holds copies of the following documents, should students wish to consult them and much of this material is now also available on line (see Appendix A). Students may obtain copies through their Programme Coordinator.

- The Memorandum of Cooperation for the programme. This is the formal agreement between the University and SAE on the delivery of the Programmes.
- Quality Assurance Agency for Higher Education Code of Practice: Collaborative Provision. The QAA is a UK-based organisation responsible for monitoring the academic standards of English teaching institutions.

5. Leader’s Welcome

Welcome to SAE and to your chosen degree programme. You are now the member of an association comprising thousands of students who, like you, have chosen to be part the SAE global network.

I am confident that SAE will provide you with a stimulating study experience and that, when you graduate, you will be well-equipped to begin a rewarding career in the creative technology industry.

The course you have chosen will bring together academic research, business practices and state-of-the-art technologies and contextualise them relative to the creative thinking and the cultures in which they exist. Importantly, and as a fundamental part of the SAE ethos, it will provide you with hands-on practical experience second-to-none, placing you ‘well ahead of the game’ when seeking employment. It is my hope that, during your study, you will come to discover, and master, the multidisciplinary aspects that are uniquely part of a creative technology education.

When you earn your degree from SAE you will have had a chance 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 has to offer and wish you the best of luck during your studies and for your future.

Dr Tom Misner
President & CEO
SAE Institute

6. Programme Staff and Contact Details

Staffing and contact details are published at your SAE Degree Centre and will explain, in more detail, who you need to contact under what circumstances. For the most part, during your degree studies, your main points of contact will be your lecturers, module leaders and the degree Programme Coordinator assigned to your area of study. In addition to lecturers, tutors and supervisors, there are a number of key staff who are responsible for your education.
6.1. Link Tutors

The overall academic quality assurance of the degree programmes is the responsibility of the Link Tutors. They are charged with the task of monitoring the delivery of the programmes to ensure that the interests of the University and SAE are properly linked and represented.

6.2. College Managers

Each branch of SAE has a manager who oversees the day-to-day running and staffing matters of the facility. It is the College Manager who is locally responsible for academic integrity and student matters of admission, fee payment and discipline.

6.3. Programme Coordinators

At campus level, the smooth running of each degree course is the responsibility of a Programme Coordinator. Part of this role is to handle degree-related queries, interviews and enrolments. In addition, Programme Coordinators communicate issues of relevance to the Link Tutors and college management and oversee a staff of Module Leaders. After lecturing and tutorial staff, Programme Coordinators form the first point of contact between students and the Institute.

7. Programme Specification and Curriculum Map

Each of the degrees covered in this handbook is described in a separate detailed Programme Specification which is available on line. Copies may also be obtained from your Programme Coordinator.

8. Learning, Teaching and Assessment

The programmes covered by this handbook are delivered through a combination of lectures, tutorials, seminars and directed practical workshop sessions. The indicative proportions which each occupy are shown in the individual module outlines. Additionally, you are expected to undertake self-directed study both on and off campus.

SAE has adopted, where applicable, the assessment procedures and regulations detailed by Middlesex University. Full details of assessment methods are supplied in handouts and by course tutors at the commencement of study. It is essential that students thoroughly familiarise themselves with this information.

Normally, assessment of theoretical work involves coursework, written tests, examinations and presentation/seminar contribution. Practical work involves progressive assessment, submission of logs, projects, and viva voce examination. These are graded by lecturers and moderated by the Module Leader or Programme Coordinator.

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 www.mdx.ac.uk/regulations/ldo.htm and Grade Criteria Guide www.mdx.ac.uk/regulations/gac.htm).

8.1. Formative and summative assessment

A distinction is made between formative and summative assessment.

− formative assessment is employed for assignments that assist students’ learning and help them to judge their level of understanding, achievement and progress; submission of assignments subject to formative assessment is usually a requirement in order to pass the module (as set out in the module information), but specific grades are not awarded;

− summative assessment is employed for assignments that, in addition, are graded on the 20-point scale and that contribute to the overall grade awarded for the module and therefore to the honours classification eventually awarded.

8.2. Twenty-Point Scale

For the purposes of grading assignments, SAE Institute adopts the 20 point scale as used by Middlesex University. It is used in relation to and in conjunction with the university Guidelines on Assessment Criteria.
8.3. **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.

8.4. **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 Learning Agreement 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 Degree Coordinator.

In particular, if you are aiming at the BSc award, your Learning Agreement 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 Learning Agreement, and a final decision about whether the award will be BA or BSc is made by the Programme Coordinator.

8.5. **Classification of Honours awards**

A pass in the SAE Diploma that forms the first 50% of the programme 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 MU regulations, is as follows:

- for all classification levels, minimum grades of 16 for all modules and, additionally:
  - 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;
  - 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;
  - 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 will be made in the Board’s minutes.

9. **Assessment and Progression**

9.1. **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, Programme 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.

9.2. **Assignment Deadlines**

Assignments 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.
9.3. **Extenuating Circumstances**

Students who wish the Assessment 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 the Institute 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.

9.4. **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.**

9.5. **Plagiarism and Academic Misconduct**

Taking unfair advantage in assessment is considered a serious offence by SAE Institute which will take action against a student who contravenes the regulations through negligence or deliberate intent. Academic dishonesty is a corrosive force in the academic life of a college; it jeopardises the quality of education and devalues the degrees and awards of the organisation.

Unfair advantage takes several forms. In particular:

- Contravening the examination room rules for candidates. This includes the introduction of non-permitted materials into an examination or copying.
- Plagiarism, which is defined as 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. Make sure written material is acknowledged through the use of quotation marks, references and bibliographies.

10. **Regulations**

Middlesex University Regulations for Academic Misconduct and Appeals apply to your programme of study. These are set out in the Middlesex University Guide and Regulations, Sections F and G. The terminology may not be familiar in all cases as it refers to Middlesex University staff and Committees. If you are involved in any action under these regulations and do not understand the process involved, please contact your Programme Coordinator or the Middlesex University Link Tutor.

11. **Language of Instruction and Tuition**

11.1. **Background**

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.
11.2. 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 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.

12. Accessing Your Own Records

Student progress reports and test results are published on college notice boards from time to time. In addition, students may request transcripts of data concerning them held by the Institute. Where circumstances allow, these transcripts may also be sent electronically or made available on-line.

Due to data protection legislation which applies in certain countries, SAE will not give information of a personal nature to any third party without the prior written consent of the student. Students are requested to inform groups such as parents and sponsors that this is the case.

13. Feedback to Students

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

13.1. Feedback on Coursework and Examinations

Student grades are published from time to time on college notice boards and transcripts of results may be requested at certain intervals. Practical assignments and marked written work will be annotated. SAE 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.

SAE’s policy is to provide helpful feedback to students on assignments they have submitted and on their overall progress; this may take the form of written comments or may be communicated verbally.

13.2. Individual Research and Proposition Projects

For the most part, projects involving individual research must be approved by a member of staff, usually the Programme Coordinator or Module Leader. This approval is sought and granted through individual discussion between the student and the assigned tutor.

14. 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.
15. **Policy on Late Arrival**

Students arriving more than fifteen minutes late for theory or practical classes, will be marked absent. 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.

16. **Quality Assurance of Your Programme**

All programmes at Middlesex University are subject to rigorous programme approval, monitoring and review procedures, a key feature of which is the involvement of external subject experts to assure the standards and quality of Middlesex University qualifications.

You have a very important role in enhancing programmes, feeding back on a regular basis via feedback forms, Boards of Study, and other mechanisms. Student 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). The most recent audit of quality and standards at Middlesex University was undertaken by the QAA in 2003. QAA reviews and audits reports can be viewed on the QAA website at: [http://www.qaa.ac.uk](http://www.qaa.ac.uk).

17. **Feedback from Students**

17.1. **Boards of Studies**

The purpose of the Board of Studies is to provide a forum for discussion between students and staff involved in all aspects of the programme. Student members of the Board are elected at the start of each semester/academic year, to ensure that all the various interests on the programme are adequately represented.

Each programme holds a Board of Studies meeting once per semester. The dates for Boards of Studies are notified locally at each Degree Centre. Board membership includes:

- Student representatives;
- Subject/programme leader [chair];
- Secretary;
- A Link Tutor;
- Academic staff aligned to the delivery of the programme or modules;
- Support services representatives.

Student representatives represent their module or year group and are 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 Studies 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 reports are included with the school annual monitoring report for consideration by the University.

17.2. **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.

### 17.3. Programme Evaluation Questionnaires

Module and programme feedback forms are distributed to you throughout the academic year. Both sets of forms will be completely anonymous. The aim of this feedback process is to elicit your views on the quality of all the modules you have taken, and your experience of being a student on your programme of study.

Module forms examine each module in some detail. Programme questionnaires invite comment on your programme in general.

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 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.

### 18. Suggestions and Complaints

Grievance procedures specific to these collaborative degree programmes are published by SAE Head Office and can be accessed on line.

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/crcp) may be followed.

### 19. Career Opportunities and Placement

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 Programme 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.

There are optional opportunities for work experience within your degree study. 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 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.

20. Subject Advice, Student Support & Educational Guidance

20.1. Subject Advice and Educational Guidance

Throughout your study, your Programme Coordinator and lecturers remain your first points of contact and should be consulted immediately for any advice. Where necessary, they will refer unresolved matters to an appropriate member of staff. For matters of a personal or confidential nature, your College Manager or Assistant Manager can be consulted directly.

20.2. Information and Learning Resources

Arrangements for access to library and other learning resources vary from one SAE Degree Centre to another. Please consult your local SAE Centre.

20.3. Dyslexia, English Language and Numeracy Support

Students requiring assistance in these areas should consult their Programme Coordinator.

21. 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 Programme Coordinator. Please note that not all branches of SAE are certified as Degree Centres.

22. 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 College Managers and Programme Coordinators.

23. Information for Students with Disabilities

SAE is committed to ensuring wherever possible that their programmes are accessible to students with disabilities 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 degree programme 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 AHDD 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.

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In order for SAE to negotiate suitable provision prospective students must 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 the local degree programme coordinator at the earliest opportunity.

24. Learning and eLearning 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.

25. Student Membership of the University

Students taught on programmes franchised/validated by Middlesex University are student members of the University and have the right, on matters relating to academic assessment, to make an appeal to the Middlesex University Academic Registry.

A statement of rights and responsibilities of student membership of the University can be found in the University Regulations at www.mdx.ac.uk/regulations/

26. Health and Safety

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.