



STUDENT HANDBOOK



TABLE OF CONTENTS

MESSAGE FROM THE DIRECTOR 1

ABOUT PACE 2

 Our Vision 2

 Our Mission 2

CONTACT US 2

1 NAVIGATING AROUND SINGAPORE POLYTECHNIC..... 3

 1.1 IT SPICE SERVICE DESK..... 3

 1.2 LIBRARY 3

 1.3 ATM FACILITIES..... 3

 1.4 RETAIL & DINING..... 3

 1.5 DIRECTIONS TO SINGAPORE POLYTECHNIC 3

 1.6 GATES OPERATING HOURS..... 3

2 GENERAL STUDENT MATTERS..... 4

 2.1 ACADEMIC CALENDAR..... 4

 2.2 SKILLS TRAINING & ENHANCEMENT PORTAL (STEP) 4

 2.3 STEP STUDENT PORTAL 4

 2.3.1 STUDENT ID AND ICHAT ACCOUNT 5

 2.3.2 VIRTUAL STUDENT CARD 5

 2.3.3 ANNOUNCEMENT & NOTIFICATION..... 6

 2.3.4 OFFICIAL EMAILS 6

 2.3.5 CONTACT FOR IT SUPPORT..... 6

3 GENERAL COURSE MATTERS..... 6

 3.1 PROGRESSION..... 6

 3.2 MODULE EXEMPTION..... 7

 3.3 PAYMENT OF FEES 8

 a. SkillsFuture Credit (SFC) (Applicable to Singapore Citizen only)..... 8

 b. Post-Secondary Education Account (PSEA) (Applicable to Singapore citizen only)..... 8

 c. Visa/Master card or internet banking 8

 d. eNETS..... 8

 e. PayNow 8

 3.4 FINANCIAL ASSISTANCE SCHEME 9

 Higher Education Bursary (HEB) 9

 3.5 STUDENT ATTENDANCE 9

 3.6 LEAVE OF ABSENCE 10

 3.6.1 LEAVE OF ABSENCE FOR CLASSES 10



3.6.2	LEAVE OF ABSENCE FOR ASSESSMENT, TEST AND SEMESTRAL EXAMINATION	10
3.7	WITHDRAWAL AND DEFERMENT FROM COURSE	11
3.8	NON-SINGAPOREAN STUDENTS	12
4	SEMESTRAL EXAMINATION	12
4.1	SEMESTRAL EXAM TIME-TABLE AND VENUE	12
4.2	CONDUCT IN EXAMINATIONS & BREACH OF EXAM RULES	12
4.3	GRADING SYSTEM	12
4.4	EXAMINATION RESULTS AND APPEAL	13
4.4.1	EXAMINATION RESULTS	13
4.4.2	APPEAL PROCEDURES	13
4.5	SPECIAL NEEDS FOR EXAMS, ILLNESS OR UNFORSEEN DISRUPTIONS DURING EXAMS..	14
5	CODE OF CONDUCT	14
6	CONDUCT IN EXAMINATIONS & BREACH OF EXAM RULES	14
7	DISCIPLINARY RULES AND REGULATIONS	14
8	DO NOT CALL (DNC) PROVISIONS IN THE PERSONAL DATA PROTECTION ACT 2012	14
9	POLICIES GOVERNING THE USE OF COMPUTER RESOURCES	14
10	SOCIAL MEDIA GUIDELINES	14
11	INTELLECTUAL PROPERTY, COPYRIGHT, PLAGIARISM, USE OF AI TOOLS FOR ACADEMIC WORK ...	14

The information in this handbook is correct at the time of printing (July 2024).

SP reserves the right to amend any of the specific information in this handbook.

MESSAGE FROM THE DIRECTOR

Dear Students

It gives me great pleasure to welcome you to the Singapore Polytechnic (SP). I hope you are looking forward to the start of the course with the Professional and Adult Continuing Education (PACE) Academy at SP. Whether you are a new or returning student, it is my pleasure to welcome you to SP, and thank you for choosing SP.

You have joined the first and foremost Polytechnic in Singapore. Since 1954, SP has educated and trained over 200,000 graduates, who form the core of the Singapore workforce.

You have enrolled into a programme, which has been specially designed for adult learners like yourself. On successful completion of every semester, you will be awarded a certificate in recognition of your accomplishment. When you have completed all the required certificates, you will be eligible for the prestigious award of an SP Post-Diploma/Part-time Diploma.

I am confident you will find your studies with us rigorous but engaging. Our well-qualified and experienced lecturers will work with you to make your learning journey fulfilling and successful. Besides hard work, a key to your successful completion will be managing your time between your work, studies and family.

Once again, on behalf of our faculty and staff, we hope that your experience in SP will be a fruitful one. I wish you every success in your course, and beyond.

David Chai

Director
PACE Academy
Singapore Polytechnic

ABOUT PACE

Singapore Polytechnic has been training and developing talent since 1954, even before Singapore became independent, fuelling the economic growth of the nation over the many decades. Continuing Education and Training (CET) was given prominence in 1979 in Singapore Polytechnic when Singapore needed well-trained and skilled manpower to boost its push to value-added manufacturing and services.

The Professional & Adult Continuing Education Academy or PACE, launched at Singapore Polytechnic in 2010, provides the focal point for CET – as Singapore Polytechnic continues to build on our success in providing new and effective pathways for learners of all ages to develop their skills and knowledge so as to be employable in an ever-changing workplace.

We offer more than 400 courses including formalised certifiable courses like Part-Time Diplomas and Post-Diplomas, Work-Study Programmes (WSP), Career Conversion Programmes (CCP), SkillsFuture Career Transition Programmes (SCTP) and many short but targeted skills training courses to meet the aspirations of individuals and corporations. Working closely with SkillsFuture Singapore (SSG), Workforce Singapore (WSG), associations and unions for outreach to all potential learners, PACE facilitates funding support through our partner agencies like SkillsFuture Singapore (SSG), Maritime Port Authority (MPA) and Employability and Employment Institute (e2i) to ensure our courses and programmes are affordable.

Above and beyond, we take great care to introduce new courses and programmes whilst updating existing ones to be relevant to the industry by aligning to the national Skills Frameworks (SFw) and Industry Transformation Maps (ITM). PACE courses are designed with the adult learner in mind – applying the appropriate andragogy and committing the best training resources.

Find us in the digital space or simply walk into our One-Stop Centre. Come and explore the myriad of opportunities to make it possible for you to remain highly employable with the required skills and knowledge in the 21st Century Singapore. Singapore Polytechnic is the Polytechnic for all Ages.

Our Vision

To be Singapore's leading CET Academy transforming adult learners through innovative educational experiences

Our Mission

To offer a variety of relevant courses for adult learners to enhance their employability

CONTACT US

For any course/payment related matters, please contact our [One-Stop Centre \(OSC\)](#).

If you encountered problem with your student ID, STEP student portal or sign in to any SPICE service, please contact [SPICE Service Desk](#).

1 NAVIGATING AROUND SINGAPORE POLYTECHNIC

1.1 IT SPICE SERVICE DESK

SPICE Service Desk provides helpdesk service for IT-related issues, feedbacks and service requests for staff and students.

Please click [here](#) for more details.

1.2 LIBRARY

SP Library is located opposite the Admin Building

Tel: 6775 1133

Email: library@sp.edu.sg

Please visit the [SP library website](#) for more information.

1.3 ATM FACILITIES

Please click [here](#) for details.

1.4 RETAIL & DINING

SP is known for its wide array of food choices in our food courts and F&B outlets all around the campus.

Please refer [here](#) for details.

1.5 DIRECTIONS TO SINGAPORE POLYTECHNIC

SP is easily accessible by public transport, MRT (Dover MRT station) and buses. Students are encouraged to take public transport as there are limited parking lots in the campus.

Please refer [here](#) for details on directions to Singapore Polytechnic and parking information.

1.6 GATES OPERATING HOURS

Please refer to [SP Map](#) for gates operating hours (Search "Gates" in the map).

2 GENERAL STUDENT MATTERS

2.1 ACADEMIC CALENDAR

For the latest Academic Calendar, please click [here](#).

2.2 SKILLS TRAINING & ENHANCEMENT PORTAL (STEP)

The student portal in Skills Training & Enhancement Portal (STEP) is a public platform for students to view and manage academic information. Students can apply for courses, make payments, submit requests, download academic documents, view awards, and apply for bursaries.

For access and instructions for STEP, please click the following links:

- Click [here](#) to access STEP
- Click [here](#) for instructions on accessing STEP student portal

2.3 STEP STUDENT PORTAL

To sign in to [STEP student portal](#), please do the following:

- Choose [Student] on the sign-in page
- Click [Sign in with Singpass / Student ID]

Please ensure the confidentiality and security of your password. You will be prompted to change your password on a regular basis.

Please ensure that your personal particulars in STEP student portal are always updated.

Students can view and manage academic information such as course calendar (also known as timetable), academic progress, documents, and raise requests for leave of absence (LOA), deferment, withdrawal, etc.

You will receive timetable information via email and notifications in the STEP student portal about two weeks before the start of the semester. It is important to be aware that the timetable may have further changes. We highly recommend checking your timetable regularly, especially during the first three weeks of the semester. Updates will be communicated to you via email and notifications in the STEP student portal.

Lessons will be conducted face-to-face, online synchronous (ONLINE-SYN) or online asynchronous (ONLINE-ASY):

- Face-to-face: You will find the venue information in the timetable.

- ONLINE-SYN: Your lecturers will email you on how to access the online synchronous lessons 1-2 days before the commencement of the lesson. Please check your email regularly.
- ONLINE-ASY: Your lecturers will provide notes in POLITEMall (e-learning system) for you to study at your own time.

2.3.1 STUDENT ID AND ICHAT ACCOUNT

Students will be given student ID in the format of <STEP student ID>@polite.edu.sg and iChat to access SP systems and services:

Access via POLITE ID (<STEP student ID>@polite.edu.sg)	Access via iChat (student.name.pt@ichat.sp.edu.sg or U1234567@ichat.sp.edu.sg)
STEP [link]	Software Centre
POLITEMall [instructions]	LAMS
POLITE Wi-Fi [instructions]	VPN
MS Teams [instructions]	Virtual PC (aka Remote PC)
MS Office	Online software/tools (e.g., Figma, Miro, Canva)
SP Library and e-Resources	
ePACE	

For instructions on POLITEMall, WIFI and Microsoft Teams access, you may refer to [STEP Knowledge Portal](#) (Appendices on the navigation pane).

2.3.2 VIRTUAL STUDENT CARD

Students are issued with virtual student card which serves as your identification card at SP. Please do not allow your virtual student card to be used by others.

You may access your virtual student card from [STEP student portal](#) (Dashboard on the navigation pane).

Students can access SP campus:

Via public transport:

- Green lane via Dover Station – no scanning of virtual card is required
- T1A level 2 turnstile – scan the barcodes on your virtual card
 - Increase the brightness of your mobile phone display
 - Disable "auto-rotate" (if applicable)

Via private transport (parking charges applicable):

- Enter via Gate 1 or Gate 8

Security guards may conduct verification checks if deemed necessary.

The virtual student card is also required for the following purposes:

- Borrow books and multimedia from the library
- Identification for exam

Please click [here](#) or refer to STEP student portal (Resource on the navigation pane) for more instructions on dashboard and virtual student card.

2.3.3 ANNOUNCEMENT & NOTIFICATION

Students may access [STEP student portal](#) to view announcements and notifications.

If the announcement or notification has an attachment, you can click the attachment name to download the file to your local device.

2.3.4 OFFICIAL EMAILS

All official email will be sent to your personal email account provided by you in STEP student portal. To avoid missing important emails from us, please ensure that your email address is updated in [STEP student portal](#).

Please click [here](#) for more instructions on updating personal particulars in STEP student portal.

2.3.5 CONTACT FOR IT SUPPORT

Please contact [SPICE Service Desk](#) if you encountered problem with your student ID, STEP student portal or sign in to any SPICE service.

3 GENERAL COURSE MATTERS

3.1 PROGRESSION

The course duration and maximum candidature period for the different qualifications are listed as follows:

Qualification	No. of Modular Cert (MC) / Post-Diploma Cert (PDC)	Course Duration	Maximum Candidature Period
Part-time Diploma	5 MCs	2.5 years	5 years
Advanced Diploma	3 to 4 PDCs	1 - 2 years	4 years
Specialist Diploma	2 PDCs	(1 or 2 PDC	2 years
Diploma (Conversion)	2 PDCs	per semester)	2 years

Students will be progressed to the next available MC/PDC at the end of every semester.

Students are required to act promptly on Progression Tasks via [STEP student portal](#) (Dashboard on the navigation pane).

Access to resources pertaining to progression tasks is available to students via the [STEP student portal](#) (Resources on the navigation pane).

Students who failed any module(s) shall retake the failed module(s) upon completion of the course duration. Retaking of failed modules in the upcoming semester shall be subject to availability of vacancy or no clash of timetable with the MC/PDC student is undertaking during that semester. No special arrangements regarding timetable will be made.

There will be no subsidy for retaking failed module(s). Students are required to pay full fee to retake the failed module(s).

Students are required to pass all the prescribed modules in the MC/PDC to be awarded with the certificate.

Students are required to pass all the prescribed MCs/PDCs to be awarded with the qualification.

3.2 MODULE EXEMPTION

Students may be considered for module exemption based on their prior tertiary qualification (e.g., Diploma, Degree).

Students who wish to apply for module exemption must raise request in [STEP student portal](#) **by 7 working days after the module starts**. Late application will not be accepted.

Application is on semester basis, i.e., students should only apply for exemption for the modules taken in the current semester.

Students must continue to attend lessons for all modules pending the outcome of the application. Students will be notified the outcome within 2 calendar weeks of application for properly completed applications (with necessary attachments). Incomplete applications may experience a delay in the processing time.

Students are only allowed up to a maximum of 50% exemption of all modules in the course. If the student is exempted for all modules in a Module Certificate (MC) / Post Diploma Certificate (PDC). No MC/PDC will be issued.

3.3 PAYMENT OF FEES

Self-sponsored students who wish to continue their course of studies are liable to pay their semester course fees **before** the semester commencement via [STEP student portal](#). Please click [here](#) for payment instructions in STEP student portal.

For company-sponsored students, the contact profile created by your company in STEP company portal will be notified via email to make payment via [STEP company portal](#). Please click [here](#) for payment instructions in STEP company portal.

Students with outstanding fees due to SP will not be enrolled into the course and shall not be allowed to attend classes. No student will be allowed to admit into the course after the 2nd week of academic calendar.

Students with financial difficulty may refer to section **3.4 Financial Assistance Scheme**.

All payment must be made via STEP Student Portal or Company Portal. The payment modes available are SkillsFuture Credit (SFC), funds in Post-Secondary Education Account (PSEA), Visa/MasterCard, internet banking, eNETS or PayNow. All payments are to be made in Singapore dollars.

a. **SkillsFuture Credit (SFC) (Applicable to Singapore Citizen only)**

Please follow instructions in [STEP student portal](#). This is **not** applicable to company sponsored students.

b. **Post-Secondary Education Account (PSEA) (Applicable to Singapore citizen only)**

You may call the Edusave Phone Enquiry System at 6260-0777 to check your PSEA balance. Please click [here](#) if you wish to pay your course fees using PSEA. This is **not** applicable to company sponsored students.

c. **Visa/Master card or internet banking**

Please follow instructions in [STEP student portal](#). We accept Visa & MasterCard only.

d. **eNETS**

Please follow instructions in [STEP student portal](#). The daily limit depends on the bank and your personal limit.

e. **PayNow**

Please follow instructions in [STEP student portal](#). Please enter the **UEN No. T08GB0056ACET** and indicate the invoice number / application ID.

[Important Note]

If you make payment or submit SFC claim through offline channels (not via STEP Student Portal), you

must send a copy of the payment proof to ptenquiry@sp.edu.sg. It may take at least 5 working days for the payment to be processed and reflected in STEP Student Portal. You will be enrolled to the course only after the payment has been successfully processed.

Course fees are due and payable by students by the start of the semester. The fees rates payable are based on the citizenship status prevailing at that point in time. You must inform SP of the change in citizenship before or during the semester by writing to ptenquiry@sp.edu.sg, and update in STEP Student Portal. Your course fees will be adjusted to the new citizenship rate if your citizenship change is effective before the upcoming semester starts or within two weeks after the semester begins. Fee adjustments will not be applicable beyond two weeks after the semester begins and for past semesters.

3.4 FINANCIAL ASSISTANCE SCHEME

Higher Education Bursary (HEB)

Please refer to details [here](#).

Students pursuing the following courses are not eligible for the bursary:

1. Diploma in Maritime and Offshore Management,
2. Advanced Diploma,
3. Specialist Diploma,
4. Diploma (Conversion),
5. Work-Study Programmes (WSP), and
6. Modular courses

To apply for the bursary, please submit your application with all supporting documents (e.g., NRIC, latest pay slips) in STEP student portal. Please note that application for the Higher Education Bursary (HEB) is on a semester basis. Upon enrolment into the courses, students may access [STEP student portal](#) (Award on the navigation pane) and follow the instructions.

3.5 STUDENT ATTENDANCE

Attendance is a key factor in student progression and achievement. Regular attendance and academic achievement are closely linked. Students who actively participate in their learning by attending classes regularly are more likely to enjoy a rewarding experience in which their knowledge, skills and abilities are developed.

Students are expected and required to attend all scheduled classes. Students should arrive on time for classes and remain for the duration of the class. Late arrival at, and early departure from, classes is disruptive, discourteous, unprofessional, and unfair to other students and lecturers.

Please take note of the following:

- A student will be marked absent if he/she is late by more than **15 minutes** (e.g., for a 6:30 pm lecture, a student who enters the class after 6:45 pm will be marked absent).
- A student whose attendance for a module **falls below 50%** will be allowed to take the semestral examination and be given either a **Non-Graded Pass (NGP)** or **Fail (F) grade** in that module.

3.6 LEAVE OF ABSENCE

3.6.1 LEAVE OF ABSENCE FOR CLASSES

With effect from Academic Year 2018/19 Semester 1, students who are unable to attend classes (including lectures, tutorials, and classroom training, etc.) regardless of reasons are **NOT** required to apply Leave of Absence (LOA) for Sessions. Students are responsible to ensure that they meet the minimum attendance for each module (50% for self-sponsored and company-sponsored students).

3.6.2 LEAVE OF ABSENCE FOR ASSESSMENT, TEST AND SEMESTERAL EXAMINATION

Students who are unable to take the Class Assessment (CA) / Mid Semester Test (MST) / End Semester Test (EST) / Practicum / Practical Session must raise request in [STEP student portal](#) to apply for **Leave of Absence (LOA) for Sessions** with supporting documents within 2 working days, subject to approval.

A student who is absent without a valid reason from the semestral examination for a module shall be considered to have failed the module.

- Where the reason for absence from the semestral examination is known beforehand, the student must raise the request before the day of the examination.
- For all other reasons for absence, which could not be known beforehand, the student must raise request within **2 working days** from the day of absence, subject to approval.

Note: For leave of absence due to illness, only medical certificates issued by medical practitioners registered with the Singapore Medical Council will be accepted. (Exception: Malaysian students residing in JB may submit medical certificates issued in JB.) All other medical certificates, for example, those issued by Chinese physicians, are not accepted.

Application for Leave of Absence (LOA) for personal holiday trips will not be considered.

Students are not to assume that their application for Leave of Absence (LOA) has been approved, they should check their [STEP student portal](#) for the application status closer to the period applied for. They must check with their respective School should they have any doubts.

Where a student is granted Leave of Absence (LOA) from the semestral exam, the module shall be removed from the list of modules registered by him for that semester and he shall not be considered to

have made one attempt in the examination for that module. The student must attend all classes and sit for all assessments for the module in a subsequent semester in which that module is offered, subject to the maximum number of modules allowed for that stage of study and the constraints of the class timetable.

Notwithstanding the above, a student who is granted leave of absence from the semester examination may apply to the Director of his School to be exempted from attending classes for the subsequent sitting and/or to be allowed to carry forward his past in-course assessed component marks. The application will be considered on a case-by-case basis.

A student shall only be granted one deferment for each of the modules that he is taking.

3.7 WITHDRAWAL AND DEFERMENT FROM COURSE

Please refer to details [here](#).

Students intending to withdraw or defer from their course of study must raise request in [STEP student portal](#) for course withdrawal, course deferment or module deferment, where applicable.

Students are neither allowed to withdraw nor defer during the official examination period. The student will be considered to have sat for the exam.

Student shall settle all outstanding bills with the Polytechnic prior to withdrawal.

The portion of course fee to be refunded is based on the submission date of withdrawal or deferment request as follows:

<p>On or after date of commencement</p>	<p>E.g., The course commencement date is 14 October 2024. Withdrawal/deferment request is put up on or after 14 October 2024.</p>	<p>No refund</p>
<p>2 weeks before the commencement of the course</p>	<p>E.g., The course commencement date is 14 October 2024. Withdrawal/deferment request is put up before any date before 30 September 2024.</p>	<p>Full refund of nett course fee</p>
<p>Less than 2 weeks before commencement of the course</p>	<p>E.g., The course commencement date is 14 October 2024. Withdrawal/deferment request is put up on 30 September 2024 to 13 October 2024.</p>	<p>50% refund of nett course fee</p>

Please note that Student Union Entrance fee, Student Union Subscription fee and Insurance are not

refundable.

3.8 NON-SINGAPOREAN STUDENTS

Non-Singaporean students must possess a valid Employment Pass / Work Permit / Dependent Pass at the point of course application and throughout the course duration.

Employment Pass / Work Permit / Dependent Pass Status	Remarks
Expiry date of pass is before course start date	<ul style="list-style-type: none"> SP will not be able to admit student into the course.
Pass expires during course duration	<ul style="list-style-type: none"> Write to pace@sp.edu.sg and provide evidence or proof of pass renewal. Student must indicate the process time ICA provided for the pass renewal and the date (“deadline”) student will submit a copy of the renewed pass to SP. Student must submit a copy of the renewed pass to pace@sp.edu.sg by the committed deadline. If extension is required, student must write to pace@sp.edu.sg to request for extension. Failure to provide renewed pass will result in course withdrawal.

4 SEMESTRAL EXAMINATION

4.1 SEMESTRAL EXAM TIME-TABLE AND VENUE

Students, who are taking semestral examinations, can view the exam timetable and venue in [STEP student portal](#) (Calendar on the navigation pane), 3 weeks before the exam weeks. Details on exam weeks can be found in Academic Calendar (<https://www.sp.edu.sg/calendar>).

4.2 CONDUCT IN EXAMINATIONS & BREACH OF EXAM RULES

Please refer to the details in [here](#).

4.3 GRADING SYSTEM

Please refer to the details [here](#).

With effect from Academic Year 2023/24 Semester 2, the following changes have been made to the CET grading system:

- "D-" grade has been removed.
- "P" (Pass) grade has been replaced with "NGP" (Non-Graded Pass) grade.

Under the revised CET grading system, "NGP" grade is assigned a grade point of 1.0, while the previous "P" grade is assigned a grade point of 0.5.

Students who are enrolled in Part-time Diploma and Post-Diploma courses before Academic Year 2023/24 Semester 2 will have the previous "D-" and "P" grades updated to "D" and "NGP" grades respectively as part of a broader initiative to harmonize grading practices across Institutes of Higher Learning (IHLs) and to facilitate the recognition of prior learning in STEP.

There will be no reprint of transcripts to reflect the new grades. Instead, students can access their updated grade records and recalculated semester GPA in the STEP Student Portal when results are released.

For students who are newly enrolled in Part-time Diploma and Post-Diploma courses from Academic Year 2023/24 Semester 2 onwards, the revised CET grading system will be applied accordingly.

4.4 EXAMINATION RESULTS AND APPEAL

4.4.1 EXAMINATION RESULTS

Students can view exam results and access Diploma certificates, Post-Diploma Certificates (PDCs) and Modular Certificates (MCs), transcripts and Statement of Results (SOR) by checking [STEP student portal](#) (Academic document on the navigation pane).

Please note that the Diploma certificates, PDCs and MCs as well as transcripts are issued in the OpenCert format (.opencert) in STEP. Students may download the documents from STEP and open the files to be viewed in the [OpenCert website](#). No PDF version will be provided in STEP.

With effect from 01 January 2024, the issuance of PDCs and MCs in hardcopies will cease. Hardcopies of Diploma certificates will be issued during Graduation Ceremony.

4.4.2 APPEAL PROCEDURES

Student may appeal for a review of module grade in the semester examination. All appeals must be lodged in [STEP student portal](#) within 4 working days from the release date of the examinations results. Appeals made after the deadline will not be entertained.

- Student must raise request in [STEP student portal](#) for review of module grade, subject to approval.

- A non-refundable fee of S\$21.80 (inclusive of GST) per module will be charged. Students are to settle all outstanding bills with SP prior to submission of this form.
- Only one appeal can be lodged, and no re-appeals are permitted.
- Appeal request is subject to the approval by SP. SP's decision is final and no reason will be given. SP will notify the student about the outcome of the appeal via [STEP student portal](#) within 10 working days after grade review request has been submitted. Student should not assume that their appeal is successful unless informed by SP, they should check their [STEP student portal](#).

4.5 SPECIAL NEEDS FOR EXAMS, ILLNESS OR UNFORSEEN DISRUPTIONS DURING EXAMS

Please refer to the details [here](#).

5 CODE OF CONDUCT

Please refer to the details [here](#).

6 CONDUCT IN EXAMINATIONS & BREACH OF EXAM RULES

Please refer to the details [here](#).

7 DISCIPLINARY RULES AND REGULATIONS

Please refer to the details [here](#).

8 DO NOT CALL (DNC) PROVISIONS IN THE PERSONAL DATA PROTECTION ACT 2012

Please refer to the details [here](#).

9 POLICIES GOVERNING THE USE OF COMPUTER RESOURCES

Please refer to the details [here](#).

10 SOCIAL MEDIA GUIDELINES

Please refer to the details [here](#).

11 INTELLECTUAL PROPERTY, COPYRIGHT, PLAGIARISM, USE OF AI TOOLS FOR ACADEMIC WORK

Please refer to the details [here](#).