

## Rules & Regulations

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Chatsworth Medi@rt Academy reserves the right to make changes to the contents of this Student Handbook as it deems necessary and appropriate at any time, without prior notice.

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1 CHATSWORTH MEDI@RT ACADEMY

1.1 **About the School**

Chatsworth Medi@rt Academy is registered with Council for Private Education (Business Reg. No. 200305753H) and with Goods & Services Tax (GST Reg. No.: 200305753H) effective 15 April 2014. We are committed to provide professional and industrial oriented courses and programs to equip participants with the relevant knowledge and skills to engage in communications and creative design.

Students will be exposed to the practical know-how in their selected field of study. They will be taught not only the principles and theories but the common 'DOs' and DON'Ts' practised in the industry as well.

We believe in engaging professionals from the respective fields as our lecturers. The experience and expertise they possess definitely benefit our students. Project-based training is the key. Through interactions, hands-on work, consultations, practical assignments, presentations and critiques, students will be able to understand the focus of the topics being covered and better their skills.

1.2 **Our Vision & Mission**

Vision Dynamic, Different, Passionate

Mission To rekindle passion, rediscover possibilities and realize potentials

1.3 **Our Core Values**

1.3.1 Lasting Customer Relationship - We value lasting relationships and fulfilling students' needs is our move towards building this relationship.

1.3.2 People - Where personal attributes are the main strength towards ensuring customer fulfillment, we are committed to the training and welfare of every dedicated person that we work with.

1.3.3 Professionalism - We are committed to the highest standards of ethics and integrity.

1.3.4 Profit - We provide a reasonable return to our shareholders and other stakeholders.

1.3.5 Growth - We are committed to long term and sustainable growth in order to provide rewarding opportunities for our students.

1.3.6 Purpose - Our purpose is to be joyful and bring joy to the people around us. The success and happiness of our students indicate the fulfillment of our purpose.

1.4 **Service Guarantee**

We are committed to offering educational courses of high quality. We ensure that students' needs are met in every educational program we provide and these needs are kept in mind for any service provided. We guarantee that our services and course delivery system are suitable, adequate and effective through continual improvement. We conform to applicable statutory and regulatory requirements without exception.

1.5 **Fee Protection Scheme**

1.5.1 The Fee Protection Scheme (FPS) serves to protect the students' fees in the event a Private Education Organization (PEO) is unable to continue operations due to insolvency, and/or regulatory closure. Furthermore, the FPS protects the student if the PEO fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

1.5.2 Chatsworth Medi@rt Academy is a member of the industry-wide course fee protection scheme under Enhanced Registration Framework or has put in place the FPS in the form of an insurance facility pursuant to the terms and conditions of the master insurance agreement between CPE, HongKong and Shanghai Banking Corporation Insurance and Lonpac Insurance Bhd (the "Master Insurance Agreement") and acceded to by the PEI.

1.6 **Standard PEI - Student Contract**

With effect from 3 November 2011, prospective student will be entering into a standard contract with the School.

• Sample Standard PEI - Student Contract

This is part of the requirements of Council of Private Education (CPE). A copy is available for inspection upon request. All students, upon enrolment will be automatically covered under Industry-Wide Course Fee Protection Insurance Policy (IWC).

## 1.7 Training and Education Available to Students

### Professional Workshops

#### Professional Certificate Programs

Professional Certificate in Communication Design  
Professional Certificate in Editorial Design  
Professional Certificate in Corporate Identity Design  
Professional Certificate in Packaging Design  
Professional Certificate in Online Media Design

#### Diplomas Programs

Professional Diploma in Advertising and Design  
Professional Diploma in Photography and Digital Communication  
Diploma in Communication Design  
Specialist Diploma in Advertising Design  
Diploma in Digital Marketing  
Diploma in Photography and Digital Communication  
Diploma in Photography and Digital Imaging

## 2 ACADEMIC GUIDELINES

### 2.1 Exemption

Before the course commences, students who wish to apply for exemption must complete and submit an exemption form, 14 days in advance, along with his/her highest certificate of qualification, transcripts, the course contents/syllabus of the unit(s) previously taken, portfolio etc. A maximum of 5 subjects will be granted for exemption for Professional Diploma/Diploma certification. Exceptional cases will be viewed on a case-by-case basis. **No further exemption application will be accepted after the course commence.**

2.1.1 Result of exemption application will only be released at least after 3 working days upon receiving the application, together with its relevant documents.

2.1.2 Any application failed could be either appealed through an aptitude test, or interview.

### 2.2 Submission

All hard copies assignment and project submissions are to be submitted to the Academy. For soft copies submissions varies for each module and can be submitted by student thru dropbox or by conducting lecturers if instructed to consolidate the soft copies before giving it to school. Inappropriate submission method will not be entertained. Any additional items or exchange for improved items will not be allowed after submission is done.

#### 2.2.1 Submission Cut-Off Timing

- Full-time student: 6:30pm
- Part-time student: 10:00pm

Any submissions that were taken in after the indicated timing will be consider as on the following working day.

#### 2.2.2 Hardcopy Submission

All hardcopy is to be submitted to the Academy with proper mounting or binding. All items are to be labeled clearly, and item names used are to be tallied as indicated on the submission form submitted. Final projects (CD108/AD207) are to be submitted in a portfolio bag with all project items labeled according to academic guidelines. All fragile submissions should be placed in a sturdy box/foam packaging if necessary. Incomplete submissions will not be accepted. The school will not account for any incomplete assignments/work left in the school premises. Once assignments are submitted, there will be no retrieval until the release of results. Penalty (refer clause 2.10.4 and 2.10.5) will incur if student failed to submit on time.

#### 2.2.3 Softcopy Submission

All softcopy is to be submitted onto their respective dedicated Dropbox Shared Folder by their indicated submission date or otherwise submit to the lecturer if instructed by school. Penalty (refer clause 2.2.4 and 2.2.5) will incur if student failed to submit on time.

#### 2.2.4 Assignment Submission Grace Period and Deduction Penalty

- From 1st to 7th calendar day after the specified submission date:  
10% deduction from the given score on that particular assignment
- From 8th to 14th calendar day after the specified submission date:  
20% deduction from the given score on that particular assignment
- No submission will be allowed after 14th day.

10% deduction will incur if required items were not completely submitted

#### 2.2.5 Project Submission Grace Period and Deduction Penalty

- 1st day after the specified submission date: 5% deduction from conducting lecturer's marking.
- 2nd day after the specified submission date: 10% deduction from conducting lecturer's marking.
- 3rd day after the specified submission date: 15% deduction from conducting lecturer's marking.
- No submission will be allowed after 3rd day
- 10% deduction will incur if required items were not completely submitted

### 2.3 Result Collection

Collection of result slips will be informed via email, approximately 8 weeks upon end of module or last assignment submission date (whichever is later). Students are required to reply the email on specific date and time for their collection.

#### 2.3.1 Module Assignment or Project Collection

Students are also required to take back their submitted module assignment or project upon receiving their result slips, unless Re-Assessment, Re-Unit or Appeal (refer to clause 2.6 and 2.7) is required. A grace period of 1 month is given for such collection; failure to do so, the respective assignment will be discarded at the Academy's discretion upon expiry of the given timeline.

### 2.4 Transcript and Certificate

Students will only be eligible for collection of transcript and certificate if he or she had attained at least the minimum passing grade or more on all his or her assessed modules.

#### 2.4.1 Transcript

Apart from the results of all assessed modules, the transcript will also indicate respective student's participation of any extra curriculum programmes; like IOPs (Industrial Orientation Programme), Tutorials and other voluntary events.

#### 2.4.2 Collection of Transcript and Certificate

Collection of transcript, together with the certificate, will be announced via email, approximately 8 weeks after receiving the project result slip (applicable only to those students who had attained the minimum passing grade or more for all assessed modules). Students are also required to complete their Course Completion Form, Exit Form and Alumni form before he or she could collect the transcript and certificate.

- Course Completion form is to be filled by student upon attending their EPA (External Panel Assessment) for either CD108 – Communication Design Project or AD207 – MAD Integrated Campaign Project.
- Certificates and transcripts must be collected personally from the School,
- Or a letter of authorization is required for a third party collecting on a student's behalf. The third party needs to provide proof of identity.
- Requests for replacement transcripts will cost S\$75 inclusive of GST.
- Requests for replacement certificates will S\$150 inclusive of GST.

### 2.5 Examination Rules & Regulations

#### 2.5.1 Eligibility

Students are eligible for the module examinations/assessments if they have attained a 75% attendance for the module to be assessed. The examination committee of Chatsworth Medi@rt Academy reserves the right to bar students from taking the assessment if they do not satisfy this requirement.

If a candidate is unable to fulfill the minimum attendance due to unforeseen circumstances, he/she must submit a letter together with the supporting documents to the School before the end of each module for review. The Examination Committee will consider all aspects of the review and advise the students accordingly.

The results of the review may be one of the following:

- Proceed to sit for the main examination/assessment
- Schedule for supplementary examination/re-assessment
- Re-unit of the subject

#### 2.5.2 Punctuality for Examinations/Presentation/Assessments

Students are to be present at the examination/presentation/assessment venue at least 15 minutes before the commencement of each examination/presentation/assessment.

Students who are more than 30 minutes late will not be allowed to take the examination/presentation/assessment and will be treated as absent from the examination/presentation/assessment. Instead, a written explanation with supporting documents will have to be submitted to the School for review within 3 days from the date of examination/presentation/assessment.

#### 2.5.3 Absence from Main Examinations/Presentation/Assessments

If a student is unable to sit for the main examination or do presentation for any module or is unable to be present for a main assessment due to unforeseen circumstances, he/she must inform the School within 3 days after the examination/presentation/assessment has begun. For medical reasons, the School accepts medical certification for absence from a registered medical practitioner. A medical certificate (MC) produced must be dated the day of the examination/assessment. It should also contain the doctor's certification that the candidate is unfit to sit for examination/presentation/assessment. The MC can either be sent by post or delivered personally, together with a note explaining his/her inability to attend the examination/assessment.

- Absence from the main examination/presentation/assessments without valid reasons constitutes failure in the module. Students will have to re-unit the module(s) concerned and need to pay re-unit fee.
- Absence from the main assessment/presentation/assessment without valid reasons constitutes failure in the module. Students will have to apply for re-unit of the module(s) concerned and need to pay re-unit fee.

#### 2.5.4 Misconduct

Any act of dishonesty will result in the student being disallowed to continue with the examination/presentation/assessment and the course. There will also be no refund of course fee. For company-sponsored students, a notification letter will be sent to the company. Students will be barred from taking any future courses with the School.

#### 2.5.5 Plagiarism

Plagiarism is any situations where a student incorporates published material of another person (designers etc.) or material produced by another student into his/her submitted work, implying that it is his/her own original work. This also applies to the theft of another student's work for submission at an interview, or inclusion in a portfolio.

All suspected cases of cheating or plagiarism should be reported to the Academic Manager/Director. The School will interview the student concerned.

- a. If the student admits to the cheating/plagiarism, appropriate disciplinary action will be taken. ie. a written warning will be issued. The student will be required to submit a new and different assignment and all information regarding the incident will be kept on record. The re-assessment fee shall be imposed.
- b. If the student does not admit to the cheating/plagiarism, an investigation will be conducted by the Head of Academic into the situation and the same will apply as above if the student is found to have 'acquired' someone else's work and tried to pass it as their own. If the investigation proves that the student have committed the above-mentioned plagiarism, the cost of the manpower involved in the investigation will be charged directly to the student.

If a student is found to have cheated or used plagiarism in any form on a second occasion, further disciplinary action will be taken which could lead to expulsion from the School.

#### 2.5.6 Dress Code for Examinations/Presentation (EPA)/Assessments

Students must be properly attired for all examinations/presentation (EPA)/assessments. Students in singlets, shorts and slippers may be barred from the examination/presentation/assessment venue.

#### 2.5.7 Mobile Phones

All mobile phones must be switched off or put to silent mode and no answering of mobile phones will be allowed during the examinations/presentation (EPA)/assessment.

### 2.6 Re-Assessment

Student who only managed to attain their marking between 40 and 49 marks (with a healthy attendance record), or under any recommendation from the failed module conducting lecturer, will be required to do a Re-Assessment on the respective module. Only failed assessments will be Re-Assessed. The Re-Assessed marking(s) will then be replaced over the failed marks. And together with the passed ones, it will generate into a new result slip for that Re-Assessed module. Results assessed by the dedicated lecturer will be final; therefore no moderation will be required. A fee is payable for re-assessment.

#### 2.6.1 Procedures for Re-Assessment

Re-Assessment includes 2 X 30 minutes of 1-to-1 sessions;

- Session 1 :  
Dedicated assessor to review and advice student on the room for improvement of the failed assessment and student will be given a 2-week timeframe to polish their current assignment further as advised.
- Session 2 :  
After submission, another session will be arranged (after the assessor assessed on the work submitted) for assessor to share the review on the revised work and mark with a new result given for the assignment.

Maximum Number of Assessments per module

Each student is allowed a maximum of TWO (2) assessments (inclusive of re-assessment) for any one module. Thereafter he/she will have to apply for re-unit of the failed module.

**2.7 Absence from Major Project / Submission / External Panel Assessment (EPA)**

For medical reasons, the School accepts medical certification for absence from a registered medical practitioner. A medical certificate (MC) produced must be dated the day of the final major project assessment that the student is supposed to be present. It should also contain the doctor's certification that the student is unfit to be present for the final major project assessment. Please refer to clause 3.3.2 of General Administrative Guidelines for other valid leave application apart from medical leave.

- Absence from Final Major Project Assessment without valid reasons constitutes failure in the assessment. Students will have to re-attempt a new Major Project / Final Major Project and pay the re-unit fee.

**2.8 Re-Unit**

Student who attained less than 40 marks on any of the module will be required to do a Re-Unit, unless upon recommendation from the conducting lecturer. A re-unit form should be submitted and a re-unit fee must be paid before allocating the students in the class. The School reserves the right to bar students from repeating a module if no payment is made. A maximum of 3 attempts ONLY per module for re-unit is allowed.

**2.9 Appeal**

Both failed and passed markings would be eligible to Appeal, but only applicable once for each module. The assignment will undergo another round of assessment by another assessor (neither the conducting lecturer nor the moderator) for a third-party opinion on the marking. The higher mark attained (both markings of before and after Appeal) will be the final result. No moderation will be required for Appeal.

**3 GENERAL ADMINISTRATIVE GUIDELINES**

**3.1 Lessons**

All lessons are held during weekdays and Saturdays. Should the days of lessons fall on public holidays, replacement lessons will be arranged.

**3.2 Changes of Course Details**

The Academy reserves the right to vary, change and amend the course content, lecturer, schedule, venue and any other matters at any time prior to and during the course of study. Should there be any change(s) to the programme; every effort will be made to inform students via emails, telephone calls and/or SMSes.

**3.3 Class Attendance**

Students are required to fulfill the attendance of 75% for each of their course modules with the Academy. Any who attained less than the minimum requirement for any of the modules, shall not be eligible for the respective module's assessment.

**3.3.1 Medical Leave**

Only medical certificate produced for the date of absence, from registered medical practitioner will be acceptable. No penalty will incurred for absence with medical proof.

**3.3.2 Other Leave Application**

The Academy will only review the following leave applications, apart from medical leave, with the respective required supporting documents if students are not able to attend any of their allocated lessons

- a) National service in-camp training (applicable to male students)
  - With submission of SAF100
- b) Child or parent sick leave

- With submission of child or parent's medical documentation
- c) Compassionate leave on loved ones
  - With submission of death certificate
- d) Official business trip
  - With submission of official letter from company

3.3.3 If the student has missed a substantial number of lessons due to the applied leave and is not able to catch up with the module, the lecturer may recommend the student to apply for make-up lesson(s) in order for him/her to progress with the class with corresponding fee. Upon the academic director's authorization, the student will have to proceed with the make-up lesson(s) and pay the make-up lesson fees. Make-up lessons are S\$250/hour. Make-up project consultations are S\$120/half hour.

3.3.4 Chatsworth Medi@rt Academy will not be responsible for the delay in the completion of course due to the above leave application.

3.3.5 Attendance Record

It is the responsibility of an individual student to initial against their names for each lesson attended, on the class attendance sheets provided. Failure to do so will render student as absent from class. Ignorance or forgetfulness cannot be used as reasons for non-conformance.

3.3.6 Punctuality

Latecomers who arrive 30 minutes after the start of class without a valid explanation will be considered as being absent from class.

Please take note that students who are more than 30 minutes late will be treated as absent from the lesson/class unless otherwise the student have a valid reason and he/she informed the lecturer/school beforehand. A written explanation/appeal with supporting documents can also be submitted to the school for review within 3 days only from the date of the lesson/class.

#### **3.4 Attire and Grooming**

All participants are to dress appropriately when in the School premises.

#### **3.5 Conduct and Discipline**

- 3.5.1 Students are advised to attend classes regularly and punctually. There will be no remedial lessons for absentees.
- 3.5.2 All students ought to be adequately prepared for any lesson.
- 3.5.3 Students are advised against carrying valuables while attending lessons.
- 3.5.4 Students are advised to refrain from attending to private matters while lessons are in progress.
- 3.5.5 Students must respect lecturers and staff of the School at all times.
- 3.5.6 All work and assignments must be submitted by the time stipulated by the lecturer(s).
- 3.5.7 Should any student behave in a disorderly or irresponsible manner, or engage in any act which is detrimental to the image of the School or prohibited by Singapore Laws within or outside School premises, the School has the right to give a formal warning and expel serious offenders from the School without compensation whatsoever.
- 3.5.8 Students must not smoke within the campus or at any places prohibited by the building management.
- 3.5.9 No consumption of alcohol is allowed in the campus, unless on special events or granted situation.

#### Immigration Requirement (International students on student visa)

- 3.5.10 Students on student visas are not allowed to engage in undesirable activities or work without a Work Permit / Employment Pass or the consent of the controller of Immigration. Failure to comply with this will result in termination of student visa by the ICA.
- 3.5.11 Should a student be terminated due to the above reasons or any other valid reasons, he/she will have to surrender his/her student's pass to School within 7 days after the cessation or termination of his/her studies. Under this circumstance, the School will not entertain any request for a refund whatsoever.

#### **3.6 Confirmation of Enrolment**

Applicant's place in this course will only be guaranteed upon receipt of admission fee and/or course fee (the first installment).



**3.7 Pre-requisites and Requirements for Various Courses**

The pre-requisites for courses are clearly defined in the Standard PEI - Student Contract and communication material. Detailed pre-requisites and requirements for various courses can be found in Annex B of this Student Handbook.

**3.8 Course Fee**

3.8.1 A detailed list of course fees for various courses can be obtained from our admissions department. Course fee breakdowns are prominently printed in our course fee documents and clearly defined in the Standard PEI - Student Contract/payment schedules, official receipts and communication materials.

3.8.2 Course fees are subject to change without prior notice. For those who have been confirmed in a program/course by having been enrolled into and commenced a program/course, the program/course fee committed shall remain in force throughout the duration of the course. An implementation of a new program/course fee will not affect them.

3.8.3 Upon admission, a student contract/payment schedule is given to student where payment due date and amount is indicated. As a courtesy, School sends a general payment reminders for subsequent installment payments of course fees but it is still students/parents responsibility to check their due payments from the documents given by the school. Students who make payment after the due date will incur a late payment charge of S\$30.00 per calendar week.

3.8.4 The invoice will state the breakdown of the course fee in terms of tuition and non-tuition fees, also in terms of Fee under FPS and Fee Not under FPS.

**3.9 Discounted Prices**

Chatsworth Medi@rt Academy offers discounts for the following:

- a. Group incentive rebate for workshops.
- b. Cluster/Bundle incentive rebate for workshops.
- c. Promotion rebates.

Information on course fee rebates for various courses can be obtained from the admissions department. All rebate schemes are subject to change without prior notice.

**3.10 Payment Method and Channels**

**3.10.1 Industry-Wide Course Fee Protection Insurance Policy (IWC)**

Chatsworth Medi@rt Academy hereby confirms and undertakes to the Student that it has in place an IWC as stipulated by the Council for Private Education (CPE) (the "IWC") by way of an insurance policy. The PEI-appointed IWC provider is Lonpac Insurance Bhd. All payments are to be made to the following account:

Name of Account: **Chatsworth Medi@rt Academy Pte Ltd**, Account No: **003-902020-1**,  
Account Type: **DBS Current**  
Banker: DBS Bank Ltd, Bank Code: 7171, Branch Code: 003, SWIFT address: DBSSSG SG  
6 Shenton Way, DBS Building, Singapore 068809

A copy of the industry-wide course fee protection insurance policy acceded to by the PEI for the purpose of insuring, among other things, the Student is available on [www.cma-academy.com](http://www.cma-academy.com).

**3.10.2 Fee under IWC**

**Fees under IWC** for the courses conducted at Chatsworth Medi@rt Academy can be made via Cash Deposit, NETS, Cheque, iBanking or Telegraphic Transfer in Singapore Dollars. Telegraphic transfer incurs an additional administrative surcharge which will be borne by students. Receipts will be issued for payment received.

**The School recommends students to make payment via NETS or Cheque to the School directly.**

Details for payment of **Fee under IWC**:

**1. SGD Crossed Cheque / SGD Cashier's Order / SGD Bank Draft**

- a. Issue the cheque/cashier's order/bank draft in favor of: **Chatsworth Medi@rt Academy Pte Ltd**
- b. Ensure that the cheque/cashier's order/bank draft is drawn on a Singapore Bank.
- c. Please indicate the following information on the reverse side of the cheque/cashier's order/bank draft:-

- **Full Name of Student**

- **Student NRIC/FIN**
- Account Name : **Chatsworth Medi@rt Academy Pte Ltd**
- Account Number : **003-902020-1**

Submit the cheque/cashier's order/bank draft together with the payment voucher to DBS Bank Ltd via one of the following options :-

- Mail to DBS Bank Ltd  
Singapore Post Centre Post Office  
PO Box 514, Singapore 914018
- Quick Cheque Deposit at DBS Branches (A photo/scan of the cheque and date of deposit should be emailed to [admissions@cma-academy.com](mailto:admissions@cma-academy.com) to monitor payment clearance)
- Submit them **directly to Chatsworth Medi@rt Academy, who on your behalf will forward them to DBS Bank Ltd.**

## 2. Telegraphic Transfer / MEPS payment

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- The full Student fees must be remitted to us in gross. All remittance charges are to be borne by student.
- Student fees are to be remitted to DBS Bank Ltd, Singapore (SWIFT address: DBSSSG SG) or (MEPS – MAS a/c no. 7171).
- Please indicate the following information under remittance details or reference :-
  - **Full Name of Student**
  - **Student NRIC/FIN**
  - Account Name : **Chatsworth Medi@rt Academy Pte Ltd**
  - Account Number : **003-902020-1**
  - Account Type : **DBS Current**
- Retain the remittance application form and Payment Voucher.
- A photo/scan of the completed transaction slip should be emailed to [admissions@cma-academy.com](mailto:admissions@cma-academy.com) to monitor payment clearance.

## 3. DBS/POSB ATM – Funds Transfer

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- Access DBS/POSB ATM using DBS/POSB ATM Card.
- Select "**Funds Transfer**" option.
- Select Account Type to debit.
- Select Account Type to credit.
- Input Account Number to credit.
- Input amount to be transferred.
- Retain the ATM receipt.
- A photo/scan of the completed transaction slip should be emailed to [admissions@cma-academy.com](mailto:admissions@cma-academy.com) to monitor payment clearance.

## 4. DBS Internet Banking – Funds Transfer

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- Log on to internet and type <https://internet-banking.dbs.com.sg/IB/Welcome> in the address bar.
- Login to DBS/POSB Internet Banking.
- Select "**Funds Transfer**" and "**Funds Transfer To Other DBS/POSB A/C**" option.
- Add New Payee (first time transfer to CMA PTE LTD), indicate student index number as your name/reference
- Select Account to debit.
- Select Account to credit.
- Input amount to be transferred.
- A printscreen/photo of the completed transaction acknowledgement page should be emailed to [admissions@cma-academy.com](mailto:admissions@cma-academy.com) to monitor payment clearance.

### 3.11 Duration of Course

The duration it takes for a student to complete the following courses is as follows:

#### 3.11.1 Professional Workshops

- Should not exceed 12 months from the date of commencement. If extension is needed due to valid reasons, school will require student(s) to submit supporting documents and seek approval of extension.

- 3.11.2 Professional Certificates
- Should not exceed 24 months from the date of commencement. If extension is needed due to valid reasons, school will require student(s) to submit supporting documents and seek approval of extension.
- 3.11.3 Diploma / Specialist Diploma / Professional Diploma
- Should not exceed 36 months from the date of commencement. If extension is needed due to valid reasons, school will require student(s) to submit supporting documents and seek approval of extension.
- 3.12 Orientation Programme**  
An orientation programme will be conducted to Professional Diploma/Diploma/Professional Certs prior to the course commencement emphasizing all the academic guidelines, rules and procedures.
- 3.13 Assistance to Students**  
Chatsworth Medi@rt Academy provides assistance to students facing difficulties adapting to a new environment. Please contact our program coordinator or operation manager if you need any assistance.
- 3.14 Accommodation**  
Chatsworth Medi@rt Academy does not provide any accommodation arrangements. For accommodation assistance, our School can refer you to our partners in accommodation service.
- 3.15 Post-graduation opportunities**  
Chatsworth Medi@rt Academy provides advice on courses and post-graduation opportunities. Please contact our School if you need any assistance.
- 3.16 Deferment of Course**
- 3.16.1 In the event if a student is unable to continue the course due to unforeseen circumstances and needs deferment, he/she will need to fill up a deferment form and pay the deferment fee and submit it 14 calendar days before module/course commencement. Students can apply only a maximum of 2 modules per deferment or a maximum period of 6 months, subjected to approval.
- If deferment is more than 6 months an interview is required and supporting documents is needed. In the event that the student didn't return to school after the deferment has ended, he/she will be considered as withdrawn and the will need to pay withdrawal administrative fees and other outstanding course fee (if there is).
- Note: Course deferment doesn't defer the course fee payment schedule, hence payment schedule due dates will remain as it is.*
- 3.16.2 A **deferment fee of S\$250.00** (inclusive of GST) is applicable for each deferment.
- 3.16.3 Those who fail to comply with clauses 4.6.1 to 4.6.2 shall remain enrolled in the course.
- 3.16.4 Students, on deferment, may resume the course at a much later date pending the availability of subjects offered. In the event the deferred module(s) is/are not available at the date of course resumption, students will have to wait for the next available date(s) to resume the module(s).
- 3.16.5 Chatsworth Medi@rt Academy will not be responsible for the delay in the completion of course due to the above deferment application.
- 3.17 Programme Evaluation**  
Students are invited to provide feedback on Lecturers' effectiveness, subjects' content and presentation, programme administration and facilities. The feedback collected will be treated in strictest confidence and will be used by the School for further improvements on the programmes.
- 3.17.1 Consultation sessions will be arranged for students attempting the Major Project / Final Major Project. Attendance for consultation is compulsory.
- 3.18 Final Major Project Assessment**
- 3.18.1 On completion of the project, all work associated with the Final Major Project is to be presented to a panel of 3 assessors and then submitted for validation/moderation.
- 3.18.2 Assignments produced throughout the duration of the course are also to be submitted in order to support the Major Project / Final Major Project and ensure a fair assessment.

**3.19 Change of Particulars**

- 3.19.1 In the event of any changes that affect the students, Chatsworth Medi@rt Academy will inform the students in writing.
- 3.19.2 Should the students have changes in any of their personal particulars such as their residential address (in Singapore or Country of Origin), contact numbers (in Singapore or Country of Origin) etc. they must inform the School at the earliest possible time. This is to ensure that all correspondences do not go astray and we will be able to reach you if we need to contact you urgently.
- 3.19.3 If the student is not contactable for a period of more than 7 days, due to non-compliance of clause 2.26.2, disciplinary action will be taken against the student.

**3.20 Confidentiality of Student Data**

Chatsworth Medi@rt Academy is committed to maintaining confidentiality of the student's personal information and undertakes not to divulge any of the student's personal information to any third party without the prior written consent of the student.

CMA's Privacy Policy and Terms of Use visit: <http://www.madschool.edu.sg/pdpa>

**3.21 Over or Under-Charging**

- 3.21.1 Chatsworth Medi@rt Academy is committed to avoidance of over or undercharging.
- 3.21.2 The list of course fees is clear and legible, reflecting the total amount payable and its breakdown inclusive of GST. All fees will be subjected to GST (Goods and Services Tax) effective 15 April 2014.
- 3.21.3 The total amount of course fees payable and the breakdown are clearly defined in the Standard Student Contract, payment schedules, official receipts and communication materials.

**3.22 Transfer/Withdrawal Policy**

- 3.22.1 Students must inform the School **in writing 30 days in advance** if they decide to withdraw from the course after they have submitted their applications. Students under eighteen (18) years of age are required to obtain a written letter of consent from their parents or legal guardian if they wish to withdraw from the programme. A withdrawal form should be submitted and withdrawal administrative fee should be paid to proceed with the withdrawal process. Students need to pay the number of module(s) they have taken/attempted whether they finished the 12 sessions or not. **Each module will cost \$1,450 (exclusive of the registration fee that is non refundable).**

If withdrawn during 7 days cooling off period, a maximum refund (90%) of the course fee will be refunded. Registration fee (\$650) is non-refundable.

- 3.22.2 Deemed Withdrawal - A Student who transfers from the Course to another course with Chatsworth Medi@rt Academy shall, for the purposes of refunds, be deemed to have withdrawn from the Course and the provisions of Refund Policy shall apply save as otherwise agreed between Chatsworth Medi@rt Academy and the Student. For any transfer of course, the current course fee will be chargeable and no rebates will be applicable.

**3.23 Refund Policies**

- 3.23.1 Withdrawal for Cause (Clause 2.2): Subject to *Force Majeure*, the Student shall be entitled to immediately withdraw from the Course by giving written notice to CMA of his/her intention to do so under the following circumstances:
- (i) CMA fails, for any reason, to commence the Course on the Course Commencement Date;
  - (ii) CMA terminates the Course, for any reason, prior to the Course Commencement Date;
  - (iii) CMA fails, for any reason, to complete the Course by the Course Completion Date; or
  - (iv) CMA terminates the Course, for any reason, prior to Course Completion Date.
- 3.23.2 Refunds for Withdrawal for Cause (Clause 2.3): CMA shall, as soon as practicable after receiving the Student's notice of withdrawal under Clause 2.2 (and in any event no later than seven (7) working days after receiving such notice) refund to the Student:
- 1) The entire amount of the Course Fees; and
  - 2) The Miscellaneous Fees.
- 3.23.3 Withdrawal Without Cause and Refunds: Where the Student withdraws from the Course for any reason other than those set out in Clause 2.2 or *Force Majeure*, CMA shall not refund any course fees or used miscellaneous fees. CMA will process the withdrawal after receiving the Student's written notice of withdrawal and when the withdrawal administrative fee has been received (in any event no more than seven (7) working days after receiving such notice). **NO REFUND for Professional Workshop (PWS) once**

the documents have been signed or when the module commence, whichever comes first. PWS is also non-transferable.

Student(s) are required to pay all the modules taken if the course fee paid during withdrawal doesn't cover all the modules.

% of [the aggregate amount of the fees paid under Course Fees and Miscellaneous Fees].	If Student's written notice of withdrawal is received
90%	("Maximum Refund") More than [30] days before the Course/Module Commencement Date
10%	More than [14] days before Course Commencement Date, but not more than [30] days before the Course/Module Commencement Date
No Refund	Before, but not more than [14] days before the Course/Module Commencement Date
No Refund	After, but not more than [0] days after the Course/Module Commencement Date
No Refund	More than [0] days after the Course/Module Commencement Date

\*\*\*This refund policy is also applicable for individual modules and/or workshops.

3.23.4 **No Double Claim (Clause 3.5):** For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from CMA or the Escrow Bank pursuant to a provision of this Agreement or the Master Escrow Agreement in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against CMA or the Escrow Bank for the same payment in respect of the same matter or damage pursuant to any other provision of this Agreement or the Master Escrow Agreement.

### 3.24 Feedback / Grievance Policy

Chatsworth Medi@rt Academy believes that feedback and resolved grievances help improve our Product, Quality, Service and Branding. Hence, we are committed to ensure all concerns are attended to and objectively resolved.

#### Our Principles

- Informal management of feedback (minor problem) will be attempted before escalation to written grievance (major problem) where possible;
- Feedback will be resolved expeditiously, on-the-spot, if possible while written grievances or major issues will be resolved within 21 days.
- Student feedback / grievances will be addressed as close as possible to the source of student dissatisfaction.
- All feedbacks will be treated as confidential and students should feel secure in the knowledge that they will not suffer any form of disadvantages as a result of making a complaint.
- Feedback / Grievance Channels (including Request for Interview Forms, Feedback Forms, and Evaluation Forms etc.) are made accessible to students.

### 3.25 Expulsion from School

Students found guilty of any of the followings may be expelled from the School:

- a. Plagiarism.
- b. Misconduct such as but not limited to cheating, theft and vandalism.

### 3.26 Materials

All books, instruments and materials belonging to the School must be handled with proper care. Students will be held responsible for any damage caused to such materials, books, equipment, computers, and instruments utilized. All materials distributed by the School are to be kept for personal and private use only.

### 3.27 Design Work

The School reserves the right to adopt students' work for its publication or use in any marketing materials at any time. There will be no compensation, whatsoever, for such use of students' work. The students whose works are selected will be required to assist the School in reproducing their work and will be duly compensated for the materials used.

### 3.28 Awards

Professional Workshops

Award - Certificate of Completion [ M.A.D. School By CMA]

Professional Certificate Program  
Award - Certificate of Completion [ M.A.D. School By CMA]

Diploma / Specialist Diploma / Professional Diplomas  
Award  
- Diploma / Advanced Diploma / Specialist Diploma [ M.A.D. School By CMA]  
- Professional Diploma [ M.A.D. School By CMA ]

**3.29 Others**

3.29.1 The School reserves the right to change entry requirements, and to make amendments/changes to any course schedule, syllabus, rules & guidelines as it deems necessary and appropriate at any time, without prior notice.

3.29.2 Students are to inform the School at [rona@cma-academy.com](mailto:rona@cma-academy.com) when there are changes in personal particulars. The School will not be liable for any consequences as a result of undeliverable mail/email.

**3.30 Modes of Communication**

Student can get in touch with the School via the following ways:

Mail : 30 Merchant Road #03-22 Riverside Point Singapore 058282  
Telephone : (65) 6337-5449  
Email : [info@cma-academy.com](mailto:info@cma-academy.com) / [admission@cma-academy.com](mailto:admission@cma-academy.com)  
Operating Hours : Mondays to Friday [9.30am to 10.00pm]  
Saturday [9.30am to 1.00pm]  
Sundays / Public Holidays [Closed]

**3.31 Self-declaration by Chief Executive Officer**

The Chief Executive Officer declares the following important information:

- Student-teacher ratio
  1. Non-computer aided modules - 30 : 1
  2. Computer aided modules - 20 : 1
- Student redress policies: student complaint resolution procedure
- The capacity of CMA is 105 per session or a total of 315 students.
- Size and number of classrooms: 4 classrooms of size 15 to 30
- All types of fees payable for enrolment and courses are clearly reflected in the marketing materials, student contracts etc.
  1. Non-tuition fee such as application & registration fee, school sponsorship fee, administrative fee, assessment and examination fee, orientation fee, lab fee, course material fee etc.
  2. Tuition Fee
  3. Additional Fee
- Number of contract teachers : 45

Annex A  
Available Courses and Entry Requirements

The courses available in Chatsworth Medi@rt Academy are as follows:

**1. Professional Workshops**

Pre-requisite or Entry Requirement

No basic academic entry qualification is required for the above workshop courses. Some workshops may require participants to have foundation design training.

**2. Professional Certificates (Certificate Level)**

<u>Course Title</u>	<u>[Duration]</u>	<u>Course Type</u>
COMMUNICATION & DESIGN <u>Pre-requisite or Entry Requirement</u> - GCE 'N' Level or equivalents	[06-12 mths]	Full-Time / Part-Time

Pre-requisite or Entry Requirement

**For International Students Only**

- China and other countries : High school senior level 2 or equivalents
- Indonesia : SMU2 and above
- Malaysia : SPM/STPM/Chinese independent - high school senior level 2
- Others: Minimum year 10 education.
- For international students from China, Indonesia, Vietnam and other countries: Junior High School or minimum year 8 of education or equivalents. Temporarily unavailable.

**3. Diploma / Specialist Diploma / Professional Diplomas (Diploma Level)**

<u>Course Title</u>	<u>Duration]</u>	<u>Course Type</u>
Diploma in Communication Design***	[22/30 mths]	Full-Time / Part-Time
Diploma in Digital Marketing***	[10/12 mths]	Full-Time / Part-Time
Diploma in Photography and Digital Imaging***	[06/10 mths]	Full-Time / Part-Time
Diploma in Photography and Digital Communication ***	[05/10 mths]	Full-Time / Part-Time
Diploma in UI/UX Design***	[10/15 mths]	Full-Time / Part-Time
Specialist Diploma in Advertising Design **	[22/30 mths]	Full-Time / Part-Time
Professional Diploma in Advertising and Design***	[22/30 mths]	Full-Time / Part-Time
Postgraduate Diploma for Digital Marketing*	[12 mths]	Part-Time

Pre-requisites or Entry Requirements

For Singapore Citizen / PR

- GCE 'O' with minimum 3 credits or equivalents
- Applicants not meeting the entry requirement may need to undergo an interview.

For international students

- Vietnam: Minimum Year 10 education
- China and other countries : High school senior level 2 or equivalents
- Indonesia : SMU2 and above
- Malaysia : SPM/STPM/Chinese independent - high school senior level 2
- Others: Minimum year 10 education.

Pre-requisites

\* Diploma or Degree holders with major in Marketing or other related fields, with minimum 3 years of working experience (Interview will be conducted).

\*\* Graduates from CMA Diploma in Communication Design or any other design related diploma from other institutions.

\*\*\* GCE 'O' level with minimum 3 credits or equivalents or  
GCE 'N' level with minimum 3 years of working experience (Interview will be conducted).

Exemption will be considered for applicants with related working experience or graduates from other design schools. (Exemption for design modules is strictly based on portfolio evaluation and interview.)

Annex B  
Communication Channel

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For issues pertaining to the following, please contact the respective departments:

**CMA Sales & Marketing**

gwen@cma-academy.com

- Course Inquiries
- Referral Scheme

**CMA Admissions / Operations**

rona@cma-academy.com

- Admission procedures
- Course fee matters
- Withdrawal procedures
- Course Schedule
- Booking of resources
- Payments
- General enquiry
- Administrative assistance

**CMA Academic**

benjamin@cma-academy.com / kenji@cma-academy.com

- Academic subject matters
- Exemption application
- Submission of assignments/projects
- Application for re-scheduled assessment, re-assessment, re-unit, appeal, deferment etc.
- Course Evaluations
- Attendance
- Student service

**Feedback**

benjamin@cma-academy.com / rona@cma-academy.com

We welcome constructive feedback and recommendations for improvement. Issues highlighted in the feedback will be used for addressing concerns with the affected parties solely for the purpose of resolution. The identity of the person providing the feedback will be treated with the strictest confidentiality.



Notes

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