



**BIRMINGHAM SCHOOL OF THE BUILT ENVIRONMENT**

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**STUDENT HANDBOOK**

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Dear Student,

Welcome to the School of Engineering and the Built Environment's honours degree programmes delivered through our partner, Continuous Professional Education Ltd and its education arm, Continuous Professional Education (CPE). I hope that you find your experience on the Programme of great value to both your career development and personal life. The staffs at School of Engineering and the Built Environment, Birmingham City University look forward to meeting you during the course of your studies.

The Student Handbook should provide you with the information you need to know about the Programme at CPE. However, if after you have read it carefully, you still have any questions please do feel free to ask your Programme Director for further guidance and assistance.

We want to help to make this an enjoyable and rewarding experience for you and I look forward to meeting you in the near future.

Yours sincerely

Richard Jordan  
Director of International Partnerships  
School of Engineering and the Built Environment  
Birmingham City University

## **Table of contents**

SECTION 1 - Welcome	4
SECTION 2 - Getting Started	5
SECTION 3 - Your Programme	7
SECTION 4 - Assessment Information	8
SECTION 5 - Student Resources	14
SECTION 6 - Getting Involved	16
SECTION 7 - Frequently Asked Questions	17
SECTION 8 - Arrangements for tropical cyclones, heavy and persistent rain in Hong Kong	18
SECTION 9 - Refund policy at CPE	19

## **SECTION 1 - Welcome**

Welcome to Birmingham City University. You are now studying on a programme which is part of one of the largest Universities in the United Kingdom that attracts students from all backgrounds from across the region, the country and the rest of the world. With 25,000 students from 80 countries, Birmingham City University is a university with an international outlook.

The University also works in partnership with other higher education institutions and organisations not only in the United Kingdom but in countries throughout the world. These partnerships provide opportunities for students to study at a centre local to them on a programme that leads to an award of the University.

You too are studying for a Birmingham City University award through one of our partnerships. Throughout this Handbook we will refer to the place where you are studying i.e. Continuous Professional Education, as either the 'partner organisation' or as CPE.

This Handbook is one of several important documents that you will receive during your time as a Birmingham City University student. We urge you to read this Handbook and to keep it as a reference tool for the duration of your studies.

### **The Faculty of Computing, Engineering and the Built Environment**

The Faculty of Computing, Engineering and The Built Environment was formed in early 2009. The Faculty comprises two schools, namely the School of Engineering and the Built Environment, School of Computing and Digital Technology. Together as a Faculty we are able to respond dynamically to the multiple modern technological challenges posed by fast-paced industries.

As a Faculty, our vision is to create a powerful centre of technological excellence and innovation, to educate to the highest quality in technologies and engineering and to equip students with the technical skills to contribute to the workplace as well as to the wider industry.

### **School of Engineering and the Built Environment**

School of Engineering and the Built Environment is a major provider of professionally relevant courses for the property and construction industries. We are a modern, multi-disciplinary and diverse educational champion of the built environment, offering courses dedicated to the teaching of future professionals.

Our core activity is educating professionals for a technical, ethical, economic, political and social world where the built and natural environment forms the context for human activity.

The success of our courses is due to our balanced approach to learning which incorporates research, scholarship and industry engagement, together with practice.

Our teaching and assessment is driven by a commitment to creating highly competent practitioners who can continue to develop not only themselves but the wider industry.

Problem solving, team work and wider appreciation are actively encouraged, with functional and procedural knowledge as a support.

## **SECTION 2 - Getting Started**

### **Induction**

Continuous Professional Education Centre (CPE) will arrange a Welcome Orientation Session which will be followed by an induction session. Attendance is compulsory for all new students.

Welcome Orientation Sessions will provide you with important information about your programme including the learning, teaching and assessment methods that will be used and what will be expected of you. You will receive an introduction to your institution, the facilities and the learning resources as well as meeting the members of the teaching and support staff and your fellow students.

You will be required to enrol as a student of CPE as well as Birmingham City University ('the University'). In order to enrol, you will need the following:

- Original birth certificate or passport;
- Original certificate or official results notification of all qualifications that are listed on your application form;
- Payment for your fees or a sponsor letter confirming payment.

As part of the enrolment process, you will be asked to complete an enrolment form. You will be asked to provide details of your legal name, home and term time addresses and all previous qualifications. Other personal details will be required for statistical purposes.

Your enrolment forms will be sent to Birmingham City University so that we can then enroll you as a student of the University. Once we have set up an electronic record for you on our database, you will be issued with a unique identification number, a Birmingham City University Network ID and password, and a personal Birmingham City University email account. This email address will be used by the University to communicate useful and official information. You will also need your password to make use of and to access the online learning facilities on the University's intranet (called iCity) and Moodle.

The amount of fees due will be stated on your enrolment form/payment schedule and you must honour your fee payment on or before enrolment deadline of each semester as up-dated by CPE from time to time. It is a condition of enrolment that you accept full responsibility for the payment of all programme fees and any other fees that you incur at your first registration as a student on the programme.

## **Campus Information**

CPE is located at 8, 9 and 10/F of Chi Wo Commercial Building, 20 Saigon Street, Jordan, Kowloon. Students should refer to their respective timetable for the location of classes.

## **Key Contacts at CPE**

Academic Officer

[info@cpegrouphk.com](mailto:info@cpegrouphk.com)

Tel: +852 2512 6303

## SECTION 3 - Your Programme

### Programme Specification

Every course leading to an award of the University has a *programme specification*. A programme specification is a concise description of the knowledge, understanding and skills you should have gained on successful completion of the programme as well as information about how you will be taught and how you will be assessed (for example by written examination or coursework assignment).

The programme specification for your course can be found in Appendix 1 of this Handbook or it can be viewed online at [www.bcu.ac.uk/courses](http://www.bcu.ac.uk/courses)

### Module Specifications

Each programme is broken down into a number of modules, where each module is a single unit of study. A *module specification* provides an overview of a module, including the aims of the module, learning outcomes, teaching methods, a list of the topics that will be taught, the assessment criteria and indicative reading (key texts). Module specifications for all of the modules in your programme can be found in Appendix 2 of this Handbook.

### Programme Timetable

A timetable will be issued to you during your induction.

### Learning and Teaching Methods

Key concepts will be introduced through lectures and will be explored further during seminars, workshops, lectures from visiting speakers, in-class and forum debates and through self-directed/independent study. Case studies are used to explore concepts applied to real-world scenarios. Experiential learning is encouraged via project-based assignments.

Analysis, synthesis and evaluation are developed as themes throughout the programme.

Information and discussion forums will be available on Moodle (see Section 5: Resources) for participants to provide a support network to complement lectures, seminars and workshops.

One of the key aspects of higher education study is self-directed/independent learning and you will be expected to undertake a lot of work outside of your timetabled lectures. Don't rely on your lecture notes for all of the information you'll need for an assessment. It is really important that you do some independent research, for example, by reading through some of the additional text books suggested by your teaching team.

### Language of Delivery and Assessment

All of your programme will be taught and assessed through the medium of English. English language support sessions will be made available to any student seeking supplementary support. More information about the language support sessions is available from your Programme Director or tutor.

## SECTION 4 - Assessment Information

### How You Will Be Assessed

A wide variety of assessment approaches are used throughout the programme. These include structured tasks, presentations, practical work, academic writing (articles, business reports and academic papers), as well as individual or group projects. Your tutor will issue you with assessment briefs that contain the specific details of individual assessments. The assessment briefs are changed annually and therefore cannot be published in the Handbook. More detailed information about how a particular module will be assessed can be found in the Programme Specification and individual module specifications (Appendix 1 &2).

### Assessment Regulations, Policies & Procedures

The University has a series of regulations, policies and procedures that govern your academic experience and all members of staff and all students are required to observe these during their time at the University. It is therefore important that you familiarise yourself with these regulations, policies and procedures. You can find the full set of University regulations, policies and procedures on the University intranet at:

<https://icity.bcu.ac.uk/academic-registry/information-for-students/Assessment/Assessment-Regulations>

The way in which your work is assessed is covered by the University's Assessment Regulations. The regulations include information about:

- Modules, levels of modules and the credits which attach to them;
- Requirements for passing modules;
- Requirements for progression to the next level of your course;
- How to achieve an award with Commendation or Distinction and how degree classifications are calculated;
- What happens if you fail a module.

You'll receive information about the University's regulations from your course team, and if your course is governed by Standard University Regulations, you can access them along with other useful policies and procedures, on the Academic Regulations and Policies page on SharePoint.

You may be asked for a 'user name' and 'password', which is just your University network ID and password.

Under 'user name', you'll need to type: STUDENTS\ before adding in your University network ID.

Once you've added in your details, a SharePoint page will open up: Click on the 'Academic Regulations and Policies' folder to access our standard regulations.



## Assignment Submission

You will be submitting several pieces of coursework work over the academic year and it is important that you keep the following in mind:

Prepare your work so that your assignment is ready in advance of the submission date (see My Assignment Planner in Section 5: *Resources* for help with planning your assignment);

Each assignment must be submitted with a standard cover sheet showing your name, full student number and programme of study, module title and the name of your tutor. You will be given a receipt on submission of your coursework;

Collect several cover sheets at the start of the term so you can complete one before you hand in your work;

Ensure that your assignment is ready for submission when it is handed in i.e. the work is secured in the file and the cover sheet has been completed;

All coursework is due by 7:30 pm in weekdays or 1:00 pm Sat on the day of submission; any work submitted after this deadline will be regarded as a late submission and will be subject to the appropriate penalty (see below Late Submission);

Only submit complete assignments. You cannot submit missing sections after the submission date. If you wish to add to an assignment that has been handed in and the submission date has not yet passed, you must provide a copy of your receipt. Your work will be returned and you must then resubmit it.

## Exceptional Circumstances and Extension to Deadline

If you can't submit an assignment or attend an exam for valid reasons beyond your control (for example, if you are ill) you can apply under the University's procedures for the consideration of exceptional circumstances for either:

A deferral (which means that you will take the assessment at the next available opportunity); OR

A coursework extension of 10 working days to the coursework deadline

You must make sure you submit your request, with evidence (i.e. a doctor's note if you are ill), at least 7 working days before the exam/assessment deadline. The full procedures are available on iCity at <https://icity.bcu.ac.uk/Student-Services/Complaints-and-Appeals>

## Late Submission

If you do not have exceptional circumstances but submit your first attempt of an assessment *after* the published deadline, the maximum mark you can be awarded will be the pass mark for the module, provided you submit your work no more than 5 working days after the published

deadline. Work submitted more than 5 working days after the published deadline will not be marked and you will be deemed to have failed an attempt at the assessment. Where you submit a re-assessment attempt after the published deadline you will be deemed to have failed the re-assessment and the coursework will be returned to you unmarked.

If you have longer term problems which you think are likely to last more than three weeks, you should ask your personal tutor whether you should apply to withdraw temporarily from the course – this is called ‘taking an interruption of studies’. Further information is available in Section 7: *Frequently Asked Questions*.

### **Re-Assessment**

If you have not passed a module at the first attempt you may be eligible for re-assessment. If you do re-sit a module without extenuating circumstances, your mark will be capped at the pass mark i.e. the maximum mark that you can achieve will be the pass mark (this is usually 40% for BSc and 50% for MSc programmes).

All fees, charges and payment schedule are posted at the CPE’s reception for student easy reference.

### **Academic Misconduct**

Academic Misconduct can take a variety of forms and although it may be intentional or unintentional, the University takes allegations of academic misconduct very seriously.

Cheating is considered a disciplinary offence if a student attempts to gain or helps someone else to gain an unfair advantage over other students. Students who are suspected of cheating will have to attend a formal hearing to explain their case, and if found guilty of cheating the penalties can be severe, including the removal of academic credit or even your permanent expulsion from the University.

Some examples of academic misconduct are included below, but the list is not exhaustive and cheating in assessed work may take other forms:

#### **Cheating in examinations:**

Attempting to access confidential information before an examination, including trying to get sight of the examination paper before it is published;

Taking or attempting to take unauthorised material, including blank paper, electronic devices and mobile phones, into an examination room;

Communicating or attempting to communicate in any way with another candidate or any other person (other than the invigilator) during an examination;

Copying, or trying to copy, the work of another student;

Allowing or assisting another student to copy;

Impersonation – taking an assessment on behalf of, or pretending to be, another student, or allowing another person to take an assessment on behalf of a student;

Attempting to remove script books, including blank script books, from an examination room.

### **Cheating in relation to other forms of assessed work – including:**

#### **Plagiarism:**

This is the submission of an item of assessment, which all or in part, contains work produced by another person (s) in such a way that it could be assumed to be the student's own work. Plagiarism also includes a lack of 'in-text' referencing.

#### **Collusion:**

This is where there has been improper collaboration (or working together) in the production of a piece of work, which is then submitted as entirely the work of an individual. It is important to note that except where written instructions state that work for assessment may be produced jointly and submitted as the work of more than one student, (often referred to as 'group work'), students must not collaborate with other students to produce a piece of work jointly. Furthermore students should not copy or share another student's work, lend their work to another student or allow another student to copy their work.

#### **Falsification of data or artefacts:**

This is where students invent data, or change their material in order to support an argument. Examples of such behaviour include inventing false responses to questionnaires and interviews, and amending test results/figures.

#### **Duplication:**

This is the submission of a piece of work in whole or in part that has already been submitted for assessment elsewhere, including concurrent submissions.

To find out how you can avoid allegations of cheating, it is strongly suggested that you visit our assessment guide, available at: <https://icity.bcu.ac.uk/academic-registry/information-for-students/Assessment/Avoiding-Allegations-of-Cheating>

To help you understand how to reference correctly, please seek advice from your tutors or familiarise yourself with information on avoiding plagiarism provided by the University at: <http://library.bcu.ac.uk/learner/writingguides/1.12.htm>

Here are a few simple principles to follow to avoid allegations of cheating:

In exams:

Don't attempt to see the paper before it is published;

Don't ask another student for help during the exam or copy another student's work;

Don't let another student copy your work;

Don't take unauthorised materials into the exam room;

Make sure you know what equipment/materials you can use in the exam (i.e. calculator) and make sure the permitted materials are clear of your additional notes and other recorded information.

In coursework:

Don't pass off someone else's work as your own. This is plagiarism and is viewed very seriously by the University;

Acknowledge all sources that you have used in your assignment or project. For advice on referencing contact the Centre for Academic Success;

Use quotation marks if you are using the exact words of another person;

Don't submit a piece of work that has already been submitted in whole or in part for an assessment elsewhere. This is called duplication and, like plagiarism, is viewed very seriously by the University;

Check with your course team whether you can work with others on your coursework, and if so, be sure about what you should be doing on your own;

Don't allow others to copy your work, or lend your work to other students;

Don't make up data to prove your point.

### **Assessment Results and Examination Boards**

At the end of your academic year and when you have completed all of your assessments, an Examination Board meeting will be held. The Board is made up of staff from your institution, the University as well as the External Examiner (see below). The purpose of the meeting is to endorse the marks awarded to assessment. It is only after the Examination Board has confirmed your marks that you will receive confirmation of your results.

### **Marking, Feedback and the External Examiner**

When you hand in your work or sit an exam, your work will be marked as quickly as possible by the teaching team at CPE. Their marking will then be moderated by University staff to ensure that marks have been awarded fairly. Marking is carried out anonymously, wherever possible.

To make sure that you are assessed fairly in relation to other students on the same course and to ensure the quality and standards are comparable to similar courses in other Universities, the University employs an External Examiner. An External Examiner is a qualified subject specialist who works in a UK university other than Birmingham City University. External examiners won't be marking your work, but they will see a sample of assessed work to check the appropriateness of the standards and the marks awarded.

The External Examiner will visit your centre at least once a year and you will have the opportunity to talk to them about your experience – good and bad! - on the programme. Following the visit, the External Examiner will write a report that tells the University about the good practices at your centre and of any concerns they might have. External Examiner reports are made available to students and you can request a copy from your Programme Director.

You'll get feedback on your assessments, so make sure you go and collect your work once it's been marked. Feedback is really useful as it includes the markers' constructive comments on your assessment, including aspects of your work that could be improved, and it can also provide guidance and advice for future assessments. Please note that when you collect your work, you will receive an indication of how well you have done in your assessment and you may receive a mark for the work. However, remember that the mark is only indicative and is subject to change. You will receive the final mark after the meeting of the Examination Board.

### **Grading criteria**

Statements of grading criteria for each of the assessment criteria describe performance associated with the assessment criteria. The grading criteria are the basis upon which marks are accorded. Grading criteria for each module assessment are provided in the relevant assignment briefs.

#### **Error in the Conduct of an Assessment or an Examination Board**

If you consider that there has been an error or irregularity in an assessment, or at an examination board, you may submit a claim under the "Procedure for considering Claims of Error in the conduct of Assessment Processes". To submit a claim you should complete a form called "Claim of an Error in the Conduct of Assessment Processes" (which is available on iCity.

<https://icity.bcu.ac.uk/Student-Services/Complaints-and-Appeals>.

If you wish to make a claim you must do so within 15 working days of the publication of your results. If, for good reason, you cannot submit a claim within this timescale you should speak to your Tutor or Programme Director.

### **Classification of Honours Degree (applicable for undergraduate programmes only)**

First Class (1<sup>st</sup>): 70% or above

Second Upper (2:1): 60-69%

Second Lower (2:2): 50-59%

Third Class (3<sup>rd</sup>): 40-49%

The calculation method is the average marks of all modules, which the "Honours Research Project" count as double module, i.e. 2 modules.

## SECTION 5 - Student Resources

### Part 1 Birmingham City University

#### University Network

The Information and Communications Technology team is responsible for the data network, email and access to the Internet. To be able to access these you require a Network ID and password. These will be issued to you before or soon after you enrol.

When you have access to the network you will have a personal email address (account) available to you. This email address will be used by the University to communicate useful and official information. You will also need your password to make use of and access the online learning facilities, including Moodle (see below).

You can access this email address from anywhere on the internet at <http://owa.bcu.ac.uk>. You should check this email account on a frequent basis.

#### Moodle

Moodle is a Virtual Learning Environment for students and staff and is a great place to look for information to help you with your programme. Not only are there useful links to key resources and websites, but it also brings together different forms of e-learning to enhance your learning experience. This includes quizzes, forums that enable you to ask tutors questions or to share experiences with fellow students as well as glossaries to explain complex terms. Other features include blogs which are personal spaces that allow you to reflect upon your own learning privately; Wikis which allow you to work collaboratively with other students and workshops which allow students to review each other's work.

Most modules are supported by Moodle; this means that Moodle will provide access to all sorts of resources such as lecture notes, PowerPoint presentations and, where available, video lectures and multimedia scenarios.

Moodle is available 24 hours a day, 365 days a year and from anywhere in the world. You can access Moodle through the main Moodle website (link below). You will need your network ID and password to log-in to Moodle: <http://moodle.bcu.ac.uk>

#### Library Resources

You have access to a range of resources and learning support from the University's Library and Learning Resources Team. You will have access to an extensive range of electronic information sources. You will again need your network ID and password to access the resources which are available at: <https://icity.bcu.ac.uk/Library-and-Learning-Resources/Electronic-Resources>

#### Library and Information Literacy Skills

A wide range of study guides is available giving advice on academic writing, study skills, math and statistics, and grammar. These are available at the following link:

<http://library.bcu.ac.uk/learner/Guide%20Index.htm>

### **My Assignment Planner (MAP)**

Being faced with your first assignment can be a daunting task. The University has put together an on-line easy step by step guide to help you plan your assignment. There are 11 straightforward steps to follow, which will allow you to plan your time effectively. This is available at the following link:

<http://library.bcu.ac.uk/MAP2/freecalc-mail/>

### **Part 2 CPE Resources**

CPE recognises that a well-developed system of student support is vital to students' ability to gain the best from their studies in providing appropriate learning resources and support to enable students to realise their aspirations.

#### **I.T. Facilities**

There are adequate computing facilities available to students, providing student access to four sets of desk top computers, all equipped with Window Office 2007 or above with full internet access. Free Wifi is available within the school area for the use of CPE students.

#### **Student Services Unit**

CPE has a Student Affairs Unit, which handles all student inquiries and complaints. A team of two full-time student affairs officers, who are experienced and qualified counsellors and welfare consultants, are based here to offer free student counselling services for those who need personal counselling, career counselling or additional information on overseas studies or career planning. In addition, the unit will also facilitate complementary academic activities such as seminars from professional bodies.

#### **Classrooms and Study Area**

CPE has eight classrooms located in three floors. All classrooms are equipped with free Wi-Fi, computers and projectors. Classrooms are also available for students to book for group and private study. A student common room is available to students at any time during office opening hours. The study area is open Monday to Friday from 10:30 to 19:30 and on Saturday from 10:00 to 13:00.

#### **Student Feedback**

It is important to us that you have the best student experience possible whilst studying at CPE for a Birmingham City University award. Students are encouraged to express their opinion and provide feedback. Feedback and complaints at CPE are managed by the Student Services Unit.

## SECTION 6 - Getting Involved

It is important to us that you have the best student experience possible whilst studying for a Birmingham City University award. There are a number of ways you can express your opinion about your time on your programme. You can speak directly to your programme team or you can ask the Student Representative (see below) on your course to raise issues on your behalf at meetings that they attend with the programme team throughout the year. You will also be given the opportunity to comment on the modules you have taken during the year.

### Student Representation

Student Representatives (or Student Reps) are elected by students. They gather opinion from their fellow students; represent their views at meetings and feedback the outcome of these meetings to students to improve the quality of their experience. Student Representatives will be invited to attend the Board of Studies. This is a meeting that is held at least once per year and is attended by your Programme Director, teaching staff and administrative staff. It will provide you with the opportunity to discuss issues about your programme and to make sure that your voice is heard.

### Birmingham City University Alumni Association

The Alumni Association was established in 2004 and the University now has over 49,000 members worldwide, with more joining every day. The Association provides support to former students by celebrating their achievements and keeping them connected to the University, its students and fellow alumni.

Your relationship with Birmingham City University does not end when you finish your course. We want to hear from you, so please do stay in touch.

Membership benefits include:

Free subscription to *aspire*, the Alumni Association magazine, and regular e-newsletters that keep you up to date with news of the University, its students, and your fellow alumni.

Access to the Find a Friend Service and Message Board, helping you reconnect with old friends

Exclusive discounts on services including car hire, hotels, and theme parks

Social and professional networking opportunities through our reunions and events

Information on alumni networks and groups

You can find out more about join the Alumni Association at <http://www.bcu.ac.uk/alumni>



## SECTION 7 - Frequently Asked Questions

### ***What if I want to change or leave my course?***

If you think you want to leave your course, it's a good idea to talk it through with your Personal Tutor or Programme Director before making any final decisions. They can discuss your options with you. It is important that if you intend to withdraw from your course after enrolment you inform your Programme Director. You should state in writing that you wish to withdraw, and you should indicate your last date of attendance.

### ***What if I want to take some time out from the course?***

Taking time out is called 'an interruption of study', which is an approved leave of absence from all study and may be taken for a number of reasons e.g. health, financial, academic or personal. If you're thinking about interrupting, you should talk to Personal Tutor or Programme Director first before completing the necessary paperwork. It is your responsibility to inform the University if you intend to interrupt your study.

You are eligible for a chance to apply for Interruption of studies (IOS) with a maximum period of 12 months subject to the approval of the University. Paid instalment shall follow Section 9 above-mentioned. Upon the expiry of the (IOS) approved by the University, you need to make a new application of the programme and complete all procedures required for registration of the programme if you fail to resume your study within the approved (IOS). Credits achieved before the approved (IOS) may not be carried forward to the new registered study programme subject to the approval of the University.

### ***How do I make a complaint?***

If you're unhappy about any aspects of your experience as a Birmingham City University student, we want to know about it so talk to your Tutor or Programme Director. In many cases, they will be the best person to help you but if they are unable to resolve matters for you, you may need to refer to the University's formal complaints procedure (available on the University website).

### ***What should I do if I change my name during my study at University?***

If you change your name during your studies and would like your new name to be used on your University records and award certificates, you must make a formal request to your Programme Director. You must make the request before you finish your course. No changes can be made to your student record after the final examination board for your course has met.

You must provide evidence of your change of name. Acceptable forms of evidence are:

- Passport
- Marriage certificate
- Birth certificate (original birth certificate issued within 12 months of birth)
- Divorce decree absolute.

Please note that your student number will remain the same throughout your course, even if you change your name.

## **SECTION 8 - Arrangements for tropical cyclones, heavy and persistent rain in Hong Kong**

### Typhoon

Situation	Action to be Taken
Hoisting of No.1 Signal	Operate as usual
Hoisting of No.3 Signal	Operate as usual
Hoisting of No.8 Signal or above at 5:00 pm or after	Class will be closed
Lowering to No.3 Signal	Classes will resume if no.8 Signal is lowered to no. 3 signal two hours prior to the schedule lecture.

### Heavy & Persistent Rain

Rainstorm Warning Signal	Action to be Taken
Amber & Red	Operate as usual
Black	
Before schools start	Class will be closed.
When classes are in session	All classes will continue until the end of normal school hours and conditions are safe for students to return home.

## SECTION 9 - Refund policy at CPE

It covers

All fees will be refunded unless otherwise stated if the course is withdrawn or not offered, and

On premature cessation of the course, all fee and charges that have collected in respect of any part of the course failing to be conducted on or after the date of cessation will be refunded within 1 month of the premature cessation.

For (i) hardship (e.g. sickness of student during the course period which leads to withdrawal) or (ii) deferral,

If written notice of withdrawal / disconnection from the course is received by the operator by a date.

- a) up to more than one week before the official start date of the semester, eight-five percent (85%) of the semester's tuition fee plus one hundred percent (100%) of any fees paid for subsequent semester will be refunded;
- b) less than one week before the official start date of the semester and up to and including two weeks after the official start date of the semester, sixty-five percent (65%) of the semester's tuition fee plus one hundred percent (100%) of any fees paid for subsequent semester will be refunded;
- c) more than two weeks after the commencement of the semester, no refund will be given, but a full refund will be made if any subsequent semester's fee has been paid.

A full refund will be given (a) if a student withdraws from a subject/unit and enrolls in a replacement subject /unit of equal value in the same semester (subject to approval by course leader of the school or (b) a student withdraws from a subject/unit on the advice of the school course leader before the commencement of a semester but does not enrol in a replacement subject/unit.

### **Tuition Fee Payment**

You are requested to pay tuition fee in accordance with the schedule stipulated in the 'Payment Schedule', which was provided to you together with the 'Offer Letter' on your first day of enrolment.

If you pay the tuition fee after the published deadline, you will need to do late module enrollment accordingly.

**Important Notice:** If you have failed to submit the tuition fee and do the late module enrollment after the published deadline, you will be compulsory withdrawn from the programme without further notice.