



NISS Student Handbook

Master of Business Administration (Mandarin)

Nanyang Institute of Social Sciences

Welcome Message

Welcome to the **Master of Business Administration (Mandarin) Program at Nanyang Institute of Social Sciences (NISS)**!

This program is designed to equip you with advanced management knowledge, a global perspective, and the strategic skills required to navigate today's dynamic business landscape. Through this journey, you will engage with accomplished professionals from diverse industries, fostering collaboration, innovation, and lifelong connections.

At NISS, we uphold the core values of **Passion, Innovation, and Harmony**, striving to provide a high-quality academic experience, strong industry partnerships, and a vibrant alumni network that supports your professional growth.

This Student Handbook serves as a comprehensive guide, outlining the academic policies, program structures, and student support services, etc. to help you navigate your studies effectively.

We look forward to accompanying you on this journey toward academic and professional excellence.

Warm regards,

Nanyang Institute of Social Sciences

Document Control

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Prepared by	 Hou Minmin	Approved by	 Yu Ting

Revision History

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1.0	10 Jan 2024	New Policy	Hou Minmin
2.0	17 Feb 2024	Added Vision, Mission and Core Values (1.1.1)	Hou Minmin
3.0	27 Nov 2024	Added Student Code of Conduct as Appendix 1	Hou Minmin
3.1	05 May 2025	- Added Late Payment (3.8.1) - Added Feedback Management (Chapter 9) - Added Fee Protection Scheme (Chapter 10) - Added NISS Personal Data Protection Policy (Chapter 11) - Added NISS Student Support Services (Chapter 12) - Updated NISS Contact Information (Chapter 13) - Added Student Grievance and Dispute Resolution Policy (Appendix 2)	Hou Minmin
3.2	27 Aug 2025	- Added LOA Application submission procedure details (3.3.2) - Added Deferment Application submission procedure details (3.5) - Added Refund procedure details (3.10) - Reduced the deadline for Examination Deferment Application from 7 days to 2 days	Hou Minmin

		(4.5) - Added Thesis process details (5.1) - Added Double-Blind Review details (5.3) - Updated the urgent contact person (Chapter 13) - Updated the contact person (Appendix 1) Added Course Transfer information (3.8)	
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1. The Overview of NISS

1.1 About NISS

Nanyang Institute of Social Sciences (“NISS” or the “Institute”) is an institute of higher education registered with SkillsFuture Singapore (SSG) under the Ministry of Education of Singapore and with the EduTrust certification, aiming to create a lifelong learning platform that incorporates quality higher education resources from the East and the West.

NISS cooperates with top universities in China and outstanding higher education institutions in the West. It seeks to deconstruct and disseminate the theories and practices that support China's rapid economic development, share the cutting-edge research of western social sciences, and cultivate interdisciplinary talents with eastern wisdom and global vision.

1.1.1 Vision, Mission and Core Values

Vision: To be an invaluable lifelong learning platform.

Mission: To cultivate high-level talents integrating Eastern and Western and connecting theory with practice.

Core Value: Passion, Innovation, and Harmony.

1.2 About the Master of Business Administration (Mandarin) Program

Jinan University (“JNU” or the “university”) is one of the first national institutions of higher education in China to develop business education. Business is also a strong discipline that JNU is proud of. In 1993, JNU became one of the first institutions in South China to offer an MBA education.

The **Master of Business Administration (Mandarin) Program** (the “Program”) is a joint program collaboratively offered by NISS and JNU. It aims to provide quality education on business management for young managers on the uptrend in their careers, and help them understand the culture of Chinese

business, expand their developing space and improve their leadership and problem-solving capacity.

2. Academic Integrity Policy

NISS and JNU uphold the highest standards of academic integrity. All faculty and students are expected to adhere to the principles of honesty and ethical conduct. Breach of academic integrity includes but is not limited to the following:

- **Academic Misconduct: Plagiarism**

- Copying another person's exam answers, reports, or academic work.
- Using someone else's exact words, texts, data, or ideas without proper citation.

- **Academic Misconduct: Fabrication and Falsification**

- Altering or falsifying another person's academic work or records.
- Unauthorized possession or theft of exam materials or academic resources.

Students found guilty of cheating, plagiarism or any form of academic dishonesty will be subject to severe disciplinary actions, including nullification of module grades, disqualification from thesis defence, and in serious cases, expulsion from NISS and JNU.

To uphold academic integrity, students must adopt a rigorous and diligent approach in completing coursework, writing research papers, and preparing theses. They are expected to engage in independent thinking, respect intellectual property, properly attribute sources, and actively promote a culture of academic honesty.

Academic Integrity Requirements for Individual and Group Assignments

Individual Assignments

- Copying all or part of another student's assignment or work, with or without their consent, is strictly prohibited.

- Allowing others to copy one's assignment or work is not permitted.
- Submitting assignments or work partially or fully completed by another person is prohibited.
- Submitting identical or substantially similar assignments or work for multiple modules without prior instructor approval is not allowed.
- Using or quoting printed or online materials without proper authorization or citation of the original source is strictly forbidden.

Group Assignments

- Each team member must make a substantial and meaningful contribution to the assignment.
- Each team member is collectively responsible for ensuring the integrity and authenticity of the entire submission.
- Team composition must be approved by the instructor or relevant faculty member and cannot be changed arbitrarily.
- Copying or plagiarizing work from other groups is strictly prohibited.

3. Student Status Management

3.1 Duration of Study

According to the regulations of the MBA Education Center, School of Management, Jinan University (hereinafter referred to as "MBA Education Center"), the duration of the program is 2 years. The study duration must not be less than 2 years and shall not exceed 5 years.

3.2 Changes in Student Status

Changes in Student Status refer to events such as Leave of Absence (LOA), resumption of studies, and deferment that occur during a student's period of study. Any changes in student status must be applied for by the end of the preceding semester (at least 15 working days before the end of the semester) and will take effect upon approval by both NISS and JNU.

3.3 LOA

3.3.1 Conditions for LOA

- A student who is unable to continue the studies due to illness and require a prolonged period of medical treatment and recovery, as confirmed by a medical certificate, may apply for LOA.
- A student who is unable to continue the studies due to work-related reasons must provide a company letter from their employer, bearing the official company seal, to apply for LOA.

3.3.2 Duration of LOA

The LOA period is granted strictly on a semester-by-semester basis, with each application covering exactly one semester. If the student is still unable to resume the studies after this period, they shall apply for an extension of the LOA. However, the total LOA duration **must not exceed two years** (total four semesters). During the LOA, the student is still required to pay the tuition fees in accordance with the “INSTALMENT SCHEDULE” outlined in “SCHEDULE B” and the “MISCELLANEOUS FEES” outlined in “SCHEDULE C” of the “PRIVATE EDUCATION INSTITUTION-STUDENT CONTRACT” between the student and NISS (hereinafter referred to as “Student Contract”). If the student engages in any unlawful or disruptive behaviour during the LOA, NISS and JNU reserve the right to impose penalties based on the severity of the situation.

Students are required to submit a written application for LOA for the following semester at least 15 working days before the end of the current semester.

NISS Leave of Absence Application Link: <http://niss-edu.sg.mikecrm.com/X9MDQsq>

3.4 Resumption of Studies

A student who has completed the LOA period must submit an application for resumption of studies at least 15 working days before the start of the new semester. The resumption of studies application will be processed after review and approval by the NISS and JNU.

NISS Resumption of Studies Application Link: <http://niss-edu.sg.mikecrm.com/X4WfrZE>

3.5 Deferment

A student must complete the required coursework and thesis within the prescribed study duration as outlined in the academic plan. If the student is unable to finish their studies within the specified period, they shall apply for Deferment to extend their study period. However, the extension must not exceed the program's maximum study duration (five years). Each application for Deferment is limited to a maximum of six months.

Students are required to submit a written application for Deferment for the following semester at least 15 working days before the end of the current semester.

NISS Deferment Application Link: <http://niss-edu.sg.mikecrm.com/wsORRCx>

3.6 Graduation, Completion, and Discontinuation of Study

3.6.1 Graduation

Students who, within the prescribed study period, fulfil all the curriculum requirements stipulated by JNU, meet the required academic performance standards, and successfully defend their thesis, shall be deemed to have met the graduation requirements. Upon review and approval by the academic department and verification by the JNU Graduate School, the student shall be granted graduation and issued a Degree Certificate of Master of Business Administration and a Certificate of Graduation by JNU.

3.6.2 Completion

Students who, within the prescribed study period, fulfil the curriculum requirements, obtain the required credits, meet the academic performance standards, and pass the thesis proposal defense but have not yet completed their thesis or failed the thesis defense may apply for completion. Upon approval by the JNU Graduate School, students who meet the completion criteria will be issued a Certificate of Completion (结业证书) by JNU. Students who have not yet met the minimum study duration required by the Program are not eligible to apply for early completion.

3.6.3 Discontinuation of Study

Students who withdraw from the program after completing at least one academic year may apply for a Certificate of Attendance (肄业证书), which will be issued by JNU.

Students who withdraw before completing one academic year will only be issued a Study Certificate by JNU (学习证明).

Students must complete their studies within the maximum allowable study period prescribed by the Program, including any periods of leave. Upon reaching the maximum study period, students shall have their student status terminated through one of the following means: graduation, completion, certificate of attendance, or withdrawal. They must also complete the necessary exit procedures.

3.6.4 Application Submission Platform for Changes in Student Status by JNU

JNU Graduate Education Management System – Academic Status Changes

Link: <http://gs.jnu.edu.cn/zhfw/list.htm>

3.7 Withdrawal from Studies

A student's withdrawal from studies may occur under the following circumstances:

- A. Personal application for withdrawal;
- B. School-mandated withdrawal.

3.7.1 Personal Application for Withdrawal

Personal application for withdrawal refers to a situation in which a student, who has already been enrolled, voluntarily requests to withdraw due to reasons such as health issues, employment, or other personal reasons. A student wishing to withdraw must submit a formal written application. The withdrawal will take effect only after approval by NISS and JNU.

3.7.2 School-Mandated Withdrawal

NISS and JNU reserve the right to mandate the withdrawal of a student under, but not limited to, the following circumstances:

- A. Failure to complete the required academic work within the prescribed maximum study period (including any LOA).
- B. Failure to pass the Mid-term Assessment (中期考核), with a second attempt also failing.
- C. Failure to submit an application for resumption of studies or failure to meet the requirements for resumption of studies after the LOA period or registration retention period expires.
- D. Diagnosis by the JNU/NISS-designated medical institution indicating a health condition or disability that prevents the student from continuing their studies.
- E. Unauthorized absence from the university/institute's required academic activities for 14 consecutive days.
- F. Failure to complete the necessary deferment procedures within the prescribed deadline.
- G. Failure to pay tuition fees by due date.
- H. Based on the suggestion of the thesis supervisor or JNU, the student is deemed unable to complete their academic requirements and is advised to withdraw.

3.7.3 Withdrawal Application Submission Platforms

- A. JNU Graduate Education Management System – Academic Status Changes
Link: <http://gs.jnu.edu.cn/zhfw/list.htm>
- B. NISS Withdrawal Application Link: <http://niss-edu.sg.mikecrm.com/HITIBqB>

3.8 Course Transfer

Students who wish to transfer to another course within NISS shall submit a written course transfer application. The student must meet all of the admission requirements of the intended course, and the transfer shall only be approved upon NISS's approval.

Course Transfer Application Link: <http://niss-edu.sg.mikecrm.com/907IqDo>

3.9 Tuition Fees

Students must pay tuition fees strictly in accordance with the specified payment schedule and amount outlined in the Student Contract. Any matters related to overdue payments or tuition fees refund shall be handled in accordance with the Student Contract.

3.9.1 Late Payment

Payment made after the scheduled payment due date shall be regarded as late payment. In exceptional cases, such as financial difficulties, a student who has not paid the course fees must apply for deferred payment at least three (3) days before the current tuition fee due date and obtain the PEI's approval to continue attending classes, provided that the late payment charges stipulated in Schedule C of the Student Contract have been paid. If the course fees are overdue for more than twenty-eight (28) calendar days, the Student will not be permitted to attend classes, and the PEI will proceed with the expulsion process.

Late Payment Request Form Link: <http://niss-edu.sg.mikecrm.com/8mHnIKp>

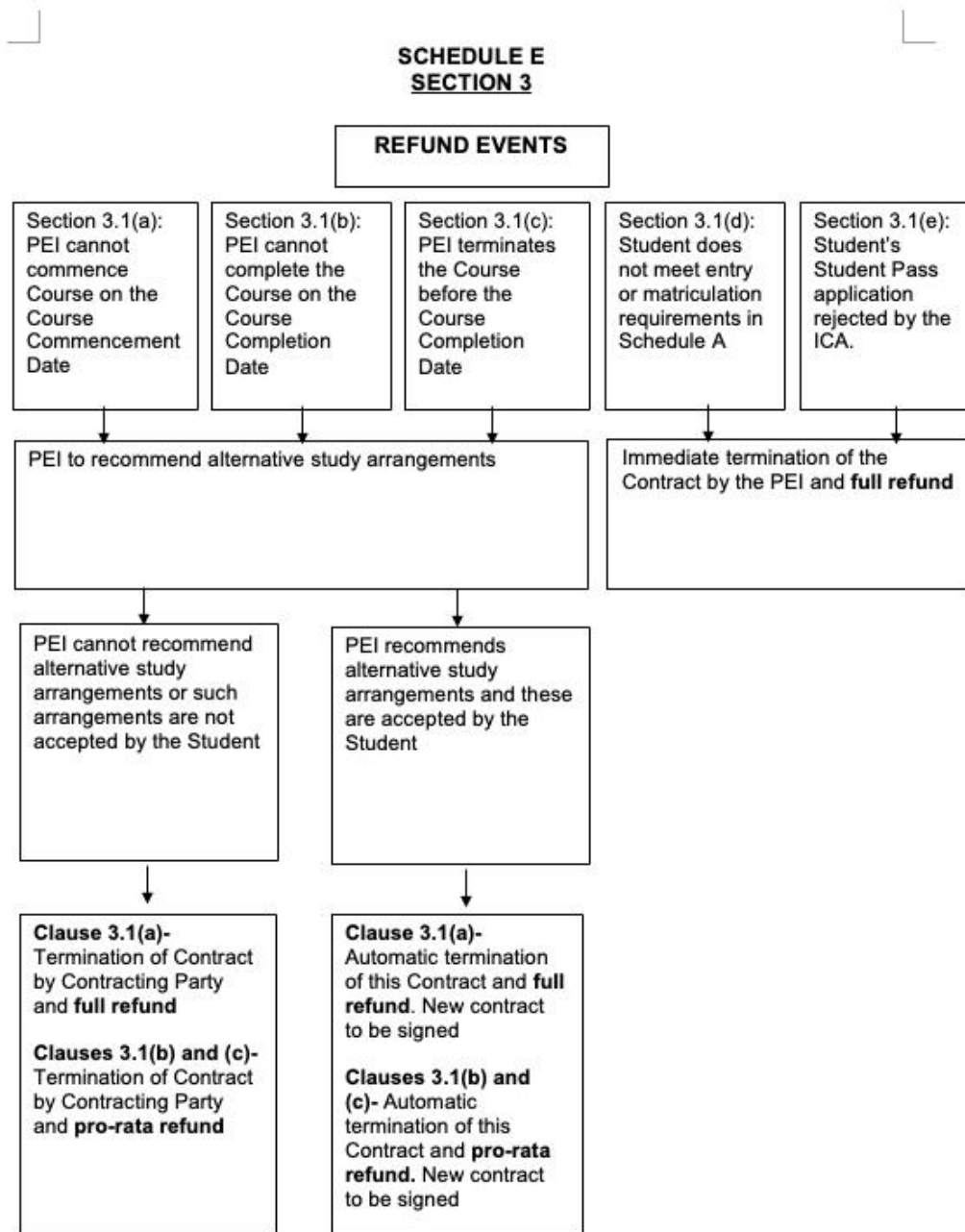
3.10 Refund

Students who apply for a refund due to withdrawal, transfer, or other personal reasons are required to complete and submit the NISS Refund Request Form. The detailed refund procedures and applicable terms and conditions are set out in Clauses 3.1 to 3.11 and Schedule E, Section 3 of the Private Education Institution–Student Contract.

Refund Request Form Link: <http://niss-edu.sg.mikecrm.com/YhAUbGN>



Standard PEI-Student Contract Version 4.0



4. Program Management

4.1 Program Structure

The Master of Business Administration (Mandarin) Program consists of compulsory modules and elective modules. It follows a credit-based system, and students must complete a minimum of 46 credits, distributed as follows:

- A. **Compulsory Modules:** The MBA program comprises 15 compulsory modules, totalling 29 credits. Among these, 6 modules are designated as degree modules: General Introduction to China, Business English, Organizational Behavior, Data, Model and Decision, Managerial Economics, Strategic Management.
- B. **Elective Modules:** Students must complete 6 elective modules, earning 12 credits.
- C. **Specialized Seminar:** A mandatory component worth 1 credit. JNU annually invites professors and industry experts with practical management experience to deliver specialized seminars (collectively referred to as the **Sihai Forum**). These sessions aim to enhance students' professional acumen and cultural literacy while providing insights into industry trends and developments. Students must attend at least 6 sessions to earn 1 credit.
- D. **Thesis:** 4 Credits

4.2 Classroom Conduct and Attendance Requirements

4.2.1 Classroom Conduct

All students are expected to maintain a positive learning environment in the classroom, respect the instructors, and care for the teaching facilities. All students have a shared responsibility to foster an excellent learning atmosphere. During lectures or seminars, students must adhere to the following guidelines and requirements, which include, but are not limited to, those outlined below:

- A. Attend classes punctually, avoid being late, leaving early, or skipping classes.
 - B. Show respect to the instructor and refrain from entering or leaving the classroom during lectures unless necessary.
 - C. Except for class discussions initiated by the instructor, students should focus on the lecture, abide by classroom discipline, actively participate in discussions, diligently engage in independent study, complete assignments as instructed, and sit for exams and assessments as scheduled.
 - D. Set mobile phones to silent mode and only answer or make calls during break times to avoid disrupting the instructor or other students.
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- E. Photography or recording of lectures is strictly prohibited without the prior consent of the instructor.
- F. Students may not audit other modules, have others attend classes on their behalf, or allow unauthorized individuals to audit modules without prior permission from NISS.
- G. No unauthorized individuals or pets, including but not limited to family members, are permitted to enter the classroom or audit class sessions.
- H. Card playing, smoking, and alcohol consumption are strictly prohibited in the classroom. Eating and drinking are also prohibited. Students are required to dispose of empty bottles and waste paper only in the designated trash bins to ensure the classroom remains clean and orderly.

4.2.2 Attendance

A. Attendance Method

Students must clock in and out using the fingerprint attendance system at the beginning and end of each class. Instructors may also conduct random roll calls. Attendance records will be used as a reference in the module grading evaluation.

B. Attendance Timing

Students must clock in within 15 minutes after the class starts.

- Students who clock in more than 15 minutes late will be marked as late.
- Attendance recorded within the last hour of the session will be deemed an absence unless the session concludes early at the instructor's discretion. In such cases, attendance will be recorded accordingly. Failure to clock in due to absence will be recorded as an unexcused absence.

Students who are late for a class more than three times will be subject to review based on the severity of the situation and their attitude. Depending on the outcome, they may be prohibited from sitting for the examination.

All students must strictly adhere to the attendance policy. Students who need to be absent due to special circumstances must request leave in advance from both the instructor and the academic affairs officer and submit relevant supporting documents such as business trip tickets or medical certificates.

C. Attendance Requirements

Students whose total absences (including excused and unexcused) exceed one-fourth (25%) of the total module hours—whether consecutive or non-consecutive—will lose their eligibility to take the module assessment. The module will be recorded as zero credit, and if it is a compulsory module, the student must retake it.

Students whose total absences exceed one-sixth (16.7%) of the total module hours will be subject to the instructor's discretion regarding the module assessment eligibility, based on the circumstances and the student's attitude.

4.2.3 Class Schedule

Each module consists of 8 sessions, except for the Thesis Writing and Academic Norms module, which consists of 4 sessions. The exact schedule will be determined by the official program timetable and may be subject to minor adjustments. The following is the most common schedule for a single module, typically completed within one week:

- **Tuesday:** 19:00 – 22:00
- **Wednesday:** 19:00 – 22:00
- **Thursday:** 19:00 – 22:00
- **Friday:** 19:00 – 22:00
- **Saturday:** 14:00 – 17:00, 19:00 – 22:00
- **Sunday:** 09:00 – 12:00, 14:00 – 17:00
19:00 – 22:00 (module examination time, if applicable)

4.2.4 Policy on Leave Requests

Students requiring leave must submit an electronic leave request form to NISS. Sick leave must be supported by a medical certificate issued by a hospital or clinic.

- Students must inform the module instructor and the program's academic affairs officer in advance via phone, module group chat or email. Once consent is obtained, the student should then submit the electronic leave application form.

- The total number of leave requests for each module should not exceed two. If this limit is exceeded, the student will be considered as having missed more than one-quarter of the module hours, resulting in disqualification from the module assessment and a grade of zero for that module. If it is compulsory module, the student will be required to retake it.
- Any unapproved absences will be treated as unexcused absences.
- Leave Application Form: <http://niss-edu.sg.mikecrm.com/58Mymkl>

4.2.5 Module Evaluation

At the end of each Module, the program's academic affairs officer will send a module evaluation link to students. Students are required to complete the evaluation online in an objective and thoughtful manner, providing feedback on the instructor's teaching. This evaluation is administrated by JNU and is intended to help JNU instructors and the program team improve the quality of teaching.

4.3 Grade Management

4.3.1 Module Assessment

- All MBA degree modules and compulsory modules are required to undergo examinations.
- The assessment for compulsory modules will be conducted through written exams (maybe combined with module assignments). Written exams can be either closed-book (the same paper for all students) or open-book, with distinct requirements for each format.
- The assessment for elective modules will be primarily conducted through assignments.
- MBA modules are graded on a 100-point scale. The overall grade assessment typically consists of the final exam score, attendance, and module assignments (including reports, case studies, etc.), with the type determined by the module instructor.
- Grading Requirements:
 - A passing grade for degree modules is 70.
 - The average grade for the 6 degree modules must be 75 or higher.

- c. For non-degree modules, a passing grade is 60.
- F. "Sihai Forum - Management Frontier Seminars" is compulsory for students. Students must attend at least 6 management frontier seminars during the study period to earn credit.
- G. Students must adhere to examination regulations. Any violations will result in disciplinary actions, which may include warnings or expulsion.

4.3.2 Grade Inquiry and Credits

Students can log into the JNU Graduate Education Management System – My Grade to view the module grades and earned credits.

Link: <http://gs.jnu.edu.cn/zhfw/list.htm>

4.4 Module Deferment

Students who need to defer module due to serious illness, work assignments, or other personal reasons must apply for module deferment at least 7 days in advance through the program's academic affairs office. Students are required to complete the NISS and JNU Module Deferment Application Form and upload it to the NISS module deferment electronic application link.

NISS Module Deferment Application Form Link:

<http://niss-edu.sg.mikecrm.com/VDFmeTB>

4.5 Examination Deferment

Students who are unable to attend the module exam due to unforeseen circumstances, such as a serious illness or work assignment, must submit a deferment application at least 2 days prior to the exam. Upon approval, their non-exam performance will be recorded, and the deferred exam result will be counted as the official final exam score.

Students applying for a deferred examination must submit a written application 2 days prior to the exam. In cases of emergency illness where prior application is not possible, the student must submit a deferred exam request with an emergency medical certificate by the following day. Failure to do so will result in the absence being treated as an unexcused absence.

- For illness-related deferment, students must provide a medical certificate from the hospital, with the hospital's endorsement. Generally, deferment for personal reasons is not permitted. Students affected by sudden major events such as emergency work assignments must provide a written explanation and supporting documentation from their employer.
- Students should complete the JNU Deferred Examination Application Form, obtain approval from the module instructor, and upload the form to the NISS deferred examination electronic application link. The application will be effective upon approval by the JNU MBA Education Center.
- The deferred examination will be held together with the regular class of the same module (i.e., the same session and the same exam paper); separate examination arrangements will not be made, students are not allowed to miss the exam without a valid reason.
- Examination Deferment Application Form link:
<http://niss-edu.sg.mikecrm.com/KiO7XYf>

4.6 Make-up Module

Students may apply for make-up module within the prescribed maximum duration of study, based on their program completion status. They must complete the NISS Make-up Module Application Form, which will take effect upon approval.

Make-up Module Application Form link: <http://niss-edu.sg.mikecrm.com/a0rilsP>

4.7 Make-up Examination

Students whose examination deferment application have been approved shall apply for a make-up exam within the prescribed maximum duration of study, following these requirements:

- The make-up exam must be taken with the same module instructor.
 - Students must adhere to the instructor's exam requirements, including the exam time, location, and format.
 - Students must submit the make-up exam application electronic form to the program academic affairs officer.
-

Make-up Examination Application Link: <http://niss-edu.sg.mikecrm.com/taPkS1E>

4.8 Module Retake

The JNU MBA Education Center implements the approach of module retake by joining the class of a subsequent cohort. Students may retake a module no more than twice within the maximum prescribed study period.

Students are required to retake a module under the following conditions:

- A. Absence from a compulsory module exceeds 1/4 of the total class hours (including both consecutive and intermittent absences, as well as leaves for any reason).
- B. Module assignments are found to be identical or plagiarized.
- C. Failure to pass the module examination.
- D. Unjustified absence from the examination.

Module retake procedures:

- A. Students must complete the JNU Module Retake Application Form and submit it via the NISS Module Retake Application Link. Module retake eligibility will be granted upon approval.

NISS Module Retake Application Link: <http://niss-edu.sg.mikecrm.com/MqxC73T>

- B. The retake class and instructor will be arranged based on the approval from the JNU MBA Education Center and the student will be notified accordingly.
- C. Students retaking a module must attend the exam scheduled for the retake class and no separate exams will be arranged for retake students. If they attend the class and exam without prior application, their results will be invalid.

5. MBA Thesis

The thesis is a key element of the MBA program. It enables students to deepen their understanding and application of theoretical knowledge through the writing process. The steps of selecting a topic, conducting research, gathering materials, and writing the thesis are essential learning experiences. Additionally, students can comprehensively summarize and improve their past management experiences, especially by reflecting on practical issues encountered in their work and proposing new solutions. This process also enhances students' analytical, logical, and written communication skills.

5.1 Thesis Process

- **The First Semester:** Supervisor selection (mutual selection between student and supervisor) and assignment
- **The Second Semester:** Thesis proposal
- **The Third Semester:** Thesis writing
- **The Fourth Semester:** Degree application process (including plagiarism check and double-blind review, etc.); upon approval, proceed with the final thesis defense
- Students who have not completed the required module credits are only eligible to participate in the pre-defense.
- Students must complete all required module credits (42 credits) to be eligible for the Preliminary Plagiarism Check, Official Plagiarism, double-blind review, and final thesis defense as part of the degree application process.
- According to JNU's regulations, students must attend the final thesis defense in person at the SHIPAI campus in Guangzhou.
- Each student is allowed only two attempts at the final thesis defense. If the first attempt is unsuccessful, the student must complete the final thesis defense within one year.

5.2 Thesis Plagiarism Check

Before submitting thesis for Preliminary Plagiarism Check, students are advised to conduct a self-check using "China National Knowledge Infrastructure" (CNKI).

- A. If the Preliminary Plagiarism Check exceeds 50% or the Official Plagiarism Check exceeds 20%, the degree application will be terminated.
 - B. Both the Preliminary and Official Plagiarism Checks are conducted only once per degree application.
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- C. The student shall revise the thesis and apply for the next available thesis defense.

5.3 Double-Blind Review

The double-blind review of academic thesis refers to a review process in which the identities of the thesis author, supervisor, and reviewers remain confidential. Neither the author nor the supervisor knows the identities of the reviewers, and vice versa, ensuring a mutually anonymous evaluation. If the thesis fails the double-blind review, the student must re-participate in the pre-defense and follow the subsequent degree application procedures.

6. Commencement Ceremony

In addition to the graduation ceremony at the JNU Guangzhou campus, an annual ceremony will also be held in Singapore, typically in late July, with the exact date to be announced by notice.

Graduation certificates and degree certificates will be awarded at the ceremony. Students who cannot attend the ceremony may contact the program academic affairs officer to collect their certificates in person after the ceremony. Certificates cannot be collected by others on behalf of the student.

All graduation procedures must be completed prior to the ceremony. Students who do not graduate on time may only participate in the subsequent ceremony after successfully defending their thesis.

7. Student Academic Platform and Tools

- A. JNU Graduate Education Management System:
<http://gs.jnu.edu.cn/zhfw/list.htm>
- B. NISS Customized Google Workspace for Education, including Email, Calendar, Classroom, Drive and more.

8. Institute Security Regulations

To ensure institute safety, prevent crime, maintain a stable academic environment, and enhance service quality, NISS may install comprehensive surveillance systems in public areas in the future. All students are expected to respect and support this security measure to collectively uphold the institute security. Meanwhile, students should be mindful of personal privacy and avoid any inappropriate behaviour in monitored areas.

9. Feedback Management

At NISS, we value student feedback as an important resource to enhance our academic standards, support services, and overall student experience. Feedback includes compliments, suggestions, complaints, and grievances, and is an essential part of our continuous improvement efforts.

9.1 Channels for Feedback Submission

We encourage students to submit their feedback through the official channels:

- Online Feedback Form: <http://niss-edu.sg.mikecrm.com/KgSFLif>
- Email: jnumba.admin@niss.edu.sg

In addition to ad hoc feedback, NISS regularly and periodically collects feedback through various surveys administered at different points of the student journey. These may include module surveys, student satisfaction surveys, and graduate surveys, etc. The purpose of these surveys is to gather meaningful insights that contribute to institutional review and improvement.

We welcome all forms of feedback from our students and are committed to acknowledging and acting upon them appropriately (if applicable).

9.2 Feedback Management Process

All constructive and actionable feedback received is:

- Acknowledged within 3 working days (excluding feedback from surveys)
 - Reviewed and resolved by the relevant department within a reasonable time
 - Escalated to management if necessary
 - Referred to external mediation if unresolved
-

Stage	Responsible Party	Timeliness
Acknowledgement of feedback or grievance (excluding feedback from surveys)	Academic Administration	Within 3 working days
Initial review and resolution	Department Manager	Within 7 working days
Resolution by Management	Dean Office	Within 14 working days
Referral to External Arbitrators (if necessary)	Academic Admin via SSG	By the end of 21 working days

All actions taken will be documented and, where appropriate, communicated back to the student who submitted the feedback.

9.3 Use of Feedback for Institutional Improvement

Feedback is regularly reviewed to identify patterns and areas for enhancement. Both constructive and actionable positive and critical feedback are used as part of NISS's continual improvement efforts in curriculum design, service delivery, and student support.

9.4 Feedback vs. Formal Grievances and Disputes

While feedback covers a broad spectrum of student input, matters involving formal grievances and disputes follow a separate process. Students with such concerns should refer to the Student Grievance and Dispute Resolution Policy, which provides a structured resolution pathway. This policy is available in this handbook (Appendix 2) and on the NISS website.

10. Fee Protection Scheme

NISS has implemented a Fee Protection Scheme (FPS) to safeguard students' course fees paid to the institution.

The FPS serves to protect students in the unlikely event that NISS is unable to continue operating due to insolvency, and/or closure, as well as if NISS is unable to pay a judgement sum due to a student.

To ensure this protection, NISS has appointed [GREAT EASTERN GENERAL INSURANCE LIMITED] as our FPS insurance provider. Under this arrangement, course fees paid by students are insured, and claims can be made through the insurer in accordance with the insurance policy.

The FPS applies to all students enrolled in our courses. The insurance premium is borne by NISS unless otherwise stated in the student contract.

More information on the Fee Protection Scheme, please visit: [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/protection-of-course-fees](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/protection-of-course-fees)

11. NISS Personal Data Protection Policy

NISS is committed to safeguarding the personal data of students, alumni, staff, and other stakeholders in accordance with the requirements of the Personal Data Protection Act 2012 (PDPA). For detailed information on the NISS Personal Data Protection Policy, please refer to the NISS website at <https://www.niss.edu.sg/privacypolicy>

12. NISS Student Support Services

At Nanyang Institute of Social Sciences (NISS), we are dedicated to supporting students in their academic and personal growth. Our Student Support Services (SSS) offer a range of resources to help students succeed both inside and beyond. Guided by our core values of Passion, Innovation, and Harmony, we strive to create an environment where students can thrive and reach their full potential.

NISS Support Services:

Categories	Support Services	Departments
Pre-course Counselling	Enquiry on Admissions / Courses	Student Recruitment

Academic Support	Academic Counselling, e.g.: • Module Schedule • Examination • Degree Application Process • Thesis, etc.	Academic Admin
	Application for • Leave • Leave of Absence from Studies • Resumption of Studies • Module/Exam/Course Deferment • Make-up Module/Exam • Module Retake • Course Withdrawal, etc.	
Student Activities	Course Orientation Briefing Course Opening Ceremony Course Graduation Ceremony Overseas Study Trip	Academic Admin
Alumni and Student platform	School-Alumni-Student-Industry Ecosystem and Support Alumni-Student Events Alumni-Student Interaction	Alumni and Student Development Center
Official Social Media Platforms	Official Social Media Platforms, e.g.: • Provision of Official Social Media Updates • Student Interviews	Marketing

13. NISS Contact Information

The following outlines the key communication channels between NISS and students:

Administration Operation Hours: 09:30am to 5:30pm (Monday to Friday)

A. Official Website: <https://www.niss.edu.sg/>

B. Email:

• Enquiry Email: enquiry@niss.edu.sg

- Academic Email: jnumba.admin@niss.edu.sg

C. Urgent Contact Person:

- Ms. Hou Minmin: minmin.hou@niss.edu.sg
- Ms. Shi Yuan: yuan.shi@niss.edu.sg

D. For student feedback, please submit the NISS Feedback Form at <http://niss-edu.sg.mikecrm.com/KgSFLif>

Appendix 1

Student Code of Conduct

(Version 1, issued in November 2024)

1. Introduction

Nanyang Institute of Social Sciences (the “Institute” or “NISS”) is a diverse academic community dedicated to fostering a respectful, inclusive, productive, and safe learning environment based on mutual respect, academic integrity, and personal responsibility. The Student Code of Conduct (the “Code”) serves as a guide for students to understand their rights, obligations, and expected behaviour standards.

2. Purpose and Scope

The Code outlines the Institute’s requirements for students regarding academic, personal, and professional behaviour, both on campus and in all contexts where students represent NISS. It applies to every individual enrolled or affiliated (e.g., visiting students, adjunct appointees) at NISS, encompassing all academic, personal, and professional interactions within the NISS community, as well as off-campus activities (e.g., field trips, conferences, and overseas exchange programs), online interactions, and Institute-sponsored events. Through this Code, NISS aims to establish a supportive and safe environment for all members of the community, where students can pursue academic and professional excellence responsibly.

3. Core Values

Passion, Innovation, and Harmony. NISS strives to integrate these values into its education.

4. Responsibilities and Obligations

Students at NISS are responsible for maintaining high standards of behaviour. The following responsibilities and obligations are outlined to clarify the standards.

(1) Personal Responsibility and Academic Integrity

Students must:

- Adhere to all NISS policies, procedures, and course requirements, as well as their own Student Contract. Disruptive behaviours interfering with the Institute's normal operation order are prohibited.
- Take responsibility for their education, monitor their academic progress, and engage fully with course materials.
- Attend classes punctually, submit work on time, and adhere to the school's attendance policy.
- Uphold academic integrity by avoiding plagiarism, cheating, and fabrication of their work.
- Approach all academic and research activities honestly, accurately credit sources, and refrain from actions that might misrepresent their contributions or academic standing.
- Violations of academic integrity or attendance policy will result in disciplinary action, potentially affecting academic standing and eligibility to continue studies at NISS.

(2) Respect for Others

Students must:

- Engage with faculty, staff, and peers with respect, fairness, and professionalism.
 - Avoid discrimination, harassment, or bullying in any form, including physical, verbal, or online.
 - Respect the privacy and confidentiality of others, especially concerning personal and academic information. Unauthorized recording, photographing, or sharing of personal information without consent is prohibited.
-

- Maintain respectful and constructive communication in all interactions, including those conducted via email, messaging, or social media.

(3) Safety and Property Respect

Students must:

- Prioritize the safety and well-being of themselves and others in all activities and interactions.
- Use Institute property, facilities, and resources responsibly, ethically, and sustainably.
- Refrain from actions that could harm or endanger others, including threats or violence.
- Avoid unauthorized use, damage, or theft of NISS property or the property of other community members.
- Comply with any reasonable directions given by NISS staff regarding safety, security, or policy adherence.

(4) Upholding a Supportive and Ethical Community

Students should:

- Contribute positively to NISS's community, participating in activities that uphold the Institute's standards.
- Avoid actions that might discredit or harm the reputation of NISS, including false or misleading statements.
- Refrain from using NISS's name, logo, or resources for personal or unauthorized business purposes without explicit permission.

5. Examples of Misconduct

Examples of misconduct include, but are not limited to:

- **Academic Misconduct:** Plagiarism, cheating, collusion, fabricating or falsifying academic work
- **Disruptive Behaviour:** Engaging in actions that disrupt the Institute's normal operation order, disturb public order on campus, or threaten others' safety
- **Harassment and Discrimination:** Any form of harassment or discrimination based on race, ethnicity, nationality, gender, sexuality, religion, disability, age, or other personal attributes
- **Property Misuse:** Misusing or damaging the Institute's resources
- **Retaliation:** Retaliating against individuals who participate in investigations or report misconduct
- **Unlawful Activities:** Theft, assault, and any action violating national laws.

6. Compliance with the Code

Students must adhere to the Code. Failure to comply with the Code may lead to disciplinary actions, and in serious cases may lead to expulsion from the Institute and/or criminal prosecution. NISS provides resources to help students understand this Code. Students who are uncertain about its requirements should consult the Academic Administration Office.

NISS has a duty of care to ensure a safe learning environment for all members of the NISS community and is obliged to take immediate action where a student's behaviour is inappropriate. Authorised persons can immediately expel students causing disturbances that hinder or interfere with any lawful activities conducted on the Institute grounds, or which disrupt any normal operational order of the Institute. Where a breach of the code also breaches the law, NISS may also report any criminal activity to the authorities.

7. Disciplinary Process for Misconduct

The disciplinary process ensures that NISS addresses all misconduct cases appropriately, maintaining a safe and ethical academic community.

In cases where student misconduct involves violations of the law, NISS will report the case to law enforcement authorities.

For instances of misconduct that do not constitute legal violations, NISS will conduct an internal review of the misconduct. The Management Committee will assess the case and make a disciplinary decision accordingly.

8. Consequences of Misconduct

NISS may impose disciplinary actions for violations of the Code. Disciplinary measures may include, but are not limited to:

- **Warnings:** Issued for minor infractions as a preliminary measure.
- **Probation:** Placed under observation for repeated or more severe misconduct.
- **LOA:** Temporary removal from the Institute for significant violations.
- **Expulsion:** Permanent dismissal for serious breaches, such as criminal behaviour or endangering others.
- **Legal Action:** For cases involving criminal acts, NISS may report to the authorities.

9. Appeal Process

Students have the right to appeal disciplinary actions. Appeals, with relevant grounds, such as new evidence or procedural error, must be submitted to the Academic Administration Office in writing within seven days of receiving the disciplinary decision.

10. Clarifications on the Student Code of Conduct

If students have any questions or require clarification regarding the Code, they are encouraged to contact the Academic Administration Office for assistance.

For inquiries, please reach out to:

- **Ms. Hou Minmin:** minmin.hou@niss.edu.sg
- **Ms. Shi Yuan:** yuan.shi@niss.edu.sg

** NISS reserves the exclusive right to modify, amend, or revise any provisions of this Student Handbook at its sole discretion, without prior notice

Appendix 2

Student Grievance and Dispute Resolution Policy

Nanyang Institute of Social Sciences (NISS)

At NISS, we are committed to maintaining a fair, respectful, and supportive environment for all students. If you encounter any concern, grievance, or dispute during your studies with us, we encourage you to raise it promptly through the proper channels. We are here to help resolve issues in a professional, timely, and transparent manner.

1. Scope

This policy applies to formal student grievances and disputes, including but not limited to:

- Academic decisions (e.g. assessment results, awards)
- Administrative matters (e.g. course enrolment, attendance)
- Misconduct by staff or students
- Disciplinary actions (e.g. suspension, expulsion)
- Alleged unfair treatment or breaches of policy

Matters concerning student discipline or academic decisions will be handled under NISS's established procedures, which take precedence over this grievance process.

2. Informal Resolution (Step 1)

In many cases, concerns can be resolved quickly and informally. Students are encouraged to:

- Speak directly with the relevant lecturer or staff member involved
- Clarify any misunderstanding or request further explanation

If the matter is not resolved or the student prefers not to address it informally, a formal grievance may be submitted.

3. Formal Grievance Submission (Step 2)

- Submit the grievance via the NISS Student Feedback Form: <http://niss-edu.sg.mikecrm.com/KgSFLif>
- Email the Academic Administration team at: jnumba.admin@niss.edu.sg

Acknowledgement of receipt will be provided within 3 working days.

4. Investigation and Resolution (Step 3)

NISS will investigate the grievance in a fair and impartial manner. You may be contacted for clarification or a meeting if needed.

Stage	Responsible Party	Timeliness
Acknowledgement of grievance (excluding feedback from surveys)	Academic Admin	Within 3 working days
Initial review and resolution	Department Manager	Within 7 working days
Resolution by Management	Dean Office	Within 14 working days
External mediation (if needed)	Academic Admin via SSG	By the end of 21 working days

5. External Dispute Resolution (Step 4)

If the grievance remains or the student is not satisfied with the outcome, either party may refer the matter to the Singapore Mediation Centre (SMC) or the Singapore Institute of Arbitrators (SIArb) for mediation by following the SSG Private Education Mediation-Arbitration Scheme.

6. Confidentiality and Records

All grievances and dispute cases will be treated confidentially. Records of the grievance, investigation, and outcome will be securely maintained by the Academic Administration Department.

7. Contact Us

If you have a concern, grievance, or need help submitting a dispute:

Academic Administration Office

Address: 30 Orange Grove Road, #07-77 RELC Building, Singapore 258352

Email: jnumba.admin@niss.edu.sg

Contact Number: +65 6592 0000