



# **NISS Student Handbook**

## **Doctor of Business Administration (Mandarin)**

**Nanyang Institute of Social Sciences**

## Welcome Message

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

This program aims to integrate frontier management theories, research methodologies, and industry practice to develop scholar-practitioners who can navigate complex business environments and drive organizational transformation.

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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| <b>Prepared by</b>      | <br>Shi Yuan | <b>Approved by</b>            | <br>Yu Ting |

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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 Doctor of Business Administration (Mandarin) Program

Founded in 1900, Audencia Business School is a leading European business school situated in the city of Nantes in Western France. It is one of the group of elite business schools worldwide to hold Triple Accreditation. Audencia is accredited by AACSB, AMBA and EQUIS.

The Audencia-NISS **Doctor of Business Administration (Mandarin)** Program ( the “Program”) , jointly offered by Audencia Business School and Nanyang Institute of Social Sciences (NISS), is designed to meet this need. Anchored in Singapore, the program shapes East-West Scholar-Practitioners who can navigate diverse contexts, advance knowledge and lead change.

The DBA courses draw on the academic expertise of Audencia Business School and its partners. The programme enables participants to focus on acquiring an understanding of theory, analysis and reflections on practice in the context of a collaborative study environment. The modules are organized in blocked seminars, each core module last 2-3 days depending on the subject area.

## **2. Student Status Management**

### **2.1 Duration of Study**

The duration of the program is 3 years. The study duration must not be less than 3 years and shall not exceed 5 years.

### **2.2 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 Audencia.

### **2.3 LOA**

#### **2.3.1 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.

#### **2.3.2 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 Audencia 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>

## 2.4 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 Audencia.

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

## 2.5 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>

## 2.6 Graduation

Students who, within the prescribed study period, fulfil all the curriculum requirements, 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 Audencia Business School, the student shall be granted graduation and issued a Degree Certificate of Doctor of Business Administration by Audencia Business School.

## 2.7 Withdrawal from Studies

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

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

### 2.7.1 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 Audencia.

### 2.7.2 School-Mandated Withdrawal

NISS and Audencia 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 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.
- C. Diagnosis by the Institute-designated medical institution indicating a health condition or disability that prevents the student from continuing their studies.
- D. Unauthorized absence from the university/institute's required academic activities for 14 consecutive days.
- E. Failure to complete the necessary deferment procedures within the prescribed deadline.
- F. Failure to pay tuition fees by due date.
- G. Based on the suggestion of the thesis supervisor or Audencia, the student is deemed unable to complete their academic requirements and is advised to withdraw.

### **2.7.3 Withdrawal Application Submission Platforms**

NISS Withdrawal Application Link: <http://niss-edu.sg.mikecrm.com/HITIBqB>

## **2.8 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>

## **2.9 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.

## 2.10 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>

## 2.11 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.

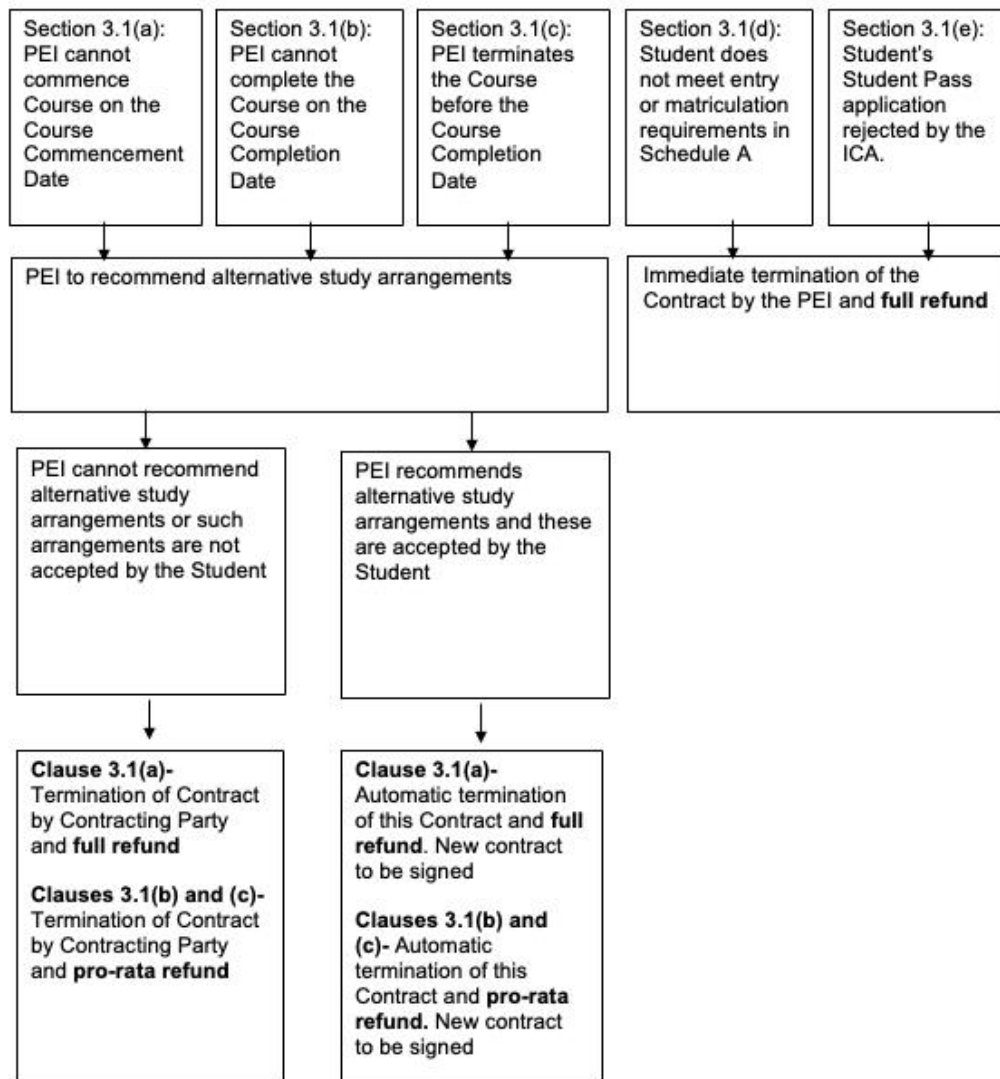
Refund Request Form Link: <http://niss-edu.sg.mikecrm.com/YhAUbGN>



Standard PEI-Student Contract Version 4.0

**SCHEDULE E**  
**SECTION 3**

**REFUND EVENTS**



### 3. Program Management

#### 3.1 Program Structure

##### 3.1.1 Curriculum

The curriculum of Program is built around the core objective of developing students' re-search capabilities, and is structured across three pillars: Research Foundations, Thesis Workshops, and Research Frontiers.

| STAGE 1: Coursework                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | STAGE 2: Coursework and Thesis Writing                                                                                                                                                                                                                                                                                                                                                                                             | STAGE 3: Thesis Completion                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Module:</b></p> <ul style="list-style-type: none"> <li>• Research Methods for Management</li> <li>• Qualitative Management Research Methods</li> <li>• Quantitative Management Research Methods</li> <li>• Experiments in Business Research</li> <li>• ESG and Corporate Strategy</li> <li>• Research in Management Psychology and Behavior</li> <li>• Workshop: Research Proposal Development</li> </ul> <p><b>Thesis:</b></p> <ul style="list-style-type: none"> <li>• Appointment of Supervisors</li> </ul> | <p><b>Module:</b></p> <ul style="list-style-type: none"> <li>• Globalization &amp; Management Research</li> <li>• Sustainable Consumer Behavior and Market Research</li> <li>• Trend of Management Theory Development</li> <li>• The Second Curve Thinking Model</li> </ul> <p><b>Thesis:</b></p> <ul style="list-style-type: none"> <li>• Prepare and Submit the Thesis Proposal</li> <li>• Defend the Thesis Proposal</li> </ul> | <ul style="list-style-type: none"> <li>• Workshop: Thesis Completion</li> </ul> <p><b>Thesis:</b></p> <ul style="list-style-type: none"> <li>• Thesis development under Supervision</li> <li>• Submission of thesis</li> <li>• Examination of thesis/'Viva Voce'</li> </ul> |

### 3.1.2 The Second Classroom

To expand learning beyond the formal curriculum, the "second classroom" is de-signed to strengthen global perspectives, interdisciplinary thinking, and profes-sional networks.

- A. Fireside Dialogues: In-depth, closed-door conversations with influential figures from govern-ment, business, and academia, enabling cross-sector exchange and re-source connection.
- B. Frontier Seminars: Insights from leading scholars, industry pioneers, and innovators on majortrends in business, technology, and society - helping participants stay at-tuned to global developments.

- C. Global Immersion Programs: Immersive visits to Audencia in France and other leading institutions world-wide. Participants engage with senior executives at top companies and experience diverse management cultures first-hand.

## **3.2 Classroom Conduct and Attendance Requirements**

### **3.2.1 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.
- 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.

### 3.2.2 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.

#### 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 required to retake the module.

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 be required to retake the module.

### 3.2.3 Class Schedule

Each module lasts 2-3 days depending on the subject area. 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:

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- **Day 1:** 9:00AM - 12:30PM  
2:00PM - 5:30PM
- **Day 2:** 9:00AM - 12:30PM  
2:00PM - 5:30PM
- **Day 3 (if applicable):** 9:00AM - 12:30PM  
2:00PM - 5:30PM

### 3.2.4 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 one. If this limit is exceeded, the student will be considered as having missed more than one-quarter of the module hours and will be required to retake it.
- Any unapproved absences will be treated as unexcused absences.
- Leave Application Form: <http://niss-edu.sg.mikecrm.com/FbzvZU4>

### 3.2.5 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 intended to help instructors and the program team improve the quality of teaching.

## 3.3 Grade Management

### 3.3.1 Module Assessment

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- A. All DBA modules will be assessed through coursework.
- B. Coursework may include reports, case studies, in-class assignments, and other forms as determined by the module instructor.
- C. DBA modules are graded on a 100-point scale, with grading requirements following the NISS Module Grade Calculation Rules. A score of 60 or above is considered a passing grade.
- D. Students must adhere to module and assessment regulations. Any violations may result in disciplinary actions, including warnings or expulsion.

### 3.3.2 Grade Inquiry

Students can log into the Classroom – Grades to view the module grades.

### 3.4 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 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/gyTxMGX>

### 3.5 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/o9xIoAi>

### 3.6 Module Retake

NISS 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 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. The module assessment result is below 60.

Module retake procedures:

- A. Students must complete the NISS 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/Mqx73T>

- B. Students retaking a module must attend the coursework scheduled for the retake class and no separate coursework will be arranged for retake students. If they attend the class and coursework without prior application, their results will be invalid.

## 4. DBA Thesis

### 4.1 Thesis Process

To enable the definition of clear stages that correspond to chapters of the DBA thesis, DBA students are required to submit and gain feedback on the following:

- Appointment of Supervisor by 9-12 months
  - Research proposal by 18 months
  - Interim Review by 24 months
  - Pre-defense by 30 months
  - Final Viva by 36 months
-

#### **4.1.1 DBA Supervisor**

Students will begin the supervisor selection process between the 9th and 12th month of the program.

Following the appointment of DBA supervisors, students will frame the topic of their research under the guidance and advice of their supervisor. The supervisors are mentors and primary sources of help and guidance. They are there to guide and direct the participant.

In the early stages of the research, meetings with the supervisor should be quite regular. In the latter stages, when the student becomes more independent, these meetings will become less frequent, but perhaps more technically intense.

The supervisory relationship is a professional one, where all parties are expected to meet professional standards of performance. If there is a failure to establish a satisfactory working relationship between students and supervisors, the DBA programme director may make alternative arrangements for supervision.

#### **4.1.2 Research Proposal**

18 months after the beginning of the programme, participants are required to submit a Research Proposal and to present their Research Proposal to the DBA Research Committee. The DBA Research Committee will decide on the outcome of the submission. If the research proposal is not acceptable, it will be returned with an indication of further work required. The participant must continue to refine and develop the research proposal until it reaches a standard acceptable to the DBA Research Committee.

#### **4.1.3 Interim Review**

At 24 months after the start of the program, DBA students are required to participate in an Interim Review. During this stage, students must submit a progress report that summarizes the work completed on their research,

including literature review, theoretical framework, research methodology, and preliminary findings.

The Interim Review is evaluated by the DBA Research Committee, which provides feedback on the research progress, identifies areas needing improvement, and advises on adjustments to the research plan. Students are expected to respond to the committee's feedback and incorporate recommendations to ensure the research progresses according to academic standards.

#### **4.1.4 Pre-defense**

At 30 months, students must submit a near-complete draft of their thesis and participate in the Pre-defense. During the Pre-defense, students present their research findings, methodology, and analysis to the DBA Research Committee.

The purpose of the Pre-defense is to evaluate the readiness of the thesis for the final defense. The committee will provide detailed feedback, highlight any areas that require further clarification or additional analysis, and confirm whether the student is prepared to proceed to the Final Viva. Students must address the committee's feedback and make necessary revisions prior to the Final Viva.

#### **4.1.5 Final Viva**

At 36 months, students are required to undertake the Final Viva (thesis defense). This is the culminating stage of the DBA program, where students defend their thesis before the DBA Research Committee and appointed examiners.

During the Final Viva, students are expected to demonstrate the originality, rigor, and significance of their research, as well as their ability to critically analyze and discuss their findings. Successful completion of the Final Viva is required to satisfy the DBA degree requirements.

The DBA thesis requires students to investigate an organizational issue and to develop a research study which contributes to research and practice in the business and management field by generating new knowledge.

## **4.2 Research Integrity**

### **4.2.1 Plagiarism**

All forms of plagiarism are strictly prohibited. Students must submit an electronic copy of their thesis which will be analyzed with plagiarism software. In case of plagiarism, the DBA Programme Director will decide on a sanction and this may result in exclusion from the DBA programme.

There are two types of citations:

- Direct citations (the exact text from an author is quoted in quotation marks)
- Indirect citations (an author's ideas are summarized without using their exact words)

In both cases, you need a proper citation. In addition to the author's last name and date of publication, direct citations need the page number of the quote.

### **4.2.2 Confidentiality and anonymity**

During data collection for your research, you must respect your participant's privacy whether it is the privacy of a person or an organization. Participants should be anonymous when possible, meaning no identifying information is divulged in the thesis to keep the participant's information confidential. It is advised to not include the participant's name or company name anywhere in your thesis even if the participant gives you their permission.

### **4.2.3 Data Records**

You should keep records for the two years following your thesis defence including all data related to the fieldwork (emails of people connected, records of interviews, written agreements of participation in your study, copies of the online version of questionnaires as well as of the database...). All this

information will allow you to prove in case of a problem the veracity of your methodology and will give you proof of the fieldwork and of the data collection.

## **5. Commencement Ceremony**

An annual ceremony will be held in Singapore, typically in late July, with the exact date to be announced by notice.

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.

## **6. Student Academic Platform and Tools**

- A. Access to Audencia's library: DBA participants will receive an e-mail account from Audencia. This gives them online access to the school's library and databases.
- B. NISS Customized Google Workspace for Education, including Email, Calendar, Classroom, Drive and more.

## **7. 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.

## **8. 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.

## 8.1 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: [audenciadba.admin@niss.edu.sg](mailto:audenciadba.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).

## 8.2 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.

### 8.3 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.

### 8.4 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.

## 9. 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)

## 10. 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>

## 11. 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.: <ul style="list-style-type: none"> <li>• Module Schedule</li> <li>• Coursework</li> <li>• Degree Application Process</li> <li>• Thesis, etc.</li> </ul> | Academic Admin      |
|                        | Application for                                                                                                                                                                     |                     |

|                                 |                                                                                                                                                                                                                                                               |                                       |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
|                                 | <ul style="list-style-type: none"> <li>• Leave</li> <li>• Leave of Absence from Studies</li> <li>• Resumption of Studies</li> <li>• Module//Course Deferment</li> <li>• Make-up Module</li> <li>• Module Retake</li> <li>• Course Withdrawal, etc.</li> </ul> |                                       |
| Student Activities              | Course Orientation Briefing<br>Course Opening Ceremony<br>Course Graduation Ceremony<br>Overseas Study Trip                                                                                                                                                   | Academic Admin                        |
| Alumni and Student platform     | School-Alumni-Student-Industry Ecosystem and Support<br>Alumni-Student Events<br>Alumni-Student Interaction                                                                                                                                                   | Alumni and Student Development Center |
| Official Social Media Platforms | Official Social Media Platforms, e.g.: <ul style="list-style-type: none"> <li>• Provision of Official Social Media Updates</li> <li>• Student Interviews</li> </ul>                                                                                           | Marketing                             |

## 12. 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](mailto:enquiry@niss.edu.sg)
- Academic Email: [audenciadba.admin@niss.edu.sg](mailto:audenciadba.admin@niss.edu.sg)

C. Urgent Contact Person:

- Mr. Yu Ting: [ting.yu@niss.edu.sg](mailto:ting.yu@niss.edu.sg)
- Ms. Shi Yuan: [yuan.shi@niss.edu.sg](mailto: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

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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**

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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

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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:

- **Mr. Yu Ting:** [ting.yu@niss.edu.sg](mailto:ting.yu@niss.edu.sg)
- **Ms. Shi Yuan:** [yuan.shi@niss.edu.sg](mailto: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: [audenciadba.admin@niss.edu.sg](mailto:audenciadba.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: [audenciadba.admin@niss.edu.sg](mailto:audenciadba.admin@niss.edu.sg)

Contact Number: +65 6592 0000