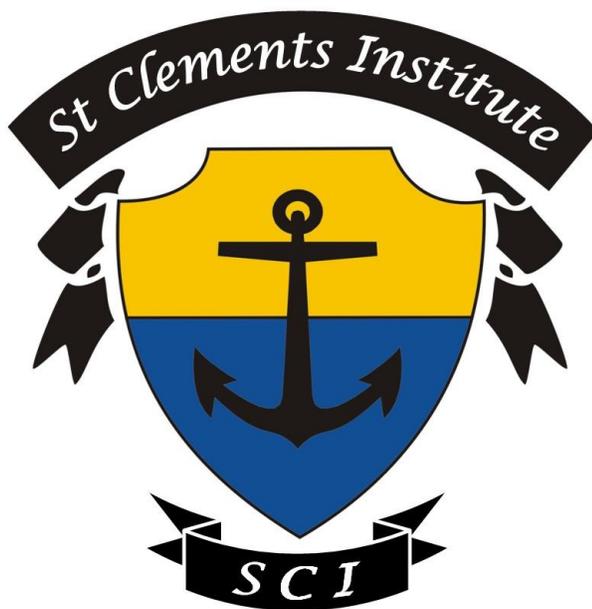


# ST CLEMENTS INSTITUTE CAMBODIA

## Student Information Handbook



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## WELCOME

This Student Information Handbook provides a series of guidelines to facilitate your overall success as a student. It also spells out the binding commitment of St Clements Institute to support that success. Therefore, it is important that you read, understand and accept the terms and conditions of the Institute's commitment by signing and returning the acknowledgement form found at the end of the Handbook.

### Code of Conduct

1 – St. Clements Institute has adopted policies and practices to ensure the quality of its education. Towards those ends, SCI has adopted a Code of Conduct which is in accordance with the statutory and regulatory requirements of numerous international accrediting and professional bodies as well as the specific qualifications of its national client-hosts.

2 - This Code of Conduct is designed to be totally inclusive. It applies to all SCI personnel in their relationships with all its constituents; client nations or corporate entities; and all its students both immediate and at a distance.

It requires that the University and its professional staff act with integrity and in an ethical manner in all its dealings with clients and student members of its community.

The contents of this Student Handbook are important, at the time of your enrollment you will be required to:

1. Acknowledge you have read and understood the contents
2. Accept the terms and conditions contained in this handbook

## St Clements Institute - Vision and Mission

### Vision

To identify, develop and provide customized learning opportunities globally to countries, communities and cultures living at distances from traditional campuses; and to serve those already working in fields with further and advanced professional education and training.

### Mission

St. Clements Institute is a private higher educational institution. The role of the institute is to provide educational services based on market need at degree level. The goal is to assist suitably qualified people to gain the knowledge and skills to fulfill the degree requirements in the most efficient methods possible. The institute is student oriented, its purpose is to assist students gain the maximum qualifications they are capable of achieving. At all times the standard of degree requirements shall not be compromised.

## ST. CLEMENTS INSTITUTE - CONTACT DETAILS

### Deputy Director

**Mr Chum Chamreun**

Email: [chum.chamreun@stclements.edu.kh](mailto:chum.chamreun@stclements.edu.kh)

### Director

**Dr. David Le Cornu**

Email: [director@stclements.edu.kh](mailto:director@stclements.edu.kh)

### President of the Board of Trustees

**H.E. Noun Samphea**

Email: [spnoun@gmail.com](mailto:spnoun@gmail.com)

### Administration - Student Services

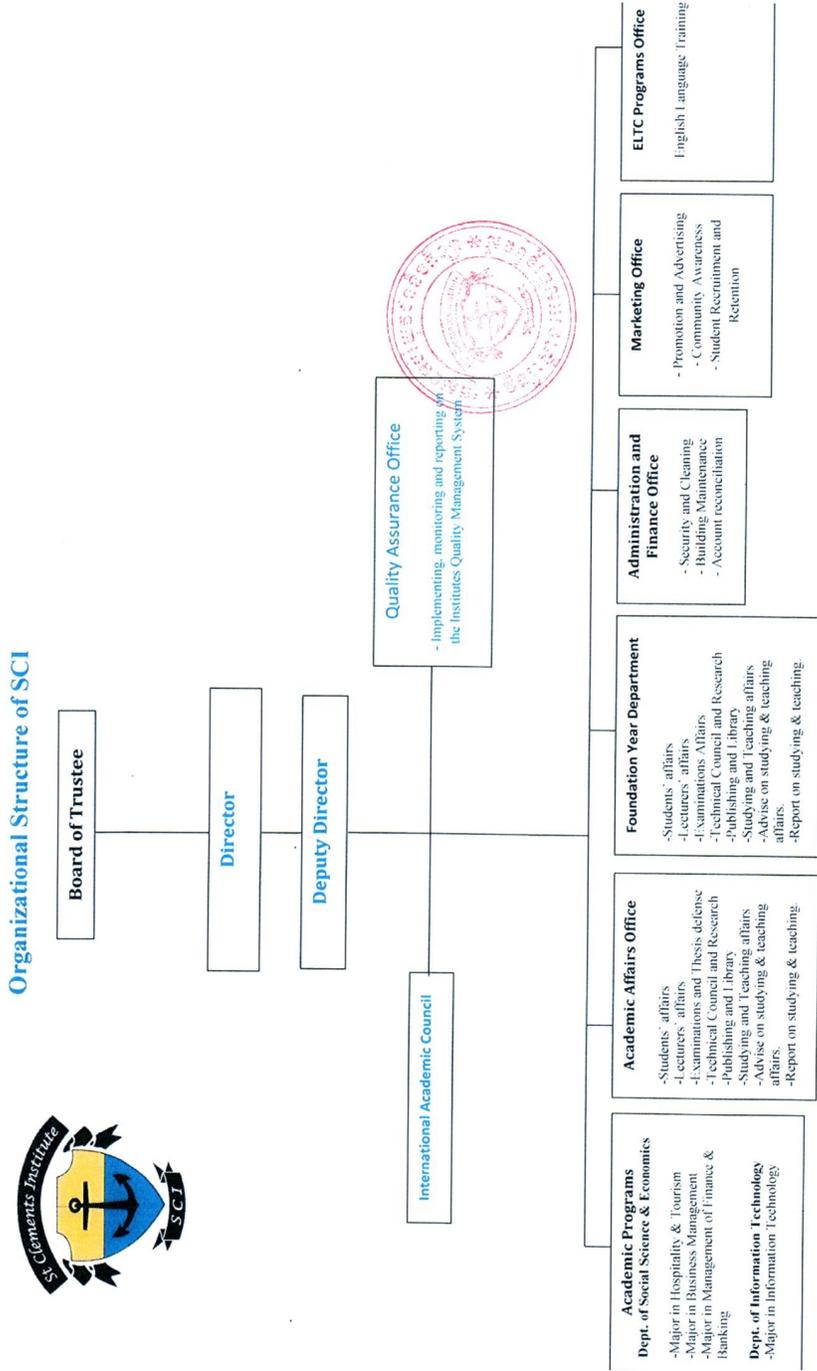
**Ms Kerth Chandara**

Email: [kerth.chandara@stclements.edu.kh](mailto:kerth.chandara@stclements.edu.kh)

## CODE OF CONDUCT

1. **St Clements Institute** and their staff shall at all times act with an ethical manner and integrity in dealings with all client and members of the community.
  2. **St Clements Institute** and their staff will ensure:
    - a. All activities of St Clements Institute will be carried out honestly, fairly and accurately so as to give value to our clients
    - b. The provision of adequate facilities and quality resources in which to conduct training programs
    - c. The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
    - d. The accuracy of any marketing and promotional advertising material
    - e. High standards of financial probity
    - f. Compliance with an acceptable refund policy
    - g. Compliance with current legislation
    - h. The maintenance of adequate records and security of all current and archival records
    - i. Client access to their records upon request
    - j. The maintenance and continual improvement of systems and products.
  3. **St Clements Institute** undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of conduct.
  4. **St Clements Institute** shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics.
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# 1. St Clements Institute Organizational Structure



## **STUDENT POLICIES AND PROCEDURES**

### **EDUCATIONAL STANDARDS**

St Clements Institute policies and management procedures are designed to maintain high professional standards in the marketing and delivery of education and training services. These policies and procedures safeguard the interests and welfare of our clients and students.

St Clements Institute is committed to the success of our students and maintains an environment conducive to learning. We have the capacity to deliver the nominated qualifications and courses, provide adequate resources, and use appropriate methods and materials.

### **ACCESS & EQUITY**

St Clements Institute is committed to access and equity principles and processes in the delivery of its services and training products in accordance with the Acts and regulations of the Cambodian government.

In the event of a situation that is considered by either staff or clients to be in violation of St Clements Institute Access & Equity Policy, staff, clients and students are required to report the situation to the Deputy Director, Director or the Registrar.

Programs are designed to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged clients.

### **PRE-REQUISITES**

Before commencing your enrollment make sure you meet any pre-requisites for the course or qualification you have selected. Pre-requisite information is contained in the sample-training plan.

## ENROLMENTS

Learner entry processes and procedures to courses and qualifications are open and transparent.

All Students **MUST** read this information **BEFORE** enrolling.

Entry to courses and qualifications accommodate the potential learners work experience, recognition of current competencies and recognition of prior learning.

Applications for enrollments are made through St Clements Institute.

1. Select the qualification
2. Complete your personal details
3. Pay the prescribed fees according to the instructions.
4. You can immediately commence your course after completing these details

## STUDENT ABSENCE POLICY

The Institute expects students to attend classes regularly, complete assignments in a timely manner, and be prepared for class.

Classroom based students who cease attending classes for one semester, without seeking the permission from the Institute to defer their studies will be considered to have abandoned their studies.

Open Learning Students who cease communications with their lecturers / tutors for one year, without seeking the permission from the Institute to defer their studies will be considered to have abandoned their studies.

## REFUND POLICY

St Clements Institute's refund policy conforms to the requirements and practices of various professional associations.

The key principle is to protect student investment in their education. Thus all advance student payments are refundable, subject to the conditions and limits noted below.

### Refund Requests and Timetable

- The starting date for a course is the date the student's first assignment/lesson is received by St Clements Institute.
- All requests for refunds must be submitted in writing.
- For full course payments only, there is a 7-day cooling off period.
- This period ends 7-days from the date and time of enrolment
- After this deadline no refunds will be considered.
- Once approved all refunds will be made within 30 days.

### Refund Requests and Conditions

Granting of refund requests as well as the amount paid is linked to time frames and varies with the conditions involved. These are as follow:

1. **Cancellation of Enrolment in SCI:** Enrolment in the SCI may be cancelled. If communicated in writing no more than five days after admissions acceptance, a full refund will be granted less the application and registration fees.

2. **Cancellation Prior to Course Start:** If a student cancels registration in a course or courses at least five days prior to the courses' start date, and notifies SCI in writing, a full refund of tuition will be granted, less registration fees.
3. **Cancellation After Commencement of the Course:** If a student withdraws or cancels his enrolment after beginning course work, partial refunds, less registration fees, may be provided according to the following time scale:

Amount of Course work Completed	Extent of Refund
After one week	80% of tuition
After second week	60% of tuition
After third week	40% of tuition
After fourth week	20% of tuition
After fifth week	No refund

### Other Student Options When Circumstances Effect Enrolment

SCI recognises that sometimes unforeseen and unplanned events, such as illness or job relocation can effect enrolment and continuity in the program. In such cases, options other than refund exist and they include the following:

- Granting time extensions for course completion.
- Re-enrolment in courses at a later date, but with carry over and application of tuition already paid.

It is critical that students immediately contact the institute when such difficulties of continuance occur. That immediately triggers the commitment of student services to provide relief and counseling whether it involves refunds or other remedies.

St Clements Institute DOES NOT approve extensions in retrospect.

St Clements Institute reserves the right to alter the content or delivery of any course at any time.

All course material includes the facility to print out the contents pages for student reference only and distribution of any course material to any party or parties other than the student is expressly forbidden.

### STUDENT SUPPORT SERVICES

#### 1. - Induction & Orientation

All studies are preceded and introduced by Induction and Orientation programs, the contents of which are largely informational. Subjects such as course structures, timetables and nature of assessment are discussed in detail. Related matters concerning your learning needs, student support services and technical help, are also presented. The orientation also addresses student rights and responsibilities including policies and procedures effecting refunds and grievances. The essentials of Induction have been summarized in this Student Information Handbook.

#### 2. - Student Support

To ensure adequate success and progress, students are provided with support by a Student Success Service Team in the following areas:

- Peer interaction not limited to their cohort group
- Faculty access for mentoring and coaching
- Technical help with on-line or research materials in a timely manner.
- Information about exams and grading levels.
- Access to student records and to progress toward degree completion.

### **3. - Academic Integrity and Honesty**

Academic integrity is the foundation of an academic community and each student is individually responsible for sustaining such integrity. Toward that end students shall:

- Submit only their own work.
- Not copy another student's paper.
- Not use or consult unauthorized materials during an exam.
- Not collaborate with other students during an exam.
- Not pass off the work of another student as their own.
- Not be engaged in any form of collusion with another student during an exam.
- Not falsely swear or bear untrue witness.
- Not provide others with appropriated information or materials.
- Not represent oneself as another student and sit in his/her exam place.
- Not furnish false or misleading information to institute officials.
- Not make any later claims about degrees or grades, which are not true.
- Not be involved in cheating of any kind.

## **RECORD KEEPING, PERFORMANCE STANDARDS AND GRADING STANDARDS**

### **Record Keeping**

Students routinely have access to their grades and course progress at all times. Students thus can track their ongoing performance in each course, assignments that are due and due dates and final examination schedules.

They can also review the entire record of all courses taken and passed so they can plan next course selection as well as the final completion of all requirements for graduation. Student records not only belong to the student, but are also essential for self-monitoring and such self-management is in fact, a key performance expectation.

### **Performance Standards**

The following minimums are expected of all students:

- Completion of all assignments on time.
- Integrity of materials submitted.
- Attendance record of at least 90%.
- Participation and interaction with fellow students.
- Satisfactory course progress.

### **Late Submissions**

Occasionally students may be allowed to submit assignments beyond the due date or resubmit for a better grade. This is within the discretion of the Course Director and he/she may exact a penalty by deducting one letter grade for such a late paper or resubmission.

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## STUDENT PRIVACY

St Clements Institute recognises every student's right to privacy.

### **Our Privacy Policy.**

We collect and store your enrollment details and your progress reports. We use this information to measure your and our performance and also to let you know about the future products and services.

WE DO NOT share, rent, or sell personal information you provide us.

All St Clements Institute staff and contractors are required to agree with and sign a *Privacy Agreement* as part of their agreement with us.

All staff are required to observe verbal or written discretion in their dealings with students, clients and other stakeholders. All St Clements Institute staff are required to respect student and stakeholder information.

All St Clements Institute personal student files will only contain information pertinent to your training program. You can access this information by formally contacting your tutor (in writing) and request this information.

As a successful graduate from St. Clements Institute we do post your name on the world-wide web.

At times St Clements Institute may be requested by other authorities to view our record keeping systems (for compliance reporting) and we will need to access your information for these purposes.

## GRIEVANCE & COMPLAINTS PROCEDURES

St Clements Institute recognises that differences, complaints and grievances can arise from time to time and therefore has a fair and equitable process for dealing with grievances and complaints.

This ensures that all grievances are dealt with fairly and equitably as the resolution of grievances and complaints is in the best interest of all parties concerned.

The following process steps are implemented to ensure this happens.

1. If you have a complaint or grievances tell us immediately. You can email your complaint/ grievance to your tutor or our Administration Office listed on the web site.
2. We will document your complaint/grievance and investigate your complaint within 3 days of receiving your advice.
3. We will try to resolve your complaint or grievance and provide to you in writing within 14 days the results of our investigation.
4. If you are dissatisfied with this outcome you have the right to make representation to the Management Council. To do this you will need to document your complaint and submit it to our Administration Office.
5. When making representation to the Management Council you have the right to bring a support person.
6. The Management Council will hear your complaint/ grievance and provide to you a written report in regards to their findings

Please remember St Clements Institute is committed to delivering quality education and training. If you are experiencing any difficulties during your program of study, do not hesitate to discuss your concerns with your trainer.

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## STUDENT COUNSELLING SERVICES & SUPPORT

St Clements Institute caters to diverse Student learning needs and aims to identify and respond to the learning needs of all clients. Clients are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage.

St Clements Institute provides suitable resources to help you identify your learning needs.

St Clements Institute is committed to providing clients requiring additional support, advice or assistance while studying. To achieve this and to ensure the quality delivery of education, St Clements Institute provides:

- Student Vocational Counselling** to improve and extend training outcomes. Students should contact their TUTOR in the first instance. Additional support and services include:
    - a. Education and Career Counselling
    - b. Assistance when applying for RPL and RCC
  
  - Personal Counselling services** are available to all students and staff from management may take the form of advice or referral to other services. Personal counselling services must meet the organisation's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:
    - a. Grievance /conflict resolution
    - b. Stress management
    - c. Access and equity issues
    - d. Student welfare and support
    - e. Health concerns (STD's & HIV/AIDS)
-

## Assessment

### Graded Examinations

**Grade Incomplete:** Failure to complete all required course assignments on time, by the end of the course, results in an automatic final grade of Incomplete or I. Students have up to 16 weeks to complete the remaining assignments and receive a final grade. After 16 weeks, the student is required to re-take the course.

Extensions to this would need to be approved by the Course Chair and the St. Clements Institute Executive Committee.

**Satisfactory Progress:** The institute also seeks to be proactive with respect to student progress in each course as well as the overall program. Thus, signs of inadequate progress triggers inquiry and interventions by the Professor involved a member of the student support team and even the President-Administrative Director, if necessary. Making progress is the key to both retention and completion.

### Satisfactory Grade Progress

**Probation and Dismissal:** Students are required to maintain at least a B average or 3.0 throughout the entire program. Two semesters or quarter of a C average automatically places the student on probation. A third semester of C average results in the student being dropped from the program.

Exceptions to this would need to be approved by the Course Chair and the St Clements Institute Executive Committee.

### Grading Standards and Equivalents

GRADE	GRADE POINT EQUIVALENTS	STANDARDS
A	4.0	Exceeds Expectations
A-	3.75	Exceeds Expectations
B+	3.50	Meets Expectations
B	3.25	Meets Expectations
B-	3.00	Meets Expectations
C	2.50	Pass
F	0.00	Fails to Meet Minimum Expectations

## **RECOGNITION OF PRIOR LEARNING (RPL)**

RPL is available for all modules offered by St Clements Institute.

RPL is available on provision of verification at the beginning of a course.

### **WHAT IS RECOGNITION OF PRIOR LEARNING (RPL)**

If you know you are competent in any module you are enrolled in, you can apply for RPL. Recognition is granted as a result of identifying and assessing your previous and current formal and informal education and training, work experience and knowledge. Your previous learning and the evidence you supply are measured against pre-determined performance standards.

To prepare for Recognition you should indicate your decision to apply for recognition as soon as possible after the induction and orientation program.

#### **In consultation with your tutor you should:**

- Obtain a copy of the RPL Procedure and Application Form.
- Decide which module (s) are to be recognised
- Provide an Evidence Portfolio in line with an agreed evidence plan.
- Seek peer assessment
- Be prepared to 'show, tell and apply' your skill and knowledge.

#### **Evidence for recognition of prior learning and/or current competencies may include:**

- Evidence of current competence
- Performance, demonstration, or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview & questions
- Simulations

#### **Clients seeking recognition are provided with:**

- RPL Procedure and Application forms
- Performance criteria for competency learning outcomes
- Guidance on identifying, gathering and submitting evidence of your achievements
- Guidelines as to possible sources of evidence
- Self-assessment opportunities

Candidates should initially self assess against the performance criteria and critical aspects of evidence for each module.

RPL candidates must document their claim for competency in sufficient detail to enable the assessor to make clear judgments.

If you require further information please ask your tutor.

## **TRAINING DELIVERY & ASSESSMENT SERVICES**

All students/learners are provided with information about the course structure, performance standards, performance criteria, activities and assessment tasks required for the course of study/qualification. It is the learner/students responsibility to meet these requirements within the prescribed timeframe.

## MONITORING YOUR PROGRESS

On enrolment you are provided with clear instructions about how to contact your tutor/ assessor.

All training material, activity and assessment requirements are clearly stated in EACH module.

You can contact your tutor/ assessor electronically at any time to assist you with your studies.

## ASSESSMENT POLICIES & PROCEDURE

### ASSESSMENT POLICY

Competency - based learning makes a paradigm shift from a focus on teaching to a focus on learning. It is learning centered, outcome focused and aimed at improving all competency dimensions such as task management, problem solving and workplace environment skill, knowledge and attitudes.

Competency based assessments focuses on what a person can do, as a result of learning.

Competence is the demonstrated ability to consistently perform discrete tasks under specific condition, to agreed standard and set criteria.

St Clements Institute course and qualification assessments include activities and assessment tasks to meet these competencies dimensions and embrace equitable and fair principles.

All teaching staff are issued with 'assessment tools' when reviewing your course/qualification completed activities and assessment tasks.

These assessment tools are designed to measure the learner's performance against set criteria, which match and meet each module and the performance standard for the course/ qualification.

## ASSESSMENT APPEALS PROCESS

All students/candidates have the right to appeal any assessment decision made by St Clements Institute if they:

- a. Believe that the assessment is invalid  
and/or
- b. Feel that the process was invalid, inappropriate or unfair.

### ASSESSMENT APPEAL PROCESS

Before making an appeal, we ask that you discuss the matter with YOUR FACULTY TUTOR in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Assessment Appeal Form within 7 days of the initial discussion.

Once a formal appeal is lodged with our ADMINISTRATION OFFICE St Clements Institute will engage another independent assessor to review your evidence.

The independent assessor will provide a written report to St Clements Institute and this report will be forwarded to you.

If you are still not satisfied with the independent's assessor's report you can request representation to the Management Council. To do this you will need to advise us in writing of your intention.

Under these circumstances the Management Council may engage an external consultant to review your evidence and provide advice to the Council members.

You have the right to a support person to be involved at all times during the appeal process.

All written reports regarding the appeal will be provided to you. A copy of our Assessment Appeal form is included at the back of this handbook.

## GENERAL INFORMATION

### **Record keeping**

On enrollment your details are entered onto a centralised database this information includes information about yourself and the modules you intend to complete.

Copies of your completed activities and assessment tasks will be retained for compliance audit.

The results of your completed activities and assessment tasks will be continually maintained on St Clements Institute's database should you require this information in the future.

### **Copyright and intellectual property**

All information provided to you is copyright protected. You cannot reproduce and pass along to any other party the information provided to you by St Clements Institute.

Under the terms and conditions of your enrolment agreement:

1. You can print and produce the information we supply to you for your use only as part of your enrolled course of study/qualification.
2. You must treat all technical and other information provided to you by St Clements Institute as copyright and commercial-In-confidence or as otherwise classified and cannot disclose this information to any other party without the prior consent of St Clements Institute.
3. You agree to take appropriate measures to safeguard this information.
4. You agree that information you supply to us will not infringe or breach the Intellectual Property or copyright rights of any other third party.

Under these same intellectual property terms and conditions St Clements Institute agrees to:

1. Respect, value and protect the information you provide to us including your personal details and the completed activities and assessment you provide as part of your course of study/qualification.
2. We will not pass along to any third party information you provide to us.

## PLAGIARISM

Taking an idea from any source without properly acknowledging it is plagiarism. It is the use of someone else's work without proper recognition.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author's

sentences in order to present them as your own. Plagiarism also involves copying another's work. All of these can be avoided with correct referencing procedures.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

Where plagiarism is detected your assessor will request you to justify your evidence.

Your assessor will also contact St Clements Institute's Executive Administrator or the President.

The Academic Council reviews all plagiarism reports received from assessors for their recommendation and can result in **exclusion of further study and loss of fee payments.**

## STUDENT/ LEARNER FEEDBACK AND QUALITY IMPROVEMENT

St Clements Institute collects regular statistical information to monitor, maintain and achieve on going continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our clients, students and staff concerning educational and service improvements or changes that would improve our existing educational and Student services.

To provide us with this feedback you will be asked to complete a series of student/learner surveys throughout your course of study/qualification. Please complete these surveys and return them to your tutor.

### **Legislation and Regulatory Requirement:**

St Clements Institute is under regulatory supervision of the Ministry of Education Youth and Sports. We always follow both the MoEYS's regulations and requirement and the law of Cambodia.

- Constitution Law
- Regulations of the MoEYS

	(Please Circle) <b>REPLY REQUIRED:</b> YES/NO URGENT
<b>TO:</b>	<b>DATE REQUIRED BY:</b>
<b>FROM:</b>	
<b>TO:</b>	
<b>FROM:</b>	
<b>DATE:</b>	
<b>REQUEST/ADVISE</b>	
<b>ACTION TAKEN</b>	
<b>COMPLETED BY:</b>	<b>DATE OF COMPLETION:</b>

**ASSESSMENT APPEAL FORM** - Form No: QAF-AAF-01

Lodge this form electronically to St Clements Institute ([info@stclements.edu.kh](mailto:info@stclements.edu.kh)) if you have not resolved the assessment details with your assessor.

