This document serves to provide guidance to School of Management staff visiting Singapore to teach on the collaborative agreement with Kaplan Singapore. It is not designed to be a fully comprehensive briefing document but rather to provide guidance on travel and other useful information for staff whilst visiting Singapore (Annexe C).

THE PROGRAMME
BSc Business and Management, BSc Management with Accounting, BSc Management with Marketing and BSc Management with International Business are the degrees taught as part of the BSc Management programme for our students based in Singapore under a collaborative agreement with Kaplan Higher Education Institute and Kaplan Higher Education Academy (Kaplan Singapore). Kaplan graduates are permitted to attend the on campus graduation ceremony in July and the Singapore graduation ceremony in August.

Students and Delivery
The students gain direct entry to Stage Two of the Management programme through completion of a Diploma and also satisfying the School’s English language requirement for entry to an Undergraduate degree. If the Diploma has not covered the necessary subjects at RHUL Stage One they are required to undertake and pass bridging courses provided by Kaplan.

There are two different groups of students and two different forms of delivery. The first group is known as Part-time/Evening students. These students tend to be in full-time employment and older than the Full-Time group. They attend the two RHUL lecturer sessions (four hours on a Friday night and four hours on a Saturday) as well as Introduction and Exam revision classes by the local tutor (local tutors are screened by the RHUL module lead and monitored/peer observed by the Director of Kaplan). The students have access to two hours of bite sized videos recorded by the RHUL lecturer and readings, past exam papers etc. on Moodle.

The second group are the Full-Time students and they attend classes by the local tutor during the day for a total of 18 hours per course. They have a three hour f2f session by the RHUL lecturer during his/her visit on the Friday usually 10am to 1pm. These students also have access to the Moodle content similar to the Part-Time/Evening students. This group tends to be younger, international students mainly from Indonesia, Vietnam, Myanmar, Korea and Mainland China although recent cohorts are seeing an increase in local Singaporeans in the group.

There are two intakes per year: May and November. The revised degree (similar to on campus) is delivered over eighteen months with nine months for each stage. The nine months is split into three sessions of 13 weeks followed by examinations and sub-boards. There is no break – the programme runs continuously throughout the calendar year.

RHUL lecturers set and mark examinations and in-course assessments. Marking follows the same procedures as for on-campus assessments. Students studying in Singapore are subject to the same Regulations, Rules, Codes and Practices that govern students on campus. They are
registered students of Royal Holloway, University of London and those successfully completing the degree programme are awarded the same degree certificate as students studying on campus.

The Steering Group (includes SOM HOD and Programme Director) is responsible for the direction of the programme being guided on student feedback from the SSC and information from both local tutors and RHUL lecturers. There are around 550 students on the programme at any point in time. Progression rate for AS1 to AS2 is usually around 85%. There were 59% of students awarded firsts and 2:1 degrees in the Exam Sub-Board in October 2016.

Courses taught

Programme requisite

*MN1075 Study Skills and Methods (All students will take this course via the VLE and attempt all assessments but marks do not count towards degree classification).

<table>
<thead>
<tr>
<th>Stage Two Course Code</th>
<th>Course Name</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>MN2916K</td>
<td>Employability</td>
<td>15</td>
</tr>
<tr>
<td>MN2166K</td>
<td>The Global Economy</td>
<td>15</td>
</tr>
<tr>
<td>MN2206K</td>
<td>Strategic Management</td>
<td>15</td>
</tr>
<tr>
<td>MN2226K</td>
<td>Multinational Enterprise</td>
<td>15</td>
</tr>
<tr>
<td>MN2306K</td>
<td>Marketing Strategy in Context</td>
<td>15</td>
</tr>
<tr>
<td>MN2316K</td>
<td>Marketing Research</td>
<td>15</td>
</tr>
<tr>
<td>MN2326K</td>
<td>Digital Marketing</td>
<td>15</td>
</tr>
<tr>
<td>MN2406K</td>
<td>Managerial Accounting</td>
<td>15</td>
</tr>
<tr>
<td>MN2416K</td>
<td>Financial Management</td>
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<tr>
<td>MN2426K</td>
<td>Managerial Economics</td>
<td>15</td>
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<tr>
<td>MN2506K</td>
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<td>MN2706K</td>
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<table>
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<th>Course Name</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
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<td>International Accounting and Finance</td>
<td>15</td>
</tr>
<tr>
<td>MN3056K</td>
<td>Consumer Behaviour</td>
<td>15</td>
</tr>
<tr>
<td>MN3916K</td>
<td>Integrating Management: Business in Context</td>
<td>15</td>
</tr>
<tr>
<td>MN3926K</td>
<td>Integrating Management: Leadership and Innovation</td>
<td>15</td>
</tr>
<tr>
<td>MN3206K</td>
<td>Emerging Markets</td>
<td>15</td>
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<tr>
<td>MN3216K</td>
<td>Asia Pacific Multinationals</td>
<td>15</td>
</tr>
<tr>
<td>MN3226K</td>
<td>European Business</td>
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</tr>
<tr>
<td>MN3246K</td>
<td>Accounting for Corporate Accountability</td>
<td>15</td>
</tr>
<tr>
<td>MN3316K</td>
<td>Brands &amp; Branding</td>
<td>15</td>
</tr>
<tr>
<td>MN3326K</td>
<td>Global Marketing</td>
<td>15</td>
</tr>
<tr>
<td>MN3346K</td>
<td>Strategic Management Accounting</td>
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<tr>
<td>MN3366K</td>
<td>Strategic Finance</td>
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</tr>
<tr>
<td>MN3456K</td>
<td>Advertising &amp; Promotion</td>
<td>15</td>
</tr>
<tr>
<td>MN3496K</td>
<td>Clusters, Small Business &amp; Competition</td>
<td>15</td>
</tr>
</tbody>
</table>
The School of Management Course Coordinator will be responsible for all matters relating to the provision of the course in the same way as they are on campus and the member of College Teaching Staff undertaking the teaching in Singapore is responsible for all aspects of course delivery. For some courses the two roles will be undertaken by the same person. Where the on-campus Course Coordinator and the member of College Teaching Staff undertaking the teaching in Singapore are different, it will be the responsibility of the College Teaching Staff member to liaise with the local Kaplan tutor for the daytime programme.

During each visit to Singapore teaching involves eight hours for each course for evening students and three hours teaching for daytime students. Delivery of the lecture/seminar sessions to the evening cohort of students takes place over the weekend (four hours on Friday evening 6.30-10.30 pm and four hours on Saturday afternoon 2-6 pm). The three hours with the daytime cohort takes place on Friday usually 10 am to 1 pm. On occasions there will be a need to meet with prospective students, attend a Staff: Student committee meeting or peer review a local tutor. Responsibilities are outlined in Annexe A and your commitment to the programme is recognised both in the School’s workload model and through the award of an honorarium. The dates of the academic visits will be agreed with the Director of the Programme.

Kaplan location in Singapore
Teaching takes place at 8 Wilkie Road, Level 2, Wilkie Edge, Singapore 228095 and is easily accessible by the Singapore public transport system.

Further information is given on http://www.kaplan.com.sg/our-location-10824/ and in Annexe B.

Whilst in Singapore ....
The College’s agreement with Kaplan requires that the facilities they provide are only used in relation to teaching and related ancillary matters for Kaplan and you should ensure that you comply with the condition.

Similarly, your time working in Singapore as part of the transnational agreement should only be for Kaplan business and not for any other external work.

Honorarium
In recognition of your commitment to the delivery of the collaborative programme, for each visit to Singapore the School will receive a flat rate allocation of £1,000 which will form part of the School's resources. Staff can either (1) take this as taxable but non pensionable pay, or (2) place it in a personal research account when it will have to be spent within 2 years. Staff must inform Karen Burnett AFTER travelling to Singapore as to the option they prefer.

TRAVEL
Useful information on Travelling to Singapore is given on the Foreign and Commonwealth Office web pages.
Accommodation and travelling expenses will be paid in accordance with the current version of the College’s Travel, Subsistence and Personal Expenses Policy and Procedure.

Passports and Visas
- You must hold a valid passport to enter Singapore. Your passport must be valid for a minimum period of six months from the date of entry into Singapore.
- If you have a UK passport you do not normally need a visa to enter Singapore for up to 30 days stay for tourism, business discussions or social visits.
- If you hold a non UK passport you should check whether a visa is required and ensure that you make any necessary arrangements.

Vaccinations
Contact your GP around eight weeks before your trip to check whether you need any vaccinations or other preventive measures. Country specific information and advice is published by the National Travel Health Network and Centre, and useful information about healthcare abroad, including a country-by-country guide of reciprocal health care agreements with the UK, is available from NHS Choices. Cost of any necessary vaccination will be reimbursed by the College.

Vaccinations can be arranged through the College’s occupational health provider. If you wish to take advantage of this you should contact your HR Manager who will make the necessary arrangements for you.

For entry into Singapore a valid yellow fever vaccination certificate is required from travellers (over one year of age) who, within the preceding six days, have been in or have passed through any country where yellow fever is endemic (most tropical African and South American countries - please see http://www.ica.gov.sg/page.aspx?pageid=95&secid=94 for details)

Medication
Healthcare in Singapore is of a high quality and expensive. You should take enough medication to cover your stay and carry it in your hand baggage. Not all UK prescribed drugs are available in Singapore and some over-the-counter medications (e.g. Ibuprofen) need a prescription.

Some prescribed and over the counter medicines available in the UK are considered controlled substances in Singapore. You must apply for prior authorisation and a permit at least ten working days before your travel date from the Singapore Health Sciences Authority in order to bring any such medication into Singapore. For medicines that do not contain a controlled substance, you may bring up to three months’ supply into Singapore without prior approval, but must bring supporting documents such as a letter from your doctor or a copy of the prescription as proof that the medicines are for your personal use. For more information, please consult the Health Sciences Authority website. If you have questions please email hsa_info@hsa.gov.sg

Insurance
You will be covered by the College Travel Insurance for your visit to Singapore provided that you complete and submit an authorised Staff Leave of Absence Form prior to your visit.

Flights
The majority of flights to Singapore leave London in the evening and, with the length of the flight and time difference, arrive at Singapore Changi International Airport late afternoon/early
evening the following day. Return flights leave Singapore late evening, arriving back in London early the following morning. In order to fulfil teaching commitments it is anticipated that staff will leave London on a Tuesday evening arriving into Singapore on Wednesday evening. Thursday would normally be taken as a free day. Teaching and meetings takes place on Friday and Saturday. Staff can leave Singapore on Sunday (flights are usually in the evening/late night). Staff will normally be expected to stay for a period of four nights.

Flights will be in Premium Economy class.

Flights must be booked following the normal School procedure.

a. **If you wish to use Key Travel:**
   - Contact Key Travel on 0845 122 0106
   - Provide personal information including passport details etc
   - Key Travel will e-mail you with a few options
   - **Confirm** the option you would like (this must be done otherwise the rate could change)
   - Ensure you have a reservation (you will have a 6 digit item code)
   - E-mail the Finance and Facilities Office (Richard Clayton) with a copy of the reservation quote from Key Travel and details of cost code/budget the money is coming from, Richard will then book it for you using the College’s online purchasing system P2P
   - You will then receive confirmation by e-mail from Key Travel that the flight/hotel has been booked.
   - You may well receive extra documentation by e-mail from the airline/hotel which you need as proof of purchase so make sure these are printed off and taken with you.

b. **If you wish to book your own flight** through the internet the following paragraph (83) from the *College Travel, Subsistence and Personal Expenses Policy and Procedures (June 2012)* applies:

   For air travel the following options are available:
   - Booking on the internet using price comparison websites to identify the best value
   - Using one of the College’s preferred travel agents, but noting that, for many journeys, a budget airline ticket booked on the internet will be cheaper
   - Using an alternative travel agent, for example where there are specialist requirements, but obtaining at least one alternative quote to demonstrate that competitive prices have been obtained.

   Claims will require a comparison from an alternative supplier to include the use of at least one on-line multi provider search engine.

**Hotel accommodation**

Hotel accommodation is plentiful in Singapore. An allowance of £200 per night has been included for accommodation in the School budget (inclusive of all taxes, charges). The Holiday Inn Singapore Orchard City Centre is only a short taxi ride from the new campus on Wilkie Road. Other options closer to the Wilkie Edge Campus include the Rendezvous Hotel and the InterContinental Singapore. Please note that you should only book this hotel (or any other for that matter) if the rate offered is within the above £200 budget (inclusive of all taxes and charges). If you are teaching two weekends in a row then you might want to consider the following apartments. [http://www.citadines.com/en/singapore/mount_sophia.html](http://www.citadines.com/en/singapore/mount_sophia.html). These are within six steps of the Wilkie Edge campus building and so very convenient.
Please note that when claiming for your accommodation you will not be reimbursed for an amount greater than the daily allowance without approval of the Head of School. If you are flying on a late night flight and require your room beyond the noon checkout time the cost of the late checkout will be deducted from your daily subsistence amount of £75 per day.

Hotel accommodation should be booked in accordance with School’s normal procedure:
- Hotels should generally be booked by the person travelling and claimed back on expenses.
- An alternative is to book accommodation through Key Travel.
- Accommodation can only be claimed back after the stay.

Please also be aware that if you book your accommodation with a debit card instead of a credit card, some hotels will take the funds from your account immediately to hold the booking.

Note that accommodation is not normally booked with the departmental credit card for the following reasons:
- Only reservations are made with the credit card, most hotels then want a credit card authorisation form completed which authorises use of the card on the day of check out without the card holder being present. This also clarifies exactly what can be charged to the card. This is a long winded and not always a successful procedure and quite often leads to the traveller having to pay for their accommodation when they were not expecting to.
- The amount of the room at the time of the booking can differ from the final bill due to room services, laundry charges, additional meals etc.
- As the card is only charged at the end of the stay, there is no guarantee that the departmental credit card is not at its monthly capacity and has the funds to pay for the bill.
- The credit card has a transaction limit and the bill for a long stay may exceed this limit.

**Application for advance funding:** Accommodation bills can be quite large, so there is the opportunity to apply for an advance prior to travelling. The following procedure should be followed:
- Complete an advance request via Agresso at least 12 working days before you require the money to be credited to your account.
- On your return, complete an expenses claim via Agresso attaching the receipts for your stay. If the advance does not cover the final cost, then you will receive the difference in the same manner that normal expenses are paid. If the advance was for more then you spent, you will need to pay back the difference.

**Subsistence**
A daily subsistence allowance of £75 (inclusive of food and drink and local travel) has been included in the School budget. You should complete the expenses claim via Agresso on your return attaching receipts for all claims. We can only reimburse reasonable expenditure that is in line with College substance and travel regulations and for which a receipt is attached to the expenses claim form. Refer to: https://www.royalholloway.ac.uk/finance/documents/pdf/travelsubsistenceandpersonalexpensespolicy.pdf
Emergency contacts
Please make sure that you leave details with Marianne of how the School can contact you should an emergency occur whilst you are out of the UK. It is good practice for you also to supply details of an emergency contact in the UK whilst you are travelling.

Useful contacts
RHUL contacts:
Programme Director:
Isabella Chaney  ☎️ i.chaney@rhul.ac.uk  ☏️+44 1784 443666
Programme Administrator:
Marianne Bowyer  ☎️ marianne.bowyer@rhul.ac.uk  ☏️+44 1784 414653

Kaplan Singapore contact:
Program Management Executives:
Bryann Ng  Bryann.ng@kaplan.com  +65 6411 4515
Jaslin Ting Hsueh Hua  Jaslin.Ting@kaplan.com  +65 6309 5767

Others:
The British High Commission in Singapore, 100 Tanglin Road, Singapore 247919
http://ukinsingapore.fco.gov.uk/en/ ☎️ (+65) 6424 4200
Office hours:  Monday – Friday  08:30-13:00 / 14:00-17:00 (Local time)
Singapore Police
http://www.spf.gov.sg/contactus/contactus_index.htm  Emergency number:  999
Neighbourhood Police Centres are open 24 hours a day; Neighbourhood Police Posts are open from 12pm to 10pm
Annexe A: Responsibilities

Course Coordinator

- To provide teaching, study and assessment material in line with the agreed course specification for the delivery of the course unit in Singapore;
- To provide a comprehensive course outline that lists lectures, workshops, relevant materials to be used, reading lists, assessments for the course, relevant marking criteria for assessments etc for use by the Singapore based students;
- To ensure that each lecture delivered for the course is made available using Panopto* and to provide a short video introduction to the course in video format;
- To prepare, and present for scrutiny, examination papers for the students studying the course unit in Singapore;
- To ensure that all course assessments and examination scripts are marked and moderated within the required timeframe. Marking can be shared as with on-campus courses within subject groups.

*Panopto captures a Powerpoint presentation together with the audio delivery

College Teaching Staff

This may be either the Course Coordinator or another member of the teaching staff in the School of Management delegated to undertake the teaching of the course unit in Singapore. It is expected that up to 8 hours contact will be undertaken for each course for evening students and 3 hours contact for daytime students during each visit to Singapore. A full Unit course will involve two visits during an Academic session and a half Unit one visit.

- To undertake delivery, in Singapore to students studying on the part-time (evening) programme, of an intensive series of workshops using the teaching and study material provided by the Course Coordinator;
- To undertake course assessments in Singapore if required;
- To have contact with the students studying on the full-time (day time) programme through delivery of a workshop or master class or, by undertaking assessment of a presentation or equivalent;
- To liaise regularly with the local Kaplan tutor delivering the course unit to students studying on the full-time (daytime) delivery and to meet with the tutor during each visit to Singapore;
- To ensure that the local Kaplan tutor has access to the required teaching and study material - this will require liaison with the on-campus Course Coordinator;
- To undertake an annual peer review of the local Kaplan tutor for College Quality Assurance purposes;
- To be involved in a meeting of the Student:Staff committee;
- To be available, if needed, for a short ‘preview’ session for prospective students and to provide a 10-15 minute overview of the College and/or a short academic lecture on a theme of interest to prospective students. Such preview sessions may be held occasionally and should normally last no more than an hour.
Annexe B: Kaplan Singapore – location

Wilkie Edge
8 Wilkie Road, Level 2, Wilkie Edge, Singapore 228095

GETTING TO
KAPLAN CITY CAMPUS
WILKIE EDGE

By bus
Bus Stop 1:
64, 65, 131, 139, 147, 166, 857
NightOwl Services: 1N, 2N, 3N, 4N, 5N, 6N
NightRider Services: NR6

Bus Stop 2:
56, 64, 65, 131, 139, 147, 166, 640, 857
NightOwl Services: 1N, 2N, 3N, 4N, 5N, 6N
NightRider Services: NR6

By train
The nearest MRT Stations are:
NE7 - Little India Station
Take Exit A and walk towards Niven Road

NS24 - Dhoby Ghaut Station
Take Exit A and walk towards Selegie Road

Annexe C: Other information that may be useful
Many staff members are frequent travellers to SE Asia but for the benefit of those new to this part of the world some useful information is included below.

Useful web sites

City guide and travel tips:
http://www.worldexecutive.com/locations/asia_pacific/singapore/singapore/

Culture:
http://www.singaporeexpats.com/about-singapore/about-singapore.htm

Etiquette:
http://kwintessential.co.uk/resources/global-etiquette/singapore.html
http://www.ediplomat.com/np/cultural_etiquette/ce_sg.htm

Transport:
**Singapore weather**
Like most of Southeast Asia, Singapore is generally hot and humid. Singapore has a tropical rainforest climate with no distinctive seasons, uniform temperature and pressure, high humidity, and abundant rainfall. It is therefore warm and humid year round, with the temperature almost never dropping below 20°C (68°F), even at night, and usually climbing to 30°C (86°F) during the day. Humidity is high, mounting over a 75% mark.

November and December is the rainy season. April and May are the hottest months with the wetter rainy season from November to January. Most buildings are air-conditioned (to the point that you may want to take a sweater), and pains are taken to make everything as comfortable as can be, all things considered. When it does rain, it's generally only for a short period but it is recommended that you always take an umbrella.

**Singapore time**
Singapore follows time zone GMT +8, one hour of its geographical location. The best time for communication with the UK is after 4pm Singapore Time (SGT) i.e. after 9am BST or 8am GMT.

**Singapore currency**
The currency is the Singapore Dollar (SGD) with 100 cents to a dollar. As a rule of thumb conversion there are approximate 2SGD to £1. Most major credit cards are accepted and there are plenty of ATMs.

**Smoking**
Smoking is not allowed in public buses, taxis, lifts, theatres, cinemas, government offices, and in air-conditioned restaurants and shopping centres. First-time offenders face a maximum fine of SGD1000. Smoking is allowed in air-conditioned pubs, discos, karaoke bars and nightspots.

Any unopened packets of cigarettes must be declared on entry to Singapore and you will be required to pay duty on them.

**Litter and Chewing Gum**
Throwing litter on the ground in Singapore will incur a SGD1000 fine and a ‘community work order’.
Chewing gum is banned in Singapore under the Regulation of Imports and Exports (Chewing Gum) Regulations. Bringing chewing gum into Singapore, even small quantities for personal use, is prohibited.

Dr Isabella Chaney, Director RHUL-Kaplan Programme, April 2017.