

Welcome Postgraduate Students

Keeping Safe in SMU



SMU

SINGAPORE MANAGEMENT
UNIVERSITY

MASTERS



A premier university in Asia, SMU is internationally recognised for its world-class research, distinguished teaching and innovative education. I am very glad that you will be joining us soon.

While 2021 has been a challenging year thus far, I am proud to say that SMU has nimbly responded to change and complexity. Agility and innovation are inherent to SMU's DNA, and what we faced over the past months have only serves to drive significant achievements throughout the university.

I am sure that when you join us, you will be amazed by the One SMU spirit and our SMU beliefs – of inclusivity, commitment to meaningful impact, and passion for excellence – will inspire you.

Welcome to the SMU Family.

Best wishes,
Professor Lily Kong
President



WELCOME TO THE SMU FAMILY

Welcome! I am thrilled that you have chosen to study at SMU. The current COVID-19 situation may have caused you to worry and have questions about your first term in the University. I want to reassure you that SMU's foremost priorities will always be your health and wellbeing, and quality of your education.

While SMU's small class sizes have enabled us to safely conduct in-person classes for the entirety of the first half of 2021, we are not resting on our laurels and are continuing to develop alternative modes of delivering every aspect of our distinctive education experience. This ensures that you enjoy a well-rounded postgraduate experience of uncompromised quality regardless of what becomes the 'new normal' in the years ahead.

We have put together this booklet to answer questions that you might have about starting your time with us. And remember – feel free to reach out if you need any help. My colleagues and I are here for you.

Again, Welcome to SMU. I wish you every success with your studies and a wonderful SMU experience.

Kind regards,
Professor Timothy Clark
Provost



HOW SMU KEEPS YOU SAFE

The safety and well-being of SMU students, faculty and staff is SMU's top priority. Since 27 January 2020, we have put in place precautionary measures to safeguard our community against COVID-19. As we continue to monitor the situation, we will take guidance from official advisories released by the authorities and adjust our measures accordingly.

The [SMU Crisis Response microsite](#) serves as a one-stop location for our community to stay abreast of key updates and important information on COVID-19.



Mandatory wearing of masks while on campus



Temperature screening and TraceTogether check-ins when entering buildings



Minimise physical contact and practicing safe distancing



SMU has been able to conduct in-person classes this past semester by virtue of our small class sizes. But online classes will be made available as required. All students will continue to enjoy full access to class offerings.



Campus facilities and common spaces are rigorously sanitized and disinfected multiple times a day to ensure the highest levels of cleanliness.



Refrain from coming to campus if you are feeling unwell.

Let's continue to play an active part in safeguarding the health and well-being of our SMU Community. Your active vigilance and adherence to the safe management measures will continue to protect our community.

COVID-19 Vaccination for Students

Singapore has commenced COVID-19 vaccination since late 2020, with more than half of the population vaccinated since July 2021. All Singapore residents, including international students, aged 12 and above, are part of the national vaccination programme. This is part of the larger national effort to keep our education institutions and the wider community safe.

If you have not been vaccinated, we encourage you to schedule your vaccination as soon as possible. You can use the National Appointment System (NAS) to book a vaccination appointment. More details can be found [here](#).



Health Risk Warning

Students who have been put under the Ministry of Health's (MOH) Health Risk Warning (HRW) will be placed on Approved Absence (AA)/ Leave of Absence (LOA). They will only be allowed to return to campus after their exit Polymerase Chain Reaction (PCR) swab test result is negative. Students who have been put under Health Risk Alert (HRA) will be able to return to campus, but should limit their social interactions as an added precaution, monitor their health and see a doctor promptly if they feel unwell. ([source: MOE Press Release 22 July 2021](#))

Please contact SMU Office of Safety and Security at oss@smu.edu.sg if you are staying in the same place as a household member who is currently serving Stay Home Notice (SHN) at home. Please also provide relevant documents concerning the household member's SHN. You will be assigned a LOA according to the duration of your household member's SHN.

IMPORTANT INFORMATION FOR INTERNATIONAL STUDENTS

A STEP-BY-STEP GUIDE

- 1 International students are required to complete [eForm16](#) via [ICA-SOLAR](#)
- 2 Upload supporting documents and make payment for the processing fees
- 3 After obtaining the In-Principle Approval (IPA) letter, make payment for the student pass issuance fees
- 4 Complete the online matriculation with SMU and other necessary steps listed on the [matriculation website](#)
- 5 Apply for entry approvals directly via the Safe Travel Office (STO) at least 2 weeks before your planned date of arrival into Singapore
- 6 Wait for issuance of entry approval before making your travel plans
- 7 Once you are eligible for entry approval, make payment for Stay-Home Notice (SHN) and COVID-19 test to the STO
- 8 Get ready to travel to Singapore
- 9 Serve the SHN, if required, upon arrival in Singapore
- 10 Attend medical examination after SHN
- 11 Upload the medical results and documents for student pass issuance and wait for the Singapore Immigration and Checkpoints Authority's (ICA) approval
- 12 Make e-appointment with ICA in Singapore to collect student pass
- 13 ID verification for SMU student card on campus

POSTGRADUATE ORIENTATION

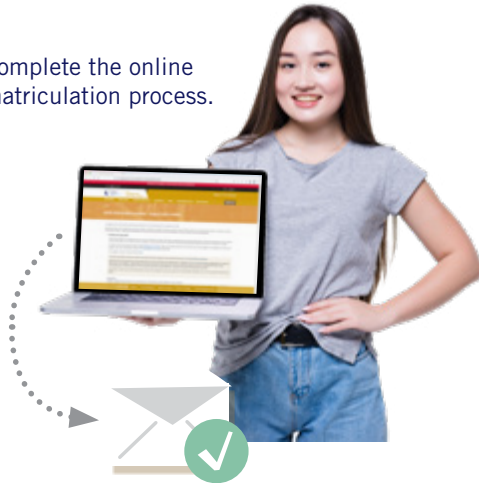
Please attend the Postgraduate Orientation, academic briefings, and networking session (where applicable). Your respective graduate programme officers will advise you accordingly.



All international students are advised to check on the latest developments when preparing for their arrival in Singapore via: <https://safetravel.ica.gov.sg/stpl/requirements-and-process>

SINGAPORE CITIZENS AND PERMANENT RESIDENTS

- 1 Complete the online matriculation process.



- 2 Check your SMU email account regularly for important updates, including orientation details and other important announcements on campus safety measures.
- 3 Look out for instructions on the mandatory identity verification process and student card collection procedures (Strictly by appointment only).
- 4 Get ready for your new learning journey with your classmates!



Keeping Safe in SINGAPORE

- Singapore is among the safest locations to be in this COVID-19 pandemic, according to [Bloomberg's Covid Resilience Ranking](#).
- During your stay, you can rest assured that Singapore takes COVID-19 monitoring and detection very seriously, with stringent safety measures in place.
- Singapore has one of the most efficient healthcare systems in the world, [according to the Bloomberg Health Care Efficiency Index](#).
- There is a clinic located within SMU's campus, which is situated only minutes away from major hospitals.



YOUR LEARNING EXPERIENCE



SMU's Signature Interactive Pedagogy

You can look forward to being mentored by outstanding faculty and leading industry practitioners. Through our interactive seminar-style pedagogy, your 'hard' critical and analytical skills will be sharpened and your 'soft' articulation, presentation and leadership skills honed.



A Suite of Cutting-Edge Virtual Learning Tools

SMU is at the forefront of classroom learning technology and educational web tools. With a myriad of tools, from Zoom to Kaltura, eLearn and more, you can be assured that we have your learning needs fully covered - both online and offline.



Dedicated Faculty - with lots of Face Time

SMU professors are committed to teaching and mentoring you. Our faculty maintain regular office hours for physical and virtual consultations. Just email them to make an appointment!



Postgraduate Professional Development

The Postgraduate Professional Development course comprises a series of full-day skills-based, developmental workshops or experiential components facilitated by SMU faculty and experienced trainers from various industries.

Testimonials

After completing a mathematics undergraduate degree in London, I was looking to pursue a career in the finance industry in Asia. The MSFE's curriculum closed the gap smoothly, from basic economics to state-of-the-art finance. SMU's interactive pedagogy provided a platform for me to work with people from different backgrounds, and gave me the opportunity to lead projects and grow myself.



Wu Haiqing, China
MSc in Financial Economics

*Assistant Relationship Manager
Commodity Business Unit
Bank of China*

SMU's educational ethos is adaptable to real-world business environments. Being actively involved in classroom participation translated to the ability to make an impact in professional teams. Most importantly, SMU goes the extra mile to support our career development. My career counsellor took the initiative to check in on my internship with my supervisor, and set aside time to ask me if I was learning and gaining value from the experience.



Priyanka Rajagopalan, India
MSc in Management

*Senior Associate,
Marketing & Communications
PwC Singapore*

LIFE ON CAMPUS



Postgraduate Week

Join our Postgraduate Week activities to engage with postgraduate students across different disciplines. We offer various sports and social activities for you to expand your networks. Check out the photos [here](#) for a glimpse into the past activities.



Campus Spaces

Study spaces, cafes and common spaces will be open to students. Clear signs, temperature checks, and hand sanitisers are in place to keep our spaces safe. Get around SMU by checking out the [campus map](#), or enjoy a virtual tour [here](#).



SMU Libraries

SMU's libraries remain open, with social distancing guidelines in place. Online resources are also available 24/7, so you can access library resources any time of the day (or night)! Explore the [library website](#) for more details on the facilities and services.



Career Guidance

Gain access to a comprehensive range of career workshops, recruitment talks and internship opportunities. Our postgraduate career coaches are here to help you with your career preparation strategies. Find out more about our [career services](#) here.

Testimonials

The programme builds into the students a good foundation for relevant knowledge and provides a platform to reach out to stakeholders and opportunities in the finance industry. My most important takeaways were not just the knowledge I had amassed, but the networks I built along the way because of SMU's myriad opportunities and professional interaction platforms.



Kathy Zhou, Singapore
MSc in Applied Finance

Senior Associate,
Corporate Finance
PwC

Asia is the ideal location for my post-graduate studies, as I was looking for a well-rounded cultural and intellectual experience. With the strong growth in Asian countries like Singapore, there are opportunities for study, business, and investment. Pursuing an SMU Master's degree gives me the opportunities for professional development as well as a competitive edge in the job market all around the globe.



Moritz Arnold, Germany
MSc in Management

Managing Director -
Arnold izolácie
ARNOLD Group

HERE'S WHAT WE DO TO SUPPORT YOU

Student Services Hub

We serve as a one-stop resource for student services and a knowledge centre for our students.

Here at Student Services Hub, you will be able to conveniently complete your university transactions, obtain information on SMU, our programmes, policies, or just about any other student-related issue.

Please visit studentservices.smu.edu.sg for latest opening hours.



Voices@SMU

SMU endeavours to provide a safe study and work environment for all members of our community. We believe that everyone has the principal right to feel secure, protected and respected within SMU.

Voices@SMU, a unit that resides within Student Services Hub (SSH), assists and supports students the affected by harassment or violence – including cases of sexual harassment or sexual assault.

As the designated first-response unit for harassment or violence cases, Voices@SMU gives students (reporting or accused parties) a safe and central place to be heard. Our trained staff work closely with SMU's professional counsellors (from Mrs Wong Kwok Leong Student Wellness Centre) and schools to explore options with regard to their case and provide students with necessary assistance and support for their decisions.

All matters or persons brought to the unit's attention will receive equal fairness, facilitated support and appropriate action. Cases will be treated with paramount confidentiality.

Email Voices@smu.edu.sg for more information or to report harassment or violence cases.

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Disability Support Services

At SMU, we strive to build an inclusive learning community. SMU is committed to making our campus accessible and promoting equality of opportunity for persons with disabilities. [Disability Support Services](#) provide advice, facilities and support for our students with disabilities. These include:

- Academic accommodations
- Accessible course materials
- Orientation and mobility training
- Assistive technology
- Assistance in accessing campus services and facilities
- Student assistants

Students can write to dss@smu.edu.sg to request for disability support and discuss their accessibility needs.



Wellness

[Mrs Wong Kwok Leong Student Wellness Centre](#) is a dedicated hub that provides our students with mental health support by offering them a safe space to explore and manage their personal lives through dedicated sessions with professional counsellors. In addition to conducive facilities for such sessions, our professional counsellors also organise individual or group counselling sessions, seminars and workshops.

We augment the help that our professional counsellors give to our students by partnering them with SMU Peer Helpers. These are undergraduates who have been trained in basic helping skills to offer emotional support and a listening ear to those who may be experiencing emotional or personal challenges.

Should any form of assistance in the area of wellness be required, contact the Centre for a confidential and free-of-charge discussion.

Contact:

Mrs Wong Kwok Leong Student Wellness Centre
+65 6828 0786
counselling@smu.edu.sg



Frequently Asked QUESTIONS

What is the mode of instruction for the new term?

While SMU's small seminar-style classes have meant that we have been able to safely conduct in-person classes for the entirety of this past semester, we are continuing to develop alternative modes of delivering every aspect of SMU's distinctive education experience. For example, online classes are also made available where required. This is to ensure that you enjoy a fully rounded experience of uncompromised quality regardless of what becomes the 'new normal'.

Would I have to be quarantined upon entry into Singapore?

All international students will be subject to the prevailing border measures upon entry into Singapore. This could include quarantine or stay-home-notices (SHN). More instructions will be shared with you before your arrival. Please visit <https://safetravel.ica.gov.sg/stpl/requirements-and-process> for updated details.

If I am an international student, when can I come to Singapore?

Please do not make plans to come to Singapore without an entry approval from Singapore's Ministry of Education. All Student's Pass (STP) holders and eligible accompanying family members must obtain entry approval before travelling to Singapore.

With effect from 5 April 2021, STP holders will need to apply for their entry approvals directly via the Safe Travel Office (STO) website. Please visit <https://safetravel.ica.gov.sg/stpl/requirements-and-process> for more details.

Does my student insurance cover COVID-19 infections?

All matriculated students are covered under the student insurance scheme which covers the hospitalisation fees in Singapore if you contract COVID-19. For the latest information on claims and coverage, please refer to SMU Student Services Hub or <https://www.smu.edu.sg/campus-life/student-services/student-insurance-coverage/medical-insurance>

Who should I contact in SMU if I am feeling unwell?

There is a clinic located within SMU's campus at which you can seek assistance. You can also visit SMU's [panel clinics](#) located across Singapore.

For medical emergencies, the Emergency Medical Service (EMS) in Singapore is operated by the Singapore Civil Defence Force (SCDF) and it can be reached by dialing 995.

Useful Telephone Numbers

SMU Student Services Hub

Tel: (65) 6828 9696

SMU IT Help Centre

Tel: (65) 6828 0123

Clinic @ Campus, SMU

Tel: (65) 6333 9300

SMU Libraries

Tel: (65) 6828 0355

Mrs Wong Kwok Leong Student Wellness Centre

Tel: (65) 6828 0786

Campus Security / Campus Facilities

24-hour hotline: (65) 6828 0343



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