



NANYANG
TECHNOLOGICAL
UNIVERSITY



Guide for International Students

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MESSAGE FROM DEAN OF STUDENTS

Welcome to Nanyang Technological University. Thank you for choosing our research-intensive university as a partner in your pursuit of quality education, first-class research and a possible dream.

As prime examples of global talent in an increasingly porous world, where choice and preference dictate your movement, you have decided to be at NTU. I hope that you will be fully-immersed into our vibrant environment, which we call “home”.

Nanyang Technological University is ranked among the best technological and business universities in Asia and in the world; it is a hotbed of academic challenges, besides being a meeting place of many races and cultures from the East and West. I am confident that this environment will nurture the desired scholarship that you seek, and that may include going beyond the four walls of a formal classroom setting to pursue your passion in developing academic excellence, leadership skills, entrepreneurial drive and a commitment to community service. Where better than at NTU to take yourself to the limit of your capability?

The Student Affairs Office is the primary body responsible for the welfare of all students in this 200-hectare campus and beyond. Within this Office is the International Student Centre (ISC), tasked with the important role of supervising our steadily-growing community of more than 7,800 international students from more than 85 countries around the globe. The ISC promotes programmes that enable international student from various background, ethnicity and cultures to better understand one another through sports,



A/Prof Lok Tat Seng
BSc(Hons), PhD, CEng,
FIStructE, Eurlng, PEng,
MASCE, SrMIES
Dean of Students



social gatherings, inter-faith and religious functions, home country promotion events, alumni relations cultivation and organised talks on personal integration/adjustments into the Singapore community. The support services enshrined in the ISC encompasses, *inter alia*, pre-departure and arrival matters, orientation, immigration matters and a range of other activities designed to assist in helping you to settle down and to adjust to life at NTU. With this support, I hope that you fulfill all your personal and academic goals swiftly and smoothly.

The International Student Centre is positioned away from the hustle and bustle of lecture theatres, tutorial rooms and libraries, and it is accessible to all NTU students. It is situated in the midst of lush greenery and within easy walking distance from the academic and administration complexes. Next door to ISC is the Café al fresco; a convenient central meeting place to socialise and to relax for students, visitors and staff to “catch up” with friends over coffee and snacks.

I hope your time in NTU will enrich your life both academically and socially, and fulfil your aspirations. Your stay here will, I am certain, find a place in your memory for friendship and affection that will remain with you.

This Guidebook contains useful information that could provide help in time of need. Information on the ISC can also be accessed via www.ntu.edu.sg/isc/home/. However, if you find any area lacking in information or personal support, please feedback to us and we will endeavour to improve the service.


INTERNATIONAL STUDENT CENTRE

Selamat Datang, 欢迎, Willkommen, Bienvenue, Yo koso... in whichever of the many languages of the students found on our campus, it still means Welcome to NTU in sunny Singapore! The International Student Centre (ISC) was established in line with NTU's vision to be a "great global university", as a measure of the University's commitment to its international students.

We act as a one-stop centre, coordinating with other departments which deal with student matters, to ensure that you settle in smoothly, and that your special concerns are addressed. There may be times during your studies when you may feel that you need some help or advice. The staff of the ISC is dedicated to providing support to international students at NTU.

This guide provides you the information that you will need before and after your arrival in Singapore. It will give you the basics to begin your life in a new country and new university environment. Please use this guide, together with other sources of information in the NTU website and the resources available to you at the ISC, as you embark on your educational journey with us.





The International Student Centre
was established to focus on the 7,800 international students who hail from more than 85 countries.

Support services that the ISC provides international students include:

RECEPTION AND ORIENTATION

- Pre-arrival information
- Airport reception
- Briefings for new students
- Orientation

IMMIGRATION MATTERS

- Student's Pass
- Training Employment Pass
- Social Visit Pass

SOCIAL AND RECREATIONAL ACTIVITIES

- Outings to places of interest in Singapore
- Cultural and arts activities
- Host programmes
- Coffee sessions
- Open houses

HEALTH MATTERS


- Management of mandatory insurance scheme
- Talks on health and related matters
- Assistance in case of illness
- Assistance in emergency situations

HOUSING

- Accommodation for graduate students

PRE-GRADUATION

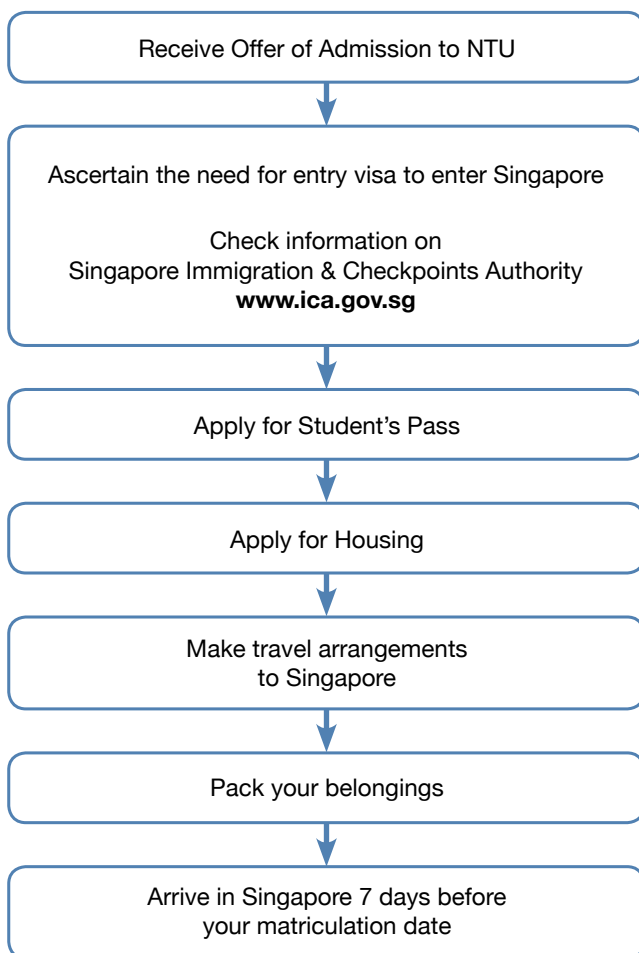
- Seminar & Talks for Graduating Class
- Invitation for Singapore Permanent Residence



We welcome you to visit us at our Centre at the International House. Make yourself comfortable at the ISC lounge, the Café al fresco or enjoy our garden setting. See you!



PRE-DEPARTURE CHECKLIST



STUDENT'S PASS



All international students are required to hold a valid Student's Pass, issued by the Singapore Immigration & Checkpoints Authority (ICA) for their studies. Upon receiving the offer of admission to NTU, you will receive instructions on how to complete your Student's Pass application.

For undergraduate students, the instructions are found in the Admissions Handbook for Freshmen which will be sent to you separately.

For graduate students and exchange students, the instructions will be given in your letter of offer.

LOCATION OF ICA

Immigration and Checkpoints Authority
ICA Building (next to Lavender MRT Station)
4th level, 10 Kallang Road Singapore 208718

OPENING HOURS

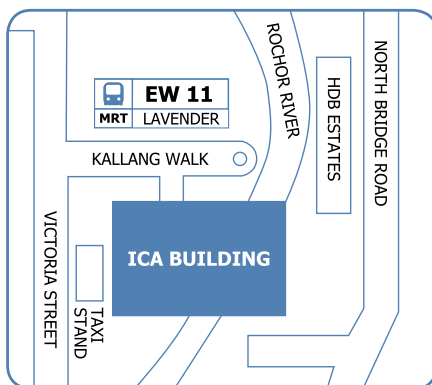
8.00 am to 5.00 pm (Weekdays)

8.00 am to 1.00 pm (Saturdays)

Closed on Sundays and Public Holidays

DIRECTIONS

- Board bus nos 179 or 199 from NTU and alight at the Boon Lay Interchange
- Take the MRT to Lavender MRT Station on the East-West Line



APPLICATION PROCEDURES

BEFORE ARRIVAL AT NTU

- Log on to the ICA website at **www.ica.gov.sg**
- Complete and submit the online application for Student's Pass (Form 16)
- Print out Form 16 and sign the form
- Take along Form 16 with you to Singapore for immigration check and collection of Student's Pass

UPON ARRIVAL AT NTU

For undergraduates:

Visit the Student Affairs Office or log on to their website for the procedures on the issuance of Student's Pass:

www.ntu.edu.sg/SAO/Support+Services/Immigration+Matters

For graduate and exchange students:

Visit the International Student Centre or log on to the website for the procedures on the issuance of Student's Pass:

www.ntu.edu.sg/ISC/Immigration/Students+Pass/

DOCUMENTS REQUIRED AT ICA

- In-Principle Approval (IPA) Letter, to be stamped by NTU upon your arrival
- Passport
- Embarkation/Disembarkation card
- One recent passport-sized photograph
- Print-out of Student's Pass application form (Form 16) that was submitted earlier online
- Medical reports including the original copy of the medical laboratory report (Applicable if your stay in Singapore is for more than 6 months)
- Letter on award of scholarship & waiver of Student's Pass fee (Applicable only to certain undergraduate scholarships)

COLLECTION OF STUDENT’S PASS

Once the items are in order, you may then proceed to the following places to submit them and collect your Student’s Pass:

UNDERGRADUATES

At Immigration and Checkpoints Authority or through Student Affairs Office

GRADUATE AND EXCHANGE STUDENTS

At Immigration and Checkpoints Authority

PAYMENT

The following amount is payable when you collect the Student’s Pass (STP) at ICA:



STUDENT’S PASS FEE *		VISAS *	
SGD40 per year or part thereof	SGD30 - Single - journey entry	SGD30 - Multiple journey	
If the duration of your STP is 1 year and 6 months, you will need to pay SGD80 (SGD40 x 2 years).	If you make use of the pre-approved single-journey entry visa as indicated on the IPA letter for entry into Singapore, a fee of SGD30 will be charged.	If a multiple-journey visa is required, there is an additional charge of SGD30.	

Please note that payment at ICA is by ez-link card, NETS or CashCard only.

* Rates are subject to changes.

MEDICAL EXAMINATION

If your study is for more than 6 months, you will need to undergo the Human Immuno-deficiency Virus (HIV) and Tuberculosis (TB) tests before you can be issued your Student's Pass. These tests must be done at the Medical Centre in NTU.

Upon the satisfactory completion of your medical examination at NTU, the Medical Centre will issue the medical report to you for submission with your application for Student's Pass.

The offer of admission is conditional upon the issuance of a valid Student's Pass by the ICA. International students who fail the above medical tests will not be admitted to the University, and will be repatriated at their own expense.

Undergraduate international students should refer to the Admissions Handbook for Freshmen for the scheduled time of their medical examination.

Graduate international students and exchange/non-graduating students whose study in NTU exceeds 6 months will be given an appointment for their medical examination.





Group Hospitalisation & Surgical Insurance (GHSI) Scheme

All full-time international students and Singapore Permanent Residents must subscribe to a health insurance scheme that covers accident, hospitalisation and surgical expenses.

Falling sick can be a financial drain especially if you require hospitalisation and/or surgery. International students without a local insurance policy are required to pay a large deposit if they are hospitalised. The Group Hospitalisation & Surgical Insurance (GHSI) scheme has been specially tailored for you at a reasonable cost.

COVERAGE

The GHSI scheme covers inpatient treatments such as:

- hospital and surgical treatment
- pre-hospital diagnostic services
- post-hospital follow-up treatment, and
- specialist consultation

Outpatient benefits include:

- emergency outpatient treatment following an accident
- dental treatment resulting from an accident
- kidney dialysis treatment, and
- cancer treatment

Other benefits are:

- mental illness
- funeral expenses
- accidental death benefits
- repatriation of remains to home country, and
- economy class return air tickets for 2 next-of-kin

Details of the GHSI and annual limit of the insurance will be provided to students during matriculation.



MAIN EXCLUSIONS

These are not covered:

- pre-existing conditions (unless you have been insured for more than 12 continuous months)
- pregnancy, miscarriage or abortion (except therapeutic abortion)
- congenital conditions
- cosmetic or preventive treatments
- self-injury

For details, please refer to

www.ntu.edu.sg/ISC/Health+Matters/GHSI

PREMIUM

Details on the annual insurance premium for the GHSI scheme will be issued to you separately. Payment may be pro-rated according to the duration of stay at NTU.

CLAIM

To make an insurance claim, you must submit the completed medical claim form to International Student Centre, together with all the original bills and/or receipts as documentary proof.

HOUSING

An integral part of a wholesome university experience is to thoroughly immerse yourself in a vibrant campus living environment

ON-CAMPUS HOUSING

Our Halls of Residence for undergraduates and housing for graduate students are located around a large 200-hectare campus and they present ease of access to academic and recreational facilities.

There are different arrangements for the accommodation of undergraduates, graduate or exchange students. As such, you should refer to the information that is relevant to your admission status at NTU. On-campus accommodation includes furnished rooms with basic furniture, on a single or twin-sharing basis. All rooms have internet access.

UNDERGRADUATES

The sixteen Halls of Residence are home to some 9,200 undergraduates. This community forms a large family unit, actively engaging in social activities and mutual help. Residents will experience a range of cultural, social and sporting activities, which are part of hostel life. With these many levels of interaction, Inter-Hall games and societies, networking has never been easier. Living in a hall is a unique experience that will leave you with fond memories.

While meals are not provided by the Halls, residents may eat at any of the canteens on campus.



All new international undergraduates are assured of housing in one of the Halls of Residence. After you accept the offer of admission electronically, you will be able to apply online for housing. For more instructions on the application for housing, please refer to the Admissions Handbook for Freshmen that is sent separately to you.

GRADUATE STUDENTS

On-campus accommodation consists of single/double rooms at the Graduate Hall, or apartments to be shared with a few other graduate students at Nanyang Heights or Nanyang Valley. While married students may apply to stay in the double rooms, children are not allowed.

Housing on campus is not guaranteed for international graduate students. In view of the limited places, priority is given to new students. Application must be submitted online before your arrival, and allocation will be balloted.

Details can be found on the ISC website at: [**www.ntu.edu.sg/isc**](http://www.ntu.edu.sg/isc)

EXCHANGE STUDENTS

All undergraduate exchange students from overseas partner universities may be given accommodation in one of the 16 Halls of Residence. Instructions on the application will be sent together with the letter of offer of admission by NTU. Applications must be submitted online prior to arrival. Allocation of your accommodation can be obtained from the Exchange Portal.

Graduate exchange students who wish to stay in graduate housing should apply online at [**www.ntu.edu.sg/isc**](http://www.ntu.edu.sg/isc)

OFF-CAMPUS ACCOMMODATION

Students seeking off-campus housing or unsuccessful in their application for on-campus housing should begin the search well before arrival. You will need to work out your priorities such as the type of room you prefer, how much you can afford per month, how important it is for you to be close to campus and what your living requirements include. Neighbourhoods such as Boon Lay, Jurong East and West are close to the NTU campus.



The rental ranges from SGD400 – SGD800 per month depending on whether the room is unfurnished/furnished and single/double.

There are three student hostels, Student Hostel @ Jurong West, Yoha Student Hostel and Scholars Link Pte Ltd which have rooms/apartments to cater specially for international students. The apartments are very close to NTU and within a short bus ride to the campus. You will have easy access to a shopping mall, supermarkets and food centres to buy your food and other essentials. Many of our graduate students are staying in the housing managed by these three hostels. We suggest that you approach either hostel for more information on the rentals. Perhaps when you are more familiar with Singapore, you may wish to find your own accommodation at other locations.

We provide the email address and telephone number for your easy reference.

Should you have problems in contacting the three hostels, do let us know:

Student Hostel @ Jurong West

Phone: +65 6795 8864

Mobile: +65 9129 3688

E-mail: hostel@jjanyu.com.sg

Yoha Student Hostel

Phone: +65 6261 7082

E-mail: info@yoha.com.sg

Website: www.yoha.com.sg

Scholars Link Pte Ltd

Phone: +65 9181 9928 / 9669 7573

E-mail: alicia@scholarslink.com

Website: www.scholarslink.com

We assure you that even when you stay off-campus, staff of the International Student Centre will provide you all assistance to settle in and help you with your registration and other administrative procedures.



WHAT TO PACK?



Apart from planning for your journey and knowing when and where you are supposed to arrive, it is important to pack properly. You must be fully prepared for your journey and arrival in Singapore before you leave home.

Here are the items that you must bring along with you to Singapore:

- A valid passport
- An air-ticket
- Original letter of offer of admission from NTU. Copies of all educational certificates and examination results. These are for verification and reference when you register as a student.
- Cash of at least SGD2,000 (in small denominations) for initial expenses (excluding tuition fees and accommodation). You will have to pay a deposit and rental for your accommodation upon arrival. You will need to ensure that you have sufficient funds to cover this.
- Any prescribed drugs or medicine that you need to take. It is useful to get a letter from your doctor explaining what they are.

Most of the items suggested herein may be purchased in Singapore. However, it may be useful to bring them along with you as being

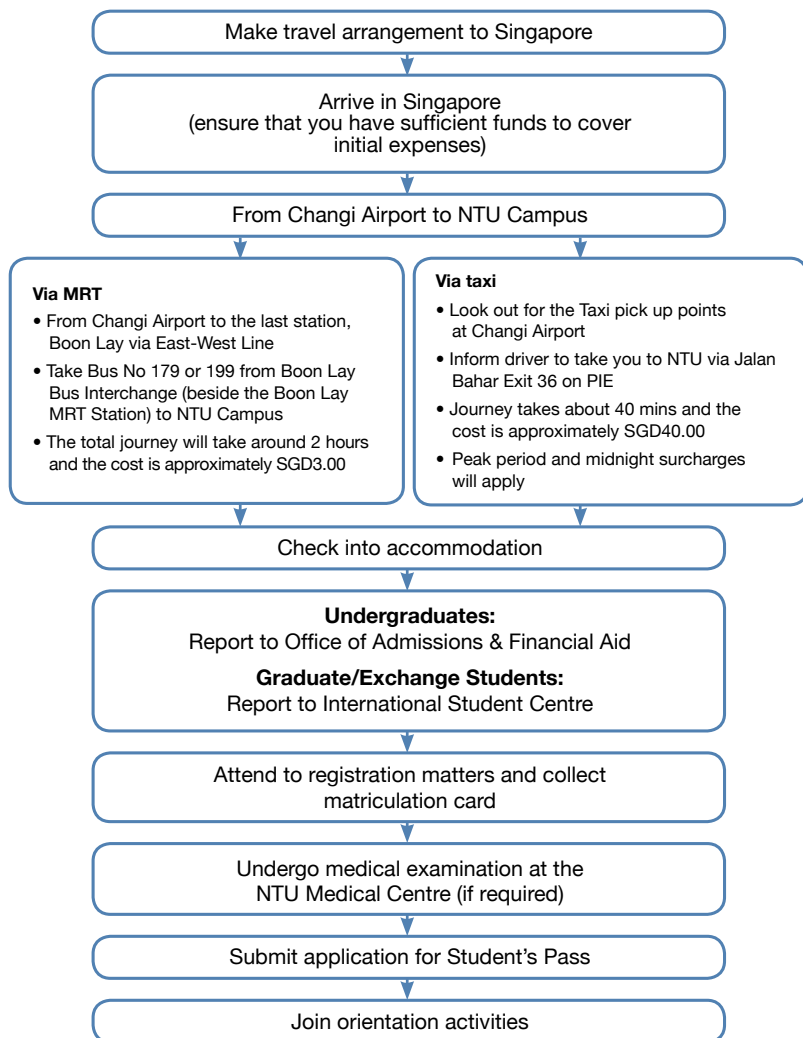
new to Singapore, you may face difficulties in getting them in the midst of your registration and orientation programmes:

- Personal items such as toiletries, bath towels, bed sheets, pillow cases, alarm clock, electrical accessories such as a 3-pin plug, etc. These are items which are easy to pack and you will need them upon your arrival in Singapore.
- Some recent passport-sized photographs
- Utensils (e.g. mug, fork, spoon, plate, etc.)
- Sports equipment (e.g. tennis racket, table tennis bat, jogging shoes, etc.)
- National costume of your country, which you can wear to showcase your country's culture on any special events.
- If you already have an existing computer notebook, then bring it along. However, if you are planning to buy one from your home country to bring with you, you may wish to consider buying it in Singapore as the computer shops here offer good packages.



ARRIVAL IN SINGAPORE

The Arrival Process



FREE LOCAL CALLS AT THE CHANGI AIRPORT

There are phones within the airport terminals before the luggage collection area where you can make free local calls. You can use it to contact the student representative assigned to meet you or contact NTU.

CURRENCY CHANGE

There are money changers at the airport. However, you may wish to change only a small amount of money, sufficient to cover your initial expenses, e.g. taxi fare to NTU and personal expenses and payment for miscellaneous fees. You can get better currency rates at the shopping mall near NTU.

PUBLIC TRANSPORT

Taxis, public buses and the subway, known as the Mass Rapid Transit (MRT), will conveniently bring you to most parts of the island.

TAXI

As you exit the airport terminal, there are signs leading you to the taxi stands. The journey by taxi to NTU takes about 40 minutes. It costs approximately SGD40.00 depending on the time of travel.

You pay for the distance travelled as shown on the meter and there is a surcharge which is displayed on the taxi meter. In addition, there are peak period surcharges and midnight surcharges from 12.00 am to 6.00 am, where you will have to pay an additional 35% - 50% of the metered fare.

It is advisable to inform the driver to enter NTU via Jalan Bahar. You will see a sign at the entrance with the name of Nanyang Technological University in Singapore's four official languages.

MASS RAPID TRANSIT (MRT)

The MRT is the cheaper mode of transport to NTU. The ez-link card, a contactless stored-value smartcard that may be purchased from any TransitLink Ticket Office at MRT Stations, is used on buses and the MRT. The ez-link card costs SGD15.00.

You will have to alight at the Boon Lay Interchange and take Bus no. 179 or 199 or a taxi to NTU Campus. The total journey from the airport to NTU takes about 2 hours and costs approximately SGD3.00 but it is not convenient if you have many pieces of luggage as you may have to walk a distance to your hostel. The MRT does not operate between 12.00 midnight to 6.00 am.

RAILWAY STATION

Trains from Malaysia (e.g. Johor Bahru, Kuala Lumpur, Butterworth) arrive at Tanjong Pagar Railway Station. You may take Bus no. 30 opposite the railway station to Boon Lay MRT Station where Bus no. 179 or 199 will take you to NTU. The buses do not operate between 12.00 midnight to 6.00 am.



COLLECTION OF ROOM KEYS

If you are allocated campus accommodation, you will be informed of key collection by the respective offices. There are separate arrangements for the key collection for undergraduates, graduate and exchange students. As such you should refer to the information given below:



	UNDERGRADUATES	GRADUATE/EXCHANGE STUDENTS
Office in charge	Student Affairs Office (SAO)	International Student Centre (ISC)
Collection of room keys During office hours: Monday to Thursday 8.30 am to 5.45 pm Friday 8.30 am to 5.15 pm	Check-in at the Hall Office of your allocated hall.	ISC will advise on collection of keys either at allocated hall or from student representative.
After office hours	Inform Office of Admissions & Financial Aid (OAFA) on arrival details via the Online Arrival link at the OAFA website, at least 1 week before departure. OAFA will advise on collection of keys via email.	Graduate students Inform ISC on arrival details via link provided in offer of room at least two weeks before departure. ISC will advise on collection of keys. Exchange students Inform ISC of arrival details via Exchange Portal at least 2 weeks before departure. ISC will advise on collection of keys.
Contact NTU will advise on collection of keys via email. Students should use a valid email address and check emails regularly.	Office of Admissions & Financial Aid Student Services Centre Level 2, 42 Nanyang Avenue Singapore 639815 Email: adm_intl@ntu.edu.sg	International Student Centre International House #02-02, 36 Nanyang Avenue Singapore 639801 Email: isc@ntu.edu.sg

ABOUT SINGAPORE



Located at approximately 137 km north of the equator, Singapore is strategically and centrally located at the south of the Malay archipelago, within 4 hours by air to other Southeast Asian Nation (ASEAN) partners and within 8 hours, to Beijing, New Delhi and Sydney.

Singapore's compact size belies its economic growth. In just 150 years, it has grown into a thriving centre of commerce and industry.



SINGAPORE IS

- the busiest port in the world with over 600 shipping lines
- one of the world's major oil refining and distribution centres
- a major supplier of electronic components
- a leader in shipbuilding and repairing
- one of the most important financial centres of Asia, with more than 130 banks
- home to a superb communication network which links the nation to the rest of the world via satellite

Four million people of various ethnic communities and cultures live together harmoniously in this vibrant cosmopolitan country. English is the language of business and administration and the medium of instruction in schools and at the University. Most Singaporeans are bilingual and are able to speak English and at least one other language – usually Mandarin, Malay or Tamil.

Due to its geographical location and being an island, Singapore's climate is warm

with uniform daily temperatures, abundant rainfall, and thus high humidity. Showers are usually sudden and heavy but also brief and refreshing. The average temperature throughout the year, day and night, ranges between 25 and 33 degrees Celsius.

Being a food paradise, Singapore has a wide variety of Asian or Western cuisines which can be found everywhere. From food centres to expensive restaurants, there will be ample opportunities for you to savour both local and international cuisine, including the food of your own country.

Well-known as one of Asia's most modern cities, it is also famous for being a 'clean and green Garden City', as well as a shopper's paradise.

More information about Singapore can be found at **www.sg**



PLACES OF INTEREST

ANIMAL & NATURAL ATTRACTIONS

If you are fascinated by birds and animals, pay a visit to the Singapore Zoological Gardens during the day, and after dark, visit its famous Night Safari in the cool of the evening. You can also enjoy a close-up view of free-flying birds and watch the entertaining birdshows at the Jurong Bird Park, which has one of the world's largest walk-in aviaries with the tallest man-made waterfall.

There are many parks in Singapore to explore and simply relax in. Stroll through the lovely Botanic Gardens, or climb up Bukit Timah Hill and visit its nature reserve. Enjoy the greenery that makes Singapore truly a "Garden City".

ARTS & ENTERTAINMENT

Singapore is a haven for the arts all year round. Be it local or international, visual or

performing arts, you are looking for, you can be sure that your Singapore experience can be jazzed up through events in dance, drama, music, and much more!

ETHNIC QUARTERS

Discover more about Singapore's multi-ethnic flavour in places such as Chinatown, Little India and Arab Street. Walk through fascinating, even quirky shops of ethnic character, and you'll be sure to discover something intriguing in this treasure trove.

MUSEUMS

The cultural and heritage sector in Singapore is well and alive! The National Heritage Board (NHB) operates six leading museums, including the National Museum of Singapore and the Asian Civilisations Museum. Check out their current exhibits as well as their outreach programmes at www.nhb.gov.sg. There are enriching cultural exchanges not to be missed.





SHOPPING

Shopaholics can rejoice to know that Singapore is a shopper's paradise. Malls and shopping centres are conveniently located all over the island and the main shopping belt lies in Orchard Road. You can also look forward to the Great Singapore Sale, which is an annual event held to promote shopping in Singapore.

SPORTS & RECREATION

Singapore has a wide range of sporting and recreational facilities which you can use to work up a sweat and stay fit. From community gyms to inline hockey to water sports, there is something for everyone.

THEME PARKS

Sentosa Island is a highly popular theme park off the shore of Singapore. A fun place under the sun, it is a quick getaway from the hustle and bustle of the city. Take a cable car ride to the island, walk along its pristine beaches, swim, and visit its many exciting themed attractions.

Yes, there is indeed all this and much more for you to explore in Singapore! For information in addition to the above, do visit the Uniquely Singapore website by Singapore Tourism Board at **www.visitsingapore.com**



LIVING COSTS IN SINGAPORE

The amount you will spend in Singapore depends on your lifestyle.

Estimated monthly living expenses are as follows:

ITEM	MONTHLY EXPENSES (SGD)
Accommodation: On-Campus Twin sharing for undergraduate housing Graduate housing depending on room type Off-Campus Single or twin sharing for housing depending on room type	 \$155 - \$200 \$250 - \$550 \$400 - \$800
Meals	\$400 - \$500
Personal expenses	\$300 - \$400
Transport for local travel in Singapore	\$100
Text books and course materials	\$300 - \$500 per academic year

USEFUL INFORMATION

PASSPORT

Upon your arrival in Singapore, you are advised to keep a photocopy of your passport with you before you collect your Student's Pass (STP) card issued by the Immigration and Checkpoints Authority (ICA). After being issued the STP, you should carry it with you at all times as the STP card is your official identification in Singapore. When you travel out of Singapore, you will need your passport, the STP and the Embarkation/Disembarkation card with you so that you can return to Singapore as a student.

MATRICULATION CARD

Upon registration, all students will be issued a matriculation card. It is advisable to carry it with you at all times as you have to use the card for various administrative purposes such as entry for examinations, loan of books from the library and booking of sports facilities.

GOODS AND SERVICES TAX

A 7% Goods and Services Tax (GST) is levied on all goods and services purchased. When making payment for your purchases, the final amount payable should be the total of the item's cost and the 7% GST.

NETS (NETWORK FOR ELECTRONIC TRANSFERS) PAYMENT

Payments in Singapore, in general, are done by cash, CashCard, through NETS, credit card, ez-link facility, cheques, GIRO, etc depending on the goods and services provided.

For matters such as the Student's Pass fees imposed by the ICA and the insurance premium, the payment transaction is by NETS, an electronic bank transfer using your Automated Teller Machine (ATM) bank card. This enables you to make direct payment electronically from your bank account. There is no surcharge if you use NETS.

EZ-LINK CONCESSION CARD

Full-time matriculated undergraduate students may apply for an ez-link Concession Card to enjoy student's rates for travel on public buses and the MRT. More information on the application procedure can be found on the Student Affairs Office (SAO) website at www.ntu.edu.sg/sao

Graduate students are not eligible for the concession and will have to purchase the adult ez-link card from the bus interchanges.

HEALTHCARE SYSTEM

The public and private hospitals in Singapore provide various general and specialised healthcare services. The nearest hospital to NTU is the National University Hospital (NUH), a public teaching hospital located on the National University of Singapore (NUS) campus.

STANDARD VOLTAGE

The standard voltage for electrical appliances in Singapore is 220 - 240 volts. The electrical accessories such as the 3-pin plug, multi-plug and extension wire should bear the approved stamp from PUB/SISIR to ensure electrical safety.



PART-TIME EMPLOYMENT

Students who wish to work part-time should note that there is a limit to the number of hours you can work to ensure that your job will not affect your studies.

Full-time matriculated international undergraduates may apply for endorsement to work part-time during the term. Applicants, however, must first complete at least one semester of study at NTU. Each student is allowed to work part-time for a maximum of 16 hours per week during term time. No endorsement is necessary for part-time work during vacation.

Scholarship recipients must have the approval of their scholarship sponsors if they wish to work part-time.

Undergraduates who wish to work part-time should approach the Student Affairs Office, while graduate students should contact the International Student Centre. Details of the terms and conditions for employment can be found on the websites of these offices.

Part-time work opportunities on campus are usually made known via word-of-mouth, listed on the Outlook Public folders, or advertised on the School or department notice boards. While part-time employment can give you valuable work exposure, students are advised that part-time jobs are generally few and that you should not rely on your earnings to support your studies in NTU.

Exchange students are not allowed to work part-time unless they are in NTU on the Work Experience Programme (WEP).

CLOTHING AND CLIMATE

As the weather in Singapore is warm and humid, T-shirts and jeans are normal for students in NTU. You may wish to have a jacket or sweater when you attend your classes in the lecture theatres or tutorial rooms and when you visit the libraries because the temperature of the central air conditioning can be cooler.



TRAVEL

If you are travelling out of Singapore, please inform the International Student Centre either via email or in person of your travel plans. This is to enable the ISC to contact you in case of an emergency. You should ensure that you have the necessary travel documents e.g. passport, visa and seek advice from the NTU Medical Centre on the vaccinations required.

CHANGE OF ADDRESS

Whenever you change your home or postal address, you must notify the University. This is very important as we need to contact you in case of emergency. This is also to ensure that important information from NTU reaches you in good time.

The procedures are as follows:

- Undergraduates:
Update online via StudentLink
- Graduate Students:
Update online via GSLink

OVERSTAYING

Overstaying is a punishable offence under the Immigration Act. Please take note of the expiry dates of your Social Visit Pass upon arrival and your Student's Pass and approach the office-in-charge at least 2 weeks before the expiry date.

For renewal of Student's Pass, undergraduates should seek assistance from the Student Affairs Office. Graduate, exchange and non-graduating students should contact the International Student Centre.

CAUTION

- Drug trafficking and drug abuse are serious offences. Trafficking, manufacturing, importing or exporting of drugs carries a death penalty. Unauthorised consumption of drugs also carries a heavy penalty.
- Controlled drugs, psychotropic substances, firecrackers, unauthorised reproduction of copyright publications, obscene articles and publications are illegal in Singapore.
- Cigarette lighters in the shape of pistols/revolvers, toy coins or toy currency notes, endangered species of wildlife and their by-products, seditious and treasonable materials are not allowed to be brought into Singapore.
- Smoking is prohibited in most buildings and public, air-conditioned areas.
- Singapore has strict laws against littering.

ADJUSTING TO LIFE IN SINGAPORE

If you are in Singapore for the first time, it is natural that you may need some time to get used to a new living and study environment, with its different customs and cultures. Here are some tips to help you to become familiar with your new surroundings:

KEEP AN OPEN MIND

The culture, work ethics and lifestyle in Singapore may be different from what you are familiar with.

TALK TO YOUR ACADEMIC COUNSELLOR AND/OR LECTURER

If you have difficulties understanding the lectures, approach your academic counsellor or the lecturer/tutor. Consultation times are usually posted outside their offices, or check with the General Office of your School for their availability.

GET INVOLVED

Make an effort to meet people, strike up new friendships, participate in social and student activities and take every opportunity to learn about others and their culture.

ASK QUESTIONS, SEEK CLARIFICATIONS

Do not be afraid to ask. Your lecturers, NTU

staff and seniors or other fellow students will help you if you need any help concerning your studies and new living environment. If you are a resident in the Hall of Residence, talk to your Hall Fellows.

JOIN ORIENTATION PROGRAMMES

Various orientation programmes are arranged for new students by the International Student Centre, Schools, Students' Union, Halls of Residence, clubs and societies, to help you adjust to university life. You are encouraged to participate in these programmes to get to know the faculty members and fellow students.

GET FAMILY SUPPORT

Keep in touch with your family by calling home or e-mailing them often and letting them know how you are doing.

CONTACT THE INTERNATIONAL STUDENT CENTRE

Do feel free to talk to us at the ISC if you meet with any difficulties. We are fully aware of the issues affecting international students and are able to provide pastoral support. Where necessary, we will put you in touch with the right person on campus to help you.

ACTIVITIES

Events and Programmes



NTU encourages a complete student experience and is dedicated to providing social and educational activities for all students. There are more than 80 student clubs and societies on campus. These include academic, cultural, religious, recreational and sports organisations to cater for a variety of interest of students.

Joining the activities is a good way to meet other students who share your interests. It is also an opportunity to gain and develop valuable leadership skills.

The International Student Centre also offers programmes and activities to help in the transition to the NTU environment, to foster

well being and give you an insight into multi-cultural Singapore.

Some of the activities include:

- Cultural tours of Singapore
- Trips to places of interest e.g. Night Safari
- Get-together such as regular coffee sessions, barbeques and pizza nites
- Open Houses during festive seasons
- Host Programme offering visits to the homes of Singaporeans

Most of the activities are free or very inexpensive. Whatever your interest, there is something for you to enjoy and take a break from your studies.



YOUR CAMPUS SURROUNDINGS

NTU Campus Facilities



Libraries

6 libraries provide a wide range of resources for your studies

Dining Facilities

Have your meals at any of our 11 canteens, 6 cafes, 1 Food Court and 4 Fast Food chains



Computer Shop

Buy computers and computer accessories at affordable prices

Supermarkets

2 supermarkets and a 7-Eleven store carry essential items for your daily needs

Photocopying

Photocopying machines can be found in the libraries

Computer Facilities

Campus-wide wireless network to access the Internet

Bookshops

Get your textbooks and stationery at the 2 bookstores on campus



Postal Services

Purchase stamps and send mail at the supermarket next to Canteen 2



Transportation on Campus

Public Bus Service 179 & 199 or Internal Shuttle Bus service

Hair Salon

For hair cut, hair wash or hair styling

Student Services Centre

Administrative offices for student matters relating to admissions, registration, payment of fees, activities, etc

Student Counselling Centre

Provides professional counselling services and workshops

Sports & Recreation Centre

Offers various indoor, outdoor and aquatic facilities

Bank Facilities

Automated Teller Machines (ATMs) are available for banking transactions



NTU Medical Centre

Provides basic medical care and dental treatment

Student Activities Centre

Offers a lounge, TV/games rooms and common meeting rooms



LIBRARIES

The NTU libraries develop and maintain extensive print and digital resources to support the teaching and research activities of the University. The core collections encompass subjects in computer, electronic, materials, mechanical, civil and environmental engineering, mass communications, art design, business, banking and accounting, including biological and life sciences.

Your matriculation card will allow you to borrow books from the libraries without the need for a separate registration. The libraries are closed on Sundays and Public Holidays, but usually extend their opening hours during examination periods. Revisions to the opening

hours will be announced on their website or on the Library notice boards.

SPORTS & RECREATION CENTRE

You will be spoilt for choice when it comes to pursuing your sporting interests. There is so much to do at different times of the year, such as going on overseas trips, participating in diving expeditions, learn-to-play schemes or undergoing a disciplined training regime for sports enthusiasts.

Besides the variety of sports programmes offered, there is also a range of facilities such as tennis and squash courts, swimming pool and gymnasium.



COMPUTER FACILITIES

Every matriculated student is given an NTU network account. While a computer fee is charged to your student bill each academic year, there is no extra charge for the usage of computing facilities, which are widely available on campus.

The campus-wide wireless network allows those equipped with notebooks, PCs and PDAs to access network services from practically anywhere on campus, such as lecture theatres, academic complexes, canteens and libraries, without the need of network cables. Students can make use of the computers in the libraries, Halls of Residence, Computer Terminal Room (located at the South Spine), and the ISC Lounge.

Should you require technical support on IT-related problems, you may contact the Helpdesk staff at the Centre for IT Services (CITS), who will be able to assist you.

STUDENT COUNSELLING CENTRE

The Student Counselling Centre provides free, confidential and professional counselling services to NTU students. The Centre also conducts talks, workshops and other group programmes for students. It has self-help resources on mental health, study skills and relationships on its website at www.ntu.edu.sg/scc/self+help=resources and also on resource racks at the Centre for students' perusal. The Counselling Centre is located at the Student Services Centre.

NTU MEDICAL CENTRE

The Medical Centre on campus is managed by Gethin-Jones Medical Practice Pte Ltd. Medical and dental services include general outpatient treatment, laboratory investigation and minor surgery. The Medical Centre also conducts various kinds of medical examinations, provides before and after travel medical advice and immunisation.

The opening hours of the Medical Centre during term-time are:

- **Monday to Thursday:** 8.30 am to 5.30 pm (last registration at 5.00 pm)
- **Friday:** 8.30 am to 5.00 pm (last registration at 4.30 pm)
- **Saturday:** 9.30 am to 12.30 pm (last registration at 12.00 pm)



BANK FACILITIES

You may choose to open your account with the bank of your choice in Singapore. The banks offer a wide range of services and have different types of saving accounts. You should bring sufficient cash or traveller's cheques to cover your expenses before you open a bank account. The major banks in Singapore are the Development Bank of Singapore (DBS), United Overseas Bank Ltd (UOB), Oversea-Chinese Banking Corporation (OCBC) and Post Office Savings Bank (POSB).

The OCBC Bank has a branch on campus which provides financial services including telegraphic transfer of funds. Automated Teller Machines (ATMs) for the UOB and DBS/POSB Banks are also available in NTU.

You may top up your CashCard, the most commonly accepted cashless payment, at these machines as well.

FOOD

The NTU canteens offer a wide variety of food. A meal at most of the canteens will cost an average of SGD3.00 to SGD5.00. You can find a good selection of Western, Chinese, Japanese, Muslim, Indian as well as vegetarian food.

The food stalls are conveniently located at various academic complexes, the Student Activities Centre and within the Halls of Residences. The Halls of Residences do not have their own dining halls, but are served by these canteens.



POSTAL SERVICES

Basic postal services (sale of postage stamps, ordinary mail and registered mail) are available. Mail is collected from the supermarket (branch located near Canteen 2) within the campus from Mondays to Fridays. You can also find public mailboxes located around the campus.

You can also use the Self-service Automated Machine (SAM), a 24-hour automated post office, to buy postage stamps and pay your telephone bills. A SAM is located at level B3 of the South Spine and also beside the 7-Eleven store.

SUPERMARKET

There are two supermarkets and a 7-Eleven Store that provide an extensive range of services and convenience items. You will be able to buy essential items, such as toiletries, snacks, stationery, phone cards and cash cards. The supermarket next to Canteen 2 also provides postal, laminating and fax services.

BOOKSHOPS

The two bookshops on campus sell a range of textbooks and stationery. Popular Book store is found at the South Spine (S4, Level B5-01) and the Campus Book Centre is at NIE (Block 4, Level B1-1).

PURCHASE OF MOBILE PHONES

For purchase of mobile phones, you may choose from a wide variety at outlets run by the main service providers such as SingTel, StarHub and M1 (MobileOne).

These may be found in various shopping malls, including Jurong Point Shopping Centre which is the nearest to NTU and just a short bus ride away.

MAIL AND LUGGAGE SERVICE

The ISC acts as a temporary mailing address to assist students to receive their mails and parcels. These items must be addressed to your name and (c/o) the International Student Centre.

Students are reminded to update their mailing addresses promptly on either StudentLink (for undergraduates) or GSLink (for graduate students), and with various organisations such as banks, etc. upon confirmation of residential location.



CRISIS MANAGEMENT

What you should do



PANDEMIC THREAT CASES

On-campus:
Report sick at the NTU Medical Centre
Off-campus:
Report sick at any clinic



ROAD ACCIDENT CASES

Call for ambulance (995) and police (999)



MEDICAL AND ACCIDENT CASES

During office hours
Call NTU Medical Centre at Tel: 6793 6828
After office hours
Contact Hall Fellow or Campus Security at Tel: 6790 5200



ROWDY BEHAVIOUR

Inform Campus Security at Tel: 6790 5200



DISTRESS OR SUICIDAL TENDENCIES

During office hours
Inform Student Counselling Centre at Tel: 6790 4462
After office hours
Inform Hall Fellow/International Student Centre (ISC) at Hotline: 9721 8066



MISSING PERSONS

Inform ISC at Tel: 6790 6823



POLICE CASE

Inform ISC at Tel: 6790 6823 or Hotline: 9721 8066

HOTLINES

SOS helpline

Tel: 1800 221 4444 (24 hours)

CareCorner (Mandarin)

Tel: 1800 353 5800
(10.00 am to 10.00 pm everyday except Public Holidays)

AFTER OFFICE HOURS: MEDICAL CENTRES

Silver Cross 24 Hours Clinic

Blk 502, Jurong West Ave 1, #01-803
S(640502) Tel: 6899 2141
(8.00 am to 12.00 am everyday including Public Holidays)

Healthway Medical Group

Blk 690, Jurong West Central 1
(next to Jurong Point), #01/193 S(640690)
Tel: 6792 1812

Hall Fellows are academic/administrative staff appointed to each Hall of Residence to act as a counsellor, crisis manager, community leader and resource advisor. You can get the contact number of the Hall Fellow of your block through the Hall Office.

USEFUL CONTACT NUMBERS

In case of other emergencies such as road accidents, serious physical injuries and fires, please contact:

POLICE 999
FIRE/AMBULANCE 995

Prefix the following numbers with 65 (country code) if you are calling from an overseas phone. There is no city code.

ESSENTIAL NUMBERS ON-CAMPUS

OFFICES	TELEPHONE	EMAIL/WEBSITE
Campus Security	6790 5200	csdgo@ntu.edu.sg
Fault Reporting Centre (Fault and maintenance assistance for residents staying in Graduate Housing)	6790 4777	
Office of Academic Services • Undergraduate Studies Matters	6790 6991 6790 5117	as-fa@ntu.edu.sg www.ntu.edu.sg/oas
Office of Admissions & Financial Aid • International Admissions • Financial Assistance & Scholarships	6790 5806/7 6790 4115	adm_intnl@ntu.edu.sg finaid@ntu.edu.sg www.ntu.edu.sg/admissions
Office of Finance	6790 5799 6790 5060	studentbilling@ntu.edu.sg www.ntu.edu.sg/finance
Student Affairs Office • Hostel • Extra-Curricular Activities	6790 5155 6790 5156	sao-fa@ntu.edu.sg www.ntu.edu.sg/sao
Student Counselling Centre	6790 4462	scc@ntu.edu.sg www.ntu.edu.sg/scc
Sports & Recreation Centre • Booking of sports facilities	6790 5168	srcgo@ntu.edu.sg www.ntu.edu.sg/sao/sports

ESSENTIAL NUMBERS ON-CAMPUS

SERVICES	TELEPHONE	EMAIL/WEBSITE
Centre for IT Services <ul style="list-style-type: none"> Helpdesk 	6790 5228	helpdesk@ntu.edu.sg www.ntu.edu.sg/cits
Libraries <ul style="list-style-type: none"> ACRC Library Art, Design & Media Library HSS Library Lee Wee Nam Library Library 2 Media Resource Library 	6790 6927 6513 7624 6316 8952 6790 6312 6790 5210 6790 4622	infodesk@ntu.edu.sg www.ntu.edu.sg/library
Medical Centre	6793 6828 6793 6974	www.ntu.edu.sg/sao

CAMPUS FACILITIES	TELEPHONE	EMAIL/WEBSITE
Campus Book Centre (NIE)	6793 0580	
Eight Flags Computer Shop	6793 5911	www.8flags.com.sg
Hair Salon	6791 7303	
Nanyang Executive Centre (NEC) <ul style="list-style-type: none"> Enquiries for on campus guest rooms 	6790 6699 6790 6697	www.ntu.edu.sg/ofpm/nec
OCBC Bank (NTU branch)	1800 438 3333	
Popular Book Store (NTU branch)	6790 2978	feedback@popular.com.sg
Nanyang Supermarket	6791 6126 6791 3407	

ESSENTIAL NUMBERS OFF-CAMPUS

OTHERS	TELEPHONE	EMAIL/WEBSITE
Changi Airport (Flight information)	1800 542 4422	www.changi.airport.com.sg
Immigration & Checkpoints Authority	6391 6100	www.ica.gov.sg
Ministry of Education <ul style="list-style-type: none"> Tuition Grant Enquiries 	6872 2220 6879 7333 6879 7334	www.moe.gov.sg
Ministry of Foreign Affairs	6379 8000	www.mfa.gov.sg
Singapore Telecom	1606 Business Hotline	www.singtel.com.sg
Singapore Tourism Board		www.visitsingapore.com

TRANSPORT SERVICES	TELEPHONE	EMAIL/WEBSITE
SBS Transit	1800 287 2727	www.sbstransit.com.sg
SMRT Customer Service Centre	1800 336 8900	www.smrt.com.sg
Taxi Service (Comfort)	6552 1111	www.comfort-transportation.com.sg www.citycab.com.sg
Taxi Service (SMRT)	6555 8888	www.smrt.com.sg

EMBASSIES AND HIGH COMMISSIONS

COUNTRY	TELEPHONE	COUNTRY	TELEPHONE
Australia	6836 4100	Mexico	6298 2678
Bangladesh	6255 0075	Myanmar	6735 0209
Brunei Darussalam	6733 9055	Netherlands	6737 1155
Cambodia	6341 9785	Norway	6220 7122
Canada	6854 5900	Pakistan	6737 6988
China	6418 0224	Philippines	6737 3977
Denmark	6355 5010	South Korea	6256 1188
Finland	6254 4042	Spain	6752 9220
France	6880 7800	Sri Lanka	6254 4595
Germany	6533 6002	Sweden	6415 9720
India	6737 6777	Switzerland	6468 5788
Indonesia	6737 7422	Thailand	6737 2644
Japan	6235 8855	United Kingdom	6424 4200
Kazakhstan	6536 6100	USA	6476 9100
Malaysia	6235 0111	Vietnam	6462 5938

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International Student Centre

36 Nanyang Avenue #02-02

International House

Singapore 639801

Tel: (65) 6790 6823

Fax: (65) 6793 4558

Crisis No.: 9721 8066
(for emergencies only)