

Field Service Project (FSP4003) Course for Honours Students

Guidelines for Students

Course Objective

1. The objective for the course is to enhance the relevance of the business undergraduate program and to allow students to apply concepts and theories they have learnt in working on the Field Service Project (FSP). Through the FSP, it is hoped that students will be able to develop important soft skills such as leadership, negotiation skills, organizational skills and professionalism. This is an integrative course that draws on the cumulated experiences of other courses.

Nature and Scope of Course/Project

2. This course is offered as FSP4003 - Field Service Project.
3. The course will be worth 8 Units, equivalent to two courses, which may be completed in one or two semesters (preferably two semesters).
4. The Business School, faculty members as well as the students themselves may provide the contacts for the projects. Projects from the latter two sources must be approved by the School to minimize conflict of interest situations. Faculty members should not be paid by the companies for the projects. Students should also not be paid by the companies for the projects. However, should they incur out of pocket expenses (such as for carrying out surveys), the company may choose to reimburse them at its discretion.
5. As the number of projects available in any year cannot be guaranteed, students should be proactive in sourcing for projects on their own (for instance, during their internship) if possible.
6. Students working on a project who are related to the management of the company or could otherwise be subject to a potential conflict of interest situation, should make a declaration. Failure to do so would be considered a disciplinary offence. When in doubt, you should seek clarification from the BBA office.
7. The company personnel should be briefed by the supervisor on the deadlines, deliverables, and to reach an understanding on the expectations of the projects. Students will need to complete/submit all components of the field service project to the supervisor latest by Monday of the reading week. Slight extensions may be possible with the approval of the BBA office in extenuating circumstances.

Course Enrolment

8. Announcements to students via emails will be made whenever there are projects available through the contacts of the School and faculty members. Interested students will then submit their application to work on the projects. Should students have contacts for projects on their own, they will have to approach faculty members to be their supervisors and inform the BBA Program Office accordingly.
9. Students should finalise the project scopes a month before the commencement of each semester or earlier so that they have more time to work on the project. Students cannot drop

the course once the semester has commenced unless there are extenuating circumstances. This is to facilitate the smooth completion of the projects. Approval needs to be obtained from the BBA office which will only grant approval if the circumstances justify the withdrawal. The student withdrawing is also not to join another FSP group until the BBA office approves the withdrawal.

10. In the event that students withdraw from a project without sufficient reason or without getting proper consent from all the stakeholders (ie: company, supervisor and BBA office) a penalty may be imposed. This is to instill perseverance and to preserve the good name of NUS. The penalty will involve a deduction of marks (up to 10%) in respect of your subsequent project.
11. Subject to point 10, students will only be allowed to be enrolled in this course once.
12. Depending on the nature of the projects, the faculty member supervising specific projects can stipulate course prerequisites for enrolment in the course.
13. Students who are on **“Leave of Absence” for a semester** are not allowed to register for any courses, including Field Service Project. Should there be strong grounds to make exceptions, **prior** approval from the BBA Office will be required before the students apply for their leave of absence for a semester. In another words, students are not allowed to take Leave of Absence during the semester(s) that they plan to work on the Field Service Project.

Composition of Team

14. Each team will comprise five students. Further while students can form their own groups, at times, the BBA office may assign students to groups which do not have the requisite number of students and the groups would not have the opportunity to turn down such requests. The idea behind this is to encourage students to work with people whom they are not familiar with, so as to prepare them for the realities of the working world.
15. Ideally before embarking on a FSP all core courses should be completed and students would have accumulated **100 units** and a GPA above **3.20**. For students who have not completed the core courses, the following guidelines will apply:
 - (a) For final year students, even if you have not completed your core courses, you will be allowed to do the FSP.
 - (b) For third year second semester BBA students, you will be allowed to do the FSP with the following conditions:
 - i) For students matriculated in 17/18 and onwards, 11 out of 13 core courses
 - (c) For third year second semester BAC students, you will be allowed to do the FSP with the following conditions:
 - i) For students matriculated in 17/18 and onwards, 9 out of 11 core courses
 - (d) For third year second semester BBA or BAC students who do not meet the above-mentioned requirements (eg: 3 core courses left), you will be allowed to do the FSP if you read the extra course/s owing, concurrently (eg: reading one course in the third year second

semester and reading the rest in the fourth year). Promises to read will not be counted. As such, you will come under this exception only after registering successfully for the course/s still owing.

(e) The above rules will apply to both one-semester and two-semesters FSP.

16. If you are waiting for the courses you read on exchange program to be mapped back, you will be allowed to read the FSP course but **on the following conditions:**
- i) That you will transfer credit for the mapped courses from your exchange program as per your Honour Declaration in EduRec
 - ii) The total units you have read on exchange and in NUS will add up to 100 units or more.
 - iii) Your GPA is 3.20 or above.

Workload and Course Output

17. Each student should spend a total of 200 to 300 hours on the project, including company visits, individual and group work, report writing, and presentation to company management. This is roughly equivalent to class contact hours, preparation, project work, and other continual assessment work in the other courses.
18. The output of the course should be a professionally prepared management report and an oral presentation to company personnel (see Appendix A).
19. Students are encouraged to always think creatively (or to go even beyond their project scopes) as the ultimate goal is to add real value to the company.
- (a) Students are not expected to do actual implementation work. To be fair to all groups, if a particular company insists on doing implementation work, the supervisor should explain the general policy regarding this and dissuade the company from so insisting, unless the students are agreeable.

Supervision and Grading

20. The course FSP4003 Field Service Project has to be taken on a letter-graded basis. That is, students are not allowed to exercise S/U grade for the course.
21. A faculty member will supervise each team of students. He or she will meet personnel from the company and facilitate the interactions between company personnel and the team members. He or she will meet with student team members to monitor the progress of the project, though the actual amount of interaction may vary from supervisor to supervisor. As such students are expected to be pro-active.
22. The faculty member supervising the team will give a grade for the course for each individual team member. The grade for each team member can therefore be different. Grading of the course for each student will be based on the following criteria:
- i. Final Team Report (45%)¹.
 - ii. Presentation to the company (15%)¹.
 - iii. Project Management and Peer Review (20%)²
 - iv. Learning Journal (20%)³

¹Please see Appendix A.

¹Please see Appendix B.

²The student's individual Learning Journal should be between 5 to 10 pages, covering students' learning experience and reflection. Possible examples include challenges faced and how they were resolved, what you learnt doing the project, what you could have done differently on hindsight, connection between theory and practice, etc. Students should ask their NUS supervisor if he/she has any preference on the format for the learning journal component.

23. While the company may be invited to rate or give their views on your presentation and final report, it is the supervisor who finally determines the grade. This is because the company may not have the ability to compare against other student projects. In addition, if the company gives a low rating, this could be due to some fault on the company's side (such as the unwillingness to disclose certain information or the departure of personnel involved).

Dealing with Problems

24. A group doing a FSP project should expect problems. That is part of the learning process. Examples of problems include, not being able to get along with members, members who decide to withdraw before completing the project, problems relating to defining or structuring the project, problems relating to deliverables or word limits, problems relating to not being able to contact the company or its officials.
25. Generally, should there be any such or other problems which students cannot solve on their own, they should approach their supervisors for advice. If the problem cannot be solved at that level, they may then seek the advice of the Assistant Dean of Undergraduate Studies (bizad4@nus.edu.sg). Should a student or group wish to withdraw from a project, they should get the written consent of the all the parties involved. If this cannot be obtained, all the parties concerned should arrange for a meeting with the BBA office to sort out the issues. Student/s will not be allowed to embark on new projects until this issue has been amicably resolved.

Special Series Field Service Project (SS FSP)

26. The Special Series FSP is a project carried out on an annual basis. The project would normally span across two semesters and the project will begin in either January or August depending on the type of SS FSP.
27. The main difference between a SS FSP and a regular FSP is the grading components. In the SS FSP, there are more grading components compared to a regular FSP, though the workload is expected to be the same. The grading scheme for SS FSP will be given out to the students during the SS FSP briefing (Details of the briefing will be sent to the students via email).

Below is a list of SS FSP for your information:

1. Enterprise 50 (E50) SS FSP – Starts in January.

28. Students working on certain SS FSPs may have their work published in local newspapers and/or printed into books. For example, in the E50 SS FSP, students' work may get published in Business Times (BT) and/or printed into a book. Students will write a profile report about the E50 companies and BT will publish the profile reports from July to October leading up to the E50 Awards Gala Dinner. Students will also write an in-depth profile report and these reports will be printed into books to be launched at the E50 Awards Gala Dinner held in November each year. The books will also be used to raise funds for the E50-NUS Business School Bursary.

29. On top of that, students will get the opportunity to work directly with the CEO/Founders of an organization. It is very rare that students get the opportunity to work and learn from the best in their respective fields.

Integrated Field Service Project (IFSP) – For Double Degree Students (Law + Business)

30. The Integrated Field Service Project will be conducted by the Business School. Once the project is in place, the Business School will source for the supervisor. However, while the Business School will try to source for projects for IFSP (similar to what it does in relation to FSP), students should try to source for their own projects. Projects sourced by the Business School may not fit student timelines or may not be suitable and thus the latter option is preferable.
31. The project has to focus on both business and legal issues. These issues may be related or unrelated. Word limits, assessments as well as other IFSP criteria are similar to a regular Field Service Project (FSP) offered to Business students. Given its very specialized nature, the number of students within a group is flexible, though there needs to be approval as to the final number.

Travelling Overseas for Field Service Project

32. Students must familiarize themselves with the guidelines for field trip, including field trip manual, and field trip check list in accordance with the safety standards set by NUS OSHE (Office of Safety, Health and Environment). These documents are available for download at the following link below:
- I. <https://www.ece.nus.edu.sg/students/secondyr/sep/Overseas%20Trip%20Safety%20Guidelines%20CAA%20051011.pdf>
 - II. https://share.nus.edu.sg/corporate/procedures/safety_and_health/Field-Research-Safety/Manual-Field-Research.pdf
33. Before students embark for their trip, they must complete the indemnity form, which can be found on page 8 (appendix C) of this document and submit it to Mr Chew Jian Dee in the BBA office. If a student is below the age of 21, his parent/guardian must sign the form. Students must also provide an acknowledgement letter from the supervisor to state that the students will be undertaking the field trip pursuant to the FSP.
34. Students are also encouraged to purchase adequate travel insurance coverage before the trip.

Undertaking of Confidentiality, Non-Disclosure Agreements (NDA) and Conflict of Interest

35. As non-disclosure agreements have also to be signed by the Dean, unless the company stresses the point, students need not bring up the issue of NDAs on their own accord. Nonetheless, all students doing the FSP must sign a NDA with NUS. The NDA students have to sign with NUS can be found on page 9 (appendix D) of this document. Please sign and submit the **Softcopy** to Mr Chew Jian Dee in the BBA Office.
36. If the company wants a NDA to be signed with NUS, they can either use our form (preferable) or they can submit their own form. If the company wishes to use their own form for the purpose of the project, please inform Mr Chew Jian Dee (bizcjd@nus.edu.sg). Please also note that students are not allowed to sign a NDA agreement directly with the company.

Final Team Report and Oral Presentation before the Company

- a. The final report should be about 30 pages (excluding appendixes), though ultimately it is the quality and not quantity that counts. Even if the company does not want a report, a report should still be done. This is because consultants in the industry typically give such reports, writing such reports develops certain skills and making it mandatory to have a report ensure equity between the groups.
- b. Students will be assessed on their understanding of the issues, conceptualization of problems, methodology and analysis, writing and organization of the report and contribution to company.
- c. Presentation should be made in a professional manner. Presenters should rehearse their presentation to ensure smooth delivery, proper coordination of verbal presentation with the visuals, and clear diction and concise explanations. All team members should be involved in the presentation as they will be assessed individually. All team members should be prepared to take questions from the company's management team with confidence. Needless to say, students should be dressed appropriately (according to the company culture) for the presentation and other meetings.
- d. Presenters will be assessed on their articulation, presentation skills, knowledge of subject matter, performance during Q&A and overall performance.

Peer Assessment and Project Management Form

Name of student (your name): _____ (must be filled in)

Name of company/organisation for whom the FSP is done _____ (must be filled in)

1. Peer Assessment - My assessment of the contributions put in by my group members (excluding myself) in order of ranking for the entire project is as follow:

Name of group members (excluding yourself)	Ranking on Overall Contribution in terms of effort for the entire project	Score (out of 10) for group member	<u>Compulsory</u> : Please justify your reasons for the ranking of each member.
1.			
2.			
3.			
4.			

2. Project Management – Please provide information in the areas of the project you are responsible for clearly and concisely below (300 words max)

Signature of Student: _____

Date: _____

* Please note:-

1. Please exercise your judgment responsibly and fairly.
2. Please do not rank any two persons equally.
3. Students who do not submit the completed form for peer assessment as instructed will be penalized and will receive a “0” for the marks awarded for his peer review.
4. Your marks will be subjected to moderation by NUS supervisor.

Students/Staff participating in field research have to acknowledge by signing this indemnity form. Student who are below 18 years old are required to have their parent/legal guardian complete this form.

Indemnity Form

Please bring this form duly completed with you when you check in for the Event –

<Name of Field Trip activity>

I, _____ (Name of student/parent/guardian, as applicable)
_____ (Passport or NRIC No.), *parent/guardian of
_____ (Name of student) _____ (Passport or NRIC No.),

hereby declare that *I/my *child/ward *am/is participating in the **<name of field trip activity>**, [including the trip to **<location of event>**,] on **<date>** (the “Event”) of *my/his/her own free will and volition, *am/is aware of the risks involved and in consideration of being permitted by **<organizing agency>**, National University of Singapore (“NUS”) to participate in the Event, I, for myself *and my *child/ward, my successors, personal representatives and assigns:

- (a) do hereby absolve, acquit and discharge NUS and its officers, servants, employees, agents or volunteers from all or any responsibility, actions, causes of action, claims, demands and obligations whatsoever arising from any loss or damage (including, without limitation and to the extent permissible by law, physical injury, loss of life or property damage) caused by or sustained as a result of *my/my *child/ward’s participation in the Event; and
- (b) will indemnify and keep indemnified, save and hold harmless, NUS and its officers, servants, employees, agents or volunteers against all losses, claims, demands, actions, proceedings, damages, costs or expenses, including legal fees, and any other liability arising in any way from my/my *child/ward’s participation in the Event.

Signature

Date

In the presence of:

Signature of Witness

Name & Passport/NRIC No. of
Witness

**Please delete accordingly.*

UNDERTAKING OF CONFIDENTIALITY & NON-DISCLOSURE

To : National University of Singapore, acting through its NUS Business School

From : _____
(Full Name as printed on Student Matriculation No)

Date : _____
(Start Date of the Semester or when the Project commences)

Project Title: _____
(Details are shown in the attached Project Outline)

1. In consideration of being selected to participate in the project for which Confidential Information (as defined below) of _____ (the "Company") will be disclosed to me to enable me to participate in the Project, I hereby irrevocably and unconditionally undertake to NUS Business School that :-

(i) Except in connection with or solely for purposes of the Project, I will not:-

- (a) Use any Confidential Information at any time during or after the term of the Project or termination of this Undertaking;
- (b) Divulge any Confidential Information to any third party or copy, reproduce or allow any person to copy or reproduce the Confidential Information at any time during or after the term of the Project or termination of this Undertaking; or
- (c) Remove any Confidential Information from the Company's premises, except with their prior written consent.

(ii) I agree to hold and keep in strictest confidence and honor any further disclosure or use restrictions on the Confidential Information as made known to me by NUS Business School or the Company.

(iii) I shall immediately report to NUS, via the Dean of NUS Business School, any unauthorized use, duplication or disclosure of the Confidential Information by myself or others.

(iv) Upon completion or earlier termination of the Project, I will return to the Company and/or NUS Business School, any Confidential Information and any material or media containing Confidential Information which were made available to me.

2. "Confidential Information" shall mean any statement, contract, agreement, specification, drawing, report, knowledge or information (financial and non-financial) however generated in relation to the Project and provided by the Company in any form or contained in any media:

(i) Relating to the Company, including data, records and other information relating to the business activities of EYSI; or

(ii) Disclosed by the Company to me which is in writing or other tangible form and clearly marked as proprietary or confidential at the time of disclosure or which is not in tangible form but is clearly identified by the Company as proprietary or confidential at the time of disclosure.

3. I acknowledge that my obligations shall continue even after I have submitted the Project and I am aware and understand that I shall be subject to NUS' disciplinary process if I fail to adhere to the provisions as above stated.

4. Further, I declare to and for NUS' benefit that I do not have a relationship with any employee of the Company which may be perceived to give rise to a conflict-of-interest situation.

Yours faithfully,

Signature

Name:

Student Matriculation No: