

STUDENT SUPPORT SERVICES

Upon Arrival in Singapore

Airport Reception and Accommodation Arrangement services

Student Recruitment agents or guardians normally do these for the students.

Collection of Student Pass

AAC will make e-Appointment for the students and bring the students to ICA to collect student pass.

Opening of Bank Account

AAC will assist the student in preparing a Bank Account Opening letter if necessary.

Course Commencement

Administrative Matters

AAC will provide administrative matters to all students enrolled. (i.e Leave application). Students may approach AAC staff for assistance.

Student Orientation

A general briefing is done with new students (on the same day after student reporting). This is done by both the Academic and Student Services staff. Students will also be informed how they could access the soft copy of their Student Handbook on AAC's website.

Medical Insurance Coverage During Studies

It is compulsory for all students to have medical insurance coverage for hospitalization and related medical treatment for the entire course duration. Students (other than international students holding a student pass) can opt out of the Medical Insurance Scheme if they have their own coverage, and are required to provide supporting evidence. There are exemptions for Singaporeans/Permanent Residents and non-Student's Pass International Students if they are covered by their own medical insurance plans. A copy of their medical insurance plans has to be given to AAC.

In the case of the need to make claims, forms can be obtained from Student Services. AAC will submit the claims to the insurer. Please refer to the medical insurance coverage details on AAC website.

Instalment Scheme

AAC has several instalment schemes to support the financial needs of all students. Prospective students are encouraged to approach the Sales & Marketing department should they encounter any enquiries regarding payment of school fees.

Student Care/Learning During Studies

Pastoral Care

AAC has a Student Counsellor who offers pastoral care to the current students. Students would also be referred to external counselling organisations if necessary.

Dispute Resolution (Feedback and Complaints)

AAC ensures that all feedback, including compliments and complaints, received is acknowledged and evaluated. Feedback will be followed up as necessary. Actions taken as follow up measures will be recorded. AAC has a timeframe in which feedback is followed up on. All complaints shall be resolved within a reasonable timeline.

Course Progression

Students will be informed of their course progression during the course. Parents and guardians will be updated as well where applicable.

Guided Learning Sessions

Students will be guided by AAC's experienced lecturers/teachers during their course of study. Learning initiated by both students and lecturers/teachers is expected in these sessions.

Learning Methods

Students will be exposed to different learning styles facilitated by their lecturers/teachers during their course of study. It includes role play sessions, presentations, group discussions, group and individual projects as part of their learning journey.

Student Club

AAC has established a Student Club for students who are interested to exercise their leadership development skills and engaging with diverse group of people are welcomed to participate while studying here. Students will be actively involved in organising College events as per directed by the organisers.

Student Activities

AAC has set aside different activities to be conducted during the term and students are strongly encouraged to participate in the activities organised by the Student Services department and Academic department. Activities would include (but not limited to) cultural day, inter-class design competitions, and outdoor activities such as excursions facilitated by AAC staff and lecturers/teachers respectively.

Mentoring Services

AAC provides mentoring services to students that require interventions which are often facilitated by our lecturers/teachers. Students can be assured that they will be able to rely on their lecturers/teachers in terms of individual goal setting and to be able to express their strengths for self-improvement. Students may approach their lecturers/teachers on a group basis or they can opt for a one-to-one guidance session.

Parent-Teacher Meetings (PTM)

AAC aims to promote a two-way communication system for teachers and parents/guardians for the benefit of the students (i.e. GPC & O Level). PTM will be organised regularly for parents/guardians to understand the child/ward's behaviour and learning progress. Parents/Guardians are strongly encouraged to participate in the PTM sessions organised by the school.

Exam Registration

AAC will assist the students to register for external examinations e.g. GCE O Levels, AEIS.

Course Transfer

AAC will assist students to transfer between courses to best suit their education progression. Please refer to the "Transfer and Withdrawal Policy / Procedure" section in the student handbook for more details.

Industrial Attachment (IA)

AAC will assist the students on the administration matters who are eligible for Industrial Attachment

(IA). Students who are going for IA will be issued a valid work pass by Ministry of Manpower, Singapore. Students may approach the school regarding IA matters if required.

Phone call Service

Students are allowed to use the telephone located at level 1 reception area. AAC staff will assist the students if they need to make urgent calls via the telephone at the reception area on campus.

Testimonial/ Reference Letters

AAC may provide students with testimonial letters upon request. Students may approach their lecturers for the letters.

Study Grants/ Scholarships

AAC provides study grants and scholarships to deserving students. Prospective students can approach our Sales & Marketing staff for more details.

Post-Graduation Support and Advice

AAC can offer advice to students on progression pathways to other articulated institution and provide admission support to Academies Australasia Group of Colleges in Australia. AAC shall also provide additional information required if students want to pursue their studies in other countries (if relevant).

AAC puts in efforts to maximise usage of resources to the best of our abilities to enrich the learning experience for our students.

AAC Disability Support

AAC is committed to providing an inclusive and nurturing campus environment for students with disabilities and special education needs to achieve their fullest potential.

AAC recognizes the need to:

- identify and remove structural barriers to access and equity in education and training; and
- encourage the customization of training delivery which suits the needs of all students and is sensitive to cultural differences.

Whether you are a prospective, new or existing student seeking support for your special educational needs, the information in this section serves to give you an overview of the different areas in which you may be seeking support.

While we strive to facilitate support for your needs, it is equally important that you take ownership of your learning journey.

You are encouraged to contact the Student Services Department (SS) at any point in time, if you would like to seek clarity on any area of support or discuss more about how your specific needs may be met.

Disclosure during Application for Admission

You are encouraged to disclose any special needs/assistance that you require upon admission. The purpose of disclosure is to ensure that any special arrangement that need to be considered are promptly looked into.

Students on Industrial Attachment

Write in to us to find out if the support that you require is available. You may also be keen to look up these categories for more information about them.

Other services/facilities in AAC include:

- Centralised air-conditioned classrooms
- Campus wide free Wi-Fi facilities
- Accessibility of classrooms and toilets for physically challenged students
- Accessibility of National Library within 50 meters from AAC campus
- Water dispensers and vending machines on each floor
- Well-equipped classrooms with computers and ceiling mount projectors
- Accessibility to computer labs for assignment and research work for the students
- Library with essential textbooks and reading materials
- Facility to book classrooms for enhanced learning
- Tuition fee payment facilities through variety of modes (cash, credit card, pay now, union pay, flywire, bank transfer etc)
- Free call facilities for the students from reception table
- Eating facilities on all the floors for the students
- First-aid facilities and trained first aiders
- Award ceremony
- Exam on-site support by teachers and student services staff and catering for AEIS exam participants

Get in touch with us at SS@aca.edu.sg