

# STUDENT HANDBOOK

Preparatory Courses for Admission to  
Government Schools (GPC)

Preparatory Courses for Admission to  
Government Schools (GPC) (E-Learning)

Singapore Certificate of General Education –  
Cambridge ‘O’ Level (O Level)

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# ABOUT AAC

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## *Vision, Mission, Values and Culture*

### **Vision**

To be recognised as a provider of quality education.

### **Mission**

To equip students with a good foundation of knowledge, skills and aspirations in preparation for employment and lifelong learning.

### **Our Culture**

Open  
Constantly learning from each other  
Care for students  
Commitment

Education is like RICE;  
... a staple of life and a base to build upon  
... it only takes a seed to bring in the harvest.



### **Core Values**

Respect & Openness  
Innovation & Learning  
Customer Focus  
Enthusiasm & Commitment

### **Service Intent**

We inspire your success  
...because we CARE  
Creating possibilities  
Anticipating needs  
Recognising diversity  
Enjoying what we do

## **Organisation Chart**

Please refer to Academies Australasia College (AAC) website <http://www.aca.edu.sg/organisation> for more details of the organisation chart.

## **AAC Charter**

AAC values its students and recognises the importance of our students' learning and overall experience in AAC. AAC is committed to providing students with a welcoming, supportive and safe environment, conducive to teaching and learning.

### **Every student has the right:**

- 1) to be treated fairly and ethically, with respect and dignity;
- 2) to study in a supportive and encouraging environment;
- 3) to provide feedback on teaching performance, courses, support services and facilities;
- 4) to ask questions and be able to obtain a response from AAC and its staff;
- 5) to study in an environment committed to the principles of equity and equality of opportunity;
- 6) to be free from all sexual, physical and racial harassment and other inappropriate behaviours;
- 7) to be considered for selection into courses on the basis of criteria that are valid, explicit, fair and reliable;
- 8) to have reasonable access to academic staff for assistance and to other support services;
- 9) to expect AAC to provide a high quality of education including a high quality of teaching, supervision and curriculum.
- 10) to take valid, reliable and fair assessments;
- 11) to expect AAC to provide a safe and accessible environment;
- 12) to a student-centric learning environment that maximises learning

### **Every student has the responsibility:**

- 1) to recognise the rights of every other student including the rights of teachers, staff and visitors;
- 2) to obey the laws of the land;
- 3) to respect and uphold principles of scholarly integrity;
- 4) to act at all times in a way that respects the rights, equity and diversity of others

- 5) to respect College property and the property of others;
- 6) to bring an open and enquiring mind and enthusiasm to their studies;
- 7) to participate actively in the teaching and learning environment by
  - attending classes punctually as required;
  - complying with workload expectations, and submitting required work on time;
  - avoiding disruptive behaviour during lessons;
  - conversing in the language of instruction at all times;
- 8) to recognise that cheating, plagiarism and fabrication or falsifications of data are not acceptable.

### ***School Rules***

The following rules were agreed upon through consultation with various stakeholders. These rules can be viewed in the Student Handbook on AAC website and must be observed and obeyed.

Students have to:

- Behave well at all times
- Respect the teachers
- Listen without interrupting, especially when someone is talking
- Speak quietly and politely
- Be helpful and kind
- Be honest and truthful
- Take care of all classroom environments and the school's properties
- Play safely and fairly
- Have a positive attitude about learning
- Let everyone have the chance to learn
- Do your best

### ***Maintaining a positive learning environment***

In order to ensure that AAC is a positive and supportive environment for you to learn, these core values need to be exhibited and they include the following:

- Take responsibility for your actions

- Reflect on your actions in order to learn from the situation
- Make amends to those that were affected by your actions
- Clarify personal and school values

### ***Consequences for conflicts with core values***

When a student's actions are in conflict with the school's core values, the consequences will include but will not be limited to detention, suspension from school, permanent exclusion from a class and in serious and repeated cases, expulsion (permanent removal from school).

- **Detention**

For some cases, students may lose all or some of their free time i.e. lunch or break for detention. They might be asked to stay back after school.

- **Suspension**

A student is suspended if he exhibits behaviour that:

- ✗ Poses an immediate or continuing threat to the safety of others
- ✗ Clearly demonstrates a conscious failure to live and abide by AAC's core values
- ✗ Deliberately, significantly and consistently disrupts and impedes the learning of others

Suspensions remove the student from the learning community to provide him/her time to reflect on the core values and his/her commitment to abide by them.

- **Expulsion**

A case may arise where a threat to safety or a breach in conduct is so significant that a student will be required to leave school and not return. Depending on the circumstances, a student may be required to have a pre expulsion hearing with the Head of Department or Chief Executive Officer (CEO) of AAC.

- **Behaviour off campus**

Our support, guidance and concern for students developing into responsible citizens do not stop at the school gates. Students engaged in unlawful activity, acts of intimidation, digital bullying or physical violence may be held accountable under school disciplinary guidelines.

▪ **Bullying**

Bullying is an act of intentionally intimidating others by real or threatened infliction such as physical, verbal and written abuse. AAC does not tolerate bullying.

Students should do the following:

1. Listen to and respect the adults on duty.  
Please follow their directions the first time they are given to you.
2. Showing good manners to adults and other children.  
Please be kind, caring and polite.
3. Putting litter in the bin.  
Please keep the school and the classrooms clean.

Students should not do the following:

1. Verbal abuse of any kind.  
Please do not swear or use rough language.
2. Hitting, kicking, punching or any kind of physical violence.  
Please do not hurt anyone.
3. Bad manner



## Contact Information

Registration No.	:	200312175W, 20 May 2018 to 19 May 2022
EduTrust No.	:	EDU-2-2104, 15 August 2021 to 14 August 2025
School Address	:	45 Middle Road Singapore 188954
School Telephone No.	:	+65 6337 9949
School Fax No.	:	+65 6336 5955
School Website	:	<a href="http://www.aca.edu.sg">www.aca.edu.sg</a>
School Email Address	:	<a href="mailto:enquiry@aca.edu.sg">enquiry@aca.edu.sg</a>
Sales & Marketing	:	<a href="mailto:sales@aca.edu.sg">sales@aca.edu.sg</a>
Student Services	:	<a href="mailto:ss@aca.edu.sg">ss@aca.edu.sg</a>
Academic	:	<a href="mailto:academic@aca.edu.sg">academic@aca.edu.sg</a>
Exam	:	<a href="mailto:exam@aca.edu.sg">exam@aca.edu.sg</a>
Quality Assurance	:	<a href="mailto:QA@aca.edu.sg">QA@aca.edu.sg</a>
For other enquiries	:	<a href="mailto:info@aca.edu.sg">info@aca.edu.sg</a>

## GETTING TO AAC

### Public Transport

<u>Bus:</u>	You can take following buses
Raffles Hotel:	14, 16, 36, 111, 128, 130, 131, 133, 162, 502, 518
Bras Basah Complex:	2, 12, 33, 130, 133

<u>MRT:</u>	Bugis station (DT14, EW12) City Hall station (NS25, EW13) Bras Basah station (CC2) <b>5 minutes' walk from the National Library</b>
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### Opening Hours

Mondays to Fridays: 8.00 AM to 6.15 PM

Saturday, Sundays and Public Holidays: Closed

### Self-Study Area

Mondays to Fridays: 8.15 AM to 6.00 PM

Saturday, Sundays and Public Holidays: Closed

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## ACADEMIC INFORMATION

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### ***School Hours***

Classes will be scheduled any time during the school hours (Monday to Friday).

Typical time slots are:

MONDAY TO FRIDAY
8.00 AM to 11.00 AM
12.00 PM to 3.00 PM

Classes will be scheduled and students will be informed of the timetables at least 1 week in advance.

### ***Lunch and Break Times***

Normally there will be 1 hour of lunch break every day and 20 minutes break in a 3-hour session. We do not have a canteen. Students who bring their own food and drinks should make sure they are properly disposed after lunch. They are not allowed to eat in class. In addition, students who are feeling thirsty in class can drink plain water or mineral water. They are strongly discouraged to drink other beverage in class. Snacks and drink vending machines are located at various levels in the school. Students are allowed to have their meals and / or drink beverages other than water in the meals area or along the hallway.

### ***Academic Resources***

Students will be able to access the National Library, Asia's largest library which is within 5 minutes walking distance from the school and use reference books during the National Library's opening hours. It provides them with the resources to enhance their learning experience and extend their knowledge beyond the classroom environment. Reference books are also available for temporary loan from the Academic Heads or full-time teachers. There is a student resource area in the College for students to do self-study. All students and teachers also have access to free Wifi within the school.

# CURRICULUM

## ***Assessments and Grades***

The objective is to

1. Test under formal conditions the knowledge and skills the students have learnt through the month.
2. Act as a summative assessment as complement to daily worksheets that are completed in class.
3. As preparation towards future formal assessments held by MOE, at government schools or as progression to tertiary courses.
4. Track progress, plan and report.

Examinations are held for 1 to 2 subjects a day between 8AM to 4 PM in English.

### **A. Preparatory Courses for Admission to Singapore Government Schools (GPC)**

Subjects offered in the GPC courses are as follow:

- English
- Mathematics
- Science (Primary 3 to Secondary 2, offered only at request)
- History (Secondary 1 to 2, offered only at request)
- Chinese as a Second Language (Secondary 1 to 2, offered only at request)

Mode of assessment is to be determined by written tests (100%). We provide monthly progress reports to monitor our students' academic progress. Students who have obtained an F may be required to undergo compulsory remedial lessons.

### *Marking and Grading System*

<b>Marks</b>	<b>Grades</b>
50 and above	P
49 and below	F
NE	Not enrolled
ABS	Not attended

## **B. Preparatory Courses for Admission to Singapore Government Schools (GPC)** **(E-Learning)**

Subjects offered in the GPC courses are as follow:

- English
- Mathematics

Mode of assessment is to be determined by written tests (100%). We provide monthly progress reports to monitor our students' academic progress. Students who have obtained an F may be required to undergo compulsory remedial lessons.

### *Marking and Grading System*

<b>Marks</b>	<b>Grades</b>
50 and above	P
49 and below	F
NE	Not enrolled
ABS	Not attended

## **C. GCE 'O' Level Course**

Subjects offered in the GCE 'O' Level course are as follow:

- English
- Elementary Mathematics
- Additional Mathematics
- Science (Physics, Chemistry)
- Principles of Accounts

*Grades for GCE Preparatory O-level:*

<b>Marks</b>	<b>Grades</b>
50 and above	P
49 and below	F

## ***Appeal***

Students may make an appeal concerning their failed grade for the current term within 7 working days from the time the student is given notice of the Academic Decision. This is to be done in writing, and submitted with the Student Appeal form to the Examination Department for consideration. A review by the Academic Head of AAC or independent

reviewer designated by the Academic Head may follow. Appeals are only applicable to academic decision that the student believes to be wrong or unfair. Any exceptions to this would be on a case-by-case basis, subject to the approval by the Academic Head.

A processing fee is charged for the Appeal, and this fee is to be paid as part of the Appeal submission.

Letters will be disseminated to students, informing them of their appeal outcome status via email within 21 working days from the appeal deadline.

AAC will refund the paid Appeal application fee to students whose appeals are successful. The original copy of the Appeal fee payment receipt and a copy of the student's passport are required to process the refund.

### ***Examination Conduct***

- All books, bags, calculators, handphones, dictionaries and papers must be placed at the front of the examination venue before the exam begins.
- Handphones must be set on silent mode.
- Exam scripts are not to be taken out of the classroom at any time.
- Students who are late for exams will be barred.
- Students caught cheating in any way during an exam will be asked to leave the classroom and will receive a zero (0) mark.
- Teachers will not review exams with the students.
- All exam responses must be written using pens. Pencils are not allowed.

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# STUDENT SUPPORT SERVICES

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## ***Pre-Course Counselling***

Students are recommended courses that suit their needs and checks are in place that they meet the admission criteria set by AAC.

## ***Admission***

Students are to fill and submit all relevant documents and application forms to the Marketing Team with application fees. A document checklist is used to ensure that all documents and forms are properly filled and submitted. Once the applications have been approved by the Academic Head/ Programme Leader, AAC will proceed to apply for Student's Passes with the Immigration and Checkpoint Authority (ICA). Letter of Conditional Offer, Student Contract and a copy of the payment advice are sent to the student applicants.

After Student's Pass applications have been approved by ICA, GPC/O Level applicants will take the Post Arrival Placement Tests to fulfil the conditions. If applicable, the conditional offer will be withdrawn if students do not meet required grades in the Post Arrival Placement Tests. Once students have fulfilled the conditions for admissions, student contracts are to be signed before payment is made. An orientation session and an appointment with ICA for Student's Pass collection will be arranged by AAC.

If Student's Pass applications are rejected by ICA, students can choose to make an appeal. AAC will be able to assist on behalf of students with the appeal, at no cost.

## ***Upon Arrival in Singapore***

### Airport Reception and Accommodation Arrangement services

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

### Collection of Student's Pass

AAC will make e-Appointments for the students and bring the students to ICA to collect Student's Passes.

### Opening of Bank Account

AAC will assist the student by providing a Bank Account Opening letter if necessary.

## Course Commencement

### 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

EduTrust encourages students to be covered under a medical insurance coverage for the students' hospitalisation, surgery and treatment costs throughout their course duration.

NTUC Income is AAC's appointed medical insurer and their Hotline number is: 6332 1133

#### **BENEFITS SCHEDULE – ACADEMIES AUSTRALIA COLLEGE PTE. LIMITED.**

(A) NTUC Income Group Hospitalisation & Surgical Insurance Policy No. 4000144261

Benefits Schedule	Limits (SGD)
1) Daily Room & Board (max 120 days, incl. ICU)	*As charged in B1 wards (4-bedder) in Singapore Government / Singapore Government Restructured Hospitals up to the overall maximum limit per policy period
2) Intensive Care Unit	
3) Other Hospital Services (including surgical implants up to the benefit limit of \$500, whichever is lower)	
5) Surgical Expenses	
6) Daily In-hosp Physician's Consultation (max 120 days)	
7) Pre-hospitalisation Specialist Consultation (up to 90 days before admission) <sup>1</sup>	
8) Pre-hospitalisation Diagnostic X-ray & Lab Fees (up to 90 days before admission) <sup>1</sup>	
9) Post- hospitalisation Treatment (up to 90 days from discharge) <sup>2</sup>	
10) Emergency Outpatient Treatment <sup>3</sup> (due to accident only) - includes dental treatment due to accident up to \$500 per year	
11) Ambulance Fee	
12) Medical Report Fees	\$100
13) Pro-ration factor will apply if student is admitted into a higher ward in Singapore Government / Restructured Hospitals or in private hospitals in Singapore	65%
14) Overall Maximum Limit Per Policy Period (Item 1 to 12)	30,000
15) Inpatient Psychiatric Treatment (with referral by General Practitioner or Specialist)	1,000
16) Death Benefit	5,000

<sup>1</sup> Must lead to hospitalisation and/or surgical procedure within 90 days

<sup>2</sup> For expenses incurred within 90 days from the date of discharge from hospital or day surgery.

<sup>3</sup> Treatment must be sought by a Registered Medical Practitioner in a hospital/clinic or by a Chinese Physician or physiotherapist within 48 hours from time of accident; Follow-up charges incurred by a Registered Medical Practitioner or a Chinese Physician are covered up to 31 days from date of accident and for Chinese Physician not exceeding \$500 per accident.

<sup>4</sup> Policy extends to cover eligible medical expenses arising from Covid-19 in a Community Hospital in Singapore

It is compulsory for all students to have medical insurance coverage for hospitalization and related medical treatment for the entire course duration. The Insurance Premium amount payable (inclusive of GST) will be subjected to the course duration which the student had

enrolled to. This premium amount payment will be borne by the student and must be paid upon enrolment at AAC.

AAC requires all full-time students to purchase medical insurance. All students are covered under a medical insurance for hospitalisation, surgery and treatment costs throughout their course duration. Students (other than international students holding Student's Passes) 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 plan. 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.

### ***Student Care 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.

#### Exam Registration

AAC will assist the students to register for external examinations e.g. AEIS or GCE-O Level.



### Course Transfer

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

### Going to Australia

AAC shall provide advice on continuation of course in other colleges within the Academies Australasia Group in Australia. AAC will liaise with the Head Office in Sydney for detailed arrangements.

### ***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 puts in efforts to maximise usage of our resources to the best of our abilities to enrich the learning experience for our students. Staff and lecturers approach the Head of Departments when they have ideas to implement towards this.

Other student support services in AAC include:

- Information on accommodation in Singapore
- Administrative services (e.g. Leave Application)
- Student Activities
- Facilities (e.g. classrooms, computer lab, library, vending machines, free Wi-Fi, Printer/ Photocopying Machine)
- Academic assistance to students

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## HOMEWORK, ATTENDANCE & PERSONAL DATA

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Students are given homework to support their learning and to encourage them to become more organised and self-regulated in their learning. Homework also helps to consolidate what has been learnt in class. Students must take responsibility for completing their homework independently or with a home tutor but homework should not be done by the home tutor.

Guardians/Parents must have a schedule in place during weekdays and weekends to ensure that students complete all given homework as well as revise lessons that have already been taught in school. The following is an example:

- 30 minutes reading and sharing
- 30 minutes Maths homework
- 30 minutes English homework
- 30 minutes reading the following chapter (Maths)
- 30 minutes reading the following chapter (English)
- 60 minutes homework for Principles of Accounts subject (Monday, Wednesday and Friday)

### ***Attendance and Absence***

#### A. ICA Attendance

AAC is required by law, Immigration and Checkpoint Authority of Singapore (ICA) and the Committee of Private Education, Singapore (CPE) to ensure that there is an accurate record of the attendance and absence of each student. Students are therefore requested to keep AAC informed if they are to be absent for any reason.

Therefore, it is important to maintain good communication with AAC and this cannot be over-emphasized. International Student's Pass holders must maintain 90% attendance.

If a student is absent and uncontactable for more than 3 consecutive lesson days, Student Services will try to contact his/her parent/guardian, agent or even friend(s).

Under the Immigration Act of Singapore, all international students holding STPs must not be absent for a continuous period of 7 days. If a student is absent for 7 consecutive days, his/her enrolment will be terminated and his/her STP will be cancelled. The percentage of attendance for the course in any month must not fall below 90% without any valid reason (ICA attendance requirement). International students holding STP must meet the ICA attendance requirement.

Warning letters are issued to students should their attendance in a month fall below:

- 80% for non-Student's Pass holders
- 90% for Student's Pass holders. For this case, ICA will also be informed of the student's failure to meet minimum attendance requirement for that month.

Students will also be counselled by relevant staff of AAC. A student's enrolment may be terminated after the issuance of the third warning letter.

AAC is not responsible for students who do not inform AAC of medical leave when they return to school after medical leave. For students who do not inform AAC of medical leave on the day of return, their medical leave may not be approved and will be treated as absent. A medical certificate, from General Practitioners, polyclinics or hospitals in Singapore must be submitted for medical leave. TCM (Traditional Chinese Medicine) or overseas medical certificates are not acceptable.

For reasons of absence other than medical leave (with documentary evidence), the leave taken will be subjected to approval, and treated like leave taken in advance. If the leave is not approved, student will be treated as absent.

Students are to ensure that:

1. No planned family holidays take place school term unless it is under exceptional circumstances and is unavoidable.
2. Planned appointments to be made out of school day where possible.

## B. Academic Attendance

This attendance is required for academic purposes. Students are required to maintain a minimum of 80% academic attendance. This is one of the criteria set for passing an

assessment. Medical certificate and approved leave will not be taken into consideration. If the student is not in class physically, student will be treated as absent.

### C. Leave Application

Students are not allowed to take leave when the term is in progress to avoid disruption to their studies. Students who apply for leave for more than 10 lesson days may be asked to fill up a Deferment Request form to apply for Course Deferment. Student's Pass holders may need to cancel their Student's Pass and reapply. When applying for leave, a student has to:

- Obtain and complete a leave form which can be obtained from Student Services.
- Submit the leave form with the supporting documents in English to Student Services at least 7 (seven) working days before leaving. Leave may be approved on a case-by-case basis.
- Obtain a letter of consent from their parents or legal guardian if student is below 18 years of age.

Please do not purchase air tickets prior to approval. Leave is generally approved in the case of medical or immediate family emergency. The Leave Application Form can be obtained from the Office. All Leave applications will be processed only when accompanied by supporting documents where applicable.

### D. Penalties for Violation of Attendance Requirements

The Academic Board requires that students attend school regularly in accordance with the Immigration Checkpoints Authority (ICA) of Singapore and the Committee of Private Education (CPE) requirements.

The courses offered require continuity of instruction and classroom participation. The regular contact of students with one another in the classroom and their participation in well-planned instructional activities under the tutelage of a competent teacher are vital to this purpose.

Prolonged or repeated absences from school deprive students of the classroom experience deemed essential to learning and may result in retention at that level and/ or termination of enrolment in accordance with the academic policies.

**E. Lateness**

Lateness is disruptive to the whole educational process and is inconsiderate to both teachers and other students. It is important that students are punctual.

Students will be marked as late (L) if he/she is late for more than 15 minutes and marked as absent (A) if he/she is late for more than 30 minutes class after class commencement time.

Students will also be considered absent for 1 session if he/she is late for 3 sessions.

**Penalty**

Description	Action
1 <sup>st</sup> Warning Letter	Counselling
2 <sup>nd</sup> Warning Letter	Counselling
3 <sup>rd</sup> Warning Letter	Counselling, including notice about possible termination

***Late Pickups***

Parents/Guardians must inform the school in advance if they know they are going to be late in picking up their child/ward. Only authorised individuals listed in the “Child Pick up & Change of Guardian Authorization Form” are allowed to pick up the relevant student

***Student Personal Information***

It is very important for the school to have complete and up-to-date information about all students and people we may need to contact in case of emergency. Please make sure that the school is informed in the case of changes or additions to any of the following details by sending an email to Student Services.

- ❖ Home address and telephone number
- ❖ Parents’ and other contact details (including guardian’s) especially mobile and email addresses
- ❖ Medical information including vaccinations, surgeries, allergies and anything else of relevance including any medication the student is taking.

The Change of Personal Particulars Form can be obtained from Student Services.

### ***Other Matters***

AAC reserves the right to limit the enrolment, to cancel/postpone any courses (due to unforeseen circumstances) and to expel or reject any student who misbehaves or fails to conduct himself/herself in a proper manner. AAC will not be liable for any mishap, injury or any loss or damage incurred by any student during the course.

### ***Other Student's Pass (STP) Matters***

AAC will assist students in the cancellation/re-application of the STP online before it's expiry date. Student is required to surrender his/her STP 7 days before expiry to Student Services for cancellation. However, in any cases whereby if students are uncontactable with regards to their enrolment status in AAC, students will be given the benefit of doubt that they do keep track of their STP expiry date and are responsible to surrender their STP to ICA in person. If AAC is unable to cancel the STP online, our Student Services staff will be contacting the students directly for the cancellation. With reference to the T&C of STP which students signed with the Immigration Checkpoint Authority (ICA) Singapore, students are aware that it is an offence if they remained in Singapore unlawfully after STP expiry date and or after cancellation of STP, and would be liable for prosecution. AAC will not be held accountable or liable for the mishaps if student do not respond to AAC's email/ phone call for cancellation of STP.

## STUDENTS' VOICE

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### ***Dispute Resolution - Feedback/Grievance Mechanisms***

We are keen to ensure that you are completely satisfied with your education. Hence, we encourage feedback from students, be it compliments, suggestions or complaints.

We welcome your feedback anytime and should you have any issue of concern, please contact us immediately. Our feedback channels include:

- Face-to-face feedback
- Telephone communication (+65 6337 9949), Monday to Friday from 8.15 AM to 6.00 PM
- Written feedback via email to our email address [info@aca.edu.sg](mailto:info@aca.edu.sg)
- Student Feedback Form which can be obtained from Level 1 Reception.

There will be no negative consequences arising from making a complaint and we will deal with the issue as confidentially as possible.

We will investigate and act to resolve areas of concerns. We will acknowledge your feedback within 1 working day. We will endeavour to resolve your concern as soon as practically possible, depending on the complexity of the case. The maximum response time would be within 21 working days. Feedback provider will acknowledge the actions taken as per communicated by AAC.

If AAC is unable to solve the complaint amicably, the concern can be further escalated to CPE Mediation-Arbitration Scheme or Small Claims tribunal. For more information, please refer to the following webpage <https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>.

### ***Students Learning and Progress***

We accept students with different educational needs and we believe we can provide adequately for the student without impacting other students. If we feel your child/ward requires additional support, we shall contact the parents/guardian. This will be at an extra cost to the parents. All costs will be agreed with the parents/guardian before an individual learning plan is put in place.

### ***Celebrating Achievements***

We are proud of our students and we regularly share our students' achievements and success in class or during our celebrations.

### ***Outings and Excursions***

Educational visits are arranged to support the units of inquiry, academic learning and their personal and social development. Students going on such trips are expected to abide by school rules to follow appropriate standards of behaviour and appearance and to demonstrate concern of well-being of others.

Consent forms must be signed by parents/guardian before a student is allowed to participate in any designated activity.

### ***Parental/Guardian Involvement***

There are many opportunities for parents and guardian to be involved in suitable activities at AAC. Please contact the school to see how you can help.

Parent – Teacher Meetings (PTM) are scheduled on a termly basis throughout the year. All parents/guardians are invited to attend these PTMs. In these meetings, parents/guardian will be allowed to meet their child/ward's subject teachers for a series of 10 minute discussions about their child/ward's progress.



## IMPORTANT STUDENT INFORMATION

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### ***Safety, Security and Emergency Procedures***

Fire drills and evacuation practice are carried out regularly throughout the year. Students, parents and guardians should be familiar with the exit routes.

In the event of an emergency, the school will take the necessary steps in our plan of action, and keep you updated.

In the event of any outbreak of a contagious disease, allergy or national emergency and should it be necessary to close the school at short notice (as mentioned above), we will inform all students in the class and the school community via the school website.

### ***Transport to and from School***

The school does not have dedicated transport facilities. The public transport system in Singapore is convenient and comfortable. AAC is centrally located, close to many train stations and bus routes.

### ***Lost and Found***

It is the responsibility of the students to take care of their own belongings. Students are cautioned against bringing valuable personal property to school. Students will assume all risk for damage or loss. AAC will not make any reimbursement for all missing or damage items.

Students who have lost their personal item in AAC could approach any Student Services staff to lodge a “Lost Item” report at Level 1. Please note that this report is NOT an official Police Report.

Any student who has found a lost item in AAC’s premise should return the lost item to the Student Services staff. The Student Services staff will keep a record of lost and found items.

All lost and found items will be kept for a maximum of 3 months. Unclaimed items after being kept for 3 months will be either donated for Charity or disposed of.

### ***Library and Information Centre***

Information technology is part of the whole learning process. Students may apply for access to AAC's Wi-Fi from Student Services. Books and learning resources which are lost or destroyed must be paid for, either wholly or in part, depending on the condition of the resources. Any loss should be reported to the Reception staff on Level 1.

### ***Services and Facilities***

AAC has committed to offering every student a clean, healthy and conducive environment for learning. As users of these facilities, students are encouraged to assist the school in keeping the classrooms clean and tidy. Vandalism of any sort will not be tolerated.

The school is equipped with the following:

- Classrooms
- Computer lab
- Tutorial rooms
- Study Area
- Library
- Conference Room
- Internet and wireless facilities
- Printer/ Photocopying machine

### ***Fee Payment Schedule and Payment Methods***

The enrolment of a student is an individual contract between the school and themselves. They remain responsible for the payment of all fees. The student will have to sign a Student Contract.

If a student is below 18 years old, his/her parent/guardian will need to sign the Student Contract. Please refer to the signed copy of the Student Contract for the fee payment schedule.

Students may use any of the following modes to make their payment:

- Cash
- NETS

- Credit card
- Cheque
- Bank transfer
- Flywire (please refer to the webpage for more information for this payment mode)

Payment by Cheque should be made payable to “**Academies Australasia College**”.

Payment by Bank Transfer should be directed to:

Bank Name	:	DBS BANK LTD
Address	:	80 Marine Parade Road #01-12 Parkway Shopping Centre Singapore 449269
Account Name	:	ACADEMIES AUSTRALASIA COLLEGE PTE. LIMITED
Swift Code	:	DBSSSGSG
Bank Code	:	7171
Branch Code	:	027
Account Number	:	027-901152-1

Payment by PayNow should be directed to UEN: 200312175W

### ***Withdrawal Policy***

This policy is to ensure that requests from students, who wish to withdraw from their studies, will be checked to ensure that they comply with the requirements. It also ensures that students are informed of the status of their requests and given the necessary information and instructions on a timely basis.

Withdrawal refers to a student who withdraws from a course at AAC, terminates his/her Student Contract and will no longer be a part of AAC.

All requests for withdrawal will be assessed on a case-by-case basis, fairly, and responded to within 7 working days.

#### ***i) Withdrawal before course commencement***

Students should inform AAC in writing if they decide to withdraw from the course before its commencement.

The Refund Policy will follow the refund table stated in the signed Student Contract. Both the authorities from ICA and FPS service provider will be informed of the student's withdrawal.

ii) Withdrawal after course commencement

If the course has already commenced, students can apply to withdraw anytime by submitting the required withdrawal form.

All applications are subjected to AAC's approval. Students below the age of 18 years are required to obtain a written letter of consent or acknowledgement from their parents/guardian if they wish to withdraw.

An exit interview will be carried out by the Student Services staff. Both the authorities from ICA and FPS service provider will be informed of the student's withdrawal. The Refund policy will follow if a refund is applicable.

**Withdrawal Procedure**

It is the responsibility of the student to formally apply for a withdrawal from a course. For students who have not commenced their studies but withdraw from the course they have been enrolled into, the Withdrawal Request form is completed and forwarded to the Student Services Department.

Head of Student Services will ensure that the student has clearance from all relevant groups within AAC before initiating the refund process, if any, for a withdrawal request.

Student Services staff is responsible for informing ICA, FPS service provider and other relevant parties for all withdrawal cases. A copy of the withdrawal letter will be given to the students upon successful cancellation of the Student's Pass by the Student Services staff.

Student Services staff shall support students' request for their academic and attendance records if they need the documents to apply to another education provider.

The Student Services staff shall conduct an exit interview with students who wish to withdraw without completion of course. Should there be any concerns involving other

departments (for example, an academic issue), the respective Head of Department will arrange to meet with the students.

For Withdrawal cases, depending on the nature of withdrawal, please refer to section on “Refund for withdrawal due to other reasons” or “Refund during cooling-off period” in the Refund Policy with regard to the calculation of refund (if applicable).

### ***Transfer Policy***

This policy is to ensure that requests from students, who wish to transfer from their studies, will be checked to ensure that they comply with the requirements set. It also ensures that students are informed of the status of their requests and given the necessary information and instructions on a timely basis.

*Transfer* refers to students changing to another course within the school. An approved transfer request would require the original Student Contract to be terminated and a new Student Contract signed. The same process would apply to students who are renewing (applying for Student’s Pass for the same course).

Students can apply to transfer within any time BEFORE or AFTER when they have commenced their original course.

All course transfer is subjected to AAC’s approval. Students below the age of 18 years are required to obtain a written letter of consent or acknowledgement from their parents/guardian if they wish to change programme. All requests for transfer will be assessed on a case by case basis, fairly, and responded to within 7 working days. Refund calculation for students who apply for transfer BEFORE the course commencement is subject to the Refund Policy and the refund table stated in the original student contract. As per the Student Contract, students who apply for transfer of course AFTER the course commencement are not entitled to a refund of fees paid.

### ***Transfer Procedure***

#### Transfer Within (Change of course within AAC)

Students can apply to transfer within anytime when they have commenced their course. It is the responsibility of the student to formally apply for a transfer from a course. For

students who would like to withdraw their application from their original course and reapply for a new course before course commencement, a written request or Withdrawal Request form should be completed and forwarded to the Student Services Department.

Students who wish to change to a new course after their course commencement date (without completion of course) will also be required to write in a formal request or fill up the Withdrawal Request form and forward it to the Student Services Department.

Student Services will ensure that the student has clearance from all relevant groups within AAC before initiating the refund process, if any, for a transfer request.

Student Services will also request the student to provide evidence to support their request for course extension (or renewal) and that the extension is acceptable in terms of course registration with ICA and CPE if the student exceeds the stipulated maximum course duration.

The Student Services staff is responsible for informing ICA, FPS service provider and other relevant parties about all transfer cases within 7 working days after the written transfer request is received from the student. International students must note that their Student's Passes for the original course will be cancelled and re-applied for the new registered course. A copy of the withdrawal letter will be given to each relevant student upon successful cancellation of the Student's Pass.

For Transfer cases please refer to section on "Refund for withdrawal due to other reasons" in the Refund Policy in relation to the calculation of refund (if applicable).

The new Student's Pass application will be subjected to ICA's approval. Students must pay the renewal/transfer fee, FPS fee, Medical Insurance fee, Student Admin and Management fee, Course Material fee, Science subject fee (only applicable to O-Level preparatory course) and Course fees.

Students who wish to transfer to a new course before course commencement could request for course fees paid in the original course to be transferred over to the new course. Should there be an excess of course fee payment, a refund of the excess payment will be initiated.

Student will need to pay the Student's Pass Fee (Course Continuation/Transfer) and ICA Student's Pass Processing Fee.

Upon ICA's approval, a copy of the Letter of Conditional Offer (LOCO) and a new Student Contract will be issued to the students.

### ***Deferment Policy***

A Deferment is defined as a situation in which a student who would like to delay his study and carry forward the balance of unused fees to a later period. Deferments are granted on a case-by-case basis.

The deferment application would have to be first approved by the Academic Head/ Programme Leader to ensure that academic requirements are accounted for. Submitting the request does NOT automatically result in an official deferment.

Students must ensure that they receive a formal notice/confirmation from the school regarding the outcome of their request for deferment. It takes approximately 7 working days to process a deferment request.

Deferment of a course will only be considered before the commencement of the course or during the course, whereas, deferment of a module will only be considered before the commencement of that particular module.

Students are allowed to defer only ONCE and for up to the maximum period of one (1) year, failing which he/she will be deemed to have withdrawn from the course and would have to re-apply as a new applicant if he/she wishes to register on the course again.

The Refund policy will apply to Deferment. Extension of a deferment period will only be considered should there be any valid reasons and additional supporting documents provided by the student.

International students will be required to cancel their student's passes as required by ICA if their deferment requests are approved.

All deferments are subjected to AAC's approval and the tenure of the course. AAC will re-apply the Student's Pass for students who inform AAC about when they can resume their studies. However, Student's pass application will be subjected to ICA's approval.

The valid reasons for deferment include:

- Medical Reasons
- Official Work Assignments
- Bereavement of immediate family members including parents, spouse and children
- National Service Training
- Any other valid reasons as approved by AAC

Students who are granted deferment must follow the schedule that AAC arranges for them upon resuming studies.

### ***Deferment Procedure***

Students have to formally apply for deferment from a course. Students have to complete the Course Transfer, Deferment or Withdrawal form and forward it to the Student Services Department.

A copy of the deferment letter will be given to the students upon successful cancellation of the Student's Pass by the Student Services Department. Balance of unused fees will be held on until the approved duration of deferment.

Students are to inform Student Services Department when he/she is ready to resume class 1 month before the end of the deferment. Student Services Department will assist to re-apply for his/her Student's Pass and issue a letter of resumption of studies once Student's Pass approved.

An addendum will be added to the Student Contract which includes new start and end dates of the course and any additional fees incurred will be acknowledged by student and the college.

Upon the resumption of the course, students must follow the schedule that student Services department has arranged. Students who do not resume their studies within the approved deferment period will have their registration cancelled and may not be entitled to any refund.

In any cases whereby Student's Pass application is rejected by ICA, an appeal will be made. If appeal case is unsuccessful, student will be refunded according to the refund policy stated in the student contract.

### ***Suspension and Expulsion Policy***

#### **A. Suspension (Short and Long)**

A student is suspended if he exhibits behaviour that:

- ✘ Poses an immediate or continuing threat to the safety of others.



- ✘ Clearly demonstrates conscious failure to live and abide by AAC’s core values.
- ✘ Deliberately, significantly and consistently disrupts and impeded the learning of others.

Suspensions remove the student from the learning community to provide time to reflect on the core values and their commitment to abide by them. In determining whether a student’s misbehaviour is serious enough to warrant suspension, AAC will consider the safety, care and welfare of the student, staff and other students.

Before a suspension is imposed, with the exception of serious instances of misbehaviour that impact on the safety or welfare of students or staff, AAC shall:

- ensure that appropriate school student welfare strategies and discipline options have been applied and documented
- ensure that discussion has occurred with the student and parents/guardians regarding specific misbehaviour which the school considers unacceptable and which may lead to suspension
- develop a specific behaviour management plan to assist the student to manage inappropriate behaviour
- provide a formal written caution detailing inappropriate behaviours, as well as clear expectations of what is required of the student in future, and
- record all action taken

In some circumstances the CEO may determine that a student should be suspended immediately. This will usually be due, but not limited, to reasons such as the safety of students or staff. The CEO shall suspend immediately and consistently any student who:

- is physically violent
- is in possession of a firearm, prohibited weapon or knife
- uses, supplies, or is in possession of, a suspected illegal substance or supplies a restricted substance

### Short Suspension

AAC may choose to impose a short suspension of up to and including five school days. Short suspensions may be imposed for the following reasons and will be reported in the following categories:

- **Continued Disobedience.** This includes, but is not limited to, breaches of the school discipline code such as: refusal to obey staff instructions; defiance; or disrupting other students.
- **Aggressive Behaviour.** This includes, but is not limited to hostile behaviour directed towards students, college staff or other persons, including damaging the property of the school or students; bullying (including cyberbullying); verbal abuse and abuse transmitted electronically such as by email, SMS text messages or by other electronic means.

A formal disciplinary interview shall be held with the student prior to making the decision to impose a short suspension. AAC shall ensure that the student is given explicit information about the nature of the allegation(s) and is given the opportunity to consider and respond to the allegation(s). The key features of the interview will be taken down in writing.

A suspension resolution meeting must be convened by the CEO at the earliest opportunity. The CEO in conjunction with the parents should utilise the school and other available resources in seeking a means of assisting the student to modify his or her behaviour. The Student Counsellor should be notified of the suspension.

If behaviour management programs and short suspensions have failed to resolve the issue of inappropriate behaviour, strategies such as further short suspensions, a longer suspension or alternative educational programs must be considered. Each case will be different and the action needs to be appropriate to the individual circumstances of the case.

#### Long Suspension

If short suspensions have not resolved the issue of inappropriate behaviour, or the misbehaviour is so serious as to warrant a long suspension, the CEO may impose a long suspension of up to and including 20 school days. In determining if a student's behaviour is serious enough to warrant a long suspension the CEO shall consider:

- the safety of students and staff
- the merit and circumstances of the particular case
- factors such as the age, individual needs, any disability and
- developmental level of students

**B. Expulsion**

A case may arise where a threat to safety, a breach in conduct is so significant that a student will be required to leave school and not return. Depending on the circumstances, a student will have a pre expulsion hearing with the staff from the Management level.

In serious circumstances of misbehaviour, the CEO may expel a student of from AAC. Students expelled for misbehaviour may not re-enrol in AAC. In all cases where consideration is being given to expelling a student, the gravity of the circumstances requires that particular emphasis be given to procedural fairness.

The CEO has authority to suspend or expel a student from the school. He will exercise this authority having regard to his responsibilities to the whole school community and to maintain procedural fairness.

***Refund Policy***

The policy for Refunds at AAC is to strictly comply with the requirements defined in the Student Contract. The refund policy stated in the Student Contract will take precedence over other similar documentation.

The extract of the policy from the Student Contract is as below:

**2. REFUND POLICY****2.1 Refund for Withdrawal Due to Non-Delivery of Course:**

*The PEI will notify the Student within three (3) working days upon knowledge of any of the following:*

- (i) It does not commence the Course on the Course Commencement Date;*
- (ii) It terminates the Course before the Course Commencement Date;*
- (iii) It does not complete the Course by the Course Completion Date;*
- (iv) It terminates the Course before the Course Completion Date;*
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE;  
or*
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).  
The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.*

**2.2 Refund for Withdrawal Due to Other Reasons:**

*If the Student withdraws from the Course for any reason other than those stated in Clause 2.1, the PEI will, within seven (7) working days of receiving the Student's written notice of*

withdrawal, refund to the Student an amount based on the table in Schedule D.

### **2.3 Refund During Cooling-Off Period:**

The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

#### **REFUND TABLE (SCHEDULE D)**

<i>% of [the amount of fees paid under Schedules B and C]</i>	<i>If Student's written notice of withdrawal is received:</i>
<i>75</i>	<i>more than 28 days before the Course Commencement Date</i>
<i>50</i>	<i>before, but not more than 28 days before the Course Commencement Date</i>
<i>10</i>	<i>before, but not more than 3 days before the Course Commencement Date</i>
<i>0</i>	<i>On or after the Course Commencement Date</i>

Application Fee, Course Materials Fee, Student's Pass Processing Fee, FPS Admin Fee, Student Admin & Management Fee and Miscellaneous Fee are not refundable. The refund policy shall apply to students wishing to withdraw or transfer from the course. Please refer to the Withdrawal Procedure and Transfer Procedure for details.

### ***Refund Procedure***

Every student who wishes to withdraw or transfer from his/her course of choice must give a written notice of his/her intention stating the reason for their withdrawal.

The Head of Student Services should interview students who make withdrawal requests to understand their concerns and retain the student, if possible.

Student Services, upon receiving the request, shall seek clearance from the required departments within AAC. The Head of Student Services checks as per the refund policy the amount payable to student (if applicable) and proceeds to issue refund (including refund slip with the computation amount) accordingly. The student will be informed to collect the refund (including refund slip with computation amount) within 7 working days from the submission of the refund request including all required documents (includes refund due to excess payment received by AAC).

### ***Late Payment***

There will be a late charge of 2% on the total amount payable.

### ***Dangerous Items***

Students should not come to school in possession of anything which may pose as a danger to themselves or others. Specifically, knives or imitation weapons are forbidden.

### ***Electronic Devices (Handphones, Tablets, Game Consoles etc.)***

Students should not be using any of the abovementioned items unless it's for educational purposes as approved by the teacher. These devices must be handed to the teacher before the class. The school will not be held responsible for the loss of or damage to valuable electronic equipment.

### ***Uniforms and Dress Code***

Students are required to come to school in comfortable clothing in which they can move freely and safely. No headwear is allowed to be worn in the school building unless for religious reasons or other (to be justified). All students will be asked to remove headgear/jewellery should it become necessary for safety and hygiene purposes.

Extreme hair colour, heavy make-up, miniskirts, tube tops, cut off shirts and pants, shorts or any garment displaying printed messages which may be considered obscene or inappropriate are not permitted. Slippers and croc-shoes are not allowed. Tattoos or body piercing should be concealed. Hair must be kept neat and tidy. Boys are to maintain hairstyles above shirt collars and not covering the eyes. Students are not permitted to accessorize themselves for school.



An example of a neat and correct way of a student's dress code in AAC

### ***Singapore Laws and You***

International students are guests of the republic of Singapore. It is important that you know the law and your responsibility while residing here. International students are subjected to the same laws as Singapore citizens.

#### **Avoid**

- ✘ Loitering and congregating
- ✘ Unlawful assembly
- ✘ Purchasing of alcohol and consumption
- ✘ Shoplifting
- ✘ Vandalism and Mischief
- ✘ Using your friend's identification card
- ✘ Possessing dangerous weapons.
- ✘ Driving without a license
- ✘ Chewing gum and smoking

### ***Drug Policy Regulations***

This is discussed as a separate topic. Any student found to be in possession of taking, using, buying, selling or trafficking in narcotics, stimulants, marijuana etc. will face immediate expulsion from school. Parents must sign on the application indicating their understanding of policy.

## **School Improvements**

We have positive values where our students help each other and support the work of the school. Everyone in our school community is proud to be associated with the school.

There are structured programmes for all curricular areas to ensure consistency of learning throughout the school and these are reviewed and updated regularly to ensure we are providing the best experience to our students.

Staff are encouraged to have high but realistic and achievable expectations of the students. Assessment data and student survey data are used to identify students' needs and plan appropriate support.

## **Useful Information**

### Embassies/High Commissions

<b>China</b> 150 Tanglin Road Singapore 247969 Tel: 64180252 or 67344737	<b>Indonesia</b> 7 Chatsworth Road Wisma Indonesia Singapore 249761 Tel: 67377422	<b>Vietnam</b> 10 Leedon Park Singapore 267887 Tel: 64625938	<b>India</b> 31 Grange Road Singapore 239702 Tel: 67376777
<b>Thailand</b> 370 Orchard Road Singapore 238870 Tel: 67372158	<b>Cambodia</b> 400 Orchard Rd, #10- 03/04 Orchard Towers Singapore 238875 Tel: 6341 9785	<b>South Korea</b> 47 Scotts Road #08-00 Goldbell Towers Singapore 28233 Tel: 62561188	<b>Sri Lanka</b> 51 Newton Road, # 13-07/12 Goldhill Plaza, 308900 Tel: 6254 4595

### Authorities

<b>Ministry of Education</b> 1, North Buona Vista Drive Singapore 138675 Tel: 68722220 <a href="http://www.moe.gov.sg">www.moe.gov.sg</a>	<b>Immigration &amp; Checkpoints            Authority (ICA)</b> 10 Kallang Road ICA Building Singapore 208718 Tel: 6391 6100 <a href="http://www.ica.gov.sg">www.ica.gov.sg</a>	<b>Committee for Private            Education (CPE)</b> SkillsFuture Singapore 1 Paya Lebar Link #08-08, Paya Lebar Quarter 2, Singapore 408533 Tel: (65) 6785 5785 <a href="https://www.ssg.gov.sg/cpe/student-services/student-resources.html">https://www.ssg.gov.sg/cpe/student-services/student-resources.html</a>
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Student Help Lines

Students can seek advice from any of our staff. Alternatively, students with problems or concerns may wish to contact our hotline at **+65 6337 9949, Monday to Friday from 9.00 AM to 6.00 PM** or the external counselling service numbers as below.

Helpline	Details	Operating Hours	Helpline Number
<i>Samaritans of Singapore (SOS)</i>	For counselling assistance when in crisis	24 hours	1800-221 4444



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## ABOUT CPE

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### ***The Committee for Private Education (CPE)***

Established under the Private Education Act, the Committee for Private Education is a statutory body empowered with the legislative power to regulate the private education sector. In addition to its role as the sectorial regulator of private education institutions, the Committee facilitates capability development efforts to uplift standards in the local private education industry.

The new regime consists of three key components (MOE, 2009e): The Private Education Bill, which enhances registration and improves its enforcement, the establishment of the Committee for Private Education, which oversees the registration of the private education industry on the establishment of the EduTrust Certifications scheme.

The Committee for Private Education envisions a private education sector which is credible, inspires confidence in stakeholders and able to deliver quality education to fulfil the aspirations of students seeking to upgrade themselves. This vision is embodied in our vision statement – “A trusted and well-regarded private education sector”.

For more information please visit the CPE website at <https://www.ssg.gov.sg/cpe/student-services/student-resources.html>.

### ***CPE – SkillsFuture Singapore***

The SkillsFuture Singapore (SSG) is a convenient, one-stop service point to address students’ enquiries, provide authoritative and reliable information on studying and living in Singapore, and offer support to students who encounter problems during their course of study.

The services provided by the SSG include:

- Attending to enquiries and feedback received from the public and students studying PEIs;
- Providing education counselling services to students who seek advice on a range of issues from education options and school registration procedures to Student’s Pass application processes and accommodation choices;
- Providing public education through student advisory talks, and organising orientation programmes to guide students in making prudent choices in their selection of PEIs;

- Providing internet facilities for students to gain access to updated education information online; and
- Assisting students who encounter problems with the PEIs they are enrolled with.

If you have further queries on private education in Singapore, please contact SSG at:

### **SkillsFuture Singapore (SSG)**

SkillsFuture Singapore  
1 Paya Lebar Link  
#08-08 Paya Lebar Quarter 2  
Singapore 408533

**Tel:** (65) 6785 5785

**Email:** [https://portal.ssg-wsg.gov.sg/?\\_ga=2.211600092.896567849.1634287477-38113812.1632985227](https://portal.ssg-wsg.gov.sg/?_ga=2.211600092.896567849.1634287477-38113812.1632985227)

**Website:** <https://www.ssg.gov.sg/cpe/student-services/student-resources.html>

### **Opening Hours:**

Mon-Fri 9.00am – 5.00pm  
Sat, Sun and Public Holidays Closed

### ***Fee Protection Scheme (FPS)***

EduTrust-certified Private Education Institutions are required to adopt the FPS to provide full protection for all fees paid by their students. Fees refer to all monies paid by the students to be enrolled in a PEI, excluding the course application fee, miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the re-exam fee or charges for credit card payment etc.) and GST.

AAC has appointed Lonpac Insurance Bhd – Singapore, one of the two appointed insurance providers. Lonpac has put in place a web-based online system to enable AAC to apply insurance protection of the tuition fees they have collected from the students.

Coverage of Fee Protection Scheme:

Lonpac Insurance Bhd protects the insured student against the following events:

- a) Insolvency or Regulatory closure of PEI.
- b) PEI failure to pay awarded sum by Singapore courts to the Insured Student

- c) Accidental Death or Permanent Total Disablement up to S\$10,000 to the Insured Student caused solely and directly by accidental, visible and violent means (excluding any sickness, disease or medical disorder)

### ***Student Contract***

It is compulsory for all students to sign a Student Contract during registration of courses with AAC. The Student Contract stipulates important terms and conditions governing the relationship between AAC and the student. By signing the Student Contract, you have agreed to the terms and conditions as stated in the Contract.

All prospective local and international students will enter into the Standard PEI-Student Contract with AAC. Students will be issued a comprehensive CPE approved Student Contract.

Students are required to read the Standard PEI-Student Contract carefully upon enrolment into a course and ensure that they understand its content.

The CPE approved Student Contract embodies the following mandatory requirements:

- a) Course Information and Fees – The PEI will deliver the Course as set in Schedule A to the student, towards conferment of the stated qualifications upon successful Course completion.
- b) The PEI confirmed that the Course has been permitted by the Committee of Private Education (CPE) and no amendments have been made to the Course as set out in Schedule A unless otherwise permitted by CPE.
- c) The Course Fees payable are set out in Schedule B and the optional Miscellaneous Fees in Schedule C.
- d) The PEI will explain to the Student its policy for late payment of Course Fees, including late payment fee charged in Schedule C (if applicable) and any impact on Course/module completion (if applicable).
- e) Refund Policies – The PEI will notify the Student within three (3) working days upon knowledge of any the following:
  - (i) It does not commence the Course on the Course Commencement Date;
  - (ii) It terminates the Course before the Course Commencement Date;
  - (iii) It does not complete the Course by the Course Completion Date;
  - (iv) It terminates the Course before the Course Completion Date;

- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE;
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

- f) If the Student withdraws from the Course for any reason other than those stated in Clause 2.1, the PEI will, within (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D.
- g) The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties. The Student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.
- h) If the Student and the PEI cannot settle a dispute using the way arranged by the PEI, the Student and the PEI may refer the dispute to CPE Mediation-Arbitration Scheme (<https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>)
- i) All information given by the Student to the PEI will not be given by the PEI to anyone else, unless the Student signs in writing that he agrees or unless the PEI is allowed to give the information by law.
- j) The laws of Singapore will apply to how this Contract will be read and to the rights the parties have under this Contract.
- k) If any part of this Contract is not valid for any reason under the law of Singapore, this will not affect any other part of this Contract.
- l) If there is any other agreement between the PEI and the Student that is different from the terms in this Contract, then the terms in this Contract will apply.
- m) If the Student or the PEI does not exercise or delay exercising any right granted by this Contract, the Student and the PEI will still be able to exercise the same type of right under this Contract during the rest of the time in the Contract continues.

- n) If this Contract is also signed or translated in any language other than English and there is a difference from the English language copy of this Contract, the English language copy will apply.

### **Data Confidentiality Policy**

AAC adheres to strict code of confidentiality with regards to our students' personal information. These declarations are clearly communicated via our course material including that of the professional bodies' membership registration as well as our employee confidentiality undertaking.

#### **A. Our Data Confidentiality and Security Policy**

All personal data and information provided by the student to AAC shall be kept strictly confidential and used solely for communicating with the student. Every effort shall be made to ensure that the integrity of personal particulars and confidential information entrusted to AAC is not disclosed unless required to by government authorities. AAC also undertakes not to divulge any of the student's personal information to any unauthorised third party without the prior written consent of the student.

Your privacy matters to us and we would like to seek your consent on the following in demonstration of our commitment to protect your personal data kept with us.

#### **B. Collection and Use of Personal Data**

Any information collected will be used for the purposes of administering and tracking your academic progress in AAC.

Through your participation and involvement in AAC activities, your photographs and audio/video recordings may be used for internal and external marketing and advertisement purposes in mediums such as printed materials, posters, brochures, websites and social media platforms.

If you are uncomfortable with photo taking and / or AAC's use of your personal data for internal and external marketing and advertisement purposes, please notify any of Student Services staff in writing.

C. Disclosure of Your Personal Data

Your personal information, including your academic results, will not be disclosed to a third party unless required by government authorities. Please note that we will be sending regular progress reports and updates to your recruitment agent (if applicable), and to your parents and/or guardians.

At any time should you wish to withdraw your consent, please approach the staff or email us at [info@aca.edu.sg](mailto:info@aca.edu.sg). Please note that any legal and regulatory requirements will still apply after you withdraw your consent.