



American Center for Education

Student Handbook

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1. About ACE

The American Center for Education (ACE) is the authorized higher education provider established through collaboration with the University of Wisconsin - River Falls (UWRF), USA, providing a high quality educational experience with an American perspective for both local and international students in Singapore.

ACE offers a very promising higher educational pathway to its students. ACE helps them to acquire the knowledge, skills and confidence they need to succeed in today's challenging world market for talent.

The Republic of Singapore offers a favorable social environment and a rich diversity of cultures, in a global city that is renowned worldwide for its efficiency, safety, and cleanliness.

Mission, Vision & Core Values

Mission

Our mission is to provide our students with a world-class education and an open-minded, global perspective in an inclusive learning environment.

Vision

The American Center for Education offers a model of excellence in higher education in Asia, producing students who are well prepared to succeed in their future endeavors.

Core Values

- Integrity
- Academic Excellence
- Inclusiveness
- Continuous Improvement

Our Culture

- Our 'Culture' includes the values, beliefs, and attitudes that guide and shape the behaviors and activities of everyone at ACE.
- ACE has a 'culture of learning' inspired by UWRF.
- ACE provides a strong learning environment for our students.
- Our management team will serve as role models for our values.

Our Commitment

At ACE we are committed to providing our students with access to a high quality educational experience based on the American system of higher education. The broad knowledge base and skills encountered in the ACE curriculum prepare students to pursue further educational opportunities and to take their place in our dynamic global society. The ongoing involvement of experienced American educational professionals assures the quality of the ACE academic programs.

Furthermore, all members of the staff at ACE are devoted to giving personal attention to each and every student. Your success in achieving your educational goals is our number one priority. We promise you that we will spare no effort in helping you realize your highest aspirations and ambitions.

Members of Our Academic and Examination Boards

Please refer to ACE website for the latest details of the Academic Board and Examination Board.

2. Introducing the Council for Private Education and EduTrust

2.1 Council for Private Education and EduTrust

The **EduTrust Certification Scheme** has been customized specially by the **Committee for Private Education (CPE)** for the private education industry in Singapore.

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

CPE aims to regulate the private education system more effectively and to improve its quality. Other than the enforcement of an Enhanced Registration Framework (ERF), Private Education Institutions (PEIs) can apply for a voluntary certification scheme known as EduTrust that will help to distinguish higher quality players and lift industry standards in the long run.

EduTrust covers the protection of fees paid by students and introduces additional requirements such as academic processes, corporate governance and administration processes, management of marketing agents and student support matters.

The website for the Committee for Private Education, Singapore is at <http://www.cpe.gov.sg/>

3. Student Contract

- 3.1 It is compulsory to sign the STUDENT CONTRACT between the student and ACE. The contract lays out the important terms and conditions governing the relationship between the student and ACE. ACE will honor all terms and conditions spelt out in the contract and in all communication materials.

Students are required to sign the Advisory Note & Standard Student Contract before paying the course fee.

The latest sample of a student contract can be viewed on the CPE website.

4. Student Fee Protection Scheme and Medical Insurance

4.1 Fee Protection Scheme – Escrow Scheme

The Fee Protection Scheme (FPS - the Fee Protection under the Escrow Scheme or the Fee Protection under the Insurance Scheme) serves to protect students' course fees in the event a private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts.

The private education institutions with EduTrust license are required to adopt the Fee Protection Scheme to provide full protection to all course fees paid by their students. All course fees refer to all monies paid by the students to be enrolled in a private education institution, 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.), GST and others being defined.

ACE is adopting the FPS Escrow Scheme at the moment to provide fee protection to all the students. ACE has entered into the Agreement with DBS bank to provide the Escrow account to receive the course fees paid by the Students.

Only after signing of the advisory note and student contract, the student is allowed to pay to ACE's Escrow account. No course fees are allowed to pay to ACE's operating bank account except for the part time course fees which are not required to be protected by the FPS.

Note:

1. The FPS is mandatory for both part-time and full-time students. Students studying in an EduTrust-Certified private education institution need to pay course fees of up to a maximum of 12 months of their course duration.
2. Under the **FPS Insurance Scheme**, please provide the accurate email address to receive the copy of the Certificate of Insurance (COI). The printed original COI with the payment receipt will be issued to you on the payment day.
3. Should you need more information with regards to this Fee Protection Scheme (FPS), please refer to The Council for Private Education (CPE)'s website (www.cpe.gov.sg) for more information. Alternatively you may call CPE at +65 6592 2108 for more information and enquiries.
4. To check and monitor the status of your protected course fees, please refer to the Council for Private Education (CPE)'s official website (www.cpe.gov.sg) under the Fee Protection Monitoring Module.

For additional information, please refer to the terms in the Student Contract.

4.2 Medical Insurance

All ACE enrolled students are protected by a Medical Insurance (MI) Scheme which is required by CPE under the EduTrust certification scheme. The insurance is provided by Liberty Insurance Pte Ltd. The policy no. is SD17M00688 - Group Hospital & Surgical Insurance – Student Medical Insurance.

An annual coverage limit of S\$20,000 per student, B2 ward in government and restructured hospitals and 24 hours coverage in Singapore and Overseas (if student is involved in school-related activities) throughout the course duration are provided from this medical insurance scheme. The enrolled students will be notified with the Evidence of the Medical Insurance coverage upon their course admission.

Note:

A. The Medical Insurance and Service Fee is approximately maximum S\$ 100/year.

B. This Medical Insurance scheme does not cover the part-time students.

C. The Medical protection only covers the officially enrolled students with certain criterion (1. arrive in Singapore for International students, 2. paid medical insurance fee, 3. obtain the approval of IPA for International students).

Insurance Summary & FAQs - (Important!)

Please go to ACE website to download the product summary for the insurance plan.

Note: Please read the FAQs carefully to avoid any possibilities of not qualifying for the claim.

Benefit Schedule

Please go to ACE website to download the details of the Benefit schedule.

Claim Form

Please go to ACE website to download the claim form. Please submit the relevant documents within 30 days from the date of discharge from hospital.

Who to contact

Ms Christina Chng @ 9760 2569

Email: christina@enrichadvisory.com

Ms Genna Ang @ 9671 5922

Email: genna@enrichadvisory.com

For Emergency, please contact Liberty Insurance Hotline: 1800 542 3789

Personal Accident Insurance (PA)

The Group Medical Insurance has the very limited coverage of the consequence from the personal accident. We strongly suggest our students to purchase the standard Personal Accident Insurance from various insurance companies such as Liberty, NTUC INCOME, Great Eastern and so on.

5. Student's Pass

5.1 Student's Pass

All the international students enrolled into Private Education Institutions (**PEIs**) in Singapore, must obtain a Student's Pass from the Immigration & Checkpoints Authority (ICA). The ICA website is at <http://www.ica.gov.sg>.

Student's Passes are provided to foreign students under strict conditions:

- A Student's Pass is issued for study in a particular course and institute only.
- You must carry your Student's Pass with you at all times.
- ACE will withdraw the Pass if your attendance falls below 90% or you are away from studies for seven or more days without an acceptable explanation. As a Student's Pass holder, you are permitted to live in Singapore only for the purpose of study.
- A Student's Pass holder cannot work in Singapore; it is strictly prohibited, even if you are not paid for the work. The Police and the ICA check for foreign students working in restaurants, nightclubs, bars, KTV lounges, etc.
- You cannot be adopted by any Singaporean or Singaporean Permanent Resident if you are in Singapore on a Student's Pass.
- If you are no longer enrolled in a course offered by the American Center for Education (ACE) for which your Student's Pass is granted, you must contact Student Services immediately to hand over your Student's Pass for cancellation.
- A student cannot overstay in Singapore after the Student's Pass has expired, unless granted approval by the ICA.

5.2 Renewal of Pass

It is the student's responsibility to ensure that his or her Student's Pass is renewed on time. ACE is not liable to compensate or be held responsible if the Student's Pass has expired due to late renewal notification. Students are required to inform the Student Services Department at ACE at least two weeks before the Student's Pass expires. ACE will then submit the renewal application to ICA on the student's behalf. If ICA turns down the renewal application, it is usually with good reason. Under such circumstances, you will be given a 2 to 4 weeks social visit pass and you will have to leave Singapore before the pass expires.

5.3 Loss of Student's Pass or Passport

A Student's Pass is the property of the Immigration & Checkpoints Authority (ICA). A passport is the property of the passport office of your country.

Keep your Student's Pass and passport in a safe place. If they are lost or stolen:

- Contact the police immediately to make a Police Report. The police will give you a copy of the Police Report. Make several copies of the Police Report.
- Contact the ACE Student Services and provide a copy of the Police Report.
- If your passport is lost or stolen, contact your Embassy about the loss and ask the Embassy about the procedure for applying for a new passport.
- If your Student's Pass is lost or stolen, inform ACE immediately, and ACE will inform ICA about the loss and shall assist you in applying for a replacement Student's Pass.

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6. Payment Methods and Schedule

6.1 Course Fee

Please refer to your student contract about the course fees.

6.2 Miscellaneous Fees

Purpose of Fee	Amount (S\$) and When Payable
1. Airport Pickup Fee	100
2. Accommodation Arrangement Service (Non-hostel)	200
3. Service Charge for Applying for a Singapore Entry Visa	50
4. Service Charge for Applying for an US Student Visa	1800
5. Textbook Fees and Service Charge for Course modules (Approximately and Optional – to collect on a module basis)	800
6. Internal Course Transfer Fee	100
7. Penalty for Late Payment	300
8. Service Charge for Replacement of Student's Pass	50
9. Fee for Re-taking an Examination (Per subject)	375
10. Appeal of Assessment Results	100
11. Re-issue of the Official Certificate	100
12. Re-issue of the Official Transcript	100

6.3 Payment Methods and Schedule

Fee Payment Arrangement at ACE

1. Please **do not** start paying the course fees (except for the application fee and miscellaneous fee) to ACE **before signing** the advisory note & student contract.
2. ACE protects student course fees (excluding the application fee and miscellaneous fees as indicated in the student contract) by using the Escrow Scheme (Fee Protection Scheme-FPS). All the course fee payments should pay to ACE's DBS Escrow account directly. All parties or personals including ACE's valid agents or Education Consultants or staff are strictly **not** allowed to collect any course fee payments.
3. The maximum duration of the course fees to be paid to ACE's DBS Escrow account is 12 months. If the course duration is more than 12 months, the payments could be done in every 12 months installment pattern. The each of the following installments shall be paid within one week before the due date of each installment.
 - a. By using the Escrow Scheme, the students and parents will be notified clearly that they can only transfer the course fee payment to ACE's DBS Escrow account after the students have signed the advisory note and the student contract.
 - b. After the student contract has been signed, the Finance & HR Department will prepare the Student Escrow Confirmation (SEC) and send it to the bank.

- c. The bank will send an Acknowledge Slip (AS) to ACE upon the confirmation of the successful opening of the Student Escrow account.
 - d. Upon receipt of the AS, ACE will prepare the payment Voucher (PV) and send both the SEC and PV to inform the student of the successful opening of the escrow account as well as the payment schedule.
 - e. The Student will pay to the bank directly according to the Payment voucher issued by ACE.
 - f. The Bank will issue an AS upon receiving the Student's scheduled payments.
4. Please contact ACE's finance department (Email: finance@ace.edu.sg, Tel: +65 62227577) to guide you to make the transfer payment to ACE's DBS Escrow account.

Fee Structure List

Fees Breakdown	Payment Schedule
Application Fee	Upon submission of the Application Form
Total Course Fees	Please refer to the Schedule 2.1 of your Student Contract
Miscellaneous Fees	Please refer to the Schedule 2.2 of your Student Contract

***Note: The student shall be responsible for any consequences arising from not following ACE's instructions.**

7. Transfer & Withdrawal

7.1 Transfer & Withdrawal Policy

ACE has the following **Course Transfer Policy** which allows students to apply to transfer from one course to another course within ACE.

- a. Application for course transfer shall be reviewed on a case-to-case basis. The transfer request might be denied if no proper signatures are filled by students.
- b. The transfer process takes maximum FOUR (4) weeks to complete.
- c. Students under the age of 18 years shall require their parents or legal guardian to sign the transfer form or obtain a written letter of consent from their parents or legal guardian.
- d. The transfer request subjects to the approvals from Academic and Finance Departments. Students who are approved of transfer will be deemed as terminating their previous Student Contracts with ACE, and the relevant Fee Protection Scheme will be cancelled accordingly.
- e. International Students who are approved of transfer are required to renew the student's pass for the new course within 30 days after the new contract is signed. ACE does not guarantee the successful renewal of student's pass. Students have to bear any losses or damage if the renewal of student's pass is not approved by ICA. In such cases when the new student's pass is not approved, the fees being transferred from the previous course to the new course is not entitled for a refund.
- f. When a student transfers from one course to another course, if it is approved to use the unconsumed course fee to offset the entire or part of the new course fee, such amount should be given as the discount amount rather than transferable such amount to the new course fee.

ACE has the following **Course Withdrawal Policy** which allows students to withdraw from a course.

- a. Application for course withdrawal shall be reviewed on a case-to-case basis. The withdrawal request might be denied if no proper signatures are filled by students. Refunds (if eligible) will be made in accordance to the refund policy stated in the Student Contract.
- b. The withdrawal process takes maximum FOUR (4) weeks to complete. The refund process (if eligible) takes SEVEN (7) days to complete.
- c. Students under the age of 18 years shall require their parents or legal guardian to sign the withdrawal form or obtain a written letter of consent from their parents or legal guardian.
- d. Students with outstanding fees due to ACE will not be approved for withdrawals, until all fees are paid in full. If outstanding fees remain unpaid when students submit the withdrawal requests, ACE will adopt the necessary legal actions to recover the owed amount and the student may be dismissed from school during the process of recovering outstanding fees. Students shall bear the extra cost incurred during the fee recovering process.
- e. Students who are approved of withdrawals will be deemed as terminating their Student Contracts with ACE, and the relevant Fee Protection Scheme will be cancelled accordingly.

- f. International Students who are approved of withdrawals are required to cancel the student's pass and immediately abandon the Banker's Guarantor (if applicable) sponsored by ACE immediately. Students have to bear any losses or damage incurred with the Banker's Guarantor.
- g. International students are required to obtain a short visit pass to stay in Singapore once the student's pass is cancelled. However, students should leave from Singapore within the valid period of short visit pass. Any person who overstay in Singapore may be liable on conviction to a fine or to imprisonment for a term or to both.

The table below summarizes the key aspects of the transfer and withdrawal policies.

	Transfer	Withdrawal
Course Completion	Not completed	Not completed
Destination	ACE	External Institutes or None
Circumstances in which request may be granted	Meet the entry requirement	Properly filled withdraw form
Additional fee payable	Any fees being indicated in the student contract (if any)	Not Applicable
Status of Student's Pass (Applicable only to Student's Pass holders)	Reapply for the Student's Pass in the ICA Solar System	Cancel the existing Student's Pass
Condition for refund	Based on the Refund Policy	Based on the Refund Policy
Processing Time frame	Maximum 4 weeks	Maximum 4 weeks

7.2 **Transfer & Withdrawal Procedure**

ACE follows the standard Transfer/Withdrawal Procedures to assist the students who plan to withdraw from ACE (regardless of whether if the student plans to enroll in another PEI) or to transfer among the different courses within ACE.

The Procedures for Withdrawal from ACE are as follows:

- a. The student who intends to withdraw shall approach the Student Service Officer (SSO) to fill up and sign the withdrawal form (FRM-225 Course Withdrawal & Refund Form). The SSO shall verify the form to ensure the student has filled up all the necessary information with the student's signature. The case will be submitted to the relevant Marketing Director/Manager together with the Academic Department on the same day.
- b. The relevant Marketing Director/Manager or the AM will conduct the Counseling sessions (if applicable) with the student within 3 working days. The findings including the detailed reasons for withdrawal from the counseling session will be updated into the withdrawal form (FRM-225). The MKD/MKM or the AM shall try the relevant possibilities to provide alternative solutions to help the student to understand whether withdrawal is the best solution.
- c. If alternative solutions cannot resolve the case and the student continues with the withdrawal request, the case will be presented to the MD for acknowledgment.
- d. When the student continues with the withdrawn request, the Refund Procedures will be initiated by the Finance & HR Department to check if the student is qualified to receive any refund. (Refer to the Refund Procedures in 4.3.2)

- e. The FM/Officer, working with other managers, will attend to the various withdrawal steps, including:
 - i. Issuance of a letter inside the withdrawal form to the student to confirm the withdrawal and refund (if applicable)
 - ii. Cancellation of the Student's Pass (if applicable)
 - iii. Termination of the student contract
 - iv. Cancellation of the FPS protection
 - v. Giving a refund to the student (if applicable)
- f. The process starts on the date of receiving the withdrawn request and it shall not take more than 4 weeks to complete.
- g. The management team shall conduct the monthly verification session to check that all the course withdrawal cases (including the updates of the forms FRM-225) are executed closely by following the withdrawal procedures.

The Procedures for Transfer to Another Course in ACE are as follows:

- a. The student who intends to transfer to another course in ACE shall approach the SSO to complete the transfer request form (FRM-227 Course Transfer Form). The SSO shall verify the form to ensure the student has filled in all the necessary information. An incomplete form is considered as an invalid request. The case will be submitted to the FM/Officer on the same day.
- b. The Course Consultant/AM will be notified by the FM/Officer to perform the following activities.
 - Check whether the student meets the Entry Requirements/Pre-requisites of the new course.
 - Discuss with the student the reasons for the intention to transfer, and explain to the student the implications for his or her Student's Pass, etc. (such as the fact that ACE must cancel the current Student's Pass and apply for a new Student's Pass for the new course. Students cannot hold ACE liable should the Student's Pass application not be approved by the Singapore ICA.)
 - Inform the student that a transfer course fee and the new Student's Pass application fees are payable upon submission of the form and that the fees are non-refundable.
 - Inform the student regarding the amount to be topped up if applicable.
- c. If the student still wants to transfer to a new course after the discussion, the FM/Officer presents the case to the AM and the MD for approval.
- d. The Refund Procedures will be initiated by the FM/Officer if the student is qualified to receive any refund. (Refer to the procedures in 4.3.2) For any unconsumed course fees which is not refundable from the previous course, a discount of the new course fee might be given to the student upon the approval from the top management.
- e. The FM/Officer, working with the other managers, attends to or oversees the various transfer matters, including:
 - Notify the student about the status of the transfer application
 - Stop the transfer process if it is not approved
 - If the transfer is approved, terminate the existing contract and cancel the FPS protection of the existing course
 - Prepare and sign a new course contract
 - Cancel the Student's Pass and submit a new Student's Pass application to ICA (if applicable)
 - Receive the new payment (if applicable) and buy a new FPS protection

- f. Local students will be notified of the outcome within 7 days from the receipt of the transfer request. International students will be notified of the outcome of the Student's Pass application within 4 weeks from the receipt of the transfer request (this may vary and depends on the ICA's processing period).
- g. The management team shall conduct the monthly verification session to check that all the course transfer cases (including the updates of the forms FRM-227) are executed closely by following the withdrawal procedures.

8. Refund

8.1 Refund Policy

ACE has the following refund policy. This refund policy applies to any student who withdraws from a course and is deemed eligible for a refund, as defined clearly in the student contract.

a. Refund for Withdrawal Due to Non-Delivery of Course

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

- a. It does not commence the Course on the Course Commencement Date;
- b. It terminates the Course before the Course Commencement Date;
- c. It does not complete the Course by the Course Completion Date;
- d. It terminates the Course before the Course Completion Date;
- e. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organization stated in Schedule A in the Student Contract (V3.1) within any stipulated timeline set by CPE; or
- f. 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.

b. Refund for Withdrawal Due to Other Reasons

If a Student withdraws from the Course for any reason other than those set out in 'Withdrawal Due to Non-Delivery of Course', ACE will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the following table.

% of [the amount of fees paid under Schedules B Course Fees and C Miscellaneous Fees]	If a Student's written notice of withdrawal is received
[90%]	more than [28] days before the Course Commencement Date
[40%]	before, but not more than [28] days before the Course Commencement Date
[0%]	after, but not more than [7] days after the Course Commencement Date
[0%]	more than [7] days after the Course Commencement Date

c. Refund during Cooling-Off Period

ACE 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 the above table) of the fees already paid if the Student submits a written notice of withdrawal to ACE within the cooling-off period, regardless of whether the Student has started the course or not.

8.2 **Refund Procedure**

ACE has the following Refund Procedure.

- a. The Refund Procedure covers the following commonly occurring situations:
 - a. School's non-performance
 - b. ICA not approving the Student's Pass
 - c. Student changes his mind during the 7 day cooling off period
 - d. Student's withdrawal
 - e. Course deferment (which is considered as a withdrawal case)
- b. The procedure for a student initiated refund (due to the Student's withdrawal or change of mind during the 7-day cooling period, etc) is as follows:
 - a. The confirmed withdrawal case will be passed to the Finance & HR Department to look into the student's eligibility for a refund and to calculate the amount to refund (if the student is eligible for a refund). Then the student will be notified with the breakdown of the refund.
 - b. If the student is eligible for a refund, the MD will be notified by the Finance & HR Department. A confirmation letter in the withdrawal form will be issued to the student with the signature from one of MT members.
 - c. The Finance & HR Department will issue the cheque or cash to the student. The student shall sign the payment voucher and acknowledgment to confirm that the student has received the refunded amount.
 - d. The Refund Procedure shall be completed within 7 working days from the date of receiving the written notice of withdrawal
- c. The procedure for a school initiated refund (due to ACE non-performance) is as follows:
 - a. The AM in consultation with the MT decides not to run the course.
 - b. Upon receipt of written confirmation (email) that the course will not run, the Finance & HR Department calculates the amount of the refund due to the students and obtains approval from the MD. The student will be notified regarding the breakdown of the refund.
 - c. The Finance & HR Department will issue the cheque or cash to the student. The student shall sign the payment voucher and acknowledgment to confirm that the student has received the refunded amount.
 - d. The Refund Procedure shall be completed within 7 working days from the date when the decision has been made to not run the course.
- d. The procedure for a school initiated refund (due to the ICA not approving the Student's Pass, etc) is as follows:
 - a. The relevant Student Register confirms with the MD about the non-enrollment of the International student due to the rejection of the student's pass.
 - b. Upon receiving the acknowledgment (email) from the MD, the Finance & HR Department calculates the amount of the refund due to the student. The student will be notified regarding the breakdown of the refund.
 - c. The Finance & HR Department will issue the cheque or cash to the student. The student shall sign the payment voucher and acknowledgment to confirm that the student has received the refunded amount.
 - d. The Refund Procedure shall be completed within 7 working days from the date when the rejection of the student's pass is final.

9. Student Feedback/Complaint & Dispute Resolution

9.1 Feedback and Complaints

If you have any feedback or complaints, you should report the case to the Student Services Department by completing the Student Feedback Form. The feedback form is available at the ACE Reception counter.

9.2 Dispute Resolution Policy

- a. In the event of any disputes arisen between students and school, such cases including complaints should be brought to the attention of ACE first. ACE aims to reach a fair and amicable solution to address the grievance so that it is fair and acceptable to both parties - the students and ACE.
- b. Students who lodge dispute cases including complaints with external agencies without giving an opportunity for ACE to address their concerns are considered as the violation of the student code of conduct.
- c. The aggrieved party, the student, must submit a standard signed complaint form on the grievance to ACE. If it is a letter or an email, the student shall attach the letter or email to the complaint form. The complaint form is available from ACE student service counter or can be downloaded from ACE website.
- d. ACE will assign the relevant management team member to establish the facts of the case and try to complete the necessary investigation and provide some solutions to the student. The case is expected to be resolved within 14 working days.
- e. If the student is unsatisfied with the resolution provided by ACE, the student may approach the CPE's Student Services Center (SSC) for assistance. SSC officers will review the case and may refer the student to the CPE Mediation - Arbitration Scheme. Certain service fees are chargeable to use the scheme.

10. Confidentiality of Student Data

10.1 Purpose and Scope of the Policy and Definitions

- a. ACE has its policies regarding data collection, usage, disclosure, processing and protection, which are in accordance with the Singapore Personal Data Protection Act 2012 (PDPA).
- b. 'Personal Data' refers to any data, whether true or otherwise, about an individual who can be identified (i) from that data; or (ii) from that data and other information to which ACE has or is likely to have access, including data in ACE records as may be updated from time to time.
- c. These Personal Data include unique identifiers (e.g. passport no., NRIC or FIN no. etc.) as well as any set of data (e.g. name, age, personal email address, address, photo or video, thumbprint, DNA profile, telephone no. etc.) which, when taken together, would be able to identify the individual.
- d. This policy supplements but does not supersede or replace any consent an individual may have previously provided or will provide to ACE with regards to his or her personal data.
- e. ACE may also use, disclose or process an individual's personal data collected before 2 July 2014 for the purposes of collection unless consent for such use is withdrawn in accordance with the PDPA or he or she has otherwise indicated to ACE, whether before, on or after the coming into force of the PDPA, that he or she does not consent to the use of his or her Personal Data.
- f. To ensure that the Personal Data Protection is consistent with any changes in legal or regulatory requirements, ACE may update it from time to time at its absolute discretion.

10.2 Collection of Personal Data

- a. ACE collects Personal Data in the following ways:
 - 1) When an individual submits a course enrolment application or submit forms for various activities or purposes
 - 2) When an individual interacts with ACE staff (via telephone/mobile calls, instant messengers, letters, or emails or during face-to-face meetings)
 - 3) During the period of an individual's receiving of ACE educational services
 - 4) When an individual submits his or her Personal Data to ACE for any other reasons
- b. If an individual provides ACE with any Personal Data relating to a third party (e.g. parents, guardian, spouse, children, family members or employer etc.), ACE deems in his or her so doing that the consent has been obtained from the third party to provide such for the respective purposes.
- c. An individual should ensure that all Personal Data submitted is complete, accurate and up to date. The individual should update ACE about any changes to his or her Personal Data should they occur.
- d. ACE only collects reasonable and necessary Personal Data to the extent that it is required for the specific purpose for which it is collected and which has been notified to the individual.

10.3 Purposes of Collection/Use/Disclosure of Personal Data

Depending on the individual's status (e.g. as an applicant, student, alumnus, staff, vendor, service provider, or university partners) with ACE, the personal data collected are used for the following purposes:

- 1) For evaluating the eligibility of admission or employment, maintaining personal records and communication purposes
- 2) For audit, administration and emergency purposes/contact
- 3) For school or Extra Curricular Activity ("ECA") registration
- 4) Carrying out due diligence or other screening activities (including background checks) in accordance with legal or regulatory obligations or risk management procedures that may be required by law or put in place by ACE, including the obtaining of references and/or other information from prior educational institutions and employers
- 5) Supporting ACE functions including, but not limited to, the teaching and personal and professional development of students
- 6) Monitoring the use of ACE's computer network resources, including emails and internet usage with ACE email accounts, portals
- 7) Processing application(s) for scholarships and administering and managing scholarship and other support programs, which may include disclosure of personal data to donors, external evaluators and/or external organizations for purposes including periodic reports, event invitations, surveys and/or publicity of ACE's related programs
- 8) Responding to requests for information from government or public agencies, ministries, statutory boards or other similar authorities or non-government agencies authorized to carry out specific Government services or duties
- 9) Investigating possible fraud, misconduct, unlawful action or omission, and utilizing electronic access and video systems to maintain campus security of persons or property, control access and investigate suspicious or inappropriate activities
- 10) Processing and administering applications or enrolment activities related to health, life and travel insurance and service provision as well as school-related cards, and administering matters, and overseas exchange programs and other overseas activities

- 11) Taking photo and/or videos by ACE staff or authorized third party individuals during ACE events
- 12) Processing, administering and conferring, publication of awards of prizes, medals, scholarships, and other marks of distinction, and student or graduation status
- 13) Any other purposes being informed by ACE in writing, with the individual's separate consent

10.4 Disclosure of Personal Data to Third Parties

- a. ACE may disclose an individual's personal data to third parties (service providers, agents and/or ACE affiliates or related corporations, such as ECA vendors, Fee Protection Scheme insurers etc.) without first obtaining the relevant consent in certain situations, including but not limited to the following:
 - 1) Being required based on the relevant laws and/or regulations
 - 2) The purpose is clearly in the individual's interests and consent cannot be obtained in a timely manner
 - 3) Be necessary to respond to an emergency that threatens the individual's life, health or safety or another individual, provided that ACE shall, as soon as may be practical, notify the former of the disclosure and the purposes of the disclosure
 - 4) Be necessary for any investigation or proceedings
 - 5) Being disclosed to any officer of a prescribed law enforcement agency for the purposes of the functions or duties of the office; and/or
 - 6) To a public agency and is necessary in the public interest
 - 7) Other cases described in the exhaustive list of exceptions of the PDPA which is available at <http://statutes.agc.gov.sg>.
- b. ACE contributes its effort in providing the adequate forms of protection within its ability to highlight the confidentiality and security in the handling and administration of an individual's personal data by such third parties.

10.5 Management of Personal Data

- a. By applying reasonable security measures and necessary setup, ACE protects Personal Data in possession or under its control to prevent unauthorized collection, use, access, disclosure, copying, modification, disposal or the relevant risks.
- b. ACE takes reasonable and appropriate measures in keeping the relevant personal data accurate, complete and updated.
- c. ACE is not responsible for any unauthorized use of Personal data by third parties which are wholly attributable to factors beyond ACE's control.

- d. ACE takes reasonable effort to destroy the relevant documents containing Personal Data, or remove the means by which the Personal Data can be associated with particular individuals, as soon as it is reasonable to assume that
 - 1) The purpose for which the Personal Data was collected is no longer being served by retention of the Personal Data; and
 - 2) Retention is no longer necessary for legal or business purposes
- e. For the updating of personal data, after the individual has submitted such a request, ACE shall process the request and undertake some verification activities if necessary.

10.6 Withdrawal of Consent

- a. An individual may submit a request to ACE by an official letter, an email or a form at any time with reasonable notice to withdraw any consent already given, or deemed to have been given to ACE under the PDPA, in respect of the collection, use or disclosure by ACE of his or her Personal Data.
- b. On receiving the withdrawal of consent, ACE shall cease collecting, using or disclosing the Personal Data of the individual unless such collection, use or disclosure is required or authorized under the PDPA or other written law without the consent of the individual.
- c. On withdrawal of consent, depending on the nature of the individual's request, ACE might not be in a position to continue providing the relevant affected services to the individual, which in turn may in turn result in the termination of the individual's agreements with ACE. As such, the individual might breach his or her contractual obligations or undertakings. In such an event, ACE' legal rights and remedies are expressly reserved in such event.

11. ACE Regulations & Policies

11.1 Policy for Module Exemption

- a. The students who have already signed the student contracts are not eligible to apply for Module Exemption unless special approval is obtained from the MD.
- b. Module Exemption is available for those new students who have studied comparable or equivalent modules in other educational institutions.
- c. The AM will decide the module's comparability or equivalency based on the following considerations:
 - i. A module that the student completed at another educational institution is similar in nature, content and module outcomes to an ACE module.
 - ii. The student's level of educational quality of the learning experience for the module, and the student's performance in the other educational institution.
- d. The Module Exemption application shall be evaluated by the Academic Department on a case by case basis unless there is a record showing that the same module from the same educational institution has been granted a Module Exemption by the ACE Academic Department.
- e. Only the relevant modules completed in ACE provide transferable ACE credits to ACE's partner Universities in the United States or other countries. The waived modules carry no ACE credits if the student is transferring to the partner Universities. The waiver of exemption of modules only applies to the award of ACE diplomas.
- f. The maximum number of modules can be granted a Module Exemption for diploma level programs is 4. The maximum number is 8 for advanced level diploma programs.

11.2 Policy for Course Deferment/Extension and Student Suspension/Expulsion

ACE has the following Policy for course deferment/extension, and student suspension/expulsion.

- a. Deferment:
Deferment of courses is not available in ACE. Any students requesting a deferment are treated as withdrawal cases. ACE will consider waiving the relevant amount of course fees if the students return to ACE to continue their studies after the withdrawal. The new course fees waiver should be submitted during the enrollment process.
- b. Extension:
Course extension may be allowed without an extra course fee charge if it is ACE's responsibility for not being able to deliver the required subjects before the expiry of the student contract. If it is due to module failure or any other reasons caused by the students, the extra course fees might be applied.
- c. Suspension:
The student might be suspended for a period for the following reasons.
 - i. Serious damage of ACE properties or items and is willing to pay for the damage.
 - ii. Conduct a serious breach of behavior or discipline code.
 - iii. Cheat or attempt to cheat.

- iv. Maintain less than 90% attendance (international students) or 75% attendance (local students).
- v. With outstanding fees (less than S\$1000) due for more than 2 months.

The suspension period is from minimum two (2) weeks to maximum six (6) months. The student holding a student pass will be required to cancel the student pass and to leave from Singapore if the suspension period is more than 4 weeks. During the suspension period, the students are not allowed to continue the study and the modules being missed will be marked as withdrawn. Before the end of the suspension period, the student shall contact ACE to arrange the details for his/her return back to ACE such as applying for a new student pass if necessary. If the student fails to report to ACE or contact ACE within 1 week after the end of the suspension period, the student is considered as giving up the study opportunity and withdrawing from the course.

- d. **Expulsion:**
The students could be expelled if they have the following offenses.
 - i. Serious damage in ACE properties or items and refuse to pay for the damage.
 - ii. Serious breach of behavior/discipline code or demonstrate of an accumulated pattern of misconduct even though no single incident is serious enough by itself.
 - iii. Violations of Laws and Regulations.
 - iv. Cheat or attempt to cheat more than twice.
 - v. Maintain less than 90% attendance (international students) or 75% attendance (local students) without improvement or without effort in attempting to improve.
 - vi. With outstanding fees due (more than S\$1000) for more than 2 months without signing a repayment plan or more than twice of failure in following the repayment plan.

11.3 Repeating a Course or Module

Depending on the regulations, a student may be allowed to repeat a course or module if and only if he or she has taken the same course or module previously. The affected student may have to repeat the course or module due to his or her failure to meet the passing criteria of the course or module.

A student repeating a course or module will need to have a valid Student's Pass if he or she is an international student and will have to pay the course or module fee, according to each individual program to be determined by ACE, in full before he or she is allowed to repeat the course or module.

11.4 Environment Policy for Students

- a. **Clean and Green Environment**
 - i. Food is not allowed in the classrooms
 - ii. Please clean your study table and your study zone
 - iii. Please remember to reuse the papers if one side has not been used
 - iv. Please switch off the classroom lights and air conditioners if there are no other students using the classroom
 - v. Please do not bring any pets to the school
 - vi. Give feedback to the school about any issues, comments or suggestions about the Clean and Green Environment
- b. **Healthy Environment**
 - i. Do not smoke inside any rooms and non-smoking areas
 - ii. Please report to school if you see anyone smoking inside the building
 - iii. If you discover any mosquitoes, please report this to the school management

- iv. Do not bring any pest into the school area or inside the building
- v. Be aware of where the first aid facilities are
- vi. Be sure to attend any seminars or topics organized by the school or other third parties about health issues
- vii. Be sure to attend any health check-ups organized by the school or other third parties
- viii. Give feedback to the school about any issues, comments or suggestions about the Healthy Environment

c. Safe Environment

- i. Please make sure the fire exit nearest to you is unblocked
- ii. Please make sure the display of the fire escape route is clear
- iii. Please attend any fire drill exercise for the building
- iv. Give feedback to the school about any issues, comments or suggestions about the Safe environment

d. Secure Environment

- i. Give feedback to the school about any issues, comments or suggestions about the Secure Environment

11.5 School/Class Policy

1. Students must reach the classroom on time. Late attendances will receive verbal warnings from the lecturer. Three late attendances without valid reasons could be marked as equivalent to one absence from class.
2. The absences from class or late attendances may reduce the final grade for the module.
3. All mobile phones must be in the silent mode when the class is going on. Students should get the approval from the lecturer before going out of classroom to answer/make urgent calls when the class is going on.
4. After the class break, all students are expected to be back to the classroom. Latecomers will be noted and this might be counted as the late attendance for repeating occurrence.
5. Students are not allowed to leave the classroom when the class is going on unless they obtain the approval from the lecturer to go to washroom or go for urgent matters.
6. For a student with an international student pass, if the student incurs seven consecutive unexcused absences from classes, the student is eligible to be expelled and the student pass could be cancelled immediately after the explosion. If so, the paid course fees not being consumed will not be eligible to refund. If the student average monthly attendance is always maintained at less than 90% for more than 3 months without any improvement, the student's name will be reported to the ICA.
7. Students must speak English in the school.
8. No meals are allowed at any time in the classroom. Students can eat snacks and drink water in the classroom only during the break time. The meals are only allowed in the designated areas such as the student lounge.
9. The computers in the reception counter or office rooms are not for students to use. The students can use the computers in the student lounge or access school wireless network.

10. Students should direct all Academic, Operations and Finance cases to the student service officer who will deliver these cases to the relevant department managers.

11.6 Award Policy for Good Suggestions

Staff and students can provide suggestions using the employee suggestion form (FRM-029 Suggestion Form) or normal feedback form (FRM-202 Feedback Form). Please retrieve them from the school reception counter.

- a. Staff and students can provide suggestions using the suggestion form (FRM-029 Suggestion Form) or the normal feedback form (FRM-202 Feedback & Complaint Form). Suggestions submitted by emails are also accepted.
- b. A MT member will evaluate your suggestions to decide whether to recommend adopting the suggestions and whether you are entitled to an award.
- c. The MD gives the final approval for the recommendations.
- d. The suggestions are recorded to track the total number of good suggestions for which awards will be given.
- e. Award Details:
 - i. Any one good suggestion is exchangeable for cash S\$20 or a voucher worth S\$20.
 - ii. Any two good suggestions are exchangeable for cash S\$50 or a voucher worth S\$50.
 - iii. Any three good suggestions are exchangeable for cash S\$100 or a voucher worth S\$100.
- f. Awards will be given out only with the approval of the MD.

11.7 Examination Policy

- a. Students must switch off their mobile phones, translators and other electronic devices and must keep them inside their bags. No any electronic devices or textbooks are allowed during the exams.
- b. The students' bags must be placed either in front of the classroom or behind the classroom.
- c. The invigilator should read the exam instructions in front of the students and remind them that they should not forget to write down their names on the front page.
- d. The invigilator should remind all the students that cheating is a serious offense which will bring a failure grade of the module.
- e. Students are not allowed to visit a toilet during the exam session. Before distributing the question papers, the invigilator will give 5 minutes as the allowance to the students who want to visit a toilet. Once the students receive the exam papers, the students are not allowed to visit a toilet anymore during the exam session. After the 5 minutes, the exam will commence as usual.

11.8 Certificate Awarding

All awards of certificates must be approved by the Examination board. The timeline to complete the awarding of certificate for short term courses/programs shall not exceed 1 week from the date when the final assessment results are approved by the Examination Board (if applicable). The timeline to complete the awarding of certificates & transcripts for other courses/programs shall not exceed 3 months from the date when the grade of the last module is officially released.

11.9 Policy for American University Credit Transfer

- a. The Fall and Spring intakes of universities in the United States are in September and January respectively.
- b. For January's intake, the preparation work should start from August. Before the end of September, the students should have all the supporting documents (except the TOEFL/IELTS or the relevant English result, and the final transcript from ACE) ready to submit to the universities.
- c. For September's intake, the preparation work should start from March. Before the end of April, the students should have all the supporting documents ready to submit to the universities.
- d. ACE will not be responsible for any delay of enrollment to the universities if the students fail to submit all the required documents to ACE before the end of June or the end of September.
- e. The prerequisites to be able to receive the offer letter and transfer successfully are a minimum GPA of 2.0 and a TOEFL IBT of 64-80.

12. Attendance Policy

12.1 Attendance Requirement

Attendance at all of your scheduled classes, lectures, tutorials and practical training sessions is compulsory. Regular attendance is very important to gain the most from your program.

Be punctual and arrive before class commencement as a gesture of respect to your Lecturer and fellow classmates. You are not to leave before the end of class. The Lecturer or school staff will take attendance of students during each class/session.

Three-hour and four-hour classes are divided into two sessions with a 15-minute break in between. You must return promptly to your class at the end of the break. Shorter classes might not have a break.

12.2 Class Attendance

1. Student attendance will be marked at the start of each day's lesson. Operations staff or the Management Team will perform a daily check to ensure the monitoring system is practiced consistently. Have your Student pass with you.
2. Operations staff will call absent students and ask them to explain their absence and ensure that students who did not attend class must submit their medical certificates (if applicable) from the approved clinics in Singapore which can only be accepted as a valid reason for absence. Other reasons will be recorded accordingly and students shall furnish the supporting information or documents for recording purposes. A warning letter will be issued where necessary.
3. Students who are sick shall contact the Operations Manager/Director immediately on the number of days of medical leave approved and given by the doctor. The student must submit the medical certificate to the Operations Manager/Director upon his or her return to school for verification and recording purposes.
4. Students who are applying for leave must submit his/her application at least 1 week in advance to the Operations Manager/Director. The application will be verified and approved on a case by case basis with the justification approved by ICA. The Operations Manager/Director will inform each student of the outcome of his/her leave application.
5. A warning letter will be sent to a student should the student be absent for 2 days in a month without a valid reason. The Academic Manager will report to the Management team regarding the errant student. The Management Team will review and formulate strategies to assist the errant student, if needed.
6. The Attendance rate is updated weekly and will be compiled on a monthly basis. The Operations Manager/Director will notify the ICA regarding students whose attendance falls below 90% during the month. If the student's attendance is below 90% before the end of the month, the ICA will be informed within 3 working days. The supporting information or documents will be provided to the ICA if the student cannot provide a Medical Certificate.
7. The ACE Operations Director/Manager will arrange to meet a student who is absent for 3 days in a month without a valid reason, to find out the reasons for the absence and to counsel the student if necessary.

8. ACE will inform the student's parents or guardian for those who are absent without a valid reason, regular absenteeism or having a long term medical leave (more than 3 days).
9. A student who is absent from class for seven (7) consecutive days without informing the school with any valid reasons will be deemed to have withdrawn from the course. The management will be informed and with the acknowledgement from the ACE Managing Director, the ACE Operations Director/Manager will make a police report and cancel the Student's Pass accordingly.
10. ACE's academic requirements to graduate are in line with the minimum attendance requirement set by Immigration and Checkpoints Authority; the school clearly communicates this to all respective students (at least 90% for international students and 75% for non student pass holders) through the briefing session, student handbook, notice board and orientation. Special approval from the Academic Board shall be obtained if the student does not meet this requirement for graduation.

12.3 Absence from Assessments or Examinations

There will be no make-up assessments and/or examinations if you were absent for any assessments and/or examinations you are scheduled to sit or attend. In cases where ACE is aware of the circumstances of a student's inability to attend assessments and/or examinations (e.g. compassionate grounds, hospitalization etc.) and endorses his or her absence, alternative arrangements, if any, will be made known to the student. In cases where additional costs are incurred for such alternative arrangements, the student will be required to pay the additional costs.

If a candidate is unable to sit for any subject due to unforeseen circumstances, he or she must inform the ACE Student Services Department within 72 hours after the examination has begun. For absence due to medical reasons, ACE accepts medical certificates from a registered medical practitioner. A medical certificate (MC) produced must be dated on the day of the examination that the candidate was supposed to sit. It should also contain the doctor's certification that the candidate was unfit to sit for the examination. The MC can either be sent by post or delivered personally by the student, together with a note explaining his or her inability to attend the examination.

***ABSENCE FROM EXAMINATION WITHOUT NOTICE WILL BE TREATED AS FAILURE**

12.4 Medical Leave

If you are absent from a class or session due to medical reasons, you must submit the original Medical Certificate to ACE the Student Services Department.

The Medical Certificate must be issued by a registered hospital, polyclinic or clinic. Medical Certificates issued by a Free Buddhist Clinic, Chinese Medicine Hall, Chinese Physicians' Association Clinic or Public Free Clinic Society will not be accepted.

If the application for medical leave is approved, your "Absent" status will be changed to "Absent – Medical Leave".

If a student does not attend his or her scheduled classes after a holiday break or his or her travel outside of Singapore, ACE may not accept a Medical Certificate issued by a medical body or institute outside of Singapore and/or other reasons provided for his/her absence.

12.5 Traveling Outside of Singapore

ACE cannot assume responsibility for your safety and actions when you travel during your leave. You must obtain approval from ACE if you wish to travel outside of Singapore for a holiday (only for full time international students). If you are below 18, you will need to provide supporting documentation of your parental and/or legal guardian's approval with your leave application.

If you are a Student's Pass holder, ACE must know where you will be when you are not in Singapore. You will need to provide ACE with the places of residence or accommodation where you will be staying and your contact numbers together with your leave application.

If you wish to travel in the region, you may need a visa from the country you wish to visit – you will need to apply for it at the country's embassy in Singapore (please refer to Appendix 2, Useful Telephone Numbers).

For holiday travel, we advise you to purchase travel insurance to cover the cost of medical treatment or injury or illness, theft or loss of valuables, etc., while you are away in another country. Travel insurance can be purchased from licensed travel agents.

13. Course Administration

13.1 Orientation

ACE provides an orientation program before the commencement of each new semester to assist the new students to get used to studying and living in Singapore.

Please obtain the orientation program schedule and registration forms from an ACE Student Services Executive and return the signed registration form.

13.2 Course Introduction

*Please refer to the ACE website to find the latest course list.

Please call us (+65 62227577) or email us (info@ace.edu.sg) if you need further information regarding the Course Synopses or Syllabus.

13.3 Course Schedule

You are required to spend at least (3) hours at ACE per school day, attending classes and tutorials, participating in enrichment activities, and doing self-study. Duration of lessons can range from 3 to 5 hours each day from Monday to Friday. In addition, there may also be scheduled enrichment activities, remedial tutorials, project work, and self study sessions.

Timetables are given by hand in advance. There are no lessons on Singapore Public Holidays and school holidays.

13.4 Assignments

Assignment Deadline

Students must hand in their assignments before or by the deadline. There will be penalties for late submission of assignments.

Any requests for the extension of the submission date must be given in writing, with acceptable reasons, to the Lecturer before the deadline, for the Lecturer's consideration. Extensions will not be granted automatically.

13.5 Policy for Disciplinary Matters

ACE is committed to become a model for excellence in higher education in Asia, trying its best to help students to succeed in their future endeavors.

To achieve this goal, ACE needs the commitment of each staff member and all students to maintain ethical behavior, honesty, integrity and good judgment.

13.6 General Behavior

Staff and students are expected to show respect to one another. We are proud to have a school with a friendly, courteous and studious environment; please help us to continue to maintain and improve it.

Please behave appropriately at all times. Your behavior reflects on you as an individual, on your parents, on your home country, and on ACE.

Lecturers have the right to exclude a student from a class for adversely affecting the learning of others or for behaving in an unsafe or dangerous way.

13.7 Presentation and Dress Code

You are training to be a professional and expert practitioner in your future career. This is a good time to think about how you present yourself to others. Your hair should be neat and tidy. Tattoos are not appropriate. Avoid the extreme limits of fashion. Wear proper attire and footwear, not collar-less T-shirts, singlets, slippers, sandals, or shorts.

The program information given to you may request clothing in line with the requirements of the course.

13.8 Course Conduct

1. All students are required to familiarize themselves with, and comply with, the requirements of their program of studies.
2. All students are required to study diligently, attend classes, submit assignments on time and notify ACE in case of difficulties.
3. All students are required to provide accurate information to enable the maintenance of proper records and keep ACE informed of changes.
4. All students are required to pay all fees by the specified dates and meet all outstanding debts.

13.9 Behavior Discipline Code

Any violation is referred to ACE management. Disciplinary action may be taken for the following (but not limited to) breaches of expected conduct:

- Poor attendance or insufficient academic progress.
- Cheating or attempted cheating during examinations or other assessments.
- Plagiarism.
- Signing in or out for another student on an Attendance Sheet.
- Forgery of a medical certificate and/or any other documents, including alteration of any documents.
- Inappropriate attitudes and behavior, such as being disrespectful or insubordinate to a Lecturer or ACE staff member; inappropriate or aggressive behavior to fellow students, highly inappropriate attire.
- Sleeping, eating in class, reading newspapers or magazines, use of mobile phone, Discman, Walkman, Laptop, Palmtop, music player, radio, or any other willful misconduct during class.
- Fighting or committing other mischievous acts of disturbance, littering, smoking, gambling, consumption of drugs or alcohol, chewing gum, extortion, etc.
- Theft or damage of property of another student, a staff member, or of ACE.
- Use of vulgarities.

- Smoking in ACE premises.
- Failure to respond to an Administrative officer at the pre-determined time after a written notice requiring your presence is served.
- Employment outside ACE while registered as a full-time student holding student pass.
- Loss of contact with ACE.

Penalties include:

- Warning letters.
- Signing a bond of good behavior witnessed by a parent or guardian.
- Disqualification and removal from the program.
- Expulsion (if there is a serious breach of conduct or an accumulated record of misconduct even though no single incident is serious enough by itself to warrant expulsion). Expulsion implies termination from the program and the termination of registration as a student with ACE. If the student is an international student, expulsion will result in the cancellation of the Student's Pass.
- Any offence committed under Singapore law will result in the perpetrator being handed over to the police.

13.10 Warning Letters on Conduct

1. Reminder Conduct Letter issued to student and parents/guardian
2. First Conduct Warning Letter and Notice issued to student and parents/guardian
3. Second Conduct Warning Letter issued to student and parents/guardian, and meeting with parents/guardian
4. Final Warning Letter issued to student and parents/guardian, and meeting with parents/guardian
5. Expulsion Letter

14. Student Support Services

14.1 Service Guarantees

- Students are only accepted if they possess the necessary qualifications as stipulated in the student contract.
- Match our students' needs and proficient to the courses offered by means of a suitability test.
- Notify each student at least 7 days in advance of any delay in the course commencement date. Such a delay shall not exceed 14 days.
- Make appropriate refunds of the relevant fees according to the refund policy.
- ACE teachers are highly qualified experts in their respective fields.
- Total hours of teaching instruction shall adhere to the timetable provided to students on enrollment.
- Reward the graduation certificate on time to the students who are eligible and approved to be graduated from the relevant course as stated in the student contract.
- Offer excellent facilities and support services to foster a pleasant learning experience for our students.

14.2 Support Services List

ACE provides a comprehensive list of student support services to meet the needs of the students studying in both Singapore and the United States. These are as follows:

General Services

- 1.1 Assistance with application for entry visas for students and relatives
- 1.2 Assistance with applying for and renewing the Student's Pass
- 1.3 Assistance and advice regarding the general or specialist health services
- 1.4 Airport pickup
- 1.5 Advice or service regarding accommodation (hostel) options
- 1.6 Assistance with bank account opening & currency exchange
- 1.7 Purchasing textbooks & reference books
- 1.8 TOEFL iBT exam service
- 1.9 Certificates, transcripts, and the official statement or letter
- 1.10 Close collaboration with parents or guardians of students who are less than 18 years of age
- 1.11 Credits transfer service
- 1.12 Medical insurance coverage for hospitalization and related medical treatment for the entire course duration
- 1.13 Fee Protection Scheme
- 1.14 Student orientation programs for all newly-enrolled students
- 1.15 Access to library, computer room & campus wireless network

Advanced Services

- 2.1 Consultant service for student life & personal problems
- 2.2 Consultant service for student study & academic related problems
- 2.3 Assistance in extra-curricular activities/social activities
- 2.4 Career guidance programs to assist students to proceed to higher education
- 2.5 Assistance in study tours to visit overseas universities
- 2.6 Enhancement program in language skills
- 2.7 Assistance in Pastoral Counseling

15. Examinations

15.1 Eligibility for Examination

- Tuition / Examination fees along with any other financial obligations to ACE must be settled prior to the Examination. ACE reserves the right to bar from the Examinations any candidate who fails to settle his/her financial obligations.
- Candidates must bring along their Student's Pass or ACE Student Card for verification by the Invigilator when attending an Examination.
- Each candidate must bring along his or her own pen, pencil, ruler, and eraser and correction fluid. Candidates may bring along a non-programmable calculator, if allowed for the module. Dictionaries will be provided by ACE if they are required or allowed for the module.
- Candidates should ensure that they arrive at the Examination Hall at least 20 minutes before the commencement of the Examination.
- Candidates are not allowed to bring into the Examination Hall any unauthorized books, written or printed documents, pictures or drawings, notes, papers, personal dictionaries or electronic translators.
- Candidates must refer to the seating arrangement card in the Examination Hall for the seats pre-allocated to them and sit at their assigned desks. Invigilators reserve the right to insist that candidates comply with the seating arrangements.
- Should a candidate for the Examination be taken ill or have a valid reason for not attending the Examination, he or she must notify ACE in person or by phone before or soon after the Examination commences. The candidate must provide a valid medical certificate or proof of absence document within 72 hours of the Examination date.

15.2 During Examination

- Candidates are to be seated in the Examination Hall at least 20 minutes before the Examination is due to commence. Once inside the Examination Hall, candidates may not communicate with other candidates in any way.
- Punctuality is important. Candidates who are late for the Examination by more than 45 minutes (for a 3-hour paper) will not be allowed into the Examination Hall.
- Mobile phones should be switched off and placed in the candidates' bags along with all other unauthorized items at the front of the Examination Hall.
- No eating, drinking or smoking is allowed in the Examination Hall.
- Each candidate must produce his or her Student's Pass for verification purposes. The Student's Pass must be placed at the top left-hand corner of their desk where it can be clearly seen before the commencement of each Examination paper.
- Candidates must sign the Examination Attendance Record in the presence of the Invigilator.
- Once the Examination has commenced, candidates are not allowed to leave the Examination Hall without permission from the Invigilator. Any student who leaves the Examination Hall without permission will not be allowed to return.
- All answers must be written with blue or black ink with the exception that when the answers are to be input onto a specific answer script using pencil. Diagrams may be drawn in pencil.
- No extra papers will be provided for rough working. Rough working must be shown on the writing sheets / answer scripts provided.
- A 30-minute Reading Time might be given at the start of an Examination unless it is not required for the module / exam paper. No writing is allowed during the Reading Time.
- Candidates must refrain from talking during the Examination. Attempting to communicate with, receiving assistance from, or copying from the paper of another candidate or any other forms of cheating are against the school's regulations. Such acts will be recorded and dealt with seriously, and may lead to the removal of the respective candidate from his/her course and from the school.
- If cheating or attempted cheating is detected, the respective candidate must hand over the Examination paper and answer script to the Invigilator and sign the Examination Report where

indicated by the Invigilator. The candidate may then leave the Examination Hall. The Management team members will interview the candidate after the Examination. Cheating or attempted cheating is a serious breach of Examination rules and may lead to the candidate having to repeat a semester or being expelled from ACE.

- A candidate caught cheating in one module may continue to take the examinations for the remaining modules.
- Candidates may raise their hands to get the Invigilator’s attention if any assistance is required. No question on the meaning of an examination question may be asked.
- Candidates will not be allowed to leave the Examination Hall during the first 45 minutes (for a 3-hour paper) and the last 30 minutes of the Writing Time.
- Upon completing the Examination, candidates must return the Examination papers, answer scripts, used or unused writing papers, dictionaries or other Examination-related materials, and must follow the Invigilator’s instructions for handing in these items. If the Examination is still in progress, the candidate must leave the Examination Hall and the area outside the Examination Hall quietly. Under no circumstances should a candidate remove the above mentioned items from the Examination Hall.

15.3 Grading Systems

All grades will be moderated and issued by the Examination Board. Please check your module syllabus for the Grading System of the individual module.

Description	Percentage Weightage
1. Assignment (Homework, Quizzes, Group work & etc)	50%
2. Mid-Term Examination	25%
3. Final Examination	25%
Total:	100%

The Project / Assignment / Homework component may have sub-components if deemed appropriate by the lecturer. These multiple assessments collectively help teaching staff to establish more reliably the abilities and competencies of the students. Lecturers may adjust the percentages for their own modules with the written approval of the Academic Director.

15.4 Publication of Examination Results

- The results of all course assessments and examinations shall be finalized by the Examination Board.
- The timeline required for the processing and release of exam results may take up to three (3) months subject to the complexity and requirements of the academic processes.
- Students are required to present themselves in front of student service counter to receive their result slips
- Original transcripts will be issued upon graduation
- To protect privacy and ensure accuracy of information, results will not be released over the telephone.

15.5 Appeals against Result

- a. The appeal form must be submitted within one (1) month from the official release of the assessment results, module final grades, or the relevant academic/operation decisions after which the appeal requests will not be accepted.
- b. The submission of this form is valid only from the day when the relevant Appeal Service Charge is paid unless the charge is waived.
- c. For in-house courses and academic/operation decisions – response time: within 4 weeks from receiving the appeal form and the service charge.
- d. For courses being administered by a partner organization: within 8 weeks from receiving the appeal form and the service charge.
- e. The decision from the Academic/Examination Board (if applicable) or partner organization (if applicable) for the appeal request is final.

15.6 Award of Certificates and Transcripts

ACE adheres to the following Procedures to Handle the Award of Certificates & Transcripts in a timely manner to ensure that students meet the required criteria before awarding the certificates and to uphold the standards and integrity of the courses offered.

- a. Every time that the module grades are updated in the student database, the AM checks the relevant grades to list the students who met the graduation requirements and are ready to graduate.
- b. The Finance & HR Department will be notified by the AM to check whether these students have cleared all the fees and are eligible to graduate. The internal tracking list (FRM-141 Graduation Eligibility Checklist) is maintained by the AM.
- c. The AM updates and verifies the content of the final transcripts and certificates for these students and sends the eligible students' softcopy transcripts and certificates to Academic Board for the approval for graduation.
- d. The AM can release the final verified hardcopy transcripts to the students so long as the students have no outstanding fees and the final grade of each module have been approved by the Examination Board from the moderation process.
- e. Once the Examination Board's approval is obtained, the AM or the authorized manager shall prepare the hardcopy version of the graduation certificates (or/and transcripts).
- f. The AM shall maintain the tracking list (FRM-141) for the delivery of transcripts/certificates. The scan copy of transcript/certificate with the student's signature shall be obtained (if applicable) for the record purpose.
- g. The student study status (Graduation) shall be updated in the student database by the AM.

16. School Facility

16.1 Personal Belongings, Lost and Found

Items belonging to students are not the responsibility of ACE. Please look after your possessions. Avoid bringing valuable items to school. You should report all losses/founds or thefts promptly to the Reception Counter by completing the relevant form, but we cannot undertake to investigate the loss or theft of expensive items.

16.3 Property of ACE

Only use a classroom if and when you are scheduled to be in the classroom. You must take good care of the school property, decorations, fittings and equipment, etc. If you cause damage or loss to these items, you will need to pay the costs for repair or replacement of the damaged items to their original condition or otherwise you need to bear the consequences.

Please refer to the student service officer for other school facilities.

17. Singapore Law

17.1 Relevant Singapore laws are especially those relating to the Immigration & Checkpoints Authority (ICA) and the Ministry of Manpower (MOM). These include, but are not limited to, immigration requirements, laws on driving, drugs and alcohol abuse, employment, smoking, traffic and littering.

IMPORTANT POINT: IGNORANCE OF THE LAW IS NO EXCUSE TO BREAK THE LAW, THE RESPONSIBILITY LIES ON EVERYONE TO KNOW THE LAW.

重点：对于法律的无知不可以成为违反法律的借口。每个人都有责任清楚这些相关的法律。

Categories	Relevant Law
Immigration	<ul style="list-style-type: none">• All international students studying in Singapore must have a valid passport and a Student Pass from the ICA (Immigration and Checkpoint Authority).
Employment	<ul style="list-style-type: none">• International students are not allowed to work in Singapore without a Work Pass Exemption from the MOM (Ministry of Manpower).
Driving	<ul style="list-style-type: none">• All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.
Drugs	<ul style="list-style-type: none">• Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.
Alcohol Abuse	<ul style="list-style-type: none">• Any offense committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.
Smoking	<ul style="list-style-type: none">• Smoking in specific public places and indoor restaurants is prohibited.
Traffic	<ul style="list-style-type: none">• Jay walking is an offence.
Littering	<ul style="list-style-type: none">• Littering, spitting and vandalism (with graffiti) in public areas are serious offences.

18. Contact Information

- 18.1 We have designated staff members to assist our students on matters that pertain to courses, fees, and student welfare matters, so that our students can devote their full attention to their studies.

Address:

51 Cuppage Road #07-21, Singapore 229469

Tel: (+65) 6222 7577

Email: info@ace.edu.sg

Website: <http://www.ace.edu.sg>

19. Other Useful Information for Students

19.1 Public Library

You can visit other public libraries in Singapore. Overseas students may join with a small fee. Singapore public libraries provide pleasant, air-conditioned study environments and have a comprehensive collection of books, reference materials and international newspapers, magazines, etc.

19.2 Transport

EZ-Link fare cards are used to pay for bus and MRT trips. These cards can be purchased at all MRT stations and bus interchanges.

For information on EZ-link cards and concession passes, see this site:

<http://www.transitlink.com.sg/>

For detailed information, please visit the website of the Singapore Bus Service Transit:

<http://www.sbstransit.com.sg/>

To view the MRT & LRT System map of Singapore, please go to the URL shown below.

http://www.smrt.com.sg/trains/network_map.asp

19.3 Telecom Carrier

Singapore has 3 main local mobile/telephone service providers:

Singtel <http://www.singtel.com>

M1 <http://www.m1.com.sg>

Starhub <http://www.starhub.com>

**Be sure to bring along your passport when you purchase the mobile services.*

19.4 Banks

Singapore has 3 major local commercial banks:

DBS <http://www.dbs.com.sg>,

OCBC <http://www.ocbc.com.sg>

UOB <http://www.uob.com.sg>

There are more than 10 international banks servicing Singapore including CitiBank, HSBC, Standard Chartered, ABN, CIMB, Diners Club, and American Express and so on.

**Be sure to bring along your passport when you want to open a bank account.*

19.5 Useful Contact Numbers

Embassy of the People's Republic of China	6479 3250
Embassy of the Republic of Indonesia	6737 7422
Embassy of the Socialist Republic of Vietnam	6462 5938
Embassy of the Union of Myanmar	6735 0209
Embassy of the United State of America	6476 9100

Embassy of the Cambodia	6341 9785
Embassy of the Laos	6250 6044
Embassy of Vietnam	6462 5938
Embassy of South Korea	6256 1188
Embassy of Japan	6235 8855
High Commission of India	6737 6777
Malaysian High Commission	6235 0111
Nepalese Consulate	6336 1677
Royal Thai Embassy	6737 2158
Immigration and Checkpoints Authority (ICA)	6391 6100
Police	999
Fire/Ambulance	995
Ambulance (non-emergency)	1777
Touchline (TOUCH Youth Service)	1800 377 2252
For Youths between 12 and 19 years old, who are struggling, frustrated or depressed and badly in need of a listening ear (Daily: 10am to 10pm)	
Samaritans of Singapore	1800 221 4444
SOS provides a 24-hour confidential service by trained volunteers who offer emotional support to people who are in crisis or thinking of suicide (Daily: 24hr)	
<u>Taxi Services</u>	
Comfort/CityCab	6552 1111
SMRT	6555 8888
<u>Hospitals</u>	
Alexandra Hospital	6473 5222
Changi Hospital	6788 8833
KK Women's & Children's Hospital	6293 4044
Mt Elizabeth Hospital	6737 2666
NUH National University Hospital	6779 5555
SGH Singapore General Hospital	6222 3322
Tan Tock Seng Hospital	6256 6011
Thomson Medical Centre	6256 9494
Drug & Poison Information Center	6423 9119

19.6 Singapore Public & School Holidays

Please refer to Ministry of Manpower Website for latest public holiday updates:

<http://www.mom.gov.sg/employment-practices/public-holidays>