



Asian International
College

Student Handbook

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Revision History

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00	1. Initial Released	September 2018
01	1. Added Revision History 2. Amended Organisation Chart dated 1 st Jan 2019 3. Amended the List of Student Services to Follow Policy Manual 4. Amended “a formal request of transfer of programme” to Student Request Form 5. Amended “Letter of Offer to effect the course transfer” to Transfer Procedure 6. Amended Withdrawal Policy to Follow Policy Manual 7. Amended Withdrawal Procedure to Follow Operation Manual 8. Amended Deferment Policy to Follow Policy Manual 9. Amended Refund Policy to Follow Policy Manual 10. Amended Attendance to 2 Consecutive Days 11. Amended Point 2.3.8 Appeal Procedure from 8 weeks to 4 weeks	01 January 2019
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03	1. Amended Organisation Chart	30 April 2021
04	1. Amended Deferment Policy to indicate : *College’s ‘Deferment Policy’ does not apply to all company sponsored and Training Grant approved self-paying students/trainees. 2. Amended Policy on Retaking Modules 5.1.6b) to add (as informed by Exam Office). 3. Amended Attendance Procedure 4.1.4f) to add (within end of course date). 4. Amended Fee Protection Scheme to Follow Procedure in Operation Manual.	25 October 2021

Introduction to Asian International College

Our Vision

Where the Best are Trained

Our Mission

We deliver innovative and quality continuing education training to champion lifelong learning, facilitated by accomplished faculty and technologies.

Core Values

- Accountability

We respect individuality and cultural diversity while advocating accountability towards developing organisational growth and prosperity.

- Care

We care for the needs of our learners and stakeholders, placing their interest first in all our endeavours.

- Excellence

We promote a culture of quality and innovation to achieve educational excellence.

- Service

We take pride in providing utmost service standards without compromising professional ethics.

Our Desired Culture

We commit Care and professional Service towards our learners achieving educational Excellence while advocating organizational Accountability for our stakeholders.

Welcome to Asian International College

Greetings from AIC!

Congratulations on your choice of studies and we trust that you will enrich your personal experience as well as enhance your professional development through AIC. We hope that your learning journey will be enjoyable and fruitful.

This handbook contains information which will be useful to you during your studies at AIC. Please take time to familiarize yourself with the information.

Furthermore, we appreciate your feedback during your studies with AIC as it will help us a long way to improve the quality of our delivery and service for our students. Please approach us with your concerns and should you require any clarification and information pertaining to your course. Please quote your name, class code and contact details in all correspondence with us.

Contact us at telephone number 6601 9700 or email us at StudentSupport@aic.edu.sg.

Your welfare and contentment are imperative to us. We will endeavour to respond to your emails within 5 working days and will address your query or concern. If an issue cannot be resolved immediately, you will be informed and we will try to resolve it within twenty-one (21) days.

Here's wishing you all the best in your studies!

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1 INTRODUCTION

Welcome to Asian International College

Welcome Message

Since our inception in 1999, the Asian International College (AIC) has been delivering quality education in preschool education and management, providing opportunities and a diversity of content within our programmes. Through our applied programmes in early childhood care and education, students acquire practical knowledge and innovative skillsets to excel in an ever-changing economic environment.

Committed to delivering cutting-edge programmes, AIC's team of accomplished faculty utilises the latest pedagogies and educational technologies while always observing the highest quality and ethical standards. Our curriculum is designed to equip students with the relevant management skills to embrace the challenges of the corporate world.

As Socrates once said, "Education is the kindling of a flame." AIC is where great minds meet, and we strive to provide our students with the relevant skills to succeed in their chosen careers and attain their desired goals. We believe in broadening horizons and guiding our students to reach their highest potential!

Regional Director

Asian International College

1.1 ABOUT ASIAN INTERNATIONAL COLLEGE (AIC)

Asian International College is made up of three schools: School of Education, School of Management and the Centre of Professional Development.

The School of Education is committed to enhancing the knowledge and competencies of early childhood professionals including Principals, Teachers and Childcare Administrators and offers Certificate, Diploma, Degree and Post Graduate Certificate programmes.

The School of Management offers Post Graduate Certificate and Diploma programmes to students who are interested in pursuing studies in business management.

The Centre for Professional Development offers Continuing Professional Development courses that meet the needs of time-poor executives that can be tailored to the specific requirements of a corporate client.

The College is part of Busy Bees, a global education company, which comprises a network of around 4,000 educational institutions in the early childhood, primary and secondary as well as higher education sectors. The company globally employs over 40,000 academic and professional staff in these institutions and in its educational technology businesses.

1.1.1 Accreditation

The College is registered under the mandatory Enhanced Registration Framework (CPE Reg. No. 199907030-H, Validity: 20.05.2018 – 19.05.2022) administered by CPE.

The College's teacher education programmes are accredited the Early Childhood Development Agency (ECDA).

AIC is the SkillsFuture Singapore (SSG) Approved Training Organisation (ATO)

The College has attained the EduTrust certification (Cert No.: EDU-2-2106, 31/08/2017 - 30/08/2021) for educational institutions having satisfied the stringent requirements of Committee for Private Education (CPE).

- **2018**

- ↳ Commencement of 1st cohort for BA Degree in Early Childhood Studies awarded by Birmingham City University

- **2019**

- ↳ Secured institutional approval from Birmingham City University to offer MA in Education

1.1.2 AIC Enriching Learning Experience

All programmes are delivered by a dedicated faculty team of full-time and adjunct appointments, all of whom possess excellent academic credentials and in-depth industry experience.

Our exclusive partnership with 5 of Singapore's leading brands in early childhood education - Pat's Schoolhouse, Odyssey the Global Preschool, Learning Vision, Brighton Montessori and Small Wonder, provides students with valuable exposure to industry best practices and leading-edge pedagogy.

1.1.3 Facilities

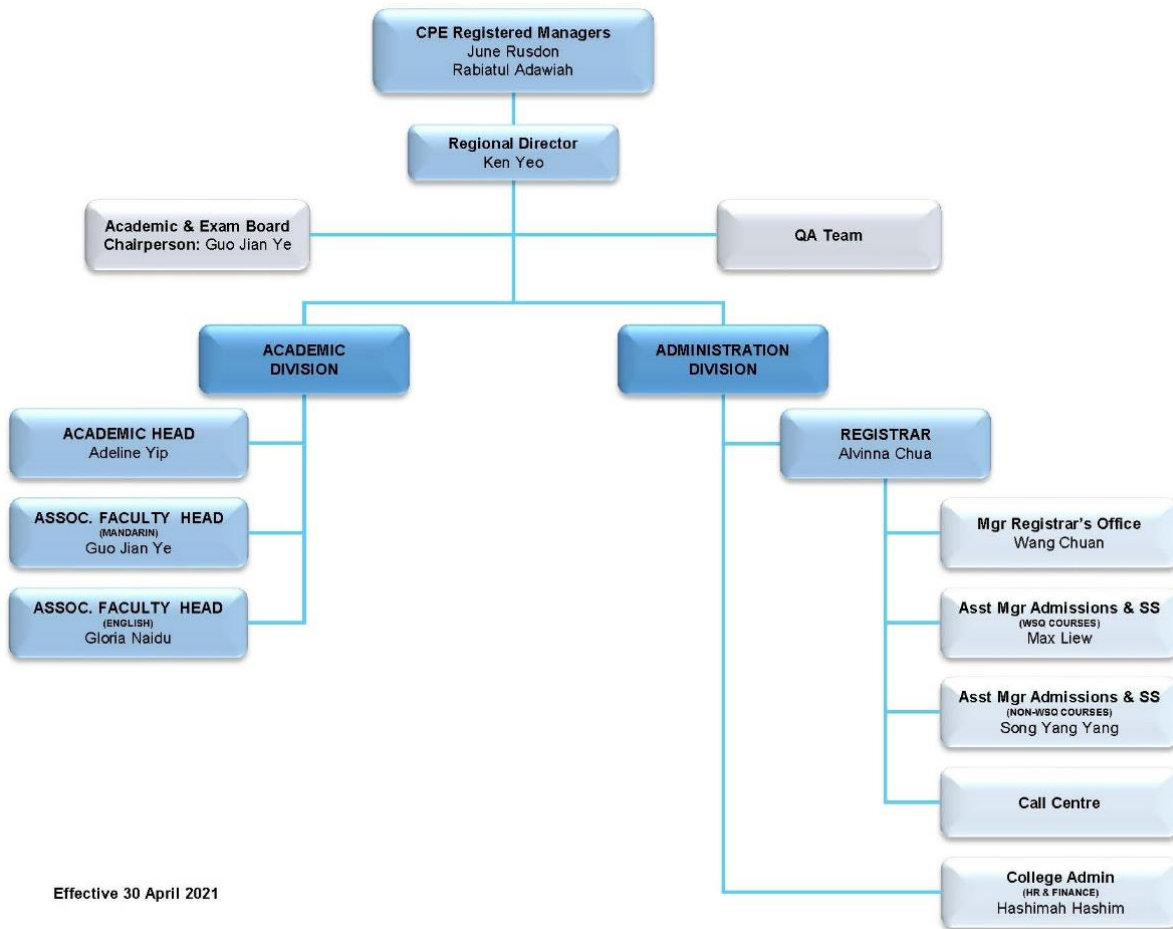
Asian International College is located within the Lifelong Learning Institute. This building by the SkillsFuture Singapore (SSG) as a one-stop destination for skills training and career opportunities. Located at Paya Lebar Central (Eunos Road 8), the campus is conveniently accessible via Paya Lebar Interchange MRT station, public buses, major expressways (PIE and ECP) and roads (Sims Avenue, Paya Lebar Road and Changi Road). The connected campus environment is designed with learners in mind, and offers a conducive ambience for learning and interaction.

Facilities such as computers at the Library and laptops for loan support the students' learning needs. The library has a wide collection of books, journals and materials available for loan and reference.

1.1.4 Management Team

The College is managed by a team of dedicated full-time staff, employed in the following departments / offices:

- | | |
|-----------------------------|----------------------------|
| ❖ Quality Assurance | ❖ Registrar's Office |
| ❖ College Administration | ❖ Student Support Office |
| ❖ Admissions Office | ❖ Exam & Assessment Office |
| ❖ Market Development Office | ❖ Teaching Faculty |



1.2 PURPOSE OF THIS HANDBOOK

The purpose of the Student Handbook is to describe the policies and procedures that contribute to an effective relationship between the College and Students. The main aim is to make explicit the expectations placed upon both parties. It is highly recommended you peruse the contents before commencing with your studies but, perhaps most importantly, that you keep a copy of the Handbook close to hand for more detailed consultation as particular issues arise.

Most of the questions you have about the college's practices will be answered within these pages, including information about the structure and content of the programmes and the learning support provided to all student at the College. It provides advice and suggestions on various aspects of student life like how to study effectively, being part of a learning community, as well as managing your time between studies and other commitments.

1.3 STUDENT SUPPORT OPERATING HOURS

Address:	11 Eunos Road 8 Lifelong Learning Institute #04-01/03 Singapore 406801
Contact Number:	(65) 6601 9700
Website:	www.aic.edu.sg
Student Support Office Hours:	9.30am to 6.30pm, Monday to Friday

2 SCHOOL OF EDUCATION

2.1 EARLY CHILDHOOD COURSES

The School of Education provides Teacher Education Training from the Certificate to the Degree level. The following Early Childhood programmes are offered by the School of Education and AIC:

- **I WANT TO BE AN EARLY CHILDHOOD PROFESSIONAL**

- ↳ WSQ Professional Diploma in Early Childhood Care and Education*
- ↳ WSQ Professional Diploma in Early Childhood Care and Education – Teaching*
- ↳ WSQ Advanced Certificate in Early Years
- ↳ WSQ Higher Certificate in Infant Care*
- ↳ AIC Fundamentals Certificate in Early Childhood Care and Education*

- **I AM AN EARLY CHILDHOOD PROFESSIONAL**

- ↳ Master of Arts in Education, Birmingham City University
- ↳ Master of Arts Early Childhood Leadership and Practice, University of East London
- ↳ Bachelor of Arts (Honours) Early Childhood Studies, University of East London
- ↳ Bachelor of Arts (Honours) Early Childhood Studies, Birmingham City University
- ↳ WSQ Adopt the Early Years Development Framework*
- ↳ AIC Advanced Certificate in Early Childhood Education*
- ↳ AIC Advanced Diploma in Montessori Early Childhood Education*
- ↳ AIC Diploma in Montessori Early Childhood Education*
- ↳ AIC Specialist Diploma in Preschool Curriculum and Pedagogy*
- ↳ AIC Specialist Diploma in Special Education Needs (Preschool)*
- ↳ AIC Specialist Diploma in Early Childhood Education*
- ↳ AIC International Advanced Diploma in Early Childhood Education*
- ↳ AIC International Diploma in Early Childhood Education*

Programmes denoted with * are offered in both English Language and Mandarin.

2.2 PRACTICUM

The practicum is an integral component of all early childhood courses offered at the College and is applicable to all Early Childhood Courses.

- A detailed Practicum Handbook will be issued to each student prior to the commencement of the practicum. A practicum briefing session for the students will be conducted two months before the start of their practicum attachment, where the student will be informed about the practicum procedures; as well as the expected requirements for students during the practicum attachment.

All students must undergo their practicum at ECDA licensed childcare centres or MOE-Registered kindergartens only. This is to ensure that students will be able to work in any child care centre or kindergarten in Singapore after they have graduated.

The students must fulfil the required number of practicum hours before the certificate is conferred.

****Practicum sessions must be rescheduled to achieve the required hours if a student goes medical or urgent leave. Sessions will also need to be rescheduled due to other reasons, such as centre closure or holidays.***

2.3 COLLEGE TERM

Holidays / Academic term breaks may be scheduled during:

- Public holidays in Singapore
- College holidays, where applicable

****Schedule will be issued by the College beginning of every year and term.***

2.4 ADMISSIONS CRITERIA

Admission to courses at the College is based on the entry requirements set for each course by ECDA as advertised in the news media and on our website. Applicants must meet all admission requirements prior to the commencement of the course.

Late admissions will be handled on a case-to-case basis. All admission is specific to the course and course code as stipulated in the Standard PEI Student Contract.

2.4.1 Admission Requirements

These are explained in conjunction with each particular course and in relation to the requirements of the course regulator (e.g., ECDA).

2.4.2 Student Induction Programme

All new students are expected to attend the Student Induction.

The induction is designed to introduce students to the course (content, learning areas, study requirements, regulations) and the facilities of the College.

It is also an opportunity for clarifications of any other administrative requirements and regulations.

3 STUDENT SUPPORT SERVICES

3.1 STUDENT SUPPORT SERVICES

Policy and Operation Manual: C4.5.1 Student Support Services v4.0

3.1.1 List of Comprehensive Services Available in the College

a) For All New Students

Pre-Admission Counselling

- Pre-Admission Counselling will be provided by A&D prior to student admission to course. Potential students are also encouraged to go through their own financial assessment to review affordability prior to the start of the course.

Pre-Arrival Support – e.g., student pass application, information on accommodation, cost of listing (For International Students)

- SS will prepare International Students with information on Living and Studying in Singapore. The College will also recommend several accommodation options for students to consider. Detailed information on getting to campus will be provided to new students. The College will also assist International Students in the Student Pass Application Process. This includes working with specific healthcare providers to offer affordable medical check-up packages to our students.

Student Induction Programme

- All new students, regardless of the course in which they are enrolled, are required to attend the Student Induction Programme conducted by the College. The Induction Programme will allow new students to be familiar with the college policies, facilities as well as the various kind of support available to them during their course of studies. During the Induction Programme, a copy of the Student Handbook will be given to them for keeping. Information shared during the orientation can be found in the Student Handbook.

b) For All Current and Enrolled Students

Student Online Portal

- A Student Online Portal is a software application for the College to manage student data. The portal also serves as a platform for the College to enter grades and scores through the electronic gradebook, build student schedules, track attendance and manage many other student-related data needs.

Students are given individual login access to the portal to view their grades, attendance as well as announcements and events on campus. With their unique login details, students will also be able to view their class schedules and payment schedules.

Study Skills

- Students enrolled at all level courses are required to attend the Study Skills Module. This module will provide and improve student's learning techniques through modules like:
 - Better Time Management
 - Clear Writing Skills
 - Planning and Writing Essays and Reports
 - Referencing System

Student Counselling

- The College aims to provide students with Pastoral Care and Support to enable them gain balance in their academic and personal well-being. Our Student Support Department is able to provide basic counselling support for social, academic, family and adaptability issues, faced during the course of their studies. The College also aims to create a culture and climate of care, trust, friendliness, and sharing between the College's employees and students.
- The College believes in using proactive and responsive interventions to meet the needs of students who require counselling. To achieve this, the College will provide basic counselling training to staff and faculty through a qualified counsellor.
- All Faculty and Staff of the College are expected to provide support and assistance to students throughout their course of studies at AIC. This includes basic pastoral counselling.
- For example, students who require academic-related assistance should first approach the relevant faculty. The faculty member is expected to render his/her assistance appropriately.
- Cases that require a higher level of attention and professional support will be escalated to professionally trained in counselling.
- Students who may be in need of Pastoral Care may include the following:

- Students with poor attendance and/or are regularly late for class
- Students who display inappropriate behaviour (e.g., breaching code of conduct)
- Students with poor academic performance
- Students with personal / family issues that are affecting their studies
- Students with difficulty adapting to the class and social environments
- Our basic pastoral care provides support and assistance in the following ways:
 - One-to-One Consultation and Counselling
 - Referrals to External Professional Bodies
 - The College will refer the students who require additional assistance to the following professional bodies:
 - ▶ Family Service Centres

Family Service Centres (FSC) serve as community-based focal points of family resources which anyone can turn to for help on social support matters relating to the family. The full listing of these FSCs in Singapore can be found at:
<https://www.msf.gov.sg/dfcs/familyservice/default.aspx>.
 - ▶ Counselling and Care Centres

Counselling and Care Centres (CCC) are non-governmental, non-profit agencies offering psychological counselling services and training for professionals in the mental health and social services. CCC is a registered Society, affiliated to the National Council of Social Service and a member organisation of the Community Chest of Singapore. More information about CCC can be found at:
www.counsel.org.sg.

Library Facilities

- The Library has a wide collection of books, journals and materials available for loan and reference. It is also furnished with study corners and desktops computers to facilitate students' learning and research. In addition, our

students enjoy access to libraries at the National Institute of Education, Ngee Ann Polytechnic.

- The Library has nearly 4500 books, audio and materials, resource kits, periodicals and journals to support our students at all levels in their learning needs. In addition, the College also subscribes to corporate membership to Ngee Ann Polytechnic Library as well as the National Institute of Education Library.
- Daily Local Newspapers (The Straits Time and Lian He Zhao Bao) are available to students for viewing.
- Other services and facilities in the Library include:
 - Photocopy Machine
 - Printer Colour and Black and White
 - Laptops with Wireless Internet Access
 - Desktop Computers with Thumb Drive Access and Access to the Internet
 - Group Discussion Area

↵ Study Areas

↵ Booking of Classrooms

- AIC provides a Classroom Booking Service for its students, for purpose of self-study. Classrooms are available for booking 9am-6pm on weekdays and 9am-12:30pm on Saturdays, subject to availability. Students need to do the booking at least 3 days in advance with the Registrar Office.

↵ Wireless Internet Access in Classrooms and Library

c) **For Enhancing Overall Student Experience**

↵ Professional Development and Networking Opportunities

- The College runs Professional Development Workshop Series on a half yearly basis. These series also include inviting guest speakers for special interest lecturers. The College also organises Study Trips, participants are also given the opportunity to visit and view Childcare Centres, and learn from their best practices.
- The College hopes to promote networking opportunities among participants during these workshops and trips.

↩ Career Advice and Placement Services

- AIC provides Career Advice and a Job Placement Service for its students and graduates. Students looking for a job may also refer to the Job Placement Notice Board located in the library.
- Employers who wish to put up a Job Placement Notice may either obtain the Job Offer Form from the Office or send the information to CustomerCare@aic.edu.sg.

3.1.2 Communicate Up-To-Date Information on Student Support Services & Programmes to Students

- a) Communication of the list of Student Support Services and Programmes will be through the Student Handbook, College's Official Website and also notices given to Students to create awareness of these programmes.
- b) These notices can be in the form of verbal communication and/or memo given to Students.
- c) Any refinement and changes to the provision of Student Support Services must also be updated in the Student Handbook, College's Official Website.

4 STUDENT CONDUCT POLICY AND PROCEDURE

4.1 STUDENT CONDUCT AND ATTENDANCE

Refer to Policy and Operation Manual: C5.4.1 Student Conduct and Attendance v4.0

4.1.1 Disciplinary Policy

a) Attitude and Conduct

- ↪ The College expects all students to conduct themselves as professionals during their attendance at the College's courses, when on College's premises and in any situation where they are identified as the College's students (e.g., in conducting Child Study interviews, on Practicum attachment, in course related visits, etc). This expectation requires students to display care, respect and concern for others and to conduct themselves accordingly.
- ↪ Punctuality is important not only from the point of view of learning but also because lateness is disruptive to others; it displays a personal disrespect to the Faculty and fellow students and does not indicate the presence or development of the professional attitudes and habits required.

b) Facilities and Environment

- ↪ Students are expected to act responsibly towards all property belonging to the College (e.g., hallways, waiting areas, washroom, etc)
 - All furniture, books and materials must be returned to their original location after use
 - Light snacks and refreshments may be consumed however the consumption of heavy meals is not permitted in the lecture and tutorial rooms
 - Smoking and consumption of alcohol are strictly prohibited in the premises of the College
 - Rubbish must be discarded in the bins provided
 - All cups must be emptied of liquid prior to disposal in the garbage containers
 - Partially filled cups must not be left in any part of the College premises
 - Do not leave personal belongings in the premises of the College unattended
 - Proper use of toilet and classroom and help to maintain it is clean and neat at all times.

- Be eco-friendly and use only whatever you need and recycle whatever materials that you can.
 - Help to save the earth by switching off those lights and equipment after used.
- c) Mobile Phones and other Electronic Devices
- ↵ All mobile phones and other electronic devices must be switched to silent mode during lectures. They can only be used with Faculty's permission.
 - ↵ In cases where calls need to be answered, students should leave the classroom to take the calls so as not to disrupt the class.
 - ↵ Text (SMS) messages or instant messaging must not be sent or received during a lecture or class session.
- d) Dress Code (Applicable for On- Campus Students)
- ↵ Students should dress comfortably and appropriately when attending class and practicum attachment at the centres. Therefore, no slippers, singlet, shorts and micro revealing clothes are allowed.
 - ↵ An appropriate standard of dressing is required during Practicum Attachment or when engaged in other professional visits. Students should always check on the expectations of the dress code of the when preparing for a Practicum Attachment.
- e) Health Procedure (Applicable for On- Campus Students)
- ↵ Students are strongly encouraged to maintain high standards of personal health and hygiene to ensure their well-being and fitness for their studies. Students who are unwell should not attend class and seek medical attention immediately. Please submit your medical certificate to the faculty member upon your return to the College.
 - ↵ The College reserves the right to monitor the temperature of the students; request for Health Declaration Forms etc. should the need arises (for e.g., during a H1N1 outbreak).
 - ↵ Students who contract contagious diseases e.g., chicken pox during the course of studies are required to produce the medical certificate on their return to the College. The College reserves the right to bar the student from classes should he/she fail to produce the medical documentation.

- ↪ Students are required to go through and pass a medical check-up before they are allowed on practicum. They need to submit the original medical check-up results for the College's verification.

- f) Plagiarism and Cheating
 - ↪ Serious offences such as plagiarism involves copying the work of others without proper acknowledgement of the resources and cheating during the examinations are considered as serious offences. Students who are caught plagiarising and/or cheating may
 - receive a verbal warning
 - suffer a deduction of grades in the exam paper or assignment;
 - be suspended temporarily from the course;
 - have a fail grade recorded against a particular module;
 - be excluded from the course or any combination of the above
 - ↪ Cases will be considered by the Examination Board and a decision conveyed in writing to the student. A student may appeal in writing in accordance to the college appeal process. Any such decision or action will also be recorded in the student's official record.

- g) Suspension from Course
 - ↪ Students shall be suspended immediately from the course under the following circumstances.
 - The student was found guilty of plagiarism for her assignment / examination.
 - The student fails, for any reason, to pay the course fee due to AIC after receiving final warning.
 - The student repeatedly fails to comply with the attendance requirements.
 - ↪ Student's pass holders are required to surrender their student pass at the Immigration and Checkpoints Authority (ICA) within three days upon suspension.

4.1.2 Disciplinary Procedure

- a) Depending on the type of misconduct occurred, the EXCO will decide on the disciplinary action to take.

- b) When a misconduct is reported, the Registrar's Office will coordinate on the preliminary investigation of the incident, and the matter will be discussed with the accused and the faculty if needed.
- c) The Registrar will decide whether to dismiss the matter without action, issue a warning / suspension letter or convene a meeting to address the issue.
- d) For misconduct that requires a meeting to address the issue, depending on the nature of the misconduct, the EXCO will convene to deliberate on the issue. For academic misconduct, the Examination Board will convene to deliberate on the issue.
- e) If a meeting is to be held, the student shall be notified of the date, time and place so as to present his/her case and for the members of the meeting to verify facts.
- f) After the hearing is concluded, the student shall be excused. The members shall then discuss the issues and reach a decision. A simple majority will be used to determine the outcome.
- g) The Registrar will be informed of the outcome of the meeting and inform the student of it in writing.
- h) Should the student not accept the outcome, he/she will be referred to the dispute resolution policy and procedure.

4.1.3 Attendance Policy

ATTENDANCE STATUS	ACTION TAKEN
<ul style="list-style-type: none"> • Less than 75% / 90% (for STP) per module; or • Less than 75% / 90% (for STP) for the month; or • Absent for 3 consecutive lesson days 	SS Officer to: <ul style="list-style-type: none"> • Contact the student; and • Send Attendance Reminder Letter / Email to the student • For students sponsored by company / age 18 and below, reminder letter will be sent to sponsored company / parents or guardians and copied to the student.
After the first (1 st) reminder has been send: <ul style="list-style-type: none"> • Less than 75% / 90% (for STP) for subsequent module; or • Less than 75% / 90% (for STP) for the subsequent month; or • Absent for 3 consecutive lesson days 	SS Officer to: <ul style="list-style-type: none"> • Contact the student; and • Send 2nd Attendance Reminder Letter / Email to the student • For students sponsored by company / age 18 and below, reminder letter will be sent to sponsored company / parents or guardians and copied to the student.

ATTENDANCE STATUS	ACTION TAKEN
<p>After the first (2nd) reminder has been send:</p> <ul style="list-style-type: none"> • Less than 75% / 90% (for STP) for subsequent module; or • Less than 75% / 90% (for STP) for the subsequent month; or • Absent for 3 consecutive lesson days 	<p>SS Officer to:</p> <ul style="list-style-type: none"> • Contact the student; and • Send 3rd and Final Attendance Reminder Letter / Email to the student; • If student continue to be absent for subsequent classes, send termination / suspension letter to student; • For students sponsored by company / age 18 and below, reminder letter will be sent to sponsored company / parents or guardians and copied to the student; • To cancel FPS. <p>RO Officer to:</p> <ul style="list-style-type: none"> • Cancel Student's Pass (for STP student) within 3 working days upon issuance of withdrawal / termination letter; • Update Student's P-File, Attendance Record, SMS System

a) Class attendance is very important; students are expected to be punctual and regular in meeting the attendance requirements. Below are the detailed requirements of the attendance for International and Local students:

- ↻ All students will need to fulfil the 75% (90% for Student Pass holder) attendance level for every module and for the whole course.
- ↻ Student Pass (STP) holders are required to fulfil a minimum 90% in accordance to ICA's requirements. STP holders who fail to meet a minimum of 90% monthly attendance requirement or absent for 2 consecutive days without any valid reasons, will be reported to ICA.
- ↻ Students are expected to sign the attendance sheet, digital attendance or scan TPGateway QR code, whichever applicable.
- ↻ The College will track the daily attendance and calculate the overall attendance for every international student on a monthly basis.
- ↻ For Student Pass holder, the College only accepts valid medical certificates for cases of absenteeism. Any other documents will only be accepted on a case-by-case basis by ICA.
- ↻ Students with less than 75% attendance for the module will need to attend make-up lessons even if they have a valid reason.



- ↪ Should the attendance fall below 50% for the module, the student will have to re-take the module.
 - ↪ Fees will be charged for make-up lessons and re-take of modules.
 - ↪ The College will be proactive in notifying and counselling students who are at risk of failing to meet attendance requirements.
 - ↪ Implement timely intervention measures to help students with poor conduct or attendance
 - ↪ The College will be proactive in notifying and counselling students who are at risk of failing to meet attendance requirements.
- b) RO officer will recommend student who has been issued a second (2nd) reminder notice to the Student Support Office for necessary counselling and also inform sponsoring company / parents / guardian.

4.1.4 Attendance Procedure

- a) The RO shall prepare attendance sheets at least a week prior to every start of module.
- b) Attendance is to be taken once per class by Faculty. Students that enter the class after 15 minutes but within 30 minutes from the start of class will be considered late, while students that enter the class after 30 minutes from the start of class will be marked as absent.
- c) The Registrar's Office (RO) will track student absence on a daily basis and monitor overall student attendance on a monthly basis, and intervention actions (pastoral or academic counselling) will be taken to help students with poor attendance.
- d) RO officer shall check and verify attendance record on a daily basis. The SS will contact students who absent for the day and ensure a valid medical certificate submitted for record purpose. RO will collect and file all submitted medical slips and supporting documents and update attendance records as absent with approval.
- e) Students who are sick shall contact the Student Support Department (SS) and are required to submit a photocopy of their medical certificate to SS for verification and forward to RO for record and filing purpose. Only valid medical certificate will be accepted by the College for absenteeism.
- f) If the attendance percentage is below 75%, a make-up lesson is required. If the attendance percentage is below 50%, the student will have to re-module (within end of course date).

5 ASSESSMENT POLICY AND PROCEDURE

5.1 STUDENT ASSESSMENT

Refer to Policy and Operation Manual: C5.5.1 Student Assessment v4.0

Note: As there are no exams, there are no invigilators.

5.1.1 Informed Students of the Assessment Schedule(s) in a Timely Manner

- a) Assessment periods are to be scheduled as part of course planning.
- b) Prior to the commencement of the lesson, students will receive the module kit that includes module outline, lesson plans, learner's guide, rubric and mode of assessment for the module on the first day of lesson.
- c) The faculty member will communicate this critical information such as assessment modes, assessment frequency and schedule / assignment due dates, assessment weighting, and criteria for grading and awards to all students.
- d) All assessment schedules are to be disseminated to students upon commencement of the course.
- e) Assessment information is to be communicated to students at least one week before the date of the actual assessment.

5.1.2 Code of Conduct for Students and Staff

- a) All students are to adhere to the College's assessment guidelines which are communicated to them before the date of the assessment.

5.1.3 Criteria for Grading and Awards

- a) For all courses (exception of EDP, in accordance to University criteria), the pass mark for a module is 50%. Each programme should also have clear criteria to pass a module, which are communicated to students in the module kit.
- b) The following grade criteria may be useful for the first and second markers when assessing and grading students' work:

Distinction	70% & Above
Credit	60% - 69%
Pass	50% - 59%
Conceded Pass	40% - 49%
Fail	49% & Below
Non-Graded Pass	Pass (e.g., Practicum)
Non-Graded Fail	Fail (e.g., Practicum)
Exempted	Ex

- c) For courses with external partners, the grading and award criteria would adhere strictly to those of the College's academic partner.
- d) To qualify for certification of programme, students must pass all prescribed modules and practicum (where applicable).
- e) The transcripts and certificates must be vetted and approved by the Registrar Office before signing off.
- f) Awards will be conferred not more than 3 months of the end of assessment period (end of module or end of term).
- g) After approval from Examination Board, the Registrar Office will issue the certificates and academic transcripts for Diploma and Certificate programmes within 3 months after the approval from Examination Board. The award for EDP will be issued by the partner university. For WSQ qualification, the certificates will be issued by SkillsFuture Singapore (SSG).

5.1.4 Marking and Moderation of Assessments

- a) The Faculty team will review and moderate results prior to Examination Board. The Faculty team and EB may moderate marks where the results appear anomalous (e.g., where the mean of the results is very high or very low) or during mitigating circumstances that are made known to the Faculty team and/or EB.
- b) All marking and moderation shall be managed in a fair and impartial manner.
- c) If there is no need for the moderation of results, the results will be sent to the Registrar Office for collation without any adjustments.
- d) If there is a need for moderation, the EB and/or EEP (for EEP courses) will discuss and apply the moderation criteria to determine the final results.
- e) Outcome of moderation is to be approved by the Examination Board and/or EEP (for EEP courses). The final results will then be sent to the Registrar Office for collation and release to the students.
- f) The Faculty Member should return the assignments and mark lists to the Registrar Office within 20 days (3weeks) of the assignment submission deadline.
- g) Appropriate feedback should be provided, e.g., as comments on individual pieces of work.
- h) The Faculty will review all the marked assignments grading to provide appropriate recommendation to EB for approval. The marked assignments will be returned to the

students after the approval from the Examination Board. Results will be posted after approval from EB, within 3 months from the assessment period (end of module / end of term).

- i) The date for the release of results will be within 7 working days from the EB approval date. Registrar Office will inform student through the Student Portal.

5.1.5 Appeal of Assessment Results

- a) An appeal is a request for a review of a decision of an Examination Board. A student may only request a review of the decision of an Examination Board on valid grounds, which include:
 - ↵ Grade not determined by assessment method specified
 - ↵ Work handed in on time and not marked
 - ↵ Alleged disadvantage through lack of feedback
 - ↵ Alleged bias affecting the assessment
 - ↵ Alleged incorrect advice from staff teaching the unit in question
 - ↵ Any other grounds accepted for appeal and review
- b) Invalid grounds for appeal include:
 - ↵ Objectives in the unit in question
 - ↵ Assessment methods approved for unit
 - ↵ Standard required to achieve particular grades
 - ↵ Personal or medical problems
 - ↵ Financial implications of not passing the unit
 - ↵ Grades received by student in other units
 - ↵ Amount of work done
 - ↵ Penalty imposed for plagiarism in accordance with College Guidelines
- c) There is no right of appeal against decisions of an Examination Board, which are matters of academic judgment.
- d) Disagreement with the academic judgment of an Examination Board in assessing any information relating to a student's performance does not in itself constitute grounds for a request by a student for reconsideration.

- e) Candidates who wish to appeal against a decision of the examiners are allowed to do so under the terms of the College's Appeals Procedure.
- f) All appeals shall be managed in a fair and impartial manner.
- g) Appeals are to be submitted in writing, within 7 working days from the release of assessment results to the Student Support Office and the results of the appeals are to be made known to the students within 4 weeks.
- h) A student whose case is under consideration by the Examination Board shall have the right to continue with his/her course until such time as a decision is reached, to ensure that he/she is academically disadvantaged.
- i) The Registrar Office will review the request and discuss the appeal with the Associate Head Faculty. The Associate Head Faculty will engage faculty and/or Subject Matter Expert (SME) to review the appeal.
- j) For the purpose of considering the Appeal, the Examination Board shall consider where applicable the following:
 - ↵ The student's statement of appeal
 - ↵ The student's extraordinary circumstances statement
 - ↵ The student's verbal presentation to the Board (where applicable)
- k) The Faculty or SME will review the assignment. The Faculty or SME will determine the final grade (where applicable), which may be higher, lower or the same as the original grade.
- l) Outcome of appeals are to be approved by the Examination Board before notifying the student.
- m) For appeals to the external partner, the Examination Board is to endorse the outcomes before notifying the student of the outcome.
- n) The appeal grade will be reviewed and endorsed by the Examination Board. The final grade will be communicated to students within 4 weeks from the date of appeal.
- o) The appeal process is available in the Student Handbook for students to view.

5.1.6 Policy on Retaking Modules

- a) If a student fails a module on the first attempt, he/she is permitted to resubmit the major assessment item in the module. If following this resubmission, the student secures a pass, his/her final grade will be capped at the minimum pass mark.

- b) If a student fails a module on the first attempt, he/she will subsequently resubmit the major assessment item in the module. If following this resubmission, the student still fails to secure a passing grade, he/she will be granted one opportunity to retake the module (as informed by Exam Office).
- c) Students who are granted an opportunity to retake a module will not, on this occasion, be permitted to resubmit the major assessment item in the event of failure in the module for the second time.
- d) A module that is retaken is considered afresh. In other words, the final grade will not be capped at the minimum pass mark, and the student will be awarded the grade in accordance to his/her efforts.
- e) Students will be counselled on their academic progress after each failed module / retake, and their case management will be recorded by the Registrar Office.
- f) Students who exhaust the number of approved retakes will have the right of appeal to the EB to retake any module that they have failed thereafter if, in this instance, there are clearly identifiable extenuation circumstances.

5.1.7 Academic Misconduct Policy

- a) Except where otherwise clearly indicated, students shall be assessed on the basis of their own unassisted and unaided work.
- b) In the interests of fairness and justice, students should be aware that it is college policy to compare all coursework (where feasible) against databanks of existing material, to check whether there is a degree of similarity that might arouse suspicions of academic misconduct as defined below.
- c) In any coursework submitted for assessment there must be disclosed full particulars:
 - ↻ of all sources of information consulted (which must be distinguished as either primary or secondary); and
 - ↻ of all money paid in respect of its preparation.
- d) In the research for and preparation of coursework a student must not receive any assistance other than
 - ↻ the typing of the student's own manuscript; and
 - ↻ the obtaining of access to a source of information, including obtaining the opportunity to question a person orally or in writing.

- e) Any student found in breach of the college's regulations relating to assessments will be deemed to be guilty of academic misconduct and will in most cases be subject to disciplinary proceedings. Academic misconduct includes cheating and plagiarism.
- f) The following are examples of academic misconduct, cheating, and plagiarism that would normally result in formal investigation of a candidate's performance. The list is not exhaustive and other instances may be considered at the college's discretion:
- ↵ Obtaining unauthorised access to assessment material;
 - ↵ Introduction of unauthorised material into the room used for assessment;
 - ↵ Collusion or attempted collusion with other persons on assessments that are designed to be done by each student on his or her own;
 - ↵ Copying from another student, with or without that student's permission;
 - ↵ Disruptive behaviour during in-class assignments;
 - ↵ Impersonation;
 - ↵ Submitting work written by someone else on behalf of the candidate submitting;
 - ↵ Submitting another student's work, whether or not it has been previously submitted by that student;
 - ↵ Submitting work that has been corrected / revised, without the approval of the faculty, by an individual with a higher level of English language proficiency;
 - ↵ Failure to reference or acknowledge sources adequately, in such a way that material authored by others appears to be the candidate's own work, in any portion (page, paragraph, sentence, phrase) of work submitted for assessment.
 - Examples include:
 - Presenting substantial extracts from books, articles, thesis and other published or unpublished works, such as working papers, seminars and conference papers, internal reports, computer software, Internet materials, lecture notes or tapes, without clearly indicating their origin with quotation marks and references in footnotes or bibliography;
 - Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work in the text or the footnote;

- Quoting directly from a source and failing to insert quotation marks around the quoted passages. In such cases it is not adequate merely to acknowledge the source;
 - ↗ The inclusion of offensive or obscene material in assessments submitted;
 - ↗ The alteration or falsification of any results document, including experimental data, or certificates.
- g) Plagiarism is defined as “presenting as one’s owned the thoughts or writings of others”, and is a form of intellectual theft. It is a corrosive force in the life of any community devoted to scholarship that violates its integrity, jeopardises the quality of the education provided, and devalues the degrees it awards. Where a candidate is suspected of cheating or plagiarism that allegation must be reported to the Chairman of the Examination Board. The procedures of investigation shall be that laid down under the sections below.

5.1.8 Procedure for Dealing with Academic Misconduct in Coursework

- a) On suspicion of academic misconduct in a piece of coursework, whether through notification from the college’s detection software or by any other means, the Faculty will inform the student in writing, attaching a copy of the current version of this document, as well as establish the following points, communicating them as soon as convenient in the form of a written report to the Chairman of the Examination Board that examines the course in question, together with copies of the student’s work and (wherever possible) the sources which it is alleged to plagiarise or otherwise imitate in breach of the above Policy:
- ↗ The extent of the alleged academic misconduct
 - the amount of text plagiarized
 - the closeness to the original text
 - the nature of the material copied, whether purely descriptive or including results, etc).
 - ↗ Student Motivation
 - Due consideration should be given to the following factors, while recognising that they are not necessarily all entirely distinct:
 - whether the student admits or denies the allegation,
 - the stage of the student in his/her course,

- the number of previous offences,
- the learning background of the student,
- the extent of the student's knowledge of the concept of academic misconduct

☞ Subsequent Investigation

- The following procedures shall apply equally for investigations into allegations of academic misconduct in respect of and Coursework.
- The Associate Head Faculty shall have responsibility for conducting the initial enquiry in consultation with the EXCO. The candidate shall have the right to give an explanation and make representations to the Associate Head Faculty.
- Where the Chairman of the Examination Board finds the case to be unsubstantiated the candidate shall be notified without delay and all reference to the incident shall be expunged from the candidate's record.
- Where the faculty has reason to suspect that a piece of work submitted by a student was wholly or in part prepared or researched or written by someone other than the student who submitted it, and this has not been disclosed by the student, the faculty may, on consultation with the Associate Head Faculty, call for the student to defend the work in a viva or a written comprehension test (if requested by the Examination Board). The viva / comprehension test will be conducted as soon as is reasonably practical. The burden of proof in such a viva or test will be upon the student to demonstrate to the College's satisfaction his/her full comprehension of the work s/he has submitted. It is the student's responsibility to appear for the viva / comprehension test. Failure to appear without satisfactory explanation will result in an immediate failure of that test, with a resulting presumption that the student is in breach of the regulations relating to unfair practice and application of sanctions as outlined below. A written report on the outcome of the viva / comprehension test will be submitted to the Chairman of the Examination Board.
- Where, after examining the available evidence, the Associate Head Faculty finds that the candidate is in breach of the regulations relating to academic misconduct, the Associate Head Faculty shall, having consulted the Examination Board, report accordingly to the candidate as to the finding of the breach, and the recommended sanction (if appropriate).

- If the candidate wishes to appeal he/she may submit an appeal, in writing within 7 days of the date of the Chairman of the Examination Board's letter, to the Chairman for forwarding to the college for consideration. The letter of appeal must state all of the grounds upon which the appeal is based. If the candidate does not appeal, the Chairman of the Examination Board shall execute the decision and report accordingly.
- If the candidate does appeal, the college will inform the candidate of the date upon which any appeal is due to be considered. The college management shall have access to all materials from the case and be able to question the Associate Head Faculty and/or marking team in making a decision on the appeal.
- The decision of the college management shall be final and shall be communicated to the candidate and the Chairman of the Examination Board.
- The candidate will be given an opportunity to make representations at each stage of the process either in person or in writing.

5.1.9 Sanctions for Academic Misconduct in Coursework

- a) Any student found, following due process of investigation, to be in breach of the foregoing Policy, will be sanctioned in line with the following tariff or series of penalties, according to the gravity of the case, and in line with such precedents as may be established from case history within the college, as recorded by the Examination Board, and, as required, with reference to practice elsewhere in the sector:
- ↪ **For a first minor offence:** The student will have an explanatory discussion with the respective faculty. An Academic Warning Notice will be issued and a record will be entered on the student's file.
 - ↪ **For infringements of this policy not considered minor, but not so serious as to warrant a greater penalty and further investigation:** Marks will be deducted for inadequate referencing. The student will be informed, an Academic Warning Notice will be issued and a record will be entered on the student's file.
- b) The following sanctions will normally be employed for second offences, or serious single offences occurring in Coursework:
- ↪ The material deemed to have been plagiarised will be disregarded, and a grade will be awarded on the remainder of the work. The student will be informed and a record will be entered on the student's file.



- ↪ The items in which plagiarised work was discovered will be required to be resubmitted, it being understood that the maximum grade that can be awarded for work so resubmitted will be the minimum pass mark. The student will be informed and a record will be entered on the student's file.
- ↪ Award of zero for the coursework element of the course. The student will be informed and a record will be entered on the student's file.
- ↪ Award of zero for the entire course or termination of student's status. The student will be informed and a record will be entered on the student's file.

6 OTHER RELEVANT POLICY AND PROCEDURE

6.1 INTERNAL AND EXTERNAL COMMUNICATION

Policy and Operation Manual: C2.4.1 Internal and External Communication v4.0

The table below illustrates the guidelines to ensure relevant stakeholders including SkillsFuture Singapore (SSG), Committee for Private Education (CPE), Early Childhood Development Agency (ECDA), Workforce Singapore (WSG) and other stakeholders including Partner Institutions (PI) are informed of the internal changes.

Information	When to update	Time-frame	Who to update
Management	Change in the ownership, control of management	Within 14 days	<ul style="list-style-type: none"> SSG-CPE, ECDA, SSG, PI, Students
	Manager of AIC has been convicted of any offence punishable with imprisonment	Within 14 days	<ul style="list-style-type: none"> SSG-CPE
	Legal proceedings have been instituted against AIC	Within 14 days	<ul style="list-style-type: none"> SSG-CPE
Premise and Address	Change in the registered premises	At least 30 days before	<ul style="list-style-type: none"> SSG-CPE, ECDA, PI, Students
Academic and Exam Board	Any change in the membership of the Academic Board or the Examination Board	Within 14 days	<ul style="list-style-type: none"> SSG-CPE
Faculty	Change in Faculty	Registration: Minimum 7 days before deployment of faculty member De-Registration: Within 14 days	<ul style="list-style-type: none"> SSG-CPE, ECDA (for ECE-Related)
Major Facility Upgrading	Before any renovation works are carried out to the premises	At least 30 days before renovation	<ul style="list-style-type: none"> SSG-CPE
Programmes	New Courses to Offer	As and When	<ul style="list-style-type: none"> SSG-CPE, ECDA (for ECE-Related)

External Communication Channels include:

- a) Website
- b) Facebook
- c) Email
- d) School Management System – Student Portal

6.2 FEEDBACK MANAGEMENT

Policy and Operation Manual: C2.6.1 Feedback Management v4.0

6.2.1 Feedback Management Policy

Ensure an effective feedback management system

- a) AIC's Feedback Management System allows the receiving of feedback through multiple channels as part of its efforts to use feedback to drive improvements and organisational excellence. It will encompass the following:
 - ↻ Feedback and Complaints concerning experience related to general Issues regarding AIC
 - ↻ Feedback and Complaints concerning the adequacy and quality of teaching, training delivery and facilities
- b) The feedback management system does not cover the following, for which separate procedures exist:
 - ↻ Appeals relating to examinations or assessments, suspension / expulsion and misconduct
- c) Feedback can come from any stakeholders (i.e., Staff, Students, General Public) and the classification of the different types of feedback includes compliments, complaints or suggestions.
- d) Feedback / Compliment and Complaints can be provided via the following methods:
 - ↻ StudentSupport@aic.edu.sg; or
 - ↻ Complete and submit the Student Request Form; or
 - ↻ In writing to any of our student service / front desk officers.
- e) AIC will not consider complaints that are made more than 28 days after the events complained about, unless there is good reason for the delay.
- f) Where a complaint is shown to be frivolous, vexatious or motivated by malice, it will be dismissed and disciplinary action may be taken against the student.
- g) Actions(s) taken may be publicised where appropriate and applicable especially if the action(s) are of public interest.
- h) AIC will need to acknowledge complaints within 5 working days.
- i) AIC has a resolution time of 21 working days. In the event that the resolution time cannot be met, the complainant will be notified with reasons.

Ensure that the dispute resolution policy and procedures are aligned with the Private Education Regulations and communicated to students

- a) The feedback and complaint policy along with the dispute resolution policy and procedure will be communicated to students via:
 - ↗ Website
 - ↗ Student handbook
- b) Where AIC and the complainant cannot come to an agreement or the complainant does not accept the final decision made by AIC, the complaint will be escalated into a dispute and the complainant can choose to seek redress via
 - ↗ CPE Mediation-Arbitration Scheme; or
 - ↗ Small Claims Tribunals (SCT), for clear-cut fee refund issues of equivalent or less than S\$20,000 (for amounts that exceed S\$20,000; or
 - ↗ Complainant's own legal counsel
- c) Note: The CPE Mediation-Arbitration Scheme was set up to help students who encounter contractual disputes with their private school seek redress. The two-stage Scheme is jointly drawn up with the Singapore Mediation Centre (SMC) and the Singapore Institute of Arbitrators (SIArb). A private school's participation in the dispute resolution process is compulsory as stipulated by the PE Act. For the case to be eligible:
 - ↗ It must be relevant to private education and arise after the Dispute Resolution Schemes Regulations came into operation on 10 May 2010;
 - ↗ It must not be criminal in nature; and
 - ↗ It must not have received a judicial decision in the courts

6.2.2 Feedback Management Procedure

Ensure an effective feedback management system

- a) Any persons who have any feedback or complaint should raise it as soon as possible. AIC will not consider complaints that are made more than 28 days after the events complained about, unless there is good reason for the delay.
- b) Feedback / Compliment or Complaints is to be submitted via one of the following methods:
 - ↗ StudentSupport@aic.edu.sg; or
 - ↗ Complete and submit the Student Request Form; or

- ↳ Speaking to any of our student support officers.
- c) Upon receipt of the feedback compliment or complaint, the Student Support Office will acknowledge receipt within 5 working days.
- d) The Student Support Office will forward the complaint to the appropriate department or personnel to review and discuss the feedback with relevant parties. A formal investigation will be carried out where necessary.
- e) Where a complaint is shown to be frivolous, vexatious or motivated by malice, it will be dismissed and disciplinary action may be taken against the student.
- f) For complaints, AIC will respond with:
 - ↳ Specific action to resolve the matter; or
 - ↳ Dismissal of the complaint in which case reasons will be given to the student in writing
- g) Follow up action is to be documented and where possible, acknowledged by the person that gave the feedback.
- h) If the person is not satisfied with the proposed solution / outcome, he/she can escalate the matter to the Regional Director.
- i) The Regional Director will review the complaint and provide a response.
- j) If the complainant is still not satisfied with the outcome / decision, it will be escalated into the dispute resolution procedure.
- k) The student / external parties should be notified by the relevant department of the decision and full response of the outcome of the complaint within twenty-one (21) working days.

Ensure that the dispute resolution policy and procedures are aligned with the Private Education Regulations and communicated to students

- a) AIC communicates the Dispute resolution policy and procedures to its students through the following channels:
 - ↳ Website
 - ↳ Student Handbook
- b) AIC will refer the complainant to CPE to start the Mediation-Arbitration Scheme once it has been escalated into a dispute case.
- c) The dispute procedure generally has 2 stages.

↵ **Stage 1: Mediation**

- SMC is the appointed provider for mediation services.
- After the feedback / complaint channel has been exhausted with AIC the complaint filed with CPE, CPE will refer your case to the SMC for mediation.
- SMC, together with AIC and complainant, will select a mediation date and time, before appointing a mediator. If mediation is successful, a settlement agreement will be drawn up by SMC and endorsed by the respective parties.
- If mediation is unsuccessful, the complainant may opt to progress to Stage 2, which is arbitration, for a resolution.

↵ **Stage 2: Arbitration**

- SIArb is the appointed provider for arbitration services.
- The complainant will be required to submit specified forms to SIArb, before SIArb appoints an arbitrator.
- AIC will submit a defence and counterclaim (if any) to SIArb.
- The complainant will then submit a reply and defence to counterclaim (if any) to SIArb.

↵ The arbitration will be conducted via document submissions only. A hearing will be conducted only if a party specifically requests for a hearing and the appointed arbitrator determines that a physical hearing is necessary. For a documents-only arbitration, the arbitrator will publish a written award within 60 days from the commencement of the arbitration. If a hearing is held, the written award will be published within 90 days from the commencement of the arbitration.

6.3 STUDENT SATISFACTION SURVEY

Refer to Policy and Operation Manual: C2.6.2 Student Satisfaction Survey v4.0

- a) Depending on type of survey, the scope and topic of each survey may vary. However, as a general guideline, the following areas will be covered by one or more surveys:
- ✦ Overall student satisfaction level
 - ✦ Standard and quality of student support services
 - ✦ Physical facilities and infrastructure
 - ✦ Effectiveness of communication
 - ✦ Students' satisfaction with recruitment agents (if applicable)
 - ✦ Adequacy, accessibility and quality of teaching-learning resources and the College environment
 - ✦ Academic staff performance i.e., quality of teaching
 - ✦ Pre-course counselling experience of students
 - ✦ Assessment methods and frequency

Survey Name	Purpose	Timeline to Conduct
Pre-Admission and Induction Survey	Survey to gather feedback on Pre-Admission Counselling process and Student Induction Programme process and content	At the end of Student Induction Programme
End of Module / Course Survey	<p>Survey to gather feedback on Module / Course Content; Faculty and Delivery Strategy; Library and Learning Resources, and Overall College Experience.</p> <p>Results from end of module will be used only for operational monitoring purposes on a termly basis.</p> <p>Results from end of course will be used for strategic reporting quarterly and analysis purposes half yearly.</p>	End of Term / End of Course
Graduate Survey	Survey to gather data on graduates' employment status, and application of knowledge to workplace after the course	Within 6 months after End of Course

- b) Surveys can be implemented both on paper (i.e., printed hardcopy survey forms) or online (i.e., digital version) with links given to students.
- c) The link for the survey or hardcopy version of the survey will be provided to students according to the table above.

6.4 FEE PROTECTION SCHEME

Refer to Policy and Operation Manual: C4.1.1 Fee Protection Scheme v4.0

AIC adopts the insurance scheme to provide fee protection to all students (except for students receiving tuition grant from SSG for WSQ qualifications listed in CPE's waiver list or any other courses that has been granted waiver from CPE. However, the school will still purchase FPS for students whom have received tuition grant as and when directed by the management).

6.4.1 All Fees Paid by Students are Protected under the FPS.

- a) AIC will not collect course fees of more than 12 months from student.
- b) AIC will buy the insurance within the seven (7) working days when course fee is paid. For non-cash collection, the insurance effect date will be when the course fee is credited to the AIC's bank account and the insurance will be bought within seven (7) working days after the course fee is credited into AIC's account.
- c) The insurance coverage shall commence from the fee payment date till the next payment due date or the course end date (whichever applicable based on instalment schedule).
- d) The student will be notified of the insurance purchase through email by the insurer.
- e) A daily FPS Purchase report is generated to monitor that FPS is purchased for all relevant students.
- f) AIC will keep soft copy of students' FPS data and FPS certificates, to ensure that it is readily retrievable when requested.
- g) For deferment cases, FPS will be extended to cover the extended period (if applicable).

6.5 FEE PAYABLE AND RECEIPT

Refer to Policy and Operation Manual: C4.1.2 Fee Payable and Receipt v4.0

Fee Payable is defined as the total fees payable which include both course fee and miscellaneous fees except course application fee and agent commission fee (if applicable).

Miscellaneous Fees refer to any non-compulsory and non-standard fee which the students will pay only when necessary or applicable, for example, re-exam fee, charges for credit card payment etc. Such payment is normally collected on an ad-hoc basis by the College when the need arises.

Application Fee refers to the fee that the students pay the college for the sole purpose of processing the application form submitted so that the college can check if the student meets the course admission requirements. Application fees shall be collected upon receipt of the student application.

- a) Collection of fees (except Application Fees) only after the Student Contract has been executed and fees collected from students do not exceed the applicable fee collection cap.
 - ↪ Application fees (if applicable) shall be collected upon receipt of the student application.
 - ↪ Any other fees shall only be collected upon execution of the standard student contract.
 - ↪ The College shall also that the fees collected adhere to the fee collection cap stated in the FPS Instruction Manual (for EduTrust certified Schools).
 - ↪ All payments received by the College shall be accompanied with a receipt.

6.5.1 List of Miscellaneous Fees

Purpose of Fee	Amount (with GST, if any) (S\$)
Photocopy	\$0.10 per Page
Printing from PC	\$0.10 per Page (black & white) / \$1.00 per Page (colour)
Replacement of Student Card	\$10.07 per Card
Loss of Library Book	Price of Book Purchased (in S\$)
Late Return of Library Book	\$0.50 per Day
Letter of Certification (Process within 5 Working Days)	\$21.40 per Letter
Urgent Student Request (Within 24 Hours)	\$53.50 per Letter
Late Payment	\$21.40 or 2% per month for each missed instalment, whichever is higher
Make-Up Class	\$26.75 per hour
Deferment of Course	\$107.00 per request
Re-Assessment (For WSQ-Related Programmes)	\$107.00 per face-to-face assessment session / paper
Re-Take Examination	\$107.00 per paper
Practicum Supervision Visit (Additional)	\$171.20 per visit
Practicum Re-Assessment (Failed the 1 st Assessment)	\$171.20 per assessment
Re-Take Practicum Module (Non-Attendance Previously)	\$171.20 per visit * number of visits
Re-Take Module	\$26.75 per hour
Appeal of Result	\$107.00 per result
Re-Printing of Transcript Issued by the College / SSG	\$16.05 per copy
Re-Printing of Certificate Issued by the College / SSG <i>(Re-Printing of Certificate requires Submission of Police Report)</i>	\$16.05 per copy
Application of Student Pass / ICA Letter of Consent	\$321.00 per application
Renewal of Student Pass / ICA Letter of Consent	\$214.00 per application
Graduation	\$80.00 - \$150.00 per pax

6.6 REFUND

Refer to Policy and Operation Manual: C4.3.1 Refund v4.0

6.6.1 Refund Policy

- a) Establish a refund policy and procedure which are communicated to all students, including prospective ones.
- ↻ All students are briefed on the Refund Policy and Procedure at the point of enrolment and during Student Induction Programme (SIP).
 - ↻ Full details of the policy and procedure are also available to all students, including prospective ones on AIC's website, Standard PEI-Student Contract and Student Handbook.
 - ↻ The refund policy and procedure are considered essential and critical student information. Any changes made must be updated within three (3) working days from the date of implementation
 - ↻ The College shall ensure a fair and reasonable refund policy is detailed for any payments made.
 - ↻ Time taken to process all refund requests will be done within 7 working days.
 - ↻ The College adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas: -
 - Refund for Withdrawal Due to Non-Delivery of Course
 - Refund for Withdrawal Due to Other Reasons
 - Cooling Off Period

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:
 - It does not commence the Course on the Course Commencement Date;
 - It terminates the Course before the Course Commencement Date;
 - It does not complete the Course by the Course Completion Date;
 - It terminates the Course before the Course Completion Date;

- It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by CPE; or
- 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.

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 of the standard student contract, 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 of the standard student contract.

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 Standard Student Contract) 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: -

% of [the amount of fees paid under Schedules B and C	If Student's Written Notice of Withdrawal is Received:
[80%]	More than [30] days before the Course Commencement Date
[0%]	Before, but not more than [30] days before the Course Commencement Date
[0%]	After, but not more than [●] days after the Course Commencement Date
[0%]	More than [●] days after the Course Commencement Date

- ↪ The College adopts additional Refund Policy that will also act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:
- **Rejection of Student's Pass Renewal for International Students**
 - For withdrawals due to rejection of student's pass renewal by Immigration and Checkpoint Authority, course fees and other miscellaneous fees paid will not be refundable.
 - If refund is applicable, the college shall within seven (7) days inform and disburse the refund to the student.
 - **Termination of Programme**
 - For any student terminated by the college due to breach of codes of conduct or rules and regulations of the college, all course fees and miscellaneous fees paid will not be refunded.
 - **Other (i.e., Inadvertent Overcharge)**
 - For refund of fees other than those stated above (i.e., inadvertent overcharge), the College shall within seven (7) days, process, revert and refund to students any amount due.
- ↪ Should a course be cancelled due to, but not limited to the conditions below, the College will decide on the status of the fees paid with the students' interest in mind. Conditions where a course may be cancelled:
- The Faculty is suddenly hospitalized and a substitute Faculty cannot be found.
 - Non-availability of planning resources such as classroom
 - Events of force majeure (earthquakes, explosions and others), war, endemic or epidemic or pandemic occurrences and others.
- ↪ Non-Refundable Fees: -
- Application Fee
 - External Examination Fees (if applicable)
 - Relevant bank charges paid by AIC
 - Fees charged for administrative services (e.g., late payment charges, re-print of transcripts)
 - Consumed miscellaneous fees (refer to Schedule C of the Student Contract)

b) Communicate to students on the computation of the refund amount.

- ↵ Computation of the refund amount is to be communicated to the students.

6.6.2 Refund Procedure

a) Establish a refund policy and procedure which are communicated to all students, including prospective ones.

- ↵ Students who would like a refund will have to submit the Student Request Form / written notification clearly indicating the reasons for refund to Registrar's Office for processing along with any supporting documentation (if applicable).
- ↵ Registrar's Office is to acknowledge the receipt of the student's request for refund.
- ↵ Registrar Office is to work out the refund amount (if any) based on the Refund Policy stated in the Student Contract.
- ↵ Upon establishing of the refund amount (if any), the Registrar Office is to seek approval of a member of the College EXCO Team before the refund amount can be issued.
- ↵ All refund amounts will strictly adhere to the refund policy as stated in the Student Contract unless otherwise decided by the College's EXCO Team.
- ↵ Upon the approval by the EXCO Team, the Registrar Office is to pass the Student Request Form to the College Admin to process the refund in SMS / NetSuite.
- ↵ HQ Finance will issue refund for student collection.
- ↵ College Admin will print Refund Slip for student's acknowledgement
- ↵ Registrar's Office to inform students to collect refund.
- ↵ For those refund cases under category of Withdrawal due to other reasons and rejection of Student's Pass Renewal, Student Support will inform the student about the refund outcome within 3 working days from date of notice.
- ↵ All refund will be processed and disbursed within 7 days from receipt of withdrawal.

b) Communicate to students on the computation of the refund amount.

- ↵ The refund slip will be used as the communication of the computation of the refund amount.

6.7 COURSE TRANSFER, WITHDRAWAL AND DEFERMENT

Refer to Policy and Operation Manual: C4.4.1 Course Transfer, Withdrawal and Deferment v4.0

Transfer, Withdrawal and Deferment Policies

- a) The entire Course Transfer, Withdrawal and Deferment process, from point of application to the final outcome, should not be more than four (4) weeks. If the final outcome is not in favour of the applicant, respective staffs are to handle each situation according to the College's Dispute Resolution Policy and Procedure.
- b) All requests must be made in writing through the submission of the Student Request Form or written notification and any supporting documents. Verbal notice is not accepted.
- c) For students under the age of 18, written consent from the parent / legal guardian must be obtained.
- d) All requests will be reviewed on a case-by-case basis and the College will have the final decision on the outcome.
- e) The College's refund policy shall apply for all qualified refunds. Students are to refer to the College's Refund Policy and the Standard Student Contract for further details.

Communication of Course Transfer, Withdrawal and Deferment Policy and Procedures

- a) Communication of the College's Course Transfer, Withdrawal and Deferment Policy and Procedures will be through the Student Handbook, College's official website to all students, including prospective students.
- b) Any changes made must be updated in the following documents / sites within three (3) working days from the date of implementation:
 - ↳ Website & Student Handbook

6.7.1 Course Transfer Policy

- a) "Transfer" means a student changes the programme of study but remains as a student of Asian International College (AIC). For an approved transfer request, the Original Student Contract must be terminated and New Contract must be signed.
- b) For student who wish to transfer from on programme to another programme, he/she will need to withdraw from the current programme and enrol to the new programme and a new Standard Student-PEI Contract will be signed.
- c) Please refer to the Withdrawal Policy on the details of the relevant withdrawal.

6.7.2 Course Transfer Procedure

- a) For student who wish to transfer from on programme to another programme, he/she will need to withdraw from the current programme and enrol to the new programme and a new Standard Student-PEI Contract will be signed.
- b) Please refer to the Withdrawal Procedure on the details of the relevant withdrawal.

6.7.3 Course Withdrawal Policy

“Withdrawal” means a student withdraw from the programme and his/her Student Contract is terminated and the student is no longer a student of AIC.

a) **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:
 - It does not commence the Course on the Commencement Date;
 - It terminates the Course before the Course Commencement Date;
 - It does not complete the Course by the Course Completion Date;
 - It terminated the Course before the Course Completion Date;
 - It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in PEI-Student Contract within any stipulated timeline set by CPE; or
 - The Student’s Pass application is rejected by Immigration and Checkpoints Authority (ICA).
- ↪ The Student should also 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.
- ↪ Specific conditions which may result in withdrawal for cause included but not limited to are non-fulfilment of minimum class-size required and non-availability of planning resources such as classroom and faculty members.
- ↪ Those affected students will also be entitled to immediate withdrawal from the programme upon issuance of written notices by the College.

b) **Withdrawal Due to Other Reasons**

- ↵ Should a student (includes international students on student's pass) decide to withdraw from a programme for whatsoever reason, i.e., financial difficulty, health issues, or work commitment, etc. he/she is required to complete and submit the Student Request Form to the College.
- ↵ The College shall, within seven (7) working days upon receiving the student's notice of withdrawal, assess and reply to student.

c) Rejection of Student's Pass Renewal for International Students

- ↵ In the event the student's pass renewal application is rejected by Immigration and Checkpoint Authority (ICA) of Singapore, the student shall be informed in writing within three (3) working days providing information and details of the alternative arrangements (e.g., appeal / re-apply) to allow the student to make timely and appropriate decision.
- ↵ Those affected students will also be entitled to immediate withdrawal from the programme upon issuance of written notices by the College.

d) Cooling Off Period

- ↵ All students (includes international students on student's pass) are given a cooling-off period of seven (7) working days after signing the Standard PEI-Student Contract regardless of whether the programme commencement date has passed.
- ↵ During this period, should a student decide to withdraw from the programme, he/she will need to submit the Notice of Cancellation or write in to inform withdrawal (refer to schedule 3.2 of Standard PEI-Student Contract) to the College to confirm the withdrawal.

e) Conditions for Granting Withdrawal

- ↵ All outstanding fees must be settled prior to request for withdrawal; and
- ↵ Student to fill in Student Request Form or written notification, including submission of any supporting documents and adhering to the process as stated in the Withdrawal Policy and Procedure.

6.7.4 Course Withdrawal Procedure

a) Cooling Off Period

- ↵ For new students, a “Cooling-Off Period” of seven (7) working days will be given upon the signing of the Student Contract. A student is able to withdraw from the programme with a submission of a written notice within these seven (7) working days, notwithstanding if the course commencement date has passed. The student will be entitled to the highest refund amount stipulated in the Standard Student Contract.

b) Withdrawal Due to Other Reasons

- ↵ Upon receiving student’s request for withdrawal, the College will process the request and refund (if applicable) to the student within seven (7) working days after receiving the confirmation notice of withdrawal, according to the Refund Policy applicable to the course.
- ↵ For students under 18 years of age, the College will seek parent / legal guardian approval prior to processing the request for withdrawal.
- ↵ Registrar’s Office will counsel the student and/or parents / legal guardian if the student is under 18 years old.
- ↵ If the student decides to withdraw, the College shall refund fees in accordance with the Refund Policy as set out in the Standard Student Contract.
- ↵ Registrar’s Office will issue a formal letter to the student and/or student’s parent / legal guardian to effect the withdrawal and the refund procedure will be effected if applicable.
- ↵ In the event of dispute over the refund amount, the College shall activate the Dispute Resolution Policy.
- ↵ Registrar’s Office will inform ICA for the cancellation of Student’s Pass for International Students (where applicable).
- ↵ The College will process the withdrawal request within four (4) weeks.
- ↵ Registrar’s Office will update the list of withdrawals within 3 working days.

6.7.5 *Course Deferment Policy

**College’s ‘Deferment Policy’ does not apply to all company sponsored and Training Grant approved self-paying students/trainees.*

“Defer” means a student wishes to take an intermission / break in his/her studies and therefore the programme duration will be extended. For deferment of study, the student is required to sign an Addendum reflecting the new end of programme date.

- a) Students are required to submit a duly completed Student Request Form or written notification and with supporting documents (if applicable).
- b) Deferment application will only be considered if valid reasons are provided. An example of valid reason is medical reason with doctor’s supporting documentation.
- c) The College does not allow deferment for Student Pass Holders unless under special circumstances with approval from the EXCO and ICA clearance.
- d) Submitting the request does not automatically result in an official deferment. For approved deferment, Students must ensure that they sign an addendum to reflect the changes as confirmation of the deferment.

Conditions for Granting Deferment

- e) Availability of the Schedules and Classes.
- f) Students can apply for deferment of semester / unit only once. Extension of deferment period will only be considered should there be a valid reasons and additional supporting documents provided by the student.
- g) In applying for deferment, student has to take note of the maximum course completion timelines. Students must ensure that there is sufficient time for them to complete their studies according to the timeline.
 - ↳ Students are given additional time equivalent to the original programme duration or 12 months whichever shorter to complete the whole course. Example, if the programme duration is 4 months, students will be given 4 additional months to complete the programme, if the programme duration is 30 months, students will be given an additional 12 months to complete the programme.
- h) Offering of modules / courses are subject to availability. The College reserves the right to offer similar unit(s) in replacement of discontinued unit(s).
- i) Should students fail to resume the programme after the deferment, the student will be deemed to have withdrawn from the programme enrolled and no refund will be made.

6.7.6 Course Deferment Procedure

- a) Students submit request for deferment of programme to Registrar’s Office.

- b) Students who are under 18 years old, the approval from parents / legal guardian is required prior to request for deferment.
- c) Registrar's Office will evaluate and approve the deferment request.
- d) Registrar's Office will inform student of the conditions for deferments and that Student Pass will be subjected to ICA's approval.
 - ☞ The College does not allow deferment for Student Pass Holder unless under special circumstances with the approval from EXCO and ICA clearance.
- e) Registrar's Office will check on the student's attendance and course fee status and obtain clearance where applicable.
- f) Registrar's Office will issue an addendum reflecting the new course end date and schedule (if applicable).
- g) College Admin will update FPS Provider and records within 7 working days upon signing of addendum.
- h) Registrar Office will update list of deferments within 3 working days.
- i) The College will process the deferment request within four (4) working weeks, subject to the approval from ICA and/or External Education Partner, where applicable.

7 OTHER INFORMATION

7.1 STUDENT PASS MATTERS

- a) For Student Pass collection from ICA, the student has to bring his/her IPA letter, passport, passport-sized photograph, medical report, printout of E-forms 16 and V36.
- b) Student pass granted strictly forbids students from working, whether for a payment or without payment. All international students are required to abide by this regulation. You are not allowed to seek any form of employment, paid or unpaid, or be involved in any business, profession or occupation. You are not to take part in any activity which is detrimental to the security, reputation and well-being of Singapore.
- c) Prior to the student's pass or immigration status in Singapore, do seek advice from the Admissions Office as soon as possible. Also, according to immigration law, some international students are required to pay a certain amount of Security Deposit to ICA. This information is available on ICA's official website at <http://www.ica.gov.sg>.
- d) For student pass renewal, students must inform PEI to renew their student passes one month before the expiry date. There will be no renewal of student passes after the expiry date.
- e) Upon the completion, withdrawal or termination of your course with our school, your Student's Pass must be cancelled.
- f) Upon the cancellation of your student's pass card, ICA will approve your stay in Singapore on social visit status for a short period. Please adhere to the validity period of the social visit status granted to you by ICA. Students must return their student passes to ICA within 7 days after the end of their courses. No foreign student may stay in Singapore after his/her pass expires.

7.2 ADVICE ON ACCOMMODATION AND COST OF LIVING IN SINGAPORE

- a) Accommodation:
 - ↪ Room, Dual-shared –S\$600 per pax per month*
 - ↪ Room, Tri-shared –S\$500 per pax per month*
 - ↪ Room, Quad shared –S\$450 per pax per month*
- b) Typical cost of meal: S\$3-5 per pax per meal*

* the rates may vary according to the market situation

7.3 GENERAL HEALTHCARE SERVICES IN SINGAPORE

- a) For further information about healthcare services in Singapore, please refer to www.singhealth.com.sg

7.4 RELEVANT SINGAPORE LAWS

Relevant Singapore Laws

- a) Immigration requirements
- b) Laws on driving
- c) Drugs and alcohol abuse
- d) Employment
- e) Smoking
- f) Traffic
- g) Littering
- h) Any others deemed necessary

All students are obliged to behave in an orderly manner according to the above relevant laws in Singapore.

8 REFERENCE TO CPE

8.1 COMMITTEE OF PRIVATE EDUCATION (CPE)

The Committee for Private Education (CPE) is a government board that regulates the Private Education Sector.

AIC is awarded the EduTrust Certification which shows a high standard of quality in the overall provision of education services

Integration of CPE Student Services into the SSG One Call Centre

One Call Centre : 6785 5785

Feedback Portal : <https://portal.ssg-wsg.gov.sg/feedback>

9 APPENDICES

9.1 APPENDIX A – CONTACT PERSONNEL

9.1.1 Update of Particulars

It is very important for you to update your particulars by informing Student Support Office, as all updates on changes and policy will be done via emails. You can update your particulars in person at the Student Support's Office or through via email (studentsupport@aic.edu.sg).

9.1.2 Contact Personnel

Please contact our student support officer if you have further queries.

9.2 APPENDIX B – INFORMATION TECHNOLOGY (IT) POLICY

9.2.1 Overview

This document sets forth the policy of The College with regards to the use of, access to, and disclosure of various electronic communications, including those sent or received by company employees or students.

Information systems, including but not limited to computer equipment, software, operating systems, storage media, and network accounts providing electronic mail are the property of the College. These systems are to be used for business purposes in serving the interests of the company, and of our clients and customers in the course of normal operations.

Effective security is never complete by deploying the latest security systems; effective security is a team effort involving the participation and support of every employee, student and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these rules, and to conduct their activities accordingly.

9.2.2 Purpose

The purpose of this policy is to outline the acceptable use of computer equipment so as to specify users' responsibility, set expectations and promote good security practices at the College. These intentions are not to impose restrictions that are contrary to the College's established culture of openness, trust and integrity, but to protect employees, partners, students and the company from illegal or damaging actions by individuals, either knowingly or unknowingly.

The risk of not having safe information security practices and rules could include virus attacks, compromise of network systems and services, and legal issues.

9.2.3 Scope

This policy applies to employees, students, contractors, consultants, temporaries, and other workers at the College, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by the College.

9.2.4 Policy

User Login Responsibility

Each user is responsible for keeping their passwords and accounts information secure. If you suspect someone else knows your password, you must change it immediately and report it to your supervisor.

Passwords must not be shared or written down and should be changed at least quarterly. If there is a requirement to grant access to an outside user, that user must follow appropriate procedures to apply for access.

Users must ensure that their laptop or PC is secured with a password-protected screensaver that will activate in 10 minutes when left unattended.

Use of Systems and Network

Users must not install or distribute “pirated” or other software products that are not appropriately licensed for use by the College.

All users are reminded that the organizational information is proprietary and may not be shared with any outsider. You can copy this information as necessary to complete your task. You may share this information only with appropriate personnel.

Unauthorised copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources and copyrighted music for which the College or the end user does not have an active license is strictly prohibited.

Users must not attempt to breach or cause disruption to the College’s networks and system. Security breaches include, but are not limited to, accessing data of which the employee or student is not an intended recipient or logging into a server or account that the employee is not expressly authorised to access. Disruption includes, but not limited to, network sniffing, ping floods, packet spoofing, denial of service attacks and network vulnerability scanning.

User must not disable the anti-virus software on any system or network.

Use of Email

Users must not send or distribute any harassing, disruptive or offensive messages, including offensive comments about race, gender, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Employees who receive any emails with this content from any employee should report the matter to their supervisor immediately.

Users must not send any information that discloses the intellectual property or business intelligence of the organization.

User must not send any privileged information without proper authorization.

Users must not send any information that maybe damaging to the organisation including unsolicited mass email (spam).

User must use extreme caution when opening email attachment received from unknown senders as it may contain viruses, malwares or Trojan codes that could compromise the security of the user's system.

Internet Usage

The organisation's connectivity to the Internet is to be treated as a business resource.

Users may access sites for personal reasons, but this usage must be kept to a minimum. Of these sites, users should not access sites that promote illegal, sexual or other information that would be inconsistent with these and other organizational policies.

Users must not install or use P2P software (e.g. BitTorrent, eMule, etc.) to download copyrighted material including, but not limited to, eBooks, music, video or games.

Right to Monitor

While the College's IT support team desires to provide a reasonable level of privacy, users should be aware that the data they create on the corporate systems remains the property of Busy Bees Asia.

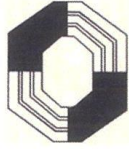
For security and network maintenance purposes, individuals within the College's IT support team may be authorized by management to monitor equipment, systems and network traffic at any time.

The College reserves the right to examine data stored on all computer and network systems through both physical assignments and electronic monitoring. If the information collected reveals violations to the information security policies or the law, the organization may use its discoveries for disciplinary actions or provide them to local law enforcement agency.

Enforcement

Any user found to have violated this policy may be subjected to disciplinary action, up to and including termination of studies.

9.3 APPENDIX C – LONPAC INSURANCE (FEE PROTECTION SCHEME)



LONPAC INSURANCE BHD

CERTIFICATE

ASIAN INTERNATIONAL COLLEGE PTE LTD

We hereby certify that the Policy to which this certificate relates is issued to the above Private Education Institution for the Fee Protection Scheme implemented by the Committee for Private Education

Z/20/BM00/000893

Policy Number

17 December 2020 to 16 December 2021

Period of Insurance

Quek Sun Hui
Chief Executive
(Singapore Branch)

9.4 APPENDIX D – MEDICAL INSURANCE COVERAGE



CERTIFICATE

GROUP HOSPITAL & SURGICAL INSURANCE POLICY NUMBER: 4000149033-01

We certify that the above Policy is issued by us to
Asian International College Pte. Ltd. for its students for the period
between 18 March 2021 and 17 March 2022.

This certificate is subject to the terms and conditions of the
above Policy.



Andrew Yeo
Chief Executive

The College reserves the right to change any guidelines, regulations or policies at any time as it deems fit without prior notice. In the case of any inconsistency between these terms and any amended guidelines, regulations or policies, the latter shall prevail.

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