



ARIUM SCHOOL OF ARTS AND SCIENCES

27 Feb 2020

Orientation Slides

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SCHOOL FACILITIES

Classrooms are equipped with Whiteboard, projector and computer for PowerPoint and audio/video presentation. Wi-Fi connection is also available in the school premises



Classroom 2- 27Sqm / 18
Persons

<https://asasedu.com/about-us/facilities/>

27 Feb 2020

Orientation Version 5

CONTACT INFORMATION

□ Student Recruitment Executive

- For all admissions, course-related enquiries & program progression
 - enquiry@asasedu.com

□ Operations Executive

- Class schedules, leave requests, assessment and exam-related enquiries and instructor feedback
 - opsmanager@asasedu.com

□ Student Support Services

- For other academic-related enquiries, complaints and feedback
 - advisor@asasedu.com

STUDENT ORIENTATION

As part of ASAS' admission process, all new students will be required to go through an Orientation Program that includes briefing session(s) on the following (not limiting) information

School's history, include its Vision, Mission, Values and Culture

School's location, including physical and academic facilities/resources available to students

Organization chart (indicating Management Team)

Introduction of Academic and Examination Board members

Dispute Resolution Policy

Appeal procedure of academic results

Suite of students support service

Relevant Singapore laws and regulation, including ICA regulations and attendance requirements

Attendance and leave application process

Course fees and duration

Course completion and award criteria

Post course guidance

Deferment / extension criteria and procedure

Other important details in Student Handbook

EDUCATIONAL PARTNERS



- Arium School of Arts & Sciences (ASAS) is proud to announce that our Counselling Psychotherapy programs are now recognized by the Association of Psychotherapists and Counsellors (Singapore) (APACS)
- More information about Association of Psychotherapists and Counsellors (Singapore) can be found on :
<http://apacs.org.sg/education>

ACADEMIC STRUCTURE

- The following types of direct assessment methods are used as evaluation tools for each module:
 - ▣ Assignments (60%)
 - Assignments may consist of Multiple choice, True/False, Short answer questions and written assignment such as essays, Case Studies, Critical Reviews and Research Papers.
 - ▣ Exam (40%)
 - The exam is held within 1 to 4 weeks after the last lesson.

WSQ Courses

- ❑ Students must register online to confirm their attendance for their WSQ courses for their respective intakes.
- ❑ A link will be sent to students via email to register for the class 1 month before the commencement date.
 - ❑ Registrations are on a first come, first served basis.
 - ❑ Students who do not respond will not be allowed to attend this intake.
 - ❑ Students who miss the current intake may be rescheduled to a later run.
- ❑ Prior to registering, students should not have any outstanding payments. Students with late fees will not be allowed to attend WSQ courses.
- ❑ Students need to attain a minimum of 75% attendance and pass the in-class assessment to be eligible for Government subsidies.

Professional Certificate

- ❑ Students can receive a Professional Certificate if they attend the course with at least 75% attendance.
- ❑ Students attending the Professional Certificate courses have the option of taking the examination. There is no additional charge to take the exam
 - ❑ If they pass the exam, they will be provided with a transcript which reflects their grade.
- ❑ Student who opt to take the exam are encouraged to get the textbook or e-book to aid in exam preparations
 - ❑ *Prices of the course materials are shown in the next slide*
- ❑ Both the e-certificate and transcript will be issued **within 3 months after the last lesson.**

COURSE MATERIALS

□ Course materials in each module may include:

- Course notes (up to \$30)
- MindTap (e-book) *[if applicable]* (up to \$100)
- Hardcopy textbook or Chapter Notes (up to \$150)

We accept payment by cash/PayNow/NETS/cheque only

□ Mindtap

- Students may purchase MindTap which includes ebook and course notes for every module. Access to MindTap includes 1-year access, valid from the day before class commencement.
- Students will receive an email with the MindTap account link **7 working days** after purchase. For advanced payment, access to the account will only be activated on the first day of class
- For all technical issues and matters concerning the use of MindTap, please contact asia.techsupport@cengage.com

STUDENT CONTRACT

- ALL Students are to sign **Two Original Sets** of Standard PEI – Student Contract. The Contract temple can be downloaded from the CPE Website.
- All Fields **MUST** be completed in the Student Contract. Where any field is not applicable, it must be indicated with “Not Applicable or N/A”
- Each student contract must be accompanied with an Advisory Note to Student which can be downloaded from the CPE Website
- The following content can be found in the student contract
 - Course information and fees
 - Refund Policy, including refunds for Withdrawal for Cause and Refunds for Withdrawal without cause
 - Any other information as deemed necessary

POLICIES AND PROCEDURE

- Please visit our website to gain more information on the following

Refund Policy and Procedure

Transfer Policy and Procedure

- <https://asasedu.com/wp-content/uploads/2018/04/transfer-procedures.jpg>

Withdrawal Policy and Procedure

- <https://asasedu.com/wp-content/uploads/2018/04/withdrawal-procedures.jpg>

Deferment Policy and Procedure

- <https://asasedu.com/wp-content/uploads/2018/04/deferment-procedures.jpg>

External Feedback and Complaint Management System

Dispute Resolution Policy and Procedure

- <https://asasedu.com/dispute-resolution-policy-procedure/>

Late Payment Policy

- <https://asasedu.com/late-payment-policy/>

Appeal Procedure for results

Examination Appeal Procedure

- <https://asasedu.com/payment-of-fees/>
- <https://asasedu.com/refund-procedure/>
- <https://asasedu.com/refund-policy/>
- <https://asasedu.com/student-support-services/>

SCHOOL POLICIES

□ School Fees

- Please settle your overdue school fees (if any) when you come in for the class. If outstanding school fees are not paid by the due date, a late fee of **\$\$30.00** will be imposed. In addition, the school reserves the right to reject students who have not paid up their overdue school fees to attend class.

□ Drop module

- If you wish to drop the module, you are advised to notify the school as early as possible. You may drop the module at any time before the second lesson.
- If you drop the module after the second lesson, you will have to pay module replacement fees.

□ Course Work Time Limits

- If you do not complete the coursework before the scheduled final exam date, you will have to pay an extension fee of **\$\$100.00** in order to be allowed an additional two weeks extension (from the date of the scheduled final exam) to complete and submit all assignments and course work, as well as to sit for the makeup examination, if applicable.

SUSPENSION AND EXPLUSION

- The school takes misconduct/malpractice extremely serious, and investigates all alleged cases of misconduct. Any student suspected of misconduct will be dealt with accordingly. Should any student be expelled from the course, no refund on fees paid will be made.
- Students may be suspended or expelled from Arium School of Arts and Sciences under the following circumstances:

Violation of ICA Regulation: Student's Pass holders who have been caught working in Singapore may lead to expulsion and deportation as well as the forfeiture of Security Deposit.

Misconduct: Fighting, gambling, smoking or behaving disorderly.

Defamation: Spreading untruth and damaging remarks about ASAS, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of ASAS.

Vandalism, Mischief and/or Theft: Students who have been found to participate in any willful or negligent acts that cause damage to, loss, removal or theft of, or any other wrongful interference with any property of ASAS, .

Cheating in examinations/tests: Any form of cheating in tests and examinations may result in disciplinary action, not excluding expulsion from the course.

Attendance: Students who do not meet the criteria for attendance of 75% per module (Non- Student Pass Holders) and 90% per month (Student Pass Holders) may result in expulsion and cancellation of their student's pass.

USEFUL GOVERNMENT WEBSITE

□ COMMITTEE FOR PRIVATE EDUCATION (CPE)

For more details on Standard PEI – Student Contract, Medical Insurance and Dispute Resolution, please visit www.cpe.gov.sg

□ MINISTRY OF EDUCATION (MOE)

For more details of the Singapore Education System, please visit www.moe.gov.sg

□ ICA & Singapore Laws (International Students)

For more details of the laws and relevant information for international student, please visit

www.ica.gov.sg/page.aspx?pageid=320&secid=182

<http://www.ica.gov.sg/page.aspx?pageid=168&secid=166>

International Students

- ❑ ICA Rules and Regulations
- ❑ Student's Pass Holder Attendance
- ❑ International Student: Student Pass
- ❑ International Student: Application for Student Pass
- ❑ International Student: Renewal of Student Pass
- ❑ International Student: Cancellation of Student Pass

ICA RULES AND REGULATIONS

□ All international students with Student's Pass must adhere to the following requirements set by Singapore's Immigration & Checkpoints Authority (ICA)

A Students must attend a minimum of 90% of scheduled course hours not be absent from the course for 7 consecutive days

A student must at least 3 hours in the School per School day, attending classes and tutorials, participating in enrichment activities and self-studies

A student must not engage in any form of paid or unpaid activities that may contravene the stipulated conditions (including those stated in the Student's Pass application form, In-principle Approval letter and Student's Pass card) in which a Student's Pass is issue (e.g. illegal employment)

A student must not remain in Singapore after the expiry date of the Student's Pass. Arium School of Arts & Sciences shall inform ICA of his/her means and the date of departure

A student is only permitted to attend the course after his/her Student's Pass has been approved by the ICA

A student must not be retained as a Student in any other college or School or course(s) other than that indicated in the Student's Pass

A student must surrender his/her Student's Pass for cancellation within seven days from the date of cessation or termination of his/her studies or course(s).

For more information of ICA regulations, please visit:

STUDENT'S PASS HOLDER ATTENDANCE

- As Student's Pass holders are required by ICA to have an attendance of over 90%. If student suddenly needs to leave the country and travel back home, the School requires that the student provides evidence of the situation which requires the student to return to their home country.
- Students that are under 18 years of age, are required to obtain a letter of consent from their parents or legal guardian.
- According to the Immigration Act (Chapter 133), Regulation 21 – Security Bond; international students with a Student's Pass must not be absent for a continuous period of seven days, the percentage of attendance for the course in any of the months is 90% or above.
- If a student does not meet these requirements he/she will have to surrender their Student's Pass for cancellation. ICA has the right to terminate the student's pass due to poor attendance.
- If a student is unable to attend classes due to unforeseen circumstances, he/she must inform the
- School within **3 working days** of returning to class. For medical reasons, the School accepts medical certification
- for absence from a **registered medical practitioner**. The medical certificate (MC) produced must be
- dated on the day of class. It should also contain the doctor's certification that the student is unfit to
- attend class. The MC is to be sent by post or personally to the School on his/her return to class.

INTERNATIONAL STUDENT: STUDENT'S PASS

Arium School of Arts & Sciences will assist students in applying for student's pass. Students will be sent an application form and once it's returned along with the application fee payment, Arium will ensure that all the required information is submitted.

New applications for a Student's Pass must be submitted **at least two months and not more than six months before the course starts**. Applicants are not required to be present in Singapore while their applications are being considered. Hence, no extension of stay will be considered while the applications are under processing. Arium will contact successful applicants upon approval.

- To apply for a Student's Pass from the Immigration & Checkpoints Authority of Singapore (ICA), international students must provide accurate and the most updated information relating to their:
 - personal particulars;
 - educational qualifications;
 - financial ability;
 - family background;

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.

Students may be required to attend an interview in person in order to substantiate your application for a Student's Pass. This pass grants the student permission to stay in Singapore and pursue their studies approved by the Singapore government. It states the period of time that the student is allowed to stay.

INTERNATIONAL STUDENT: STUDENT'S PASS

Registration

Prospective students would need to fill in application forms (16, V36, V36A if applicable), supply certified copies of highest qualification certificates and transcripts, birth certificate, bank statement and a passport-sized photograph.

Collection

When collecting the student's pass from ICA, the student has to bring his/her IPA letter, passport, international-sized photo, medical report, printout of E-forms 16 and V36.

Students are prohibited from attending classes in the School before obtaining ICA approval of their student's pass.

Renewal

Students must inform the School to renew their student's pass one month before the expiry date

There will be no renewal of student's pass after the expiry date.

Cancellation

Student must return their student's pass to ICA within 7 days after the end of their course.

The School will inform ICA of foreign students' departure dates from Singapore.

No foreign student may stay in Singapore after his/her pass expires.

Online Application

Students may apply for their passes online at: <https://www.ica.gov.sg/visitor/studentpass/peo>

Students may apply for visa entry at: <https://eservices.ica.gov.sg/esvclandingpage/solarplus>

INTERNATIONAL STUDENTS: APPLICATIONS FOR STUDENT'S PASS

APPLYING FOR YOUR STUDENT'S PASS

- Arium or assigned agent will lodge the student's pass to the Immigration and Check Points Authority of Singapore once we receive the acceptance letter and signed contract.
- Student's Pass processing will take approximately four to six weeks.
- Students need to submit the following before Arium can lodge the student's pass application.
 - One set of completed [eForm 16](#) and [eForm 36](#)
 - Two recent passport-size photographs
 - One clear copy of your passport
 - Translated and certified copy of your birth certificate
 - Translated and certified copies of your academic transcripts and certificates

STUDENTS FROM VISA-REQUIRED COUNTRIES WILL ALSO NEED TO PROVIDE THE FOLLOWING ADDITIONAL DOCUMENTS

- Documentary proof of financial ability (showing the total amount of more than SG\$30,000) in the form of bank statements.
- Supporting documents such as pay slips indicating your parents' monthly income (as stated on [Form V36](#), Part F)

INTERNATIONAL STUDENTS: APPLICATIONS FOR STUDENT'S PASS

ADDITIONAL DOCUMENTS REQUIRED IF ONE OF YOUR PARENTS/SPOUSE IS A SINGAPOREAN NATIONAL (CITIZEN OR PR)

- Parent's/spouse's Marriage Certificate
- Parent's/spouse's highest education certificate
- Parent's/spouse's Letter of Employment (the letter should state the date of commencement of employment, designation, and salary per month) or a copy of Business Registration Certificate (an Instant Computer Printout is acceptable) if your parent/spouse is self-employed. These documents should not be issued more than one month ago
- Parent's/spouse's monthly CPF contribution for the past 12 months
- Parent's/spouse's Income Tax Assessment Notices for the past three years

INTERNATIONAL STUDENTS: RENEWAL OF STUDENT'S PASS

Students who wish to continue taking the same course in the same School may renew their Student's Pass via the SOLAR+ system.

(i) SUBMISSION

Applications for the renewal of a Student's Pass can be submitted via the Student's Pass OnLine Application &

Registration+ (SOLAR+) system at <https://solarplus.ica.gov.sg/solarplus-ica/index.do>.

(ii) PROCESSING TIME

In general, renewal of a Student's Pass would take about 3 working days to process (excluding the day of submission and collection) upon the receipt of a duly completed application by ICA. Some applications may require a longer time to process.

INTERNATIONAL STUDENTS: CANCELLATION OF STUDENT'S PASS

Foreign students are required to surrender their Student's Pass Cards for cancellation within 7 days from the date of cessation or termination of their study. Students or the School can submit an application of Student's Pass cancellation online via a new e-service, namely e-Cancellation.

For those who are unable to do cancellation online may submit over the counter, anytime from Mon to Fri (8am to 4:30pm), Sat (8am to 12:30pm) by obtaining a queue ticket at the Self-Service Kiosk 1 at Visitor Service Centre, 4th Storey, ICA Building, with the following documents:

- I. A letter from the student about the cancellation of the Student's Pass
- II. Student's valid travel document
- III. The Student's Pass Card
- IV. Student's Visit Pass and Disembarkation/Embarkation Card; and
- V. A duly completed Disembarkation/Embarkation Card (IMM Form 27A), where applicable (will be provided at ICA counters).

LIVING IN SINGAPORE

A COSMOPOLITAN LIFESTYLE

- If there is one word that best captures Singapore, it is unique. A dynamic city rich in contrast and colour, you'll find a harmonious blend of culture, cuisine, arts and architecture. Brimming with unbridled energy, this little dynamo in South-East Asia embodies the finest of both east and west. Singapore is well-known in the world as a melting pot of cultures and for its religious tolerance.
- Singapore's population of about five and a half million comprises 74 per cent Chinese, 13 per cent Malay, 9 per cent Indian, Eurasian and people of other descent. The original inhabitants were Malay fishermen, but after the arrival of Sir Stamford Raffles and its establishment as a British trading post, Singapore became a magnet for migrants and merchants. Seeking a better life for themselves and their families, they came from the southern provinces of China, Indonesia, India, Pakistan, Sri Lanka and the Middle East. Each group has retained its own cultural identity while becoming an integral part of the Singapore community.
- In addition, there are more than 90,000 professional expatriates living and working in Singapore. They too bring their own unique cultures, adding vibrancy to the cosmopolitan community.

LIVING IN SINGAPORE

ACCOMMODATION

Property rental, where you rent a complete vacant property, furnished or unfurnished. This is ideal if you arrive in Singapore and are willing to move in with friends or other students. This accommodation choice is best made after your arrival in Singapore only as it may take a few days before you move in. It makes sense to form a group of those willing to take up a whole unit and then view options at hand. The general costs involved with this includes one month rental refundable deposit, one month rental upfront and a half month towards an agent commission.

Cost

- Generally ranges from S\$1800 to S\$5000/- for 2-3 bedroom units (per month)

Room rental, where you take a room at a property where other people already live. You may be living with students, families or others who live nearby and have a spare room. Property rental or share housing can be furnished or unfurnished.

Cost

- Single room: S\$500 to S\$1500 (per month)
- Shared room: S\$400 to S\$800 (per month)

Homestay, where you generally live with a family and meals are provided. This option is always furnished with expenses included.

Cost

- S\$750 – S\$2000 (per month)
- to the cosmopolitan community.

LIVING IN SINGAPORE

LIVING EXPENSES

Apart from paying for your accommodation & course fees, you must also budget for various living expenses. On average, you should budget at least \$500 to \$650 per month for food, transport, entertainment and other miscellaneous needs. These vary according to individual lifestyle and spending habits. The following is an estimate of expenditures you should factor into our financial calculations:

<input type="checkbox"/> ITEM	<input type="checkbox"/> ESTIMATED EXPENSES
<input type="checkbox"/> Hand phone Bills (Local Calls)	<input type="checkbox"/> S\$ 25 / per month
<input type="checkbox"/> Food	<input type="checkbox"/> S\$ 5 / per meal
<input type="checkbox"/> Transportation	<input type="checkbox"/> S\$3/ per day
<input type="checkbox"/> Leisure and Entertainment	<input type="checkbox"/> S\$10 / per day

You should also bear in mind that there will be some initial “set-up” costs that you may incur (e.g.) you may wish to purchase some small electrical appliances or furniture items etc.

LIVING IN SINGAPORE

Transportation

□ EZ-LINK CARD

- This card can be used for taking both the MRT and SBS/SMRT buses. An adult EZ-Link card is sold at cost together with the stored value and travel deposit components. Commuters wishing to buy a new adult EZ-Link card will have to pay S\$15 and the minimum subsequent top-up is S\$10. Just visit any TransitLink Ticket Office to buy and top-up the EZ-link Card. The maximum stored value allowed in a card is \$100. The Add Value Machines (AVMs) and General Ticketing Machines (GTM) in MRT stations and bus interchanges also allow top-up of EZ-link cards by cash or NETS (Please use exact amount when paying via cash as the GTM does not issue change). Top-ups are also available at 7-Eleven stores for a small charge. More information on the EZ-Link card can be found at www.transitlink.com.sg

□

□ MASS RAPID TRANSIT (MRT)

- One of the fastest ways to get around is the MRT. The train lines connect major housing estates with the Central Business District (CBD). The trains are clean and well-maintained making travelling on the MRT a comfortable experience. Air-conditioned trains operate from 5.30am to 12.30am daily, running every three to eight minutes.

□

□ PUBLIC BUSES

- Air-conditioned and comfortable, they run all over the island and into Johor Bahru in Malaysia. They run daily from 5.30am till midnight. There are also night bus services which charge a premium fare.

LIVING IN SINGAPORE

□ TAXIS

- Over 15,000 air-conditioned taxis provide comfortable, hassle-free travel at a very reasonable cost. Fares are metered, so no hard bargaining is in order. You can stop a taxi on the street or wait at a taxi stand. You can also book one through the taxi companies' hotlines or download a taxi-booking App. Most taxis take a maximum of four adult passengers. Some taxis take cash only.
-
- Drivers sometimes state their intended destinations on the lighted billboards on top of their taxis. The driver may on these occasions, accept passengers headed in the same direction, regardless of where they are in the queue.
-
- Basic metered fares vary between operators. There may also be surcharges to the metered fare. There are no standard surcharges as different taxi companies have different fare structures. The fares should be stated in the back passenger window of the taxi.

□ Taxi Company

□ Comfort

□ CityCab

□ Silvercab

□ SMRT Taxis / TIBS Taxis

□ Booking Hotline

□ 6552 1111

□ 6552 2222

□ 6363 6888

□ 6369 0111 / 6555 8888

LIVING IN SINGAPORE

- While there are fancy restaurants offering every kind of cuisine, there are also fast food chains, “hawker centers” and “food courts” where you can have a very satisfying meal for just a few dollars. In a food court, which is essentially an air-conditioned hawker center, you will find lots of vendors selling many different kinds of food all under one roof. You can have Chinese noodles, with an Indian curry and a Malay side dish, followed by a French dessert and even fresh fruit. All the food is freshly cooked and vendors have to meet stringent hygiene standards.
- **STAYING CONNECTED WITH YOUR FAMILY**
- ***Singapore country code +65***
- SingTel is the national telecommunications company which runs the residential telephone line system. There are many mobile service providers like StarHub and M1. They all have different rates.
- Payphones are everywhere – in most public places. You need a credit card or a stored-value phone card which can be purchased at post offices and many shops.
- Mobile phones from most countries except the United States, Korea and Japan, work in Singapore. It works out cheaper to get a new mobile phone account here; otherwise all your calls will be routed internationally. You will need to show your passport when buying a new SIM card.
- Postal services are handled by SingPost. Its services are very reliable. There are many private companies such as DHL, UPS and FedEx which offer alternative express air service. You can buy stamps and stationery, pay bills and fines at all SingPost’s retail counters or SAM machines which are located in shopping malls and MRT stations.
- High speed internet broadband connection is easily available for your computers, laptops or PDA and other gadgets. The main service providers are SingTel or StarHub.

LIVING IN SINGAPORE

- Singapore's healthcare system has an international reputation for impeccable healthcare standards and state-of-the-art medical facilities with many private and government clinics located at most housing estates.
- **POLYCLINICS / GOVERNMENT CLINICS**
- There are currently 18 polyclinics throughout the island located at various housing estates. Most consultation charges at polyclinics cost S\$39.40 for foreigners, excluding medication.
- **PRIVATE CLINICS**
- Private clinics provide outpatient medical services and there are often a few private clinics within a neighborhood. Operating hours vary from clinic to clinic, but most of them operate from 9am-1pm, 2pm-4pm and 7pm-9pm on weekdays and 9am-1pm on weekends. There are a few 24-hour clinics around but charges are relatively more expensive (double charge after midnight).
- **HOSPITAL 24-HOUR EMERGENCY ASSISTANCE**

LIVING IN SINGAPORE

Government Hospitals

Alexandra Hospital	(65) 6472 2000
Changi General Hospital	(65) 6788 8833
Khoo Teck Puat Hospital	(65) 6555 8000
National University Hospital	(65) 6779 5555
Singapore General Hospital	(65) 6222 3322
Ng Teng Fong General Hospital	(65) 6472 2000

Private Hospitals

Mount Elizabeth	(65) 6731 2218
Raffles Hospital	(65) 6311 1555
Gleneagles	(65) 6470 5700

THANK YOU

HOPE TO SEE YOU IN OUR NEXT INTAKE