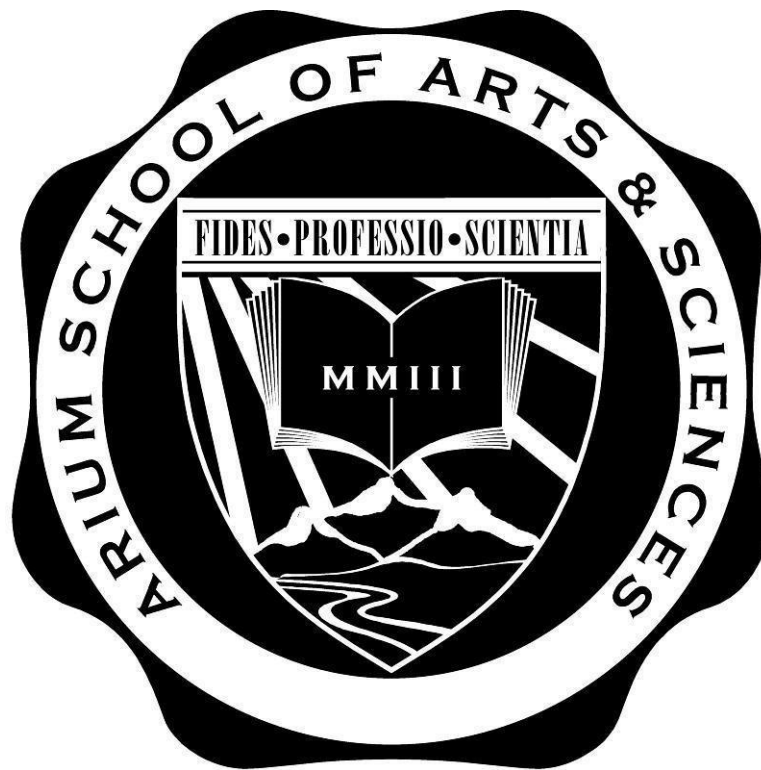


# ARIUM SCHOOL OF ARTS & SCIENCES PTE LTD



## STUDENT HANDBOOK

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## **MESSAGE FROM THE CEO**

We understand the importance of continuous learning to improve your chances for success in this fast-moving, ever-changing age, and that you are looking at our website because you want to take the next step to provide a more secure future for you and your family. At ASAS, we aim to be able to provide you with quality programs that should help you in your current or future career.

Our school is large enough to provide a range of relevant programs without being so large that students get lost in the numbers. Not only does each student receive a thorough explanation of the program options before being accepted, but each student works closely with a program advisor throughout the duration of the program. These steps help assure each student receives the program information, administrative support and academic resources necessary to graduate from the chosen program.

After your review of our website, I am confident that you will want to contact one of our program advisors for more information.

I look forward to seeing you in class!

**Maria Lee, CEO**

# VISION, MISSION, CORE VALUES

## Vision

- To be a leader in providing customer driven programs and services that meet the education and training needs of individuals and organizations.

## Mission

- ASAS for the next three years strive to offer quality, affordable and niche education programs that are relevant to emerging market, and also meet the educational needs of students.

## Core Values

- **Ethics**: We believe in acting with honesty, responsibility and integrity to provide our students, employees and education partners with appropriate compensation, service, quality and value.
- **Academic Excellence**: There is continual review of our course curriculum, teaching faculty and education partners to ensure that we keep pace with the demands of the global economy so as to enable our graduates, regardless of their racial origins, to make a useful contribution to the economic well-being of their respective societies.
- **Education**: Be accessible and affordable to all who meet our academic standards.

# GENERAL INFORMATION

## Background

Our objective is to offer quality and affordable educational programs that meet the needs of students, through our linkages with accredited institutions. Equipped with years of experience and a deep understanding of the US educational system, consultants at ASAS are able to provide the support and guidance for students' educational goals.

We are committed to provide a high standard of service by promoting an environment conducive to student learning. We have developed transparent redress policies that are disseminated to our students and conveyed in the student handbook and web site. This is to assure them that their welfare, besides their study needs, is also taken care of.

Here at ASAS, we are constantly striving to provide what is best for our students in their aspirations to achieve their dreams and ambitions.

## Organisation Chart

Please [click here](#) or scan the QR code below to access the organisation chart.



## Contact Details

- **School Contact Details**

The administrative staff of the School maintains office hours as follow:

Mon-Fri: 11:00am - 7:45pm; Saturday: 11:00am - 1:45pm

Eve of PH: 11:00am - 5:45pm; Sun & PH: Closed

Alternatively, you may send us an email at [enquiry@asasedu.com](mailto:enquiry@asasedu.com).

Note: If consultations with the Lecturer or other members of the Staff are desired, it is advisable to request an appointment.

**ADDRESS: 51 Cuppage Road #06-23 Singapore 230469 (Behind Centrepoint Shopping Centre)**

**PUBLIC BUS SERVICES: Bus Stop No: B09038**

**Service Numbers: Bus 7, 14, 14E, 16, 65, 106, 111, 123, 175, 502, and 502A**

**NEAREST MRT STATION: Somerset MRT**



- **CPE Contact details**

Students can reach CPE at 6512 1140 or email at CPE\_CONTACT@cpe.gov.sg.  
To make an appointment, please email to CPE\_Contact@cpe.gov.sg.

Opening Hours

Weekdays: 9.00 am to 5.00 pm  
Saturday, Sundays and Public  
Holiday: Closed

- **Additional useful contacts**

In case of fire in the building, please use the staircase and DO NOT USE THE LIFT.

In case of injury, please approach the School for assistance.

**Non-Emergency Ambulance 1777**

**Emergency Ambulance 995**

**Police 999 / 1800 255 0000**

**Tan Tock Seng Hospital (Emergency Department) 6357 8754**

**Ministry of Manpower 6438 5112**



## SCHOOL PREMISES AND FACILITIES

The facilities are easily accessible by students with disabilities and who are wheelchair bound. The location is ideal for students with an abundance of nearby shopping, cafes, restaurants, banks and very convenient access to MRT, bus and taxi transportation links.

Arium School of Arts and Sciences has two classrooms that can seat 49 students and 18 students respectively; equipped with projectors, white boards and flipcharts.



Classroom 1 – 74 Sqm / 49 Students



Classroom 2 – 27 Sqm / 18 Students

# STUDENT SUPPORT SERVICES

## The core list of support services are:

- (a) Students are advised to go onto the ASAS's website to access the Student Handbook for a comprehensive list of student support services, policies and procedures.
- (b) The Student Support Services department that handles / processes all student requests.
- (c) Feedback form is easily available for students to provide valuable insights into helping the School to continually improve the student experience.

## List of Comprehensive Services Available in the School:

### (a) For all Current & Enrolled Students

The School aims to provide all students with an academic education of the highest standards through the provision of these services:

- Certified Counselor
- Online Links for References
- Personalize updates to students / parents on admission matters / students' progress

### (b) For enhancing overall Student Experience

In ensuring that the School provides for an exceptional student experience, it undertakes to provide the following services:

- Monthly / Modular review of students' attendance
- Student Evaluation Surveys (Student Satisfaction Survey / Module Evaluation Survey / Pre-course Counselling and Orientation Satisfaction Survey / End of Course and Graduate Survey)
- Feedback forms
- Dispute resolution process

## Communication of up-to-date Student Support Services and Programmes

- (a) Communication of the list of student support services and programmes will be through the Student Handbook, School's official website and also notices given to students to create awareness of these programmes. These notices can be in the form of verbal communication and / or memo given to students.

### Programmes to develop students holistically

- (a)** Various models and frameworks would be created and continually reviewed to ensure that the School has sufficient programmes to develop students holistically
- (b)** The School's Continual Improvement Cycles and its elements, including the annually done Continual Improvement Work Plan would also act as a platform to incorporate the need and objective to develop students holistically.

To note: This comprehensive list of student support services is not meant to be exhaustive. The School undertakes to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points.

## INDUSTRY-WIDE COURSE FEE PROTECTION SCHEME

The Industry-Wide Course Fee Protection Scheme (IWC) serves to protect the students' fees in the event a Private Education Institution (PEI) is unable to continue operations due to insolvency, and/or regulatory closure.

The student is also protected if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

**Fee Protection Company:** Lonpac Insurance BHD

**Policy Number:** Z/19/BM01/000868

**Period of Insurance:** 15 May 2019 to 14 May 2020

## STANDARD STUDENT CONTRACT

The Standard PEI-Student Contract ("Student Contract") ASAS adopts is a very important legal document between the School and the student.

It is the responsibility of the School to explain the following contents of the student contract in English or in the native language of the student (where applicable):

- i. Course information and Fees
- ii. Course information and Fees Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause
- iii. Fee Protection Scheme by Insurance
- iv. Any other information as deemed necessary

All students are to sign two original sets of the Standard PEI-Student Contract. The Standard PEI Student Contract template 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 Students which can be downloaded from the CPE Website.

## SUSPENSION AND EXPULSION

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:

- **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.

## REFUND POLICY

The School's Management team shall ensure a fair and reasonable refund policy is details for any payments made.

Time taken to process all refund requests will be done within 7 working days, from date of application to disbursement of funds to the student.

The School 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

### ASAS Non Refundable Fees

The school's non-refundable fees are reflected in schedule C of the standard student contract. No refunds will be made for fees that fall under this category.

Refund Table:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[95%]	("Maximum Refund") More than [30] days before the Course Commencement Date
[80%]	Before, but not more than [14] days before the Course Commencement Date
[0%]	Less than [14] days before the Course Commencement Date

### **Refund for Withdrawal Due to Non-Delivery of Course:**

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

- I. It does not commence the Course on the Course Commencement Date;
- II. It terminates the Course before the Course Commencement Date;
- III. It does not complete the Course by the Course Completion Date;
- IV. It terminates the Course before the Course Completion Date;
- V. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by CPE; or

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.

**Refund during Cooling-off Period:**

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

The Student will be refunded the highest percentage (stated in Schedule D of the 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.

**Notes:**

Conditions where a course may be cancelled:

- 1) The intake does not meet a minimum enrolment of 15 students.
- 2) The lecturer has withdrawn from teaching the course and a substitute lecturer cannot be found, due to unforeseen circumstances (that include, but are not limited to):
  - Sudden Hospitalization
  - Overseas Business Commitments
  - Other Emergencies

**Refund Procedure**

1. Fill up Refund Request Form, with any supporting documentations, and submit to the Student Support Executive
2. The Student Support Executive will meet up with you to acknowledge the refund request, within 3 working days upon receipt of the Refund Request Form (based on the date of application), and to work out if any refund is eligible.
3. Computation of such an amount, where eligible, will also be explained to you and stated in the Refund Request Form
4. Any refund amounts will be subjected to the school's Management approval.
5. The Student Support Executive will inform you of the outcome of the refund request.
6. Should you be eligible for refund, the school will inform you when to collect the refund.
7. The whole refund process will not take more than 7 working days from date of application.

## **TRANSFER / WITHDRAWAL POLICY**

- A student who requests for an internal course transfer within the School must have their existing contract terminated. This includes students who changes the course or period of study (from full-time to part-time or vice versa). A new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the School and the Student.
- All request must be made in writing. Verbal notice is not accepted.
- The student must also fulfill all the admissions criteria of the new course and will be subjected to the School's student selection and admission procedures.
- A student who withdraws from the School to enroll with another school (i.e. discontinues all its courses with the school) shall be deemed to have withdrawn from the School and the refund policy and procedures shall apply.
- For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.

### Conditions for granting of Transfer and Withdrawal:

- All outstanding fees must be settled prior to request for withdrawal and/or transfer
- Student to fill in Course Transfer / Course Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

### Conditions for Refund

- The School's Refund Policy shall apply for all qualified refunds. Students are to refer to the School's Refund Policy and the Standard Student Contract for further details.

### Timeframe for assessing and processing transfer/ withdrawal cases

- The entire transfer / withdrawal process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favor of the applicant, respective staffs are to handle each situation according to the School's dispute resolution policy and procedure.

## **Transfer Procedure**

1. Student to fill up Course Transfer Form with any supporting documents (inclusive of Refund Request Form, if applicable) to the Student Support Executive.
2. Supporting documents for Course Transfers should minimally include any documents that show that the student meets the minimum entry requirements for the new course that he / she is applying to, if this document is different from the one used to enroll the student to his/her original course.



3. Student Support Executive is to meet up with the student within 3 working days upon receipt of the Course Transfer Request Form.
4. Student Support Executive is to inform student on the following conditions for any Course Transfers : -
  - Student must meet all minimum entry requirements of the new course they are enrolling in
  - The standard student contract for the current course that the student is enrolled in will be voided upon approval of Course Transfer Request
  - A new standard student contract for the new course will need to be signed (Refer to Procedures of Executing Student Contract) upon approval of Course Transfer Request

Note: Only applicable for students under the age of 18 Years Old, Student Support Executive is to seek the consent of the student's parents or guardians prior to proceeding with the Course Transfer Request. Consent can be through email, tele conversation or letter. Receipt of Consent must be documented in the Course Transfer Request Form.

5. Student Support Executive is to conduct the Pre-Course Counselling session with the Student who would be required to sign on the Course Transfer Request Form to acknowledge that he/she has been informed of the various critical information. Student Support Executive is also to ensure that the new course is suitable for the student.
6. A Letter to Effect or Reject Course Transfer Request will be given to the student once the Head of Academic Affairs has approved / denied the Request.

Kindly note that the following will take place, where applicable, once your Transfer request has been approved

- Termination of existing student contract (to be done upon signing of new contract)
- Processing of Refunds if any (Refer to Refund Procedure)
- Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider)

## **Withdrawal Procedure**

1. Student to fill up Course Withdrawal Form with any supporting documents (inclusive of Refund Request Form, if applicable) to the Student Support Executive.
2. Student Support Executive is to inform student on the student's pass will be cancelled upon withdrawal from the School.

Note: Only applicable for students under the age of 18 Years Old, Student Support Executive is to obtain written consent of the student's parents or guardians prior to proceeding with the Course Withdrawal Request. Consent can be through email or letter. Consent must be documented in the Course Withdrawal Request Form.

3. An interview session with the Student Support Executive will then be arranged to

establish the reasons for the application of a course withdrawal.

4. A Letter to Effect Course Withdrawal Request will be given to the student once it has been approved by the CEO.

Kindly note that the following will take place, where applicable, once your Withdrawal request has been approved

- Termination of existing student contract
- Processing of Refunds if any (Refer to Refund Procedure)
- Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider)
- Issuing of past attendance records to students who are enrolling in another course in another Private Education Institute

## **Deferment Policy**

- A student who requests for Deferment (i.e. delay or postpones the course) must either have their existing contract terminated or sign an addendum to reflect the changes.
- All request must be made in writing. Verbal notice is not accepted.
- For all terminated Student Contracts, a new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the School and the Student.
- Any deferment would be addressed on a case by case basis and the School will have the final decision on whether the deferment is approved or rejected.
- For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.

### Conditions for Granting Deferment

- The School will have final say in all deferment cases. This will be based on availability of the Schedules and Classes.
- Students can apply for deferment ONLY ONCE. Extension of deferment period will only be considered should there be very valid reasons and additional supporting documents provided by the student.
- Offering of units / courses are subject to availability. The school reserves the right to offer similar unit(s) in replacement of discontinued unit(s).
- Submitting the request does NOT automatically result in an official deferment. Students must ensure that they receive a formal notice / confirmation form the Institute regarding the outcome of their request for deferment.

Note: Deferment is only allowed up to a period of 6 months. For deferment period of more than 6 months, it will be subject to Management's approval.

## Deferment Procedure

1. Students requesting for a Course Deferment will need to fill up the Course Deferment Form with supporting documents and submit the Form to the Student Support Executive.
2. In the event the student is unable to submit a Course Deferment Form, an email from the student would suffice. The email must be printed out and attached to a blank copy of the Course Deferment Form.

Note: Deferment is only allowed up to a period of 6 months. For deferment period of more than 6 months, it will be subject to Management's approval.

3. Student Support Executive will arrange for an interview session who will discuss with the student the academic implications of deferment and to understand the reasons for deferment and if possible, find a solution to avoid deferment.

Note: Student Support Executive to contact parents/guardians to verify that they give their consent for the request for deferment, if the student is below 18 years old. The School needs to obtain written consent from parents or guardians prior to proceeding with the Course Deferment Request. Consent can be through email or letter. Consent must be documented in the Course Deferment Form.

4. Student is to sign off on the Course Deferment Form to acknowledge if they would like to retract or proceed with the course deferment.
5. Upon approving the deferment request, the Student Support Executive is to proceed to perform various administrative support which includes: -

### For All Courses

Student Support Executive carries out the following :

- Cancel Student Pass stating deferment
- Terminate the existing contract and issue a new one upon return of student or sign an addendum
- Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider)
- Update Student Management System
- Updating the Masterlist of Deferments

## **LATE PAYMENT POLICY**

As per the student contract, payments received more than 7 days after the scheduled due date(s) will be considered a late payment.

A late payment fee of \$30 may be imposed on the student.

Students are required to pay this extra fee in addition to their current payment.

Students who do not comply with this policy will be considered for withdrawal from the course.

## **DISPUTE RESOLUTION POLICY**

- The School accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences) for ease of providing feedback.
- The School is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
- All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the School and the student must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
- In the event of any appeals for retention, suspension, expulsion and awards, the School's Dispute Policy and Process shall follow.
- It is the responsibility of the Academic Affairs Department to notify relevant departments of any feedbacks and complaints.
- Students must be kept informed of the status of their feedback / complaints.
- Academic Affairs Department is to respond to respective students within 3 working days of receipt of the feedback / complaint.
- All feedbacks / complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
- All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after its implementation, and the complainant/person giving feedback will be informed.
- In the event that the School and the student cannot come to an agreement or the student does not accept the final decision made by the School's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) through CPE Student Services Centre for mediation.

## External Feedback and Complaint Management System

Students who wish to provide any feedback and / or complaints to the School should adhere to the following procedure:

- Students are to approach the Student Support Executive to request for a Feedback Form
- The Student Support Executive is to acknowledge the feedback / complaint received. This should be done within 3 working days.
- Student Support Executive will review the feedback / complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary.
- Relevant parties will then propose a solution for the issue raised and the Student Support Executive will explain it clearly to the student.
- The student should acknowledge the situation within 21 working days, whether he / she accepts or is satisfied with the proposed solution.
- If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the CEO (for non-academic issues) or the Head of Academic Affairs (for academic issues). The respective person will investigate the case and take necessary actions to resolve it.
- If the student is still not satisfied with the outcome / decision, he / she will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) through the Committee for Private Education Student Services Centre.
- The entire process should not take more than 21 working days.

Note: If the process takes more than 21 working days to resolve, students need to be informed of the reason as to why it is so and justification needs to be provided by the School. Justifications need to be recorded on the Feedback Form under the Remarks section.

## APPEAL PROCEDURE

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Student Support Executive. This is to be done within 7 working days of the release of examination results.
- The Student Support Executive is to acknowledge the receipt of the Examination Appeal Form within 3 working days, and proceed to submit the appeal to the Head of Academic Affairs.
- The Head of Academic Affairs is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to re-mark the paper. Comments in relation to the re-mark must be stated in the Examination Appeal Form, which would be circulated to the Examination Board Chairman for his/her review and approval.
- All decisions made by the Examination Board are final.
- The Student Support Executive will inform the student of the final decision within one month from the date of the appeal.
- Should there be changes required, the Student Support Executive will make the necessary amendments to the results slip based on the appeal result.

## **ATTENDANCE REQUIREMENT**

Approved Student Leave Application Forms / Approved Student Leave Emails should be submitted to the Operations Executive before the start of the class that the student is being excused from, or within 3 working days of returning to class should there be extenuating circumstances.

All MCs are to be submitted to the Operations Executive within 3 working days of returning to class.

Students who are holding student passes and are absent without any valid reason (i.e. marked as "0") will be dealt with in the following manner:

<b>Attendance Rate</b>	<b>Action to be taken</b>
<=75%	1 <sup>st</sup> Warning Letter to be issued The parent/guardian is to be informed (if student <18)
<=75% (2 <sup>nd</sup> time)	2 <sup>nd</sup> Warning Letter to be issued The parent/guardian is to be informed (if student <18)
<=75% (3 <sup>rd</sup> time)	3 <sup>rd</sup> Warning Letter to be issued The parent/guardian is to be informed (if student <18)
<=75% (4 <sup>th</sup> time)	Final Expulsion Letter to be issued Pastoral counselling to be carried out The parent/guardian is to be informed (if student <18)

### **Disciplinary Committee Hearing (If necessary)**

The School's CEO shall act as the Chairman of the Disciplinary Committee and selected Management Team Members shall make up the members of the Committee.

The Chairman shall explain the reasons for initiating such a session and ask the student to respond to the Committee's queries on attendance or any other disciplinary issues.

The Disciplinary Committee shall then discuss the outcome of the case and put forth their recommendation for Management Team's acknowledgement.

Upon approval, the Disciplinary Committee will issue a formal letter to the student, notifying him/her of the outcome.

Appeals, if any, must be submitted within 3 working days of receipt of letter to the CEO. Following which, this process would follow the School's dispute resolution process as stated in Operation Manual: Feedback and Complaint Management System.



# **SCHOOL POLICIES AND REGULATIONS**

## **Students Conduct and Responsibilities**

Students are expected to conduct themselves both within and outside the School in a way that will reflect favorably on them and the School. A student may be dismissed at any time for misconduct of such nature as to be prejudicial to the School or for conduct that seriously infringes upon the rights of others.

ASAS expects all students, as well as faculty and staff, to observe local laws and to respect the rights and privileges of other individuals. The School expects each individual within the academic community to refrain from behavior that would disrupt the School function of education; cause injury to persons; cause damage or loss of property in the school; or interfere with the freedom of movement of students, schools officials, employees, or guests of facilities of the School. Interference in any manner with the public or private rights of other individuals or conduct that threatens or endangers the health and safety of any person will not be tolerated by the School.

The School Director or their designee may summarily suspend any student in violation of these standards, when it appears that reasonable cause exists to believe the continued presence of the accused student in school poses a threat to the safety of the student, other persons, or property, or a threat to disrupt school functions or activities.

The School also reserves the right to exclude or notify a student to leave a course at any stage if the student is in breach of any of the terms & conditions herein or of the University/Institution which student is enrolled with or if student fails to comply with the terms & conditions of the Student Standard Contract.

## **Dress Code**

The students' attire should be neat and conform to our school regulations. The general accepted appearance should be smart and presentable.

# ACADEMIC INFORMATION

## Course Information

The following information is available on the School's website at <http://asasedu.com/>

- Course modules and outlines
- Course duration
- Course entry requirements
- Total Payable Fees

Course Timetables and schedules will be distributed on a regular basis. A copy of the Study Plan will also be attached to each standard PEI student contract.

## Transferring Credits

1. ASAS will accept work in which grades of A, B, C, P (Pass), CR (Credit), D/HD (Distinction & Higher Distinction) and S (Satisfactory) were earned for transfer credit. Courses in which a grade of D or less was earned are not accepted for transfer.
2. Transfer credit more than 10 years must be evaluated by the Head Academic Affairs for approval of transfer.

## No-Credit or Auditing Modules

Students may broaden and deepen their educational experience through auditing modules. Auditing permits the student to attend a module without being required to complete exams and assignments.

An audit module is marked with a "NC" (No Credit) on their transcript and it does not carry academic credit, nor does it satisfy the program requirement.

## Availability of Modules

ASAS does not offer all the modules listed in the catalogue each semester or each year. ASAS reserves the right to withdraw from its offering low-enrolled modules during any particular semester. Other modules may be added if there is sufficient demand. In some courses, certain modules may be offered on an alternate-year basis or as determined by demand.

ASAS reserves the right to vary the modules offered, the time-table, courses, & teaching staff if in its opinion to the best interest of the Students or as may be required by the relevant authorities in Singapore.

All notes, class video tapes and other teaching materials handed over or given to the student are the intellectual property right of ASAS and are given to the Student who acknowledge the intellectual property rights of ASAS.

## Grading System

All credits are based on semester hours. A 4.00 grading systems is used.

<b>Grade</b>		<b>Grade Points</b>
A	(Excellent)	4
B	(Good)	3
C	(Fair)	2
D	(Poor)	1
F	(Failure)	0

### **Grades Which Do Not Have Associated Grade Points**

CR	(Credit)
N	(No Credit Course)
INC	(Incomplete in Credit)
P	(Progress)
DEF	(Deferred)
W	(Withdrew)

## Course Number

Courses numbered below 300 constitute the lower division. Courses numbered 300 and above constitute the upper division.

## Grade-Point Average Computation

ASAS grading system is based on a standard four point scale and GPA is calculated by dividing total grade points by credit hours attempted. (*Refer to Grading System above*)

## Grade Report

Students should meet with their lecturers throughout the semester to discuss their academic progress. Final grade reports will be available on the notice board 6-8 weeks following the final examination.

## Incompletes

The grade of Incomplete ("INC") is a temporary mark assigned for course work of acceptable quality that students, through no fault of their own, are unable to complete. It is not given for neglected or unsatisfactory work.

Students with Incompletes must remove the grade of "INC" by the end of the next semester the student is in attendance. Incompletes that are not removed by the deadlines dates lapse into a grade of "F" (Failure). The deadlines for removal of Incompletes may be extended with the approval of the School Director. Students, who are not in attendance for one year

period after an Incomplete is received, may not remove the Incomplete without permission from the School Director.

### **Drop Individual Module**

The student may drop a module any time before the SECOND lesson of the module. If the student drops the module after the second lesson, he/she will have to pay the applicable fees for the replacement module. Please take note that dropping a module is different from withdrawal from the entire course.

### **Repeat (Module) Policy**

Students may repeat Module: however the hours only count once – the most recent attempt. Previously attempted module and grades remain on the academic record but are not computed in the GPA. Students who receive approval to take courses from other institutions need to be aware that the grade earned will not replace a low grade earned at ASAS. Students must request a GPA update form from the School for a re-computation of the GPA.

### **ASAS Repeat/Replace Policies**

Students who fail to adhere to the module drop policy, or did not meet the module requirement, will be required to repeat/replace the module(s), and subject to a Repeat fee at prevailing rates.

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