

Student Handbook



Ashford College of Management & Technology

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Welcome to Ashford College of Management & Technology

We are pleased to welcome you to Ashford College of Management & Technology (ACMT). We are sure that you will learn much during your study here, and we will certainly benefit from the experience and personal gifts you bring to our college.

To help you through a time of transition and change, we have prepared this Student Handbook to help you acclimate to life at ACMT. The guide contains the basic outline of what you'll need to do in the coming weeks as you settle in. Our web site at www.ashford.edu.sg contains links to the information and resources you will need throughout your studies. We hope you'll become one of our regular readers and maintain contact with us throughout your time at ACMT.

We hope you will come to us with your questions or concerns—and just to let us know how you're doing as you proceed toward your academic studies. ACMT stands ready to help. Please visit our office staff regularly.

I About Our College

1.1 College History

Ashford College of Management & Technology (formerly known as AMGT Management School) was established in 2002 to provide quality educational and training services for individuals and organisations. Our aim is to provide a lifelong learning centre for our students to learn and share a common wealth of knowledge with other members of the College.

In 2005, we were amongst the first few private institutions to receive the CaseTrust for Education accreditation. We have also attained the ISO 9001:2000 Certificate since 2008. In May 2010, we were the first batch of private education institutions registered with the Council for Private Education under the Private Education Act (2009).

Since our inception, we have tied up with various professional institutions to offer a wide range of distance learning programs and full time and part time courses in business administration and English language. Our curricula address the needs of our students, preparing them for future academic studies and career development.

Our team of lecturers is also formed by a group of qualified and skilled professionals with both academic and practical experience in a wide range of industries.

At ACMT, we comply strictly with the laws and regulations spelt out by the Private Education Act and Private Education Regulations. We are committed to provide world-class quality in education and we offer much more than the choice to gain the prestigious qualifications.

1.2 Our Mission

WE ARE COMMITTED TO OFFER EDUCATIONAL COURSES OF HIGH QUALITY

For every educational programme we offer, we will understand the requirements that meet the students' needs, and

WE WILL CONFORM TO THOSE REQUIREMENTS WITHOUT EXCEPTION

For every process we perform, the performance standard is

DO IT RIGHT THE FIRST TIME EVERY TIME

1.3 Our Vision

Our vision is to become a recognized leader in providing quality educational and training services for individuals and organisations.

1.4 Our Values

Academic Excellence

Sharing Experience

Holistic Education

Freedom

Objectivity

Respect

Diversity

1.5 Our Culture

Focus on the needs of our students and customers

1.6 Quality Policy

We guarantee that our services and course delivery system is suitable, adequate and effective through

CONTINUAL IMPROVEMENT

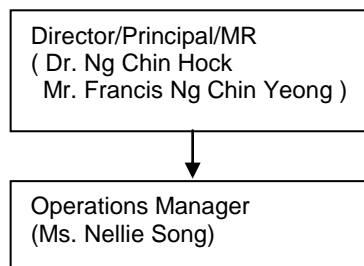
We will conform to applicable statutory and regulatory requirements without exception

1.7 College Facilities

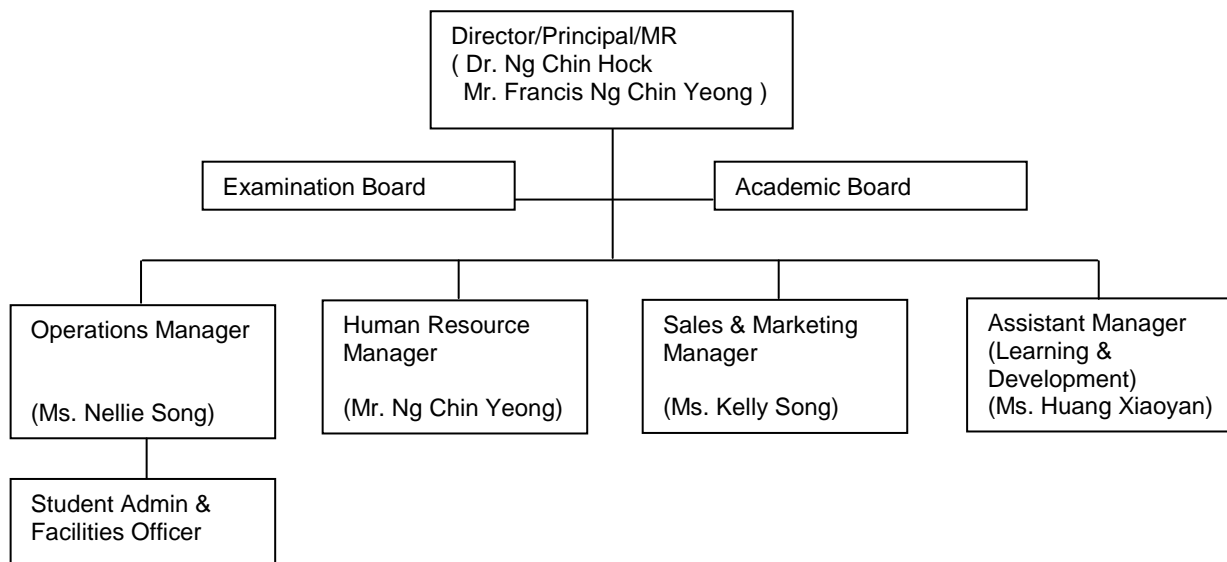
Our College is located at the central business district of Singapore, our training facilities include training classrooms, discussion rooms and a library for research purposes. All the training and discussion rooms are equipped with audio visual aids. The rooms are networked and students have access to the Internet through wireless broadband network.

1.8 Organisation Chart

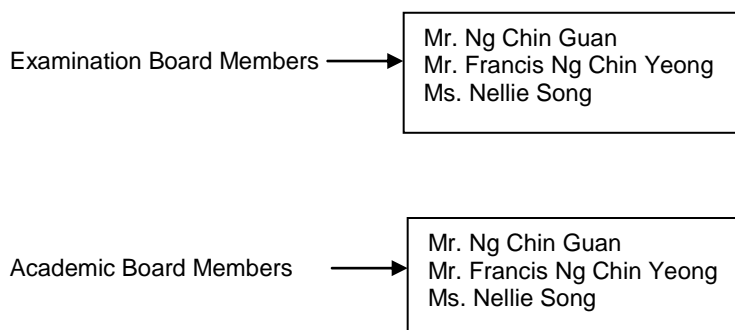
Management team



Management and staff



Examination Board & Academic Board Members



2. About Singapore

Singapore is one of the leading financial centres in the world and a cosmopolitan world city, playing a important role in international trade and fiance. Singapore is also a knowledge-based environment highly conducive for the pursuit of higher level of education. The education system in Singapore aims to bring out the best in all students. Both public schools and private education institutions (PEIs), including Ashford College of Management Technology, are conducting a wide range of internationally-recognised qualification.

3 Refund policies

3.1 Notification and Arrangement

ACMT shall inform the Student immediately within three (3) working days if

- (i) ACMT fails, for any reason, to commence the Course on the Course Commencement Date;
- (ii) ACMT terminates the Course, for any reason, prior to the Course Commencement Date;
- (iii) ACMT fails, for any reason, to complete the Course by the Course Completion Date;
- (iv) ACMT terminates the Course, for any reason, prior to Course Completion Date; or

(v) The Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA).

ACMT shall, within seven (7) working days of notifying the Student in writing of above circumstances (i) to (iv), provide the Student with information and details of the alternative confirmed course arrangement to allow the Student to make timely and appropriate decision on the alternative arrangement.

3.2 Withdrawal for Cause:

Subject to Force Majeure, the Student shall be entitled to immediately withdraw from the Course by giving written notice to ACMT of his/her intention to do so if ACMT is in breach of any of its obligations under this Agreement or fails to perform its obligation(s) under the circumstances in Clause 3.1 (i) to (iv).

3.3 Refunds for Withdrawal for Cause:

For circumstances under Clause 3.1, ACMT shall, within seven (7) working days after notifying the Student, refund to the Student:

- (i) The entire amount of the Course Fees; and
- (ii) The Miscellaneous Fees*.

ACMT shall also, as soon as practicable after receiving the Student's notice of withdrawal under Clause 3.2 (and in any event no later than seven (7) working days after receiving such notice) refund to the Student the amounts stated in this Clause 3.3.

3.4 Refunds for Withdrawal Without Cause:

Where the Student withdraws from the Course for any reason other than those set out in Clause 3.2 or Force Majeure, ACMT shall, subject to Clause 3.8, as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice) refund to the Student the following sums (less any applicable bank administrative charges properly paid/payable under Clause 5):

% of the aggregate amount of the Course Fees and Miscellaneous Fees Paid	If Student's written notice of withdrawal is received
[70]	("Maximum Refund") More than [21] days before the Course Commencement Date
[50]	Before, but not more than [7] days before the Course Commencement Date
[20]	After, but not more than [3] days after the Course Commencement Date
[10]	More than [3] days after the Course Commencement Date, but not more than [7] days after the Course Commencement Date
[0]	More than [7] days after the Course Commencement Date

3.5 Cooling-Off Period

ACMT shall provide the Student with a cooling-off period of [7] working days after signing Student Contract. Within these [7] days and regardless whether the Course Commencement Date has passed, the Student can submit written notice of withdrawal to ACMT and receive the Maximum Refund amount stipulated by ACMT under Clause 3.4 (less any Course Fees consumed by the Student if the withdrawal date is later than the Course Commencement Date and the Student has started the Course, any ACMT administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable under Clause 5). Any dispute in respect of how much Course Fees have been consumed pursuant to this clause shall be referred to mediation at the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre pursuant to Clause 7, and only in respect of such decision, the decision of the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) shall be final and binding on all parties.

ACMT shall also bring to the Student's notice **Student's Rights to Cancel Agreement** by notifying the student of his rights under the cooling-off period, and receive written acknowledgement as provided therein by the Student that **Student's Rights to Cancel Agreement** has been brought to his notice. In the event that the notice in **Student's Rights to Cancel Agreement** has not been brought to the Student's attention, the cooling-off period of [7] working days shall only commence from the date that **Student's Rights to Cancel Agreement** has been brought to the Student's notice, and the Student has acknowledged the same. The Student shall have the right to withdraw from the Course and receive a refund as stated in this Clause 3.5 anytime before the notice in **Student's Rights to Cancel Agreement** has been brought to the Student's attention.

This Clause 3.5 takes precedence over ACMT's refund policy stated in Clause 3.4.

3.6 Deemed Withdrawal:

A Student who transfers from the Course to another course with ACMT shall, for the purposes of this Clause 3, be deemed to have withdrawn from the Course and the provisions of Clause 3.4 shall apply save as otherwise agreed between ACMT and the Student.

3.7 Change of Course:

Further to Clause 3.6, a fresh ACMT-Student Contract under this format shall be executed between ACMT and the Student for any change of Course, whether with the same PEI or otherwise.

3.8 No Double Claim:

For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from ACMT or the Escrow Bank pursuant to a provision of Student Contract or the Master Escrow Agreement in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against ACMT or the Escrow Bank for the same payment in respect of the same matter or damage pursuant to any other provision of Student Contract or the Master Escrow Agreement.

Note:

- The above refund policies were extracted from Standard CPE-PEI Student Contract version 2.0 clause 2.
- Refund will be paid to student by HSBC via Telegraphic Transfer or Cashier Order.
- If the student is terminating the course and returning to home country, his/her Student's Pass needs to be cancelled.

4 *Transfer/withdrawal policy*

A Student who transfers from the Course to another course with ACMT shall, for the purposes of this Clause 3, be deemed to have withdrawn from the Course and the provisions of Clause 3.4 shall apply save as otherwise agreed between ACMT and the Student. The student is required to submit a new application for another course, sign a new contract, make payment to a new Escrow account (Fee Protection Scheme) and apply for a new Student's Pass with ICA. Request of transfer will only be considered if the student meets all pre-requisites of the course intend to transfer to.

A Student who withdraws from ACMT to enrol with another school shall be deemed to have withdrawn from ACMT.

5 *Fee protection scheme*

To comply with the requirements of EduTrust, FPS is implemented to both local and international students for course fees payment. We have included Council of Private Education (CPE) website as one of the important link for EduTrust and FPS details.

FPS is put in place to protect the students' fees in the event the college is unable to continue operations due to insolvency, and /or regulatory closure. Furthermore, the FPS protects the student if the college fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

The College is using the services of The Hongkong and Shanghai Banking Corporation Limited (HSBC), one of the service providers for FPS appointed by CPE.

ACMT hereby confirms and undertakes to the Student that it has in place a Fee Protection Scheme as stipulated by the Council for Private Education (CPE) (the "FPS") by way of a Student Tuition Fee Account (Escrow) pursuant to the terms and conditions of the CPE-PEI Agreement dated 22 December 2009 made between CPE and the PEI.

Student can refer to the CPE website: www.cpe.gov.sg for more details of FPS

5.1 Payment method and channels

Payment of fee is to HSBC Escrow Account by bank draft, cashier order, cheque or Telegraphic Transfer in Singapore dollar. For bank draft, cashier order or cheque payment, pre-paid envelope will be provided. A receipt will be issued for the amount paid.

5.2 Receipts

Receipts issued by us to you to acknowledge payment made shall contain the following information:

- College's name and address
- Date of payment
- Course enrolled and Course identification number.
- Student ID Number
- Qualification awarding body
- Course fees
- Instalment Amount (Accumulated)
- Amount outstanding

5.3 HSBC Escrow Account detail

Name of PEI : Ashfod College of Management & Technology Pte Ltd
Escrow Account Number : 152-591814-002
Escrow Account Name : Ashfod College of Management & Technology Pte Ltd – FPS
Escrow Account

5.4 Over or under-charging

ACMT is committed to avoidance of over or undercharging.

List of course fees used are clear and legible, reflecting the total amount payable and its breakdown exclusive of GST.

The total amount of course fees payable and the breakdown are clearly defined in the Standard PEI-Student Contract, payment schedules, payment vouchers and communication materials.

6 *Medical Insurance Scheme*

6.1 ACMT's Undertaking to provide medical insurance coverage:

ACMT hereby confirms and undertakes to the Student that it has in place a medical insurance scheme for all its students as required by CPE under EduTrust certification scheme. This medical insurance scheme shall minimally provide for an annual coverage limit of not less than S\$20,000 per student, at least B2 ward in government and restructured hospitals and 24 hours coverage in Singapore and overseas (if student is involved in school-related activities) throughout the course duration, and the Student is encouraged to seek advice on whether more comprehensive insurance cover is required or desired.

ACMT -appointed medical insurance provider: HSBC Insurance (Singapore) Pte. Limited

SC/PR and non-Student's Pass International Students (Opt out)

A SC/PR or a non-Student's Pass international student who is protected by his own medical insurance coverage in Singapore can opt out from the medical insurance scheme arranged for by the PEI.

For more details of Medical Insurance, please refer to the college website: www.ashford.edu.sg.

7 *Jurisdiction*

The parties hereby irrevocably agree that the courts of Singapore are to have jurisdiction to settle any disputes which may arise out of or in connection with Standard PEI-Student Contract which cannot be settled successfully through the Singapore Mediation Centre (SMC) or

Singapore Institute of Arbitrators (SI Arb) and that, accordingly, any legal action or proceedings arising out of or in connection with Standard PEI-Student Contract (“Proceedings”) may be brought in those courts and the parties irrevocably submit to the jurisdiction of those courts PROVIDED THAT nothing in this Clause shall limit the right of any party to take Proceedings in any other court of competent jurisdiction nor shall the taking of Proceedings in one or more jurisdictions preclude that party from taking Proceedings in any other jurisdiction, whether concurrently or not.

8 Internal and External Grievance and Dispute Resolution procedures

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

- Face-to-face feedback
- Telephone communication at 65-63381522
- Mondays to Fridays from 9:00am to 6:00pm. The College is closed on Saturdays, Sundays and Public Holidays.
- Written feedback via email to our email address school@ashford.com.sg
- Feedback Box.

We treat students’ grievances, disputes as our important feedback. We have staff specially assigned to manage students’ welfare, including the handling of their grievances and complaints according to our procedures. Our interim response is within 3 working days receipt of complaint. Depending on the complexity of the case, we are committed to resolving any feedback/complaint within a maximum of 21 working days upon receipt of complaint. If the College is unable to solve the complaint amicably, students will be recommended to seek redress through CPE or other external mediation agencies.

Notes:

- All feedbacks and complaints received must be recorded. This shall include any feedback received via formal or informal (verbal), complaint forms

9 Standard PEI-Student Contract

It is our standard operating procedure to enter into a Standard PEI-Student Contract with International and Local Students prior to confirmation of enrolment and this policy is communicated to the student through our various communication channels, including our website.

Student can refer to the CPE website: www.cpe.gov.sg for more details of Standard PEI-Student Contract

10 Pertinent Information relation to our Courses

10.1 Admission Process & Procedure

- All Applicants will be given a pre-course counselling by the student recruitment staff if he/she intends to enrol for a course with ACMT.
- Applicants will be provided with ACMT Student Application form
- All internationals who require a Student Pass are classified as **International Students**. Singapore Citizen, Singapore Permanent Resident, Work Permit Holder, S-Pass Holder,

Employment Pass Holder, Dependent Pass Holder and Diplomat Pass Holders are considered **Local Students** who do not require a Student Pass.

- Applicants are to return the ACMT Student Application form duly filled in with the required supporting documents for application.
- Please note that the originality of the Educational Certificates and Transcripts must be verified through sighting of the original documents.
- International Students without proof of English proficiency (IELTS or TOEFL) are to sit for a **ACMT English Placement Test**.
- Local and International Students who do not meet any other standard Entry Requirements, may request for **Special Consideration** and be subjected to approval by the Academic Board.
- An Application will only be processed when the **ACMT Student Application form** is collected from the Applicant.
- If the Application is approved, a **Letter of Offer** will be issued to the Applicant.
- If the Application is rejected, a **Letter of Rejection** will be issued to the Applicant.

10.2 **Course Admission Criteria**

The course entry requirement is a set of primarily academic standards a student must attained before he/she is permitted to enrol in the course concerned. The requirements are determined and approved by our Academic Board.

The pre-requisites and requirements for courses are clearly defined in our Course Handbook, Standard PEI-Student Contract and in College website.

10.3 **Attendance Policy**

Class Attendance

For students to achieve full potential and receive maximum learning with College, all students must attend to class regularly. The attendance requirement for all the students is:

- Local / PR & Non Student Pass Holders $\geq 75\%$
- International Students on Student-Pass $\geq 90\%$

Absence from Class

Students who are taking a long leave from College must fill up a leave form and submit the form to College.

For Student Pass holders, who are taking medical leave, you need to produce a Medical Certificate and submit it to College.

10.4 **Course Assessment Information**

Such information is available in the Course handbook. Typical information found in the Course handbook includes Course Structure and Information, Assessment, Pass Criteria and Grades, and other Examination regulations.

Students are advised to read and understand the course assessment requirements and to consult the lecturer concerned if they have any queries.

10.5 **Course Completion Requirement**

A student will be deemed to have completed a course when he/she has successfully met all the academic and other essential requirements as indicated in the Course Handbook. Upon the

successful completion of the course, the student will then be awarded the relevant certificate. This will include admission to higher level course(s).

10.6 Organisation awarding the certificate

Our college have two organisations which awards the certificates: Ashford College of Management & Technology (Singapore) and the Society of Business Practitioners (UK)

For the details of Ashford College of Management & Technology (Singapore), please refer to section 1 of this Handbook.

The Society of Business Practitioners (SBP) was formed by a number of experienced educationalists and business executives to fulfill a need to set standards and principles in business practice which could best be achieved by examination processes. They determined that both inexperienced and mature students should be able to follow a career in further education or be proficient in employment.

The Diploma programmes have an international recognition standing and the SBP qualifications are accepted by a number of colleges and universities. SBP Diploma holders will be able to gain entry into Bachelor and Master degrees from universities in the UK, USA and Australia. Exemptions are also obtainable from most other professional institutes and examination bodies such as ABE, ACCA, ICEA, MAMSA, FBA, IMS, PMTM, IFA, CEA (United Kingdom), CIFA, CICAM (Canada), CIM (Cyprus) and WCIMT (Australia).

For more details about The Society of Business Practitioners (SBP), please refer to www.mamsasbp.com/sbp/

11 *Student Examination Guidelines*

11.1 Regulations of Examination

- All tests follow and conform to the goals and objectives laid out in our syllabus
- All students must sit for the Final Examinations arranged by the College. Student who is unable to, due to illness or other emergencies, the College will arrange another examination date for replacement sitting (and, a different set of examination papers will be given on the newly arranged exam day to ensure fairness of distribution and security of such assessment materials where students would not have prior knowledge to them).
- Students are not allowed to bring exam papers out of the classrooms.
- Each exam is invigilated by the respective teacher of each class
- Students are not allowed to bring dictionaries or any other language props into the exam room
- Final exam results shall be released within three months upon completion of the final examination and/or assignment of the course. Where the course is provided by external partners or foreign institutions, ACMT shall be responsible to ensure that this requirement is strictly adhered to.
- Students must achieve a minimum of 50% scores in their exam papers to progress to the next module

11.2 Re-Take Examination

- Students are allowed to re-take exam of each of the module if they failed in their first attempt.
- Student will have to register with the Administrative Officer and pay a fee of S\$100 per re-take per module.
- If students failed again in the re-take exam, students will have to re-take the same module again (Retake module-there will be tuition fee and others fee involved, please check with the Administrative Officer)

11.3 **Leave during examination period**

- Students are allowed to apply for re-examination of the module only when the leave of absence are as follows:
 - i. Medical Leave
 - ii. Overseas Leave
 - iii. Reservist (Singaporeans)
 All of the above must have supported document to prove the case genuine.
- The date of the re-examination date is fixed by the College and students must not miss the appointed date, once students missed this date will consider students have failed the examination.

11.4 **Appeal Procedure**

This policy governs the appeal for students against their official results which apply to ACMT and The Society of Business Practitioners courses only.

ACMT shall release appeal results within four weeks (for in-house courses) and not later than eight weeks (for courses administered by partner organisation) from the date of appeal.

Any appeals against the decision of the Examinations Board shall be dealt with in accordance with ACMT's Assessment Regulations.

All appeals will be considered upon payment of an appeal fee S\$100.

100% of the Appeal Fee paid will be refunded upon the successful outcome of the appeal.

To discourage frivolous appeals, there will be no refund for unsuccessful appeals.

11.5 **Certificate Award Criteria**

Students must achieve a minimum of 50% scores in all the examination papers and the final grading of each module is made up of :

- Assessment : 30%
- Examination Paper: 70%.

12 ***Confidentiality and Security of Information***

We will safeguard, according to strict standards of security and confidentiality, any information our students share with us. We will limit the collection and use of student information to the minimum required to deliver superior service to our students, which includes advising our students about our academic services and other opportunities. Every effort shall be made to ensure that the integrity of your personal particulars and confidential information entrusted to us are not compromised unless required by law. We also undertake not to divulge any of the

student's personal information to any unauthorised third party without the prior written consent of the Student.

13 Student Support Service

13.1 Student Support Service

- 1 Refund policy
- 2 Transfer/withdrawal policy
- 3 Orientation programmes and support program
- 4 Student Feedback/Complaint procedure
- 5 Fee Protection Scheme
- 6 Medical Insurance Coverage
- 7 Standard PEI-Student Contract
- 8 Student's Pass Information
- 9 Pre –Course Counseling
- 10 Student Pastoral Counseling
- 11 Cross–Cultural Awareness Programme
- 12 Accommodation Services
- 13 Banking Services
- 14 Public Transportation
- 15 Postal & Telecommunication
- 16 Quality assurance of delivery of course
- 17 Student Welfare
- 18 Wireless Internet Connections
- 19 Library
- 20 Career Services

13.1.1 Pre-Course Counselling

Pre-course counselling refers to the information that students should be briefed on and provided with pertaining to their intended course application to ACMT. The information includes program information, academic pathway, award and fee information, refund, withdrawal and transfer policies, Immigration rules and Singapore laws especially for International students and the student services available for students in ACMT, for example the airport pickup and accommodation placement services.

13.1.2 Pastoral Counselling

The Counselling Service for students aims to assist students to gain balance in their academic and personal well-being. The Counselling Service provides information, prevention, intervention

and referral services on psychological, educational and emotional issues and concerns. The service provides guidance to both academic and non-academic staff to assist them in addressing any psychological issues which affect students' academic performance.

13.1.3 Career Services

ACMT offer you career guidance as you prepare for your job search. ACMT organises a series of workshops to equip you with the necessary skills needed to gain a competitive advantage in entering the workforce including Interview Skills, Personal Grooming, Resume Writing and much more.

13.2 College Rules and Regulations

- Students who are late for College for more than 30 minutes will not be permitted to attend lesson for that particular session of the day and will be taken as a day of absence.
- Students who are late for class for less than 30 minutes, five consecutive times successively will be taken as a day of absence without valid reasons. A warning letter will be issued to the latecomer.
- All students must observe the basic class discipline at all times and be attentive for all classes and tutorials.
- Students must be properly attired while in the College. Vest, Slippers and short pants are not allowed in classroom and at College premises.
- Smoking is strictly prohibited By Law within the College's premises. Failure to comply with this law will result in disciplinary action being taken against them and which may lead to suspension or expulsion.
- All mobile phones must be turned off or switched to the silent mode during lessons. Student who fails to comply with the College's rules will be asked to leave the class.
- All students must take good care of the College's property, such as chairs, tables, whiteboards, all teaching aids / equipment, etc. Any of the facilities that has been vandalised, the student concerned will have to compensate for it accordingly.
- All students are expected to work closely with the college staff in a joint effort to further improve the services and teaching quality of the College. In class, they should respond readily to the relevant survey feedback forms.
- Students must make inform the College's Admin Officer within 24 hours upon losing their Student's Pass.
- Working in any part time job during Student Pass period to **STRICTLY NOT ALLOWED**.
- Any student, who is absent, must fill in a leave form and attach it with a certification letter, e.g. medical certificate, flight ticket.
- In the event that the student has been absent for **three (3) days** without giving any notice, School shall reserve the right for take action in serving a **warning letter** to the Student. However, School also reserves the right to terminate the study of any Student if absence has been exceeding **more than seven (7) days** without receiving any official notice from the Student.
- All Students' Pass holders must achieve an attendance rate of **90%** and above to qualify for the ICA's renewal. For students whose attendance rate is below 90%, the College will not be responsible for their failure to get a renewal of their Student's Pass.
- All local students must attain a minimum class attendance of **75%**.
- If the student wishes to transfer to another College/School, the College fees will be

refunded according to its refund policy.

- Students must be aware of the expiry dates of their Student's Pass. They must inform the Operations Department at least one week before the expiry date for necessary processing of renewal.
- The College will not be responsible for any loss of students' personal belongings or any valuables in its premises.
- All International Students must surrender their Student's Pass to College within 7 days upon completion of study or due to other reasons for cancellation by the ICA.
- Students must not make any noise outside the classroom. No running around the College premises. If you encounter any problem outside the college, he/she may contact our Administration Officer for assistance.
- Students are not allowed to enter the staff room without permission.

13.3 Relevant Singapore Rules and Government Agencies' websites

13.3.1 Immigration & Checkpoints Authority (ICA) Regulations

All international students with Student's Pass must meet all the following requirements:

- The student is only permitted to attend the course at the College as stated in this In-Principle Approval Letter;
- The student shall attend the class regularly i.e. where the percentage of attendance is not less than 90% in any month of the course
- The student shall surrender the Student's Pass for cancellation within 7 days of the date of cessation or termination of studies;
- The Student is not allowed to engage in any undesirable or work-related activities for the duration of study in Singapore.

For more details of ICA regulations, please refer to the **ICA Website:** www.ica.gov.sg

13.3.2 Council for Private Education (CPE)

Students can refer to the CPE website for information on the following:-

- a. Fee Protection Scheme
- b. Standard CPE-PEI Student Contract

CPE Website: www.cpe.gov.sg

13.3.3 Ministry of Education (MOE)

For more details on the Singapore Education System, please refer to the MOE website:

www.moe.gov.sg

13.3.4 Ministry of Manpower (MOM)

For more details on the Manpower policies, please refer to the MOM website:

www.mom.gov.sg

13.3.5 General Healthcare Services

For more details of the General or Specialist Health Services in Singapore, please refer to the MOH website: www.moh.gov.sg

13.4 Cost of Living in Singapore

Compared to countries in western continents, the cost of living in Singapore is relatively low, and basic items like food and clothing are very reasonably priced. An international student in

Singapore spends on average about **S\$750 to S\$2,000** a month on living expenses. This amount of course, varies depending on your individual lifestyle and course of study. These estimated cost ranges in the Table below gives a rough guide of the basic expenditure an international student may incur per month.

Item	Cost per month
Accommodation	\$200 - \$1,500 (rental varies with geographical area, type of accommodation, demand, facilities provided and the number of people sharing)
Utilities	\$50 - \$80 (not applicable for boarding schools)
Food	\$300 - \$450 (Based on \$10-\$15 a day for 3 meals) Note: Included in boarding fees, Boarding Schools usually provide two meals a day. Not included in room rates, Halls of Residence normally offer meals at extra charge.
Public Transport	\$20 - \$100 (varies with types of student concession pass)
Telecommunications	From \$30 (varies with usage and promotional packages subscribed)
Books & Stationery	\$30 - \$100 (varies with course)
Medical Hospitalisation Insurance	\$5 - \$8
Personal expenses	\$100 - \$200 (varies with individuals) (clothes, toiletries, entertainment, haircut, miscellaneous)

13.5 Orientation Program

In our orientation program, we will disseminate and reiterate important course information and other information such as:

- i. School's location(s) and a general description of the facilities and infrastructures;
- ii. Application requirements and procedures;
- iii. Course counselling to match the aspirations of the prospective students with the course learning outcomes;
- iv. Type of certification awarded at the end of the course (certificate / diploma / advance diploma / postgraduate diploma/ graduate diploma etc);
- v. Opportunities for further education after graduation or job prospect after graduation;

- vi. Total payable fee throughout the course duration. Fee must be transparent so that there are no hidden costs;
- vii. FPS adopted by the school , payment methods and schedule;
- viii. Student contract clauses;
- ix. Refund policy;
- x. Transfer and withdrawal policy;
- xi. Students' support services;
- xii. Course admission requirements and any exemption (if applicable);
- xiii. Course modules and outlines;
- xiv. Course duration and assessment schedules;
- xv. Promotion and award criteria, including any special condition;
- xvi. Reference to CPE official website (www.cpe.gov.sg) for more details; etc.

For international students, additional information shall be provided for the following areas:

- i. Relevant Singapore laws especially those relating to ICA and Ministry of Manpower (MOM). This include, but are not limited to, immigration requirements, laws on driving, drugs and alcohol abuse, employment, smoking, traffic and littering;
- ii. Visa and student's pass application requirements and procedures;
- iii. Advice on personal and medical insurance;
- iv. Advice on accommodation and the cost of living;
- v. General healthcare services in Singapore; and
- vi. English language proficiency requirement.

We will also inform students of their rights including internal and external greivance and dispute resolution procedures, fee protection scheme, reference to CPE's official website.

In addition, we will inform students of course deferment/extension criteria and procedures, suspension and expulsion conditions.

Students will know the details of the organisation awarding the certificate. All the courses information are clearly defined in our "Course Handbook". Student can download it from our college websit www.ashford.edu.sg.

Each student will also receive a copy of "Student Handbook" for reference. There will be Q&A session for the students.

14 Self-declaration by CEO

The CEO declares the important information:

- Student-teacher ratio: 16:1

- Student redress policies: student complaint resolution procedure
- Capacity: 24
- Size and number of classrooms: 2 classrooms of size 8 to 16
Classroom1 area: 24 square meter, maximum 16 students;
Classroom2 area: 12 square meter, maximum 8 students;
Total: 36 Square Meter (24 Students).
- All types of fee payable in enrolment and course:
Registration Fee
Administrative Fee
Course Fee
Course Material Fee
FPS Escrow Fee
Medical Insurance Per Annum
Examination Fee
Miscellaneous Fee (if necessary)
- Number of full-time teachers: 2
- Number of contract teachers: 3

15 *Change of personal particulars*

It is important to inform the College of any changes to your address and contact (both local and natives) to enable the College to keep in touch with you.

16 *Mode of notification of changes*

In the event of any changes that affect the student, ACMT will inform the student in writing.

17 *Teacher Deployment Chart*

No.	Teacher's Name	Highest Qualification	Name of awarding Institution	Country of awarding institution	Courses & Subjects
1	DR. NG CHIN HOCK (Full-time)	PHD	SOUTHERN CROSS UNIVERSITY	AUSTRALIA	Diploma in Business Studies <ul style="list-style-type: none"> • Principles of Marketing • Principles and Practice of Selling • Economics for Business • Business Organisation & Management • Communication in Business Diploma in Business Administration <ul style="list-style-type: none"> • Principles and Practice of Selling • Economics • Business Administration/ Management • Communication in Business Diploma in Marketing Management <ul style="list-style-type: none"> • Elements of Marketing • Professional Salesmanship • Behavioural Practice in Marketing Executive Diploma in Accounting & Finance <ul style="list-style-type: none"> • Organizational Control • Economic Principles Diploma in Computer Studies <ul style="list-style-type: none"> • Networking & the Internet • Management Information Systems • Information Technology Management • Desktop Publishing • Practical Database Advanced Diploma in Computer Studies

					<ul style="list-style-type: none"> • Strategic Business Management • E-Commerce Marketing & Technology • Computer Systems Management • Systems Analysis & Design • Software Engineering <p>Advanced Diploma in Business Studies</p> <ul style="list-style-type: none"> • Operations Management • Quantitative Methods • Human Resource Management • Information Technology Management • Consumer Behaviour • Marketing Research • Managerial Economics <p>Advanced Diploma in Business Administration</p> <ul style="list-style-type: none"> • Production & Operations Management • Statistics • Marketing Management • Management of Human Resources <p>Postgraduate Diploma in Business Administration</p> <ul style="list-style-type: none"> • Corporate Strategic Planning • Organisational Behaviour • International Marketing • Entrepreneurship <p>Graduate Diploma in Business & Management</p> <ul style="list-style-type: none"> • Business Organisation & Administration • Management Principles & Practice • Marketing Management • Management Information Systems • Human Resource Management • Managerial Economics • Organisational Behaviour • Organisational Development & Change • International Business Management • Strategic Management
2	MR.TOH KENG PIN (Full-time)	Degree	University of Singapore	SINGAPORE	<p>Certificate in Foundation & General English (Beginner Level – Intermediate Level)</p> <ul style="list-style-type: none"> • English
3	MR. NG CHIN GUAN (Part-time)	Masters	Nanyang Technological University	SINGAPORE	<p>Diploma in Marketing Management</p> <ul style="list-style-type: none"> • Quantitative Methods • Economics <p>Graduate Diploma in Business & Management</p> <ul style="list-style-type: none"> • Quantitative Methods for Decision-Making • Organisation Analysis & Control • Production & Operations Management
4	MR. LIM YEE KANG (Part-time)	Post-Grad	University of Wales and University of Manchester	UK	<p>Diploma in Business Studies</p> <ul style="list-style-type: none"> • Principles of Accounting <p>Diploma in Business Administration</p> <ul style="list-style-type: none"> • Principles of Accounting <p>Executive Diploma in Accounting & Finance</p> <ul style="list-style-type: none"> • Accounting Principles • Business Finance • Business Costing • Research Project on Financial Management topic <p>Advanced Diploma in Business Studies</p> <ul style="list-style-type: none"> • Business Finance <p>Advanced Diploma in Business Administration</p>

					<ul style="list-style-type: none"> Financial & Management Accounting Postgraduate Diploma in Business Administration Advanced Management Accounting Graduate Diploma in Business & Management Financial & Management Accounting Financial Management 	
5	MR. YEONG SIANG (Part-time)	NG	Diploma	Shatec	SINGAPORE	Executive Diploma in Tourism and Hospitality Studies <ul style="list-style-type: none"> Restaurant & Institutional Food Service Careers Introduction to Hospitality & the Hospitality Career Field Lodging Industry Tourism and Leisure Industry Management in the Hospitality Industry

18 Modes of Communication

Student can get in touch with the College via the following ways:

Mail : No.3, Coleman Street,
#04-06
Peninsula Shopping Centre
Singapore 179804

Telephone: (65) 6338 1522

Fax : (65) 6336 9248

Email : mktg@ashford.com.sg

Website : www.ashford.edu.sg

