



STUDENT HANDBOOK

2024

WELCOME MESSAGE

Dear Students

A warm welcome to ACETEK COLLEGE.

This handbook contains information which will guide you as you begin your exciting learning journey at AceTek.

You will learn about our range of student support services, holistic programmes and career & education guidance activities which will enrich your student life.

This handbook also contains critical information pertaining to your course of study. It will help you navigate your way around the academic and assessment requirements so that you can complete your studies successfully.

Please do take time to familiarize yourself thoroughly with the contents of this handbook. Our staff will be happy to assist you should you require any assistance.

On behalf of everyone at Acetek, I wish you a fruitful and enriching learning experience!

Yours sincerely



Sudeep Sreedharan

Managing Director

AceTek College

VISION, MISSION VALUES

VISION

To be the ace provider of technology-enabled knowledge.

MISSION

To develop and deliver technology-based education and training so as to equip learners with competitive knowledge and skills for the global workforce.

VALUES

Accountability

We will be accountable in our actions and decisions to our stakeholders.

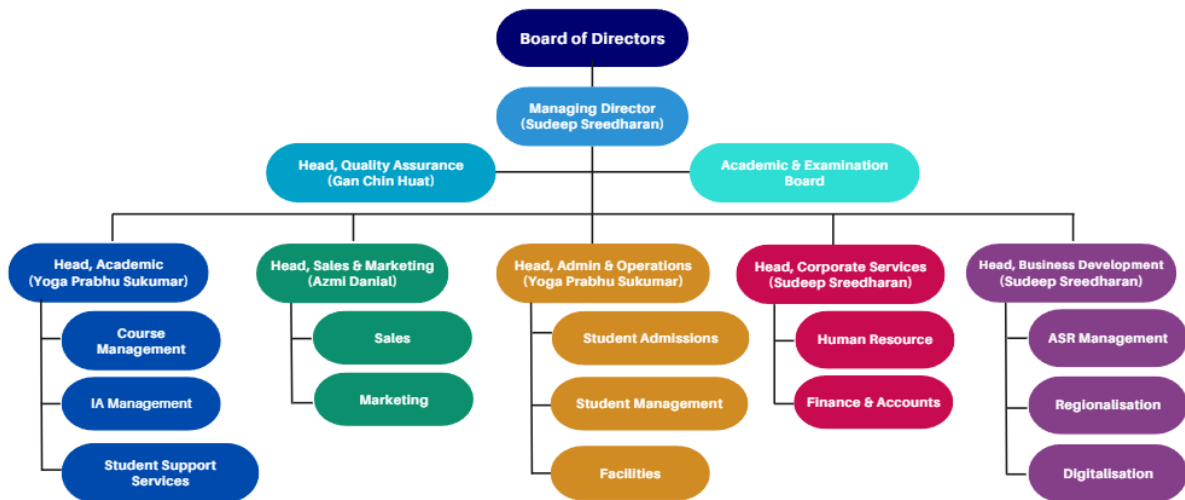
Creativity

We will be creative in our ideas and solutions for teaching and learning.

Excellence

We will seek excellence in all our work.

ORGANISATIONAL CHART



BOARD OF DIRECTORS (MANAGERS)



Sudeep Sreedharan
Managing Director



Azmi Danial
Director

ACADEMIC AND EXAMINATION BOARD MEMBERS



Azmi Danial
Member



Seow Thiam Beng
Member



Nathan
Member

MANAGEMENT TEAM



Sudeep Sreedharan
Managing Director



Azmi Danial
Head (Sales & Marketing)



Gan Chin Huat
Head (Quality Assurance)



Yoga Prabhu Sukumar
Head (Academic/Admin & Ops)

PRIVATE EDUCATION ACT

Enacted in October 2009, the Private Education Act established the Council for Private Education, which was later restructured as the Committee for Private Education (CPE) in October 2016 under SkillsFuture Singapore (SSG). With the dissolution of CPE in October 2024, SSG now directly exercises regulatory authority over the private education sector. The regulatory framework includes the Enhanced Registration Framework (ERF) and the EduTrust certification scheme. The ERF sets forth legal requirements for registration, while EduTrust certifies institutions that meet higher standards in corporate governance, academic quality, student support, and financial viability. For more information, please visit the SkillsFuture Singapore (SSG) website.

SINGAPORE SKILLS FUTURE (SSG)

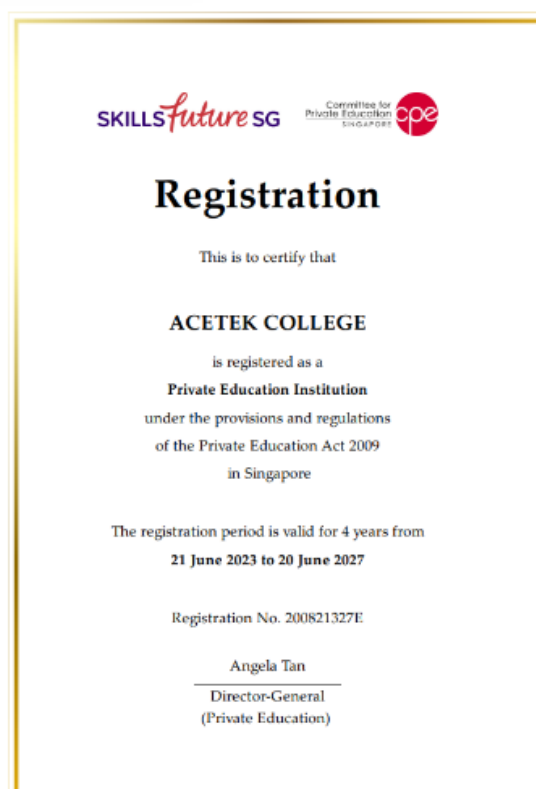
SkillsFuture Singapore (SSG) has been the governing authority overseeing the private education sector since its transition from the Ministry of Education in 2016. Under the Private Education Act, SSG directly regulates the private education sector, ensuring compliance with the Enhanced Registration Framework (ERF) and upholding high industry standards. SSG plays a critical role in ensuring the quality and integrity of private education institutions in Singapore.

CERTIFICATIONS

Enhanced Registration Framework (ERF)

AceTek College is a registered private education institution with SkillsFuture Singapore (SSG), bearing the registration number 200821327E. Our registration is valid from 21 June 2023 to 20 June 2027.

The Enhanced Registration Framework (ERF) sets the minimum standards that all Private Education Institutions (PEIs) must meet through the mandatory registration requirements.



Registered Training Provider

AceTek College is an approved training provider for the Workforce Skills Qualifications (WSQ). We proudly hold a Grade 2 rating (valid from 02-01-2024 to 01-01-2028) following a successful Training Provider Quality Assessment (TPQA).

EduTrust Provisional

Acetek College (PEI) has satisfied the EduTrust requirements for the award of EduTrust Provisional. This award is valid for a period of 1 year from 29 January 2024 to 28 January 2025.

Award is given to PEIs that have attained a minimum level of performance in key areas of administration and provision of educational services.



OUR FACILITIES

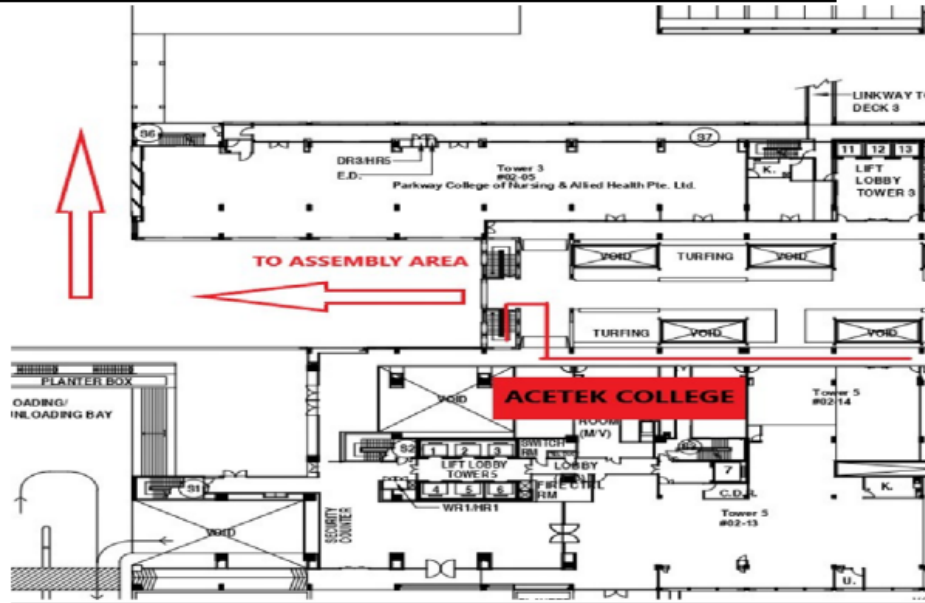
(Total 9 Classrooms: Including 3 Training Kitchens)

Item No.	Type of Facilities	Floor Area (Square Meters)	Maximum Capacity (No. of Paxes)
Address: 167, Jalan Bukit Merah, Connection One Tower 5, #02-12, Singapore 150167			
1	Classroom 1	47.2 SQM	31
Address: Blk 161 Bukit Merah Central, #01-3709, Singapore 150161			
2	Kitchen Workshop A	52.4 SQM	34
Address: 3501 Jalan Bukit Merah, Rubikon, #04-01, Singapore 159460			
3	Kitchen Workshop Rubi A	68.5 SQM	45
4	Kitchen Workshop Rubi B	68.5 SQM	45
Address: 190 Middle Road, Fortune Centre #17-03, Singapore 188979			
5	Classroom 1	63 SQM	42
6	Classroom 2	62.6 SQM	42
Address: 190 Middle Road, Fortune Centre #17-01, Singapore 188979			
7	Classroom 3	71.5 SQM	47
8	Classroom 4	25 SQM	25
9	Classroom 5	52 SQM	34

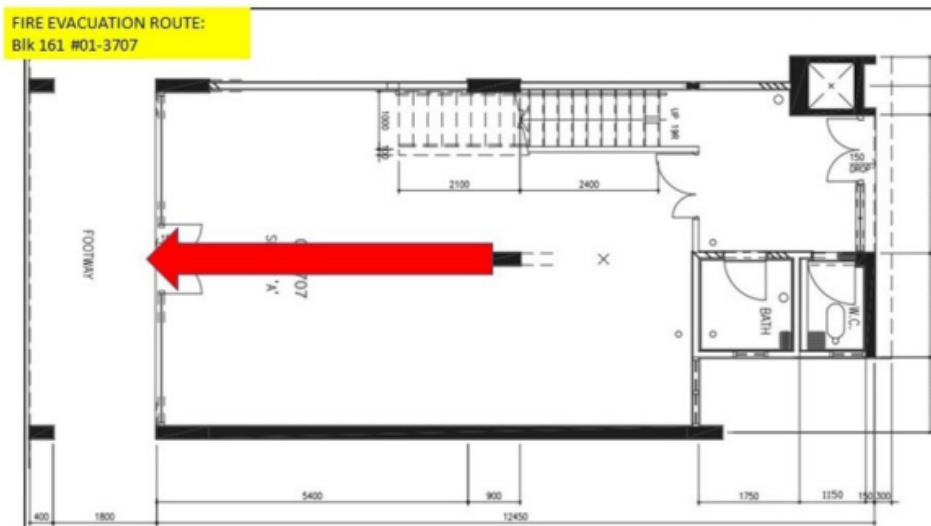
FIRE EVACUATION

In the event of fire outbreak in the vicinity of the college or Building, all students are to evacuate from the building in a safe, quick, and orderly manner to a designated Mustering Point. Fire Alarm will be activated for the evacuation of the building. Students are to familiarize themselves with the emergency escape routes (exiting from the respective highlighted room exits) displayed in every room.

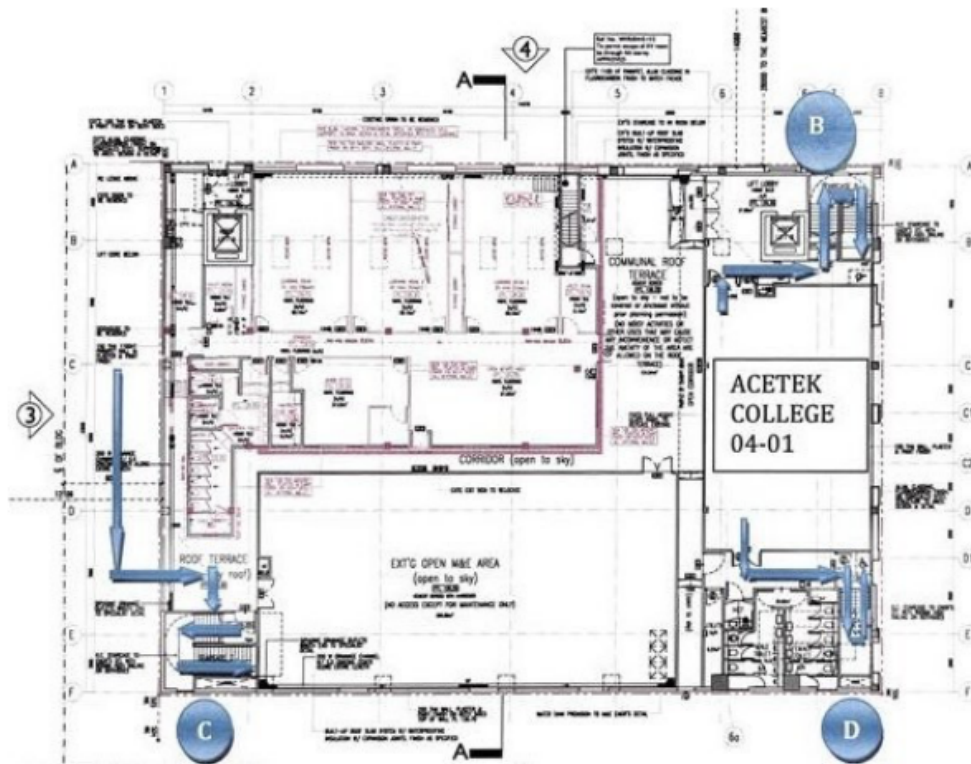
Classroom 1: 167, Jalan Bukit Merah, 02-12, Connection One Tower 5, S150167



Kitchen Workshop A: Blk 161 Jalan Bukit Merah, #01-3707 Singapore 150161

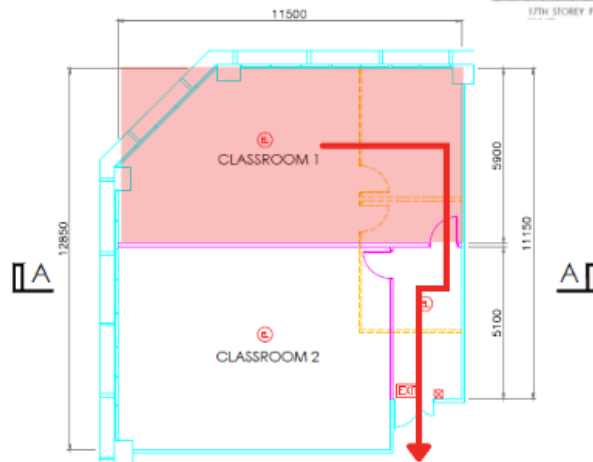


Kitchen Workshop Rubi A & B: 3501 Jalan Bukit Merah, Rubikon, 04-01
Singapore 159460



CLASSROOM 1

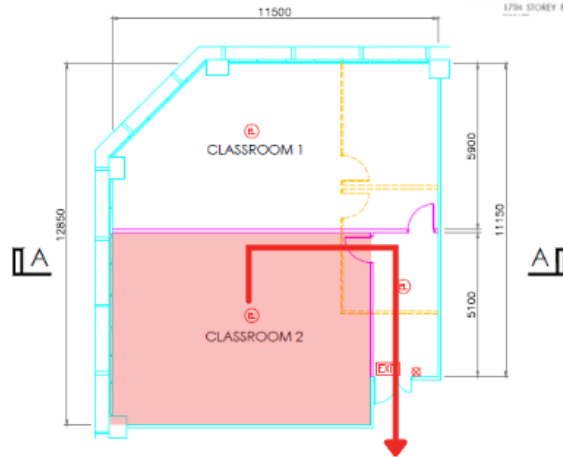
190 Middle Road, Fortune Centre #17-03,
 Singapore 188979



PART PLAN OF 17TH STOREY (#17-03)
 SCALE 1:100

CLASSROOM 2

190 Middle Road, Fortune Centre #17-03,
Singapore 188979

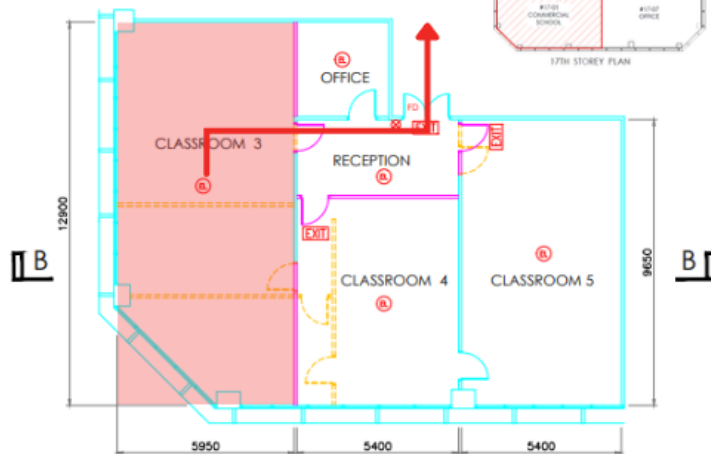


PART PLAN OF 17TH STOREY (#17-03)

SCALE 1:100

CLASSROOM 3

190 Middle Road, Fortune Centre #17-01,
Singapore 188979

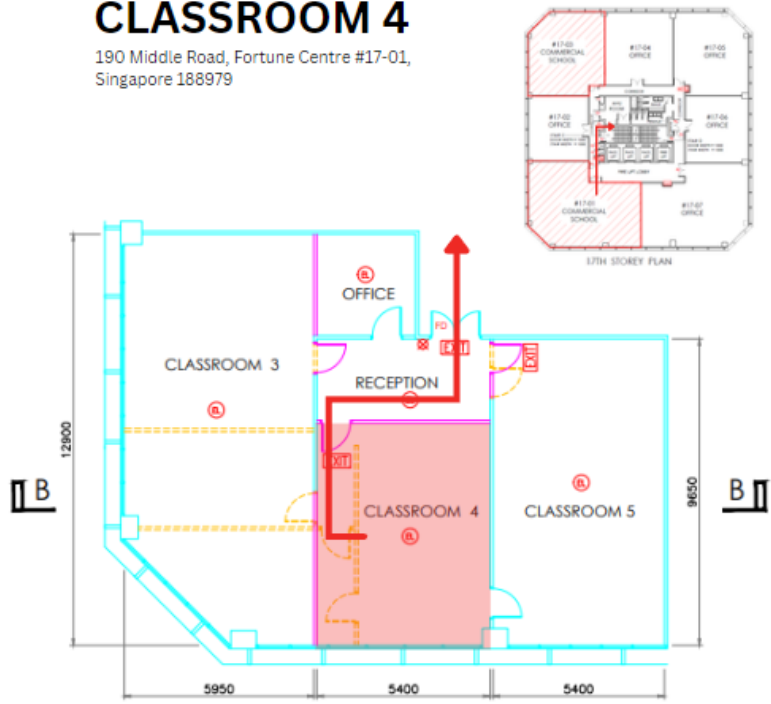


PART PLAN OF 17TH STOREY (#17-01)

SCALE 1:100

CLASSROOM 4

190 Middle Road, Fortune Centre #17-01,
Singapore 188979

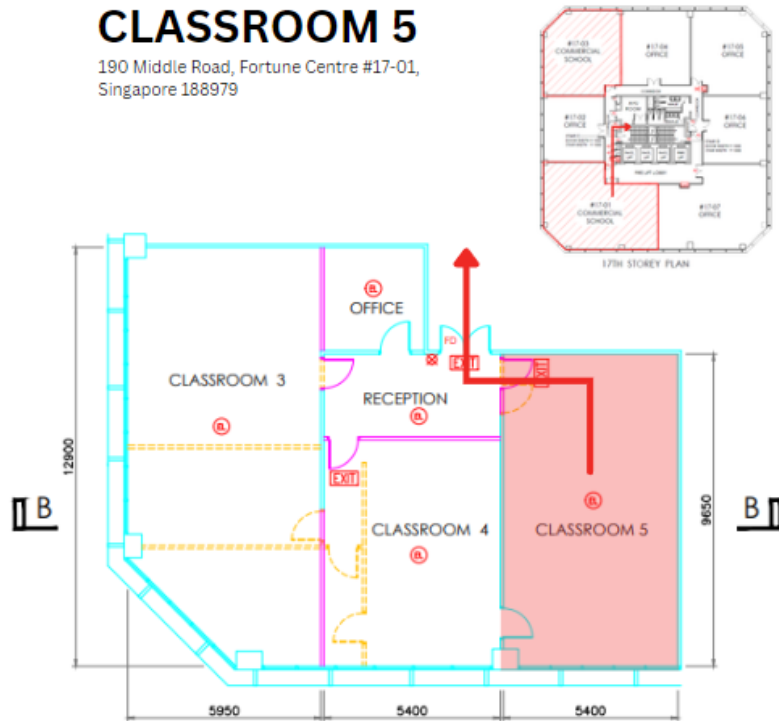


PART PLAN OF 17TH STOREY (#17-01)

SCALE 1:100

CLASSROOM 5

190 Middle Road, Fortune Centre #17-01,
Singapore 188979



PART PLAN OF 17TH STOREY (#17-01)

SCALE 1:100

POLICIES AND PROCEDURES

REFUND POLICY

AceTek College ensures that all refund policies strictly adhere to the terms outlined in the Standard PEI-Student Contract. The following outlines the key refund terms, eligibility, and the procedure for requesting refunds.

1.1) AceTek will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a “Refund Event”):

- a. It cannot commence the provision of the Course on the Course Commencement Date;
- b. It cannot complete the provision of the Course by the Course Completion Date;
- c. The Course will be terminated before the Course Completion Date;
- d. The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
- e. The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass.

1.2) Where any of the Refund Events in Clause 1.1(a) to (c) above has occurred:

- a. AceTek shall use reasonable efforts to make alternative study arrangements for the student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
- b. If the Contracting Party accepts such alternative study arrangements, AceTek shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
- c. If AceTek does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 1.2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting

Party may forthwith terminate this Contract by way of a written notice to AceTek.

1.3) Where any of the Refund Events in Clauses 1.1(d) to (e) has occurred, AceTek shall forthwith terminate this Contract by way of a written notice to the Contracting Party.

1.4) If the Contract is terminated pursuant to Clause 1.2(b) read with Clause 1.1(a), AceTek shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

1.5) If the Contract is terminated pursuant to Clause 1.2(b) read with either Clause 1.1(b) or Clause 1.1(c), AceTek shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

1.6) If the Contract is terminated pursuant to Clause 1.3 or Clause 1.2(c) read with Clause 1.1(a), AceTek shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

1.7) If the Contract is terminated pursuant to Clause 1.2(c) read with either Clause 1.1(b) or Clause 1.1(c), AceTek shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

1.8) Refund for Withdrawal During the Cooling-Off Period:

The Cooling-Off Period refers to the period of ten (10) calendar days commencing from and including the date of the PEI-Student Contract.

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to AceTek, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to AceTek. AceTek shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

1.9) Refund for Withdrawal Outside the Cooling-Off Period:

Without prejudice to Clauses 1.1 to 1.8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written

notice to AceTek. Upon receipt of such notice, AceTek shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Refund table below.

REFUND TABLE (Schedule D of the student contract)

The amount refundable when the students' written notice of withdrawal is received is indicated in the table below:

% of (The aggregate amount of the fees paid under Schedules B and C)	If student's written notice of withdrawal is received
80%	More than 30 days before the Course Commencement Date
10%	On or before, but not more than 30 days before the Course Commencement Date
0%	After, but not more than 10 days after the Course Commencement Date
0%	More than 10 days After the Course Commencement Date

Refund Procedure

1. **Submission of Request:** Students must submit a written request for a refund through the Course Withdrawal/Refund Request Form to the Admin and Operations Department.
2. **Processing Time:** All refund requests will be processed within seven (7) working days from the receipt of the written request and all required documents.
3. **Verification and Approval:** The Admin and Operations team will verify the student's eligibility for a refund based on the terms outlined in the Student Contract and seek approval from the Managing Director.
4. **Refund Payment:** Once approved, the refund amount will be disbursed to the student as per the Student Contract within the stipulated seven (7) working days.

TRANSFER POLICY

1. **Definition of Transfer:** A “Transfer” refers to a student changing their course of study within AceTek College. This could include switching between different courses or modifying the study period (e.g., changing from full-time to part-time). If a transfer request is approved, the original Student Contract will be terminated, and a new Student Contract will be signed.
2. **Approval Process:** All transfer requests will be processed within a maximum of four (4) weeks from the date of submission. The outcome will be communicated to the student in writing.
3. **Refund Policy:** The College’s refund policy, as outlined in the relevant refund section, applies to all course transfer cases. Any potential refunds or additional fees will be processed according to the terms set out in the student’s existing contract.
4. **Notification of Student’s Pass Status:** The College will inform the Immigration & Checkpoints Authority (ICA) of any changes affecting the student’s pass, if applicable.
5. **Parental Consent:** For students under the age of 18, written consent from a parent or legal guardian is required before the transfer request is processed.

Transfer Procedure

1. **Submission of Transfer Request:** Students must submit a completed Course Transfer Request Form along with any supporting documents to the Admin and Operations team. Students under 18 years of age must also obtain the signature of a parent or guardian on the form.
2. **Counselling and Explanation:** Upon submission, Admin and Operations staff will provide pre-course counselling for the new course, explaining the implications of the transfer, including potential changes in course fees, duration, and schedule.

3. **Approval Process:** The Admin and Operations staff will review the transfer request and forward it for approval to the Head of the Academic Department. If the transfer is approved, the student's original contract will be terminated, and a new contract will be drawn up for the new course.
4. **Notification to Relevant Authorities:** For international students, the College will notify the ICA about changes to the Student Pass, cancel the current pass if necessary, and submit a new Student Pass application for the transfer. FPS providers and other relevant parties will be informed of any changes related to the transfer.
5. **Processing Time:** The entire process, from submission to final decision, will be completed within four (4) weeks.
6. **Refund Calculation:** Admin and Operations staff will determine if the student is eligible for any refund based on the College's refund policy. The refund, if applicable, will be processed within the timeline outlined in the policy.

WITHDRAWAL POLICY

- 1. Definition of Withdrawal:** “Withdrawal” refers to a student leaving the College, which leads to the termination of the Student Contract. Withdrawals may be granted under the following circumstances:
 - (a) **Withdrawal due to non-delivery of courses:** This includes situations where the College fails to commence or complete the course as scheduled, terminates the course before the commencement or completion dates.
 - (b) **Withdrawal due to other reasons:** This occurs when a student decides to withdraw for any reason not related to non-delivery of the course.
- 2. Approval Process:** All withdrawal requests will be processed within a maximum of four (4) weeks from the date of submission. Withdrawal requests must be submitted in writing and will only be considered upon receipt of the Withdrawal Request Form.
- 3. Refund Policy:** Refunds for withdrawals will follow AceTek College’s refund policy as stipulated in the Student Contract. The refund amount will depend on the time of withdrawal, as per the refund schedule outlined in the Student Contract.
- 4. Notification of ICA (for International Students):** For international students, AceTek College will inform the Immigration & Checkpoints Authority (ICA) of any course withdrawal to cancel the Student Pass.
- 5. Parental Consent:** For students under the age of 18, written consent from a parent or legal guardian is required before the withdrawal request is processed.

Withdrawal Procedure

- 1. Submission of Withdrawal Request:** Students must complete and submit the prescribed course withdrawal request form to the Admin and Operations team along with any supporting documents. Students under 18 years of age must obtain the signature of a parent or guardian on the form.

2. **Counselling Session:** Upon receiving the withdrawal request, students will be required to attend a counselling session with Admin and Operations staff. This session will clarify the implications of withdrawal, including financial aspects, refund policies, and visa cancellation (if applicable).
3. **Review and Approval:** The Admin and Operations staff will review the withdrawal request and forward it to the Head of the Academic Department for verification and approval. Once approved, the student will be officially withdrawn from the course, and the original Student Contract will be terminated.
4. **Notification to ICA (for International Students):** For international students, AceTek College will notify the ICA of the student's withdrawal and facilitate the cancellation of the Student Pass.
5. **Refund Calculation:** Admin and Operations staff will calculate the refund amount based on the College's refund policy and inform the student accordingly. Any refunds will be processed within seven (7) working days from the date of approval.
6. **Processing Time:** The entire process, from submission to the final decision, will be completed within four (4) weeks.

DEFERMENT POLICY

1. **Definition of Deferment:** A “Deferment” refers to the postponement of a student’s course or module to a later date. Deferments are granted based on valid reasons such as medical grounds, personal circumstances, or other approved causes. Deferment requests are subject to the approval of the College, and upon approval, the original Student Contract will be amended or suspended, depending on the duration of deferment.
2. **Eligibility for Deferment:** Deferment is typically allowed once per course and for a maximum of 12 months. Any extension beyond this period requires special approval. The College does not provide course/module deferment for international students.
3. **Approval Process:** Deferment requests will be processed within four (4) weeks from the date of submission. The College reserves the right to approve or reject a deferment request based on the validity of the reasons provided and the student’s academic progress.
4. **Impact on Student Contract:** If the deferment is approved, the existing Student Contract may be amended or suspended. Depending on the deferment duration and the next available intake for the course/module, a new contract or addendum to the existing student contract may be signed.
5. **Refund Policy:** The College’s refund policy does not apply to deferments. However, students may be required to pay additional fees depending on the duration of the deferment and any changes in the course fees at the time of resumption.
6. **Parental Consent:** For students under 18 years of age, written consent from a parent or legal guardian is required before the deferment request is processed.

DEFERMENT PROCEDURE

1. **Submission of Deferment Request:** Students must complete and submit the prescribed Deferment Request Form to the Admin and Operations team and any supporting documents, such as medical certificates or other relevant documentation. For students under 18 years of age, a parent or guardian's signature is required on the form.
2. **Counselling Session:** Upon receiving the deferment request, the student will attend a counselling session with Admin and Operations staff. During this session, students will be informed of the implications of deferment, such as changes in course fees and the next available intake.
3. **Review and Approval:** The Admin and Operations team will review the deferment request and forward it to the Head of the Academic Department for verification and approval. The outcome will be communicated to the student in writing. If approved, the deferment details will be recorded, and the Student Contract will be amended (Addendum to the existing contract) accordingly.
4. **Notification to International Students:** College does not provide course/module deferment for international students
5. **Processing Time:** The entire deferment process, from submission to final decision, will be completed within four (4) weeks.
6. **Re-enrolment process:** Prior to resuming the course/module, the student must confirm their intent to return and re-enrol. The Admin and Operations team will facilitate this process and ensure all necessary administrative tasks are completed.

FEE PROTECTION SCHEME

AceTek College, in compliance with regulatory requirements, is committed to safeguarding students' fees paid in advance. This mandatory scheme ensures that if AceTek College cannot deliver its programs due to closure or any unforeseen circumstances, students can claim back any pre-paid fees. This scheme covers all students at AceTek College.

The Fee Protection Scheme at AceTek College is facilitated through Group Insurance, and the institution has partnered with Lonpac Insurance (www.lonpac.com) as the provider for all policies under this scheme. The policy, administered by the Singapore campus of AceTek College, guarantees the refund of unconsumed fees in the event of college closure or an inability to deliver the course, as specified in the contract, for any reason.

AceTek College prioritizes the financial security of its students, ensuring that they are protected through the Fee Protection Scheme. This provides peace of mind and reinforces our commitment to delivering a reliable and supportive educational experience.



FEES PAYMENT

Types of Fees:

1. "Course Application fee" refers to the fee that the student pays to the College solely for processing their application form, allowing the College to determine whether the student meets the course admission requirements. The application fees shall not exceed the applicable fee cap prescribed in Fee Protection Scheme Instruction Manual
2. "Course Fees" refers to all monies paid by the student to be enrolled in the College, excluding application fees.
3. "Miscellaneous fee" refers to any non-compulsory, non-standard fees that students may pay only when necessary or applicable, such as re-assessment fees. These fees are typically collected on an ad hoc basis by the College when the need arises. Although these miscellaneous fees do not require protection, they must be clearly reflected in the student contract.

Fees payable and payment modes

Acetek College shall provide a detailed breakdown of all fees payable by the student, including any non-refundable fees, discounts, rebates, and grants or funding received. This breakdown shall be available in the following locations:

- a. The College website (www.acetek.edu.sg)
- b. The Acetek College-Student Contract

STUDENT SUPPORT SERVICES

At AceTek College, we are committed to providing a wide range of student support services that cater to the academic, personal, and social needs of our students, ensuring a positive and enriching educational experience. We implement holistic development programs that enhance learning through co-curricular activities, community involvement, and leadership opportunities. Additionally, our tailored programs are designed to boost students' employability skills, offering comprehensive education and career guidance to help them succeed in the global workforce.

Student Support Services

Category	Description
Medical Insurance	<p>The college shall provide medical insurance to all international students. The coverage, under Liberty Insurance, includes:</p> <ul style="list-style-type: none"> • C / B2 / B1 Ward (in Government and Restructured Hospitals) • Annual overall limit of S\$30,000 per student • 24 hours coverage in Singapore and overseas (if student is involved in school- related activities)
Pastoral Counselling	<p>The College shall provide pastoral counselling to students to help them cope with challenging situations in life. The pastoral counsellors work with students to come up with solutions to their problems. Areas which students may need pastoral counselling include stress and time management, anger issues, relationships, health issues, etc.</p>

Financial Assistance	The College shall offer limited financial assistance schemes to support deserving students in pursuing their studies. This assistance may be provided through discounts, grants, bursaries, or scholarships.
Post Course Advisory	Provide post-course advisory support to local students through email consultations and career workshops, offering advice on course progression, upskilling, reskilling, and career development services.
Accommodation Advice	Students seeking advice on accommodation are encouraged to approach the staff for assistance.
Bonding Activities	The College celebrates selected major festivals to foster bonding between staff and students. Additionally, students and staff can further strengthen their connections during staff-student meetings.
Issuance of Letters	The College shall provide students with proof of identity letters for purposes such as opening bank accounts, as well as letters of recommendation, upon request. Students may approach the staff for assistance with these needs by submitting prescribed service request forms.

Holistic Programmes

Category	Description	Examples
Co-curricular Activities	The College organizes co-curricular activities to complement classroom learning, offering students opportunities to apply their knowledge and skills in practical settings. These physical activities are also designed to promote fitness and an active lifestyle.	<ul style="list-style-type: none"> • Teambuilding • Running, walking and cycling • Singing, dancing and drama • College Newsletter • Competitions
Community Involvement	The College encourages students to participate in community events to instil positive values. These initiatives bring students and staff together to collaborate on projects that benefit local charitable organizations.	<ul style="list-style-type: none"> • Bake for Charity • Community Involvement
Student Wellness	The College shall provide programs designed to support students' wellness and enhance their mental, emotional, social, and physical well-being.	<ul style="list-style-type: none"> • Yoga and meditation • Mental wellness talk • Fire evacuation drill • Crime and Drug Talk • Public Transport Etiquette
Leadership Development	The College shall provide a variety of programs and platforms to help students develop their leadership skills.	<ul style="list-style-type: none"> • Student Council • Leadership talks

Education and Career Guidance

Category	Description	Activity
Education Guidance	Acetek conducts regular talks on study opportunities in the college as well as overseas for students. The aim is to help students make informed decision about further study.	<ul style="list-style-type: none">• Acetek Education Talk• Overseas University Talk
Career Guidance	Acetek organises regular talks, workshops and visits for students. The aim is to improve students' employability and help them make better choices in their career pathway.	<ul style="list-style-type: none">• Career & Internship Talk• Resume Writing Workshop• Job Interview Workshop• Industry visits

Pastorial Counselling

Objective: To help students cope with life challenges, such as:

- Stress and time management
- Anger issues and relationships
- Health-related concerns

Support Offered:

Pastoral counsellors work with students to develop solutions to their problems.




Seow Thiam Beng



Azmi Danial



Shirley Boey

 (+65) 8111 0915

 info@acetek.edu.sg

STUDENT PASS

All international students enrolled at AceTek College must hold a valid student pass issued by the Immigration & Checkpoints Authority (ICA) of Singapore to pursue full-time studies. It is important to adhere to the following rules and regulations governing the issuance and use of the student pass:

1. Purpose

The student pass is issued specifically for the purpose of pursuing a designated course at AceTek College. Students must ensure they remain enrolled in this course throughout the duration of their studies.

2. Carrying the Student Pass

Students are required to carry their student pass at all times while in Singapore.

3. Attendance and Reporting

The College is obligated to inform ICA in the following situations:

- a. If a student fails to attend classes for seven (7) consecutive days or more without a valid reason.
- b. If a student's attendance falls below 90% in any given month without valid reason.
- c. Upon completion of the student's course or if the student terminates their studies with the College.

ICA reserves the right to withdraw the student pass under any of these circumstances.

4. Prohibition on Employment

Students holding a student pass are strictly prohibited from engaging in any form of employment in Singapore, regardless of whether it involves payment.

5. Compliance with Singapore Laws

Students must observe all laws, rules, and regulations of Singapore while holding a student pass.

6. Overstaying

Students must not overstay in Singapore after the expiration of their student pass, unless they have received written approval from ICA.

AceTek College is committed to supporting international students by ensuring compliance with all relevant regulations under the oversight of SkillsFuture Singapore (SSG) and ICA. For any inquiries related to your student pass, please contact the College's admin and operations department.

Student Pass Renewal

International students at AceTek College are responsible for ensuring that their student pass is valid and renewed in a timely manner. The following situations apply for student pass renewal:

1. The student pass expires before the end of the student's course of study at AceTek College.
2. The student will be continuing their studies at AceTek College and has met the requirements for continuing enrolment.

It is the student's responsibility to ensure that their student pass is valid and renewed on time. AceTek College is not liable or responsible for any issues if a student pass expires due to late renewal or if the renewal application is rejected by ICA.

Loss of Student Pass and Passport

Students must ensure that their student pass and passport are kept secure at all times. In the event that these documents are lost or stolen, immediate action must be taken to have them replaced.

Steps to follow in the event of loss of student pass or passport:

1. Report to the Police

Immediately contact the police and make a report. Obtain a statutory declaration or police report from the authorities.

2. Inform the College

Approach the College's Admin and Operations Department with the original police report to complete the necessary formalities for the replacement of the student pass (with ICA).

3. Replacement Fee for Student Pass

A replacement fee is payable to ICA for the issuance of a new student pass.

4. Replacement of Passport

Contact your country's Embassy with a copy of the police report to arrange for a replacement passport. A replacement fee may be required by the Embassy.

Cancellation of Student Pass

Your student pass will be cancelled under the following circumstances:

1. You have completed your course of study (as registered with ICA) at AceTek College.
2. You decide to discontinue your studies at AceTek College.
3. You have violated the rules and regulations stipulated by ICA for student pass holders.
4. You have been expelled from AceTek College.
5. You have been excluded from the College or its overseas academic partners due to academic reasons.

Cancellation Process:

1. Students must notify the College **21 working days before the expiry** of their student pass, so that the management team can advise on the next steps.
2. International students returning to their home country permanently must inform the College's Admin and Operations Department to cancel the student pass through ICA's online SOLAR+ system.
3. Upon cancellation, students shall receive a Social Visit Pass normally within two to three working days.

4. ICA will inform the student of their social visit pass status, and the student must ensure they do not overstay beyond the expiry date of their social visit pass. Staying in Singapore without a valid social visit pass is an immigration offence.
5. If the student pass has not been surrendered during the cancellation process, it must be handed over to Singapore Customs upon exiting the country.

STUDENT CODE OF CONDUCT

AceTek College is dedicated to fostering a learning environment that upholds the highest ethical and professional standards. All students are expected to act with integrity, respect for others, and accountability for their actions.

1. Compliance with Singapore Laws and Regulations

- a. Students must comply with all **Singapore laws**, including laws on academic conduct, personal behaviour, and immigration regulations.
- b. Students must adhere to the conditions set by the **Immigration & Checkpoints Authority (ICA)** regarding their **Student Pass**, including:
 - I. Maintaining a minimum **attendance** rate of 90%.
 - II. **Surrendering the Student Pass** for cancellation within 3 working days upon cessation or termination of studies.
 - III. The **Student Pass** will be cancelled if attendance falls below 90% or students are absent for more than 7 consecutive days without valid reasons.

2. Core Values and Ethical Conduct

- a. Students are expected to uphold **AceTek College's Core Values**:
- b. Any form of **dishonesty**, such as falsification of documents or hiding information that must be disclosed to the College, is strictly prohibited.

3. Academic Integrity and Attendance

- a. Students must meet the **minimum attendance requirement** for all courses.
- b. **Academic Dishonesty**, including cheating and plagiarism, is prohibited. All assessments must be completed with honesty and fairness.

4. Behavioural Expectations

Students must refrain from:

- a. **Physical or verbal abuse**, intimidation, harassment, or any conduct that threatens the safety of others.
- b. **Sexual misconduct**, including sexual harassment or assault.

- c. **Vandalism**, theft, and engaging in **criminal activity** such as drug trafficking or gambling.
- d. **Disruptive behaviour** that interferes with teaching, administrative tasks, or any other College activities.
- e. The **consumption of alcohol** and controlled substances on College premises.

5. Respect for College Property and Safety

- a. Students must not engage in theft, destruction, or misuse of **College property**.
- b. Adherence to **health and safety protocols**, including emergency evacuation procedures and proper use of fire protection equipment, is mandatory.

6. Digital Conduct and Privacy

- a. Students must use the College's **digital platforms** responsibly and respect the privacy of others.
- b. Unauthorized recording or sharing of content without consent is prohibited.
- c. Cyberbullying, harassment, or any inappropriate online behavior will be subject to disciplinary action.

7. Dress Code and Etiquette

- a. Students must follow the **College dress code**, especially during practical training and excursions.
- b. Proper **kitchen etiquette** and decorum during field trips and other off-campus activities must be maintained.

8. Consequences for Non-Compliance

Violation of the Code of Conduct will result in disciplinary action, including:

- a. **Verbal or written warnings**, suspension, or expulsion, depending on the severity of the offense.
- b. **Legal action** for violations involving criminal behaviour.

ATTENDANCE POLICY

1. Students must attend at least 75% of the scheduled classes to be eligible for assessment.
2. International students with a valid Student's Pass must maintain a 90% monthly class attendance. Continuous absence for seven days or falling below the 90% threshold without valid reason, will lead to Student's Pass cancellation.
3. Students who are unwell shall consult a registered medical practitioner and inform the College by the next working day. Medical certificates shall be submitted upon return; failure to do so shall result in being marked as absent.
4. Students who need to apply for leave of absence with valid reasons shall submit the prescribed form to the Academic Department. Travel arrangements shall only be made after approval, and the College's decision on leave applications shall be final.
5. Students who do not comply with the Attendance Policy shall be subject to disciplinary actions.

DISCIPLINARY POLICY

AceTek College is committed to upholding strict adherence to its Discipline and Attendance Policies to manage student-related issues effectively. All students are expected to follow the guidelines outlined below:

1. Adherence to Singapore Laws and the Student Code of Conduct

Students must uphold the highest standards of integrity and honesty. They are expected to respect themselves and others, and to comply with the laws of Singapore, as well as the College's Student Code of Conduct.

2. Disciplinary Measures

For general offenses, the College will apply disciplinary actions in the following order:

- a. First Counselling
- b. First Warning
- c. Second Warning (Final Warning)
- d. Expulsion/Termination of Study

3. Serious/Major Misconduct

For serious offenses, the disciplinary process may escalate directly to Expulsion/Termination of Study. Examples of serious misconduct include, but are not limited to:

- a. Violation of Singapore law (e.g., theft, fighting, possession of dangerous weapons)
- b. Illegal employment
- c. Assault
- d. Drug-related offenses
- e. Sexual misconduct (e.g., assault, voyeurism)
- f. Bullying or harassment
- g. Non-compliance with the Student Code of Conduct

- h. Absence of a Student Pass holder for more than seven (7) consecutive days without valid reason

4. Minor Misconduct

Students who commit minor offenses shall be subject to the disciplinary measures outlined above. Examples of minor misconduct include, but are not limited to:

- a. Failure to meet the minimum attendance requirement
- b. Tardiness
- c. Untidy appearance

AceTek College is committed to creating a respectful, disciplined learning environment, and expects all students to follow these guidelines to maintain academic and personal integrity.

ACADEMIC INFORMATION

Course information

Please refer to the website for details of the various courses offered by the college.

Schedule and timetable

The course and assessment schedule can be found on the college website and shall be shared with students during new student orientation. The latest module timetable will be available on the college notice board nearer to the module commencement date.

Academic dishonesty

AceTek College maintains a strict policy against academic dishonesty, which includes but is not limited to:

1. **Plagiarism:** Using another person's work or ideas without proper citation.
2. **Academic Fraud:** This includes cheating, collusion, data falsification, false citation, and contract cheating.

Any acts of academic dishonesty will result in severe penalties, which may include immediate failure of the module or expulsion from the College, depending on the severity of the offense.

Students are also warned not to share their work with others for copying or reference purposes. Similarly, soliciting or copying the work of others is strictly prohibited and will lead to disciplinary actions. By submitting assignments, students acknowledge that they have read, understood, and agreed to comply with this policy.

Appeal Of Assessment Results

1. Students who wish to appeal their assessment results must submit a "Request Form" to Academic Department within seven working days from the result release date, detailing the reason(s) for the appeal.
2. Students are required to pay the administrative fee as stated under Miscellaneous Fees section of the Student Contract when submitting the "Request Form" to Academic Department.
3. The Academic Department shall acknowledge receipt of the appeal within three working days and submit the request to the Academic Director.
4. The Head of Academic Department shall review the appeal and decide on its merit. If the request qualifies for an appeal, the Head of Academic Department shall assign a new marker to re-mark the script.
5. The re-marked result shall be submitted to the Examination Board for review and approval. All decisions made by the Examination Board are final.
6. The Academic Department shall inform the student of the appeal result within four weeks from the date of appeal for in-house courses and eight weeks for courses partnered with external institutions.

Deferment Of Assessment

1. A student who is unable to be present for an examination (written examination, oral examination, presentation, practical demonstration, etc.) or needs an extension of the due date of an assignment must obtain prior written approval from the college. The student must submit a letter with supporting documentary evidence to the academic department at least 3 working days (depending on reasons for absence) before the scheduled examination day or assignment due date when seeking such approval. An alternate examination date or/and extension of due date is normally granted, without penalty, for reasons such as:

- a. Military service.
 - b. Certified medical conditions acceptable by the College.
 - c. Bereavement of family members, parents, spouse, or children.
 - d. Official overseas assignment; and
 - e. Religious observance
2. The decision to grant the alternative examination or extension of due date rests solely with the college whose decision remains final. A student who fails to turn up for an assessment or submit an assignment by the due date without prior approval shall be deemed to have attempted and failed the assessment.
 3. Students approved to defer examinations shall be granted an alternative examination date without penalty. Deferred assessments shall follow the same process as the original assessment.

Referred Assessments

1. A referral allows a student to retake a module assessment (reassessment, resit, or repeat) without needing to attend the module again. This occurs when a student fails to meet the passing criteria for a module. The student must either retake the exam or resubmit the assignment, typically scheduled two weeks after the release of results. Students are required to reassess only the component they failed, with the grade capped at the minimum pass level. A fee applies (as outlined in the student contract) and must be paid at least three working days before the reassessment date. If the student fails the first reassessment, a second reassessment opportunity will be provided.
2. Students will receive academic counselling before taking the referred assessment.

Re-Module

If a student fails the referred assessment twice, they must re-module, which involves paying the re- module fees. The student must sign a new student contract, pay the required fees, and attend all lessons for the module.

Graduation

Students will be eligible to graduate after they have passed all compulsory assessments, met the minimum attendance requirements and paid all fees. The college shall inform graduates when their awards and transcripts are ready for collection.

FEEDBACK AND SURVEY

SURVEYS

Students will be required to do a survey at the end of each module and upon completion of the course. The purpose of such surveys is to gauge the level of student satisfaction with the module/course. In addition, surveys are also conducted at the end of each major event/activity. The results of these survey will help the college to improve its processes.

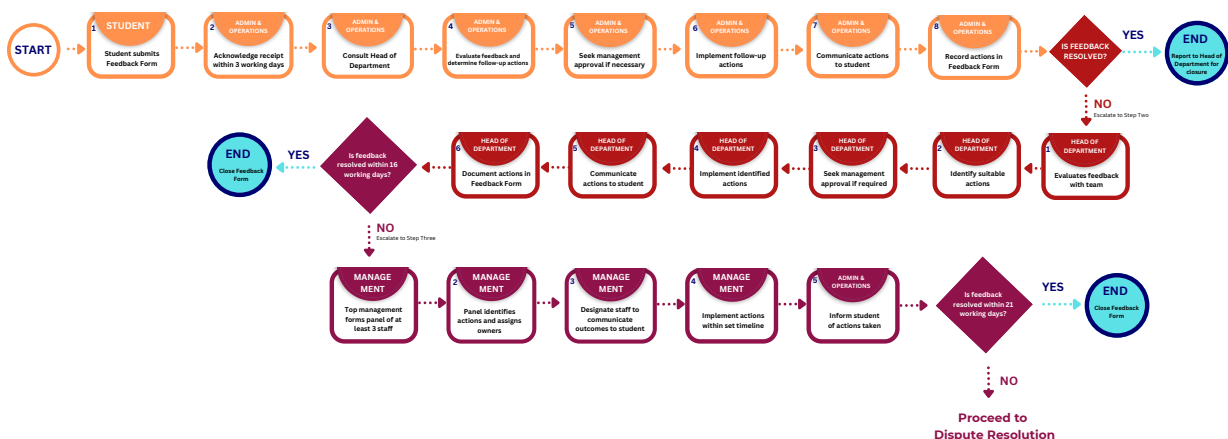
FEEDBACK/COMPLAINT/DISPUTE/GRIEVANCE

The college takes feedback from students seriously. Students may send their feedback using the feedback form or email to: info@acetek.edu.sg.

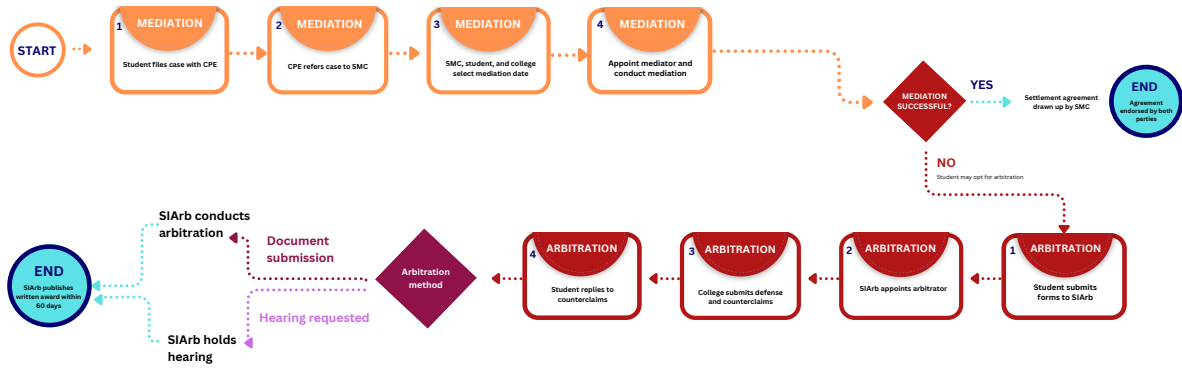
Please contact us immediately if you have any feedback, complaints or suggestions. The college is committed to resolving complaints within twenty-one (21) working days, depending on the complexity of each case.

If the college is unable to resolve the complaint amicably, students and the college can refer to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through SSG Student Services Centre for mediation.

Student Feedback Management



Dispute Resolution Policy



CONFIDENTIALITY AND SECURITY

AceTek College is deeply committed to maintaining the confidentiality and security of personal information. Our guiding principle is reflected in the following statement:

“AceTek is committed to maintaining the confidentiality of the applicant’s personal information and undertakes not to divulge any of the applicant’s personal information to third parties without the prior written consent of the applicant.”

To uphold this commitment:

1. AceTek ensures that all students are informed of our "Confidentiality and Security Statement" by clearly displaying it on student forms, learner-related documents, and on our website.
2. All personal information provided by students will be kept confidential and used for internal purposes only.
3. AceTek stakeholders shall not disclose any student’s personal information to unauthorized third parties unless required by law or by the courts of Singapore, and this will be handled with the utmost respect for confidentiality.
4. In certain circumstances, it may be necessary to contact or disclose personal information to concerned parties such as families, parents, or government bodies, including the Immigration and Checkpoints Authority (ICA), SkillsFuture Singapore (SSG), and the Ministry of Education (MOE).
5. Our Academic and Examination Board ensures that the confidentiality and security of examination materials and answer scripts are protected.

By accepting a place at AceTek College, students acknowledge that responsible staff members may exercise this right when necessary to uphold confidentiality and security standards.

DRESS CODE

At AceTek, we expect all students to dress in a way that is appropriate for a professional learning environment. Please follow these simple guidelines:

For All Students:

Professional: Clothes should be neat, clean, and presentable.

Respectful: Avoid clothing with offensive messages or symbols.

Modest: Choose clothing that is not overly revealing.

Safe: Wear comfortable, closed-toe shoes suitable for the learning environment.

Religious Attire: Religious and cultural attire is always welcome.

For Males:

Acceptable: Shirts, T-shirts (without offensive content), sweaters, dress pants, jeans (no rips), and shorts (knee-length or longer).

Unacceptable: Ripped or torn clothing, overly revealing attire, offensive graphics, pajamas, beachwear, and hats indoors (unless for religious purposes).

For Females:

1. **Acceptable:** Blouses, T-shirts, sweaters, cardigans, dress pants, skirts (knee-length or longer), jeans (no rips), shorts (mid-thigh length or longer), dresses (modest cut), and leggings (with long tops).
2. **Unacceptable:** Ripped or torn clothing, overly revealing attire (e.g., crop tops, miniskirts), offensive graphics, pajamas, beachwear, and hats indoors (unless for religious purposes).

Additional Notes:

Dress code may change for special events like presentations or interviews.

If you have questions, please contact your Lecturers or Student Support Services or email info@acetek.edu.sg

LIVING IN SINGAPORE

Estimated Living Expenses

International students in Singapore typically spend between **S\$ 850.00 to S\$ 2,000.00** a month on living expenses. The actual amount may vary based on individual lifestyles and the type of accommodation chosen. Below is an estimated breakdown of monthly expenses:

Item	Monthly Estimated Expense
Accommodation rental	S\$ 500.00 to S\$ 1200.00
Food	S\$ 250.00 to S\$ 350.00
Transport	S\$ 50.00 to S\$ 150.00
Others	S\$ 50.00 to S\$ 300.00
Total	S\$ 850.00 to S\$ 2000.00

Accommodation Options

Singapore offers a variety of student accommodation options depending on your budget. The main alternatives include:

1. Hostels

Hostels are an economical option with basic facilities. Rooms are typically shared, with costs varying depending on the number of students sharing the room.

2. Private Shared Flats

Sharing a private flat with fellow students can reduce costs. Private flats are generally more expensive, and the cost will vary depending on the flat's size, location, and provided facilities.

3. Housing Development Board (HDB) Flats

HDB flats are a more affordable alternative to private housing. These government-subsidized flats are commonly rented by students.

4. Living in a Private Flat

Renting an independent private flat is the most expensive option.

Rental Period

- You must rent an HDB flat or bedroom for **at least 6 months**.
- The maximum rental period for **non-Malaysian non-citizens**, the maximum rental period is **2 years** per approval.

Maximum Number of Tenants and Occupants

The table below outlines the maximum number of tenants and occupants allowed when renting HDB flats:

Flat Type	Maximum Number of Tenants Allowed	Maximum Number of Bedrooms Allowed	Maximum Number of Occupants Allowed
1-room & 2-room	4	Owners are not allowed to rent bedrooms	4
3-room	6	1	6
4-room & bigger	8	2	8

Transportation

Singapore's public transportation system is efficient, well-developed, and affordable, making it easy to navigate the city. Here are the main transportation options:

1. Mass Rapid Transit (MRT)

The MRT system operates from **05:30 AM to 12:30 AM**, and it covers most of the city. Fares can be paid using the **EZ-Link card** or single-trip tickets purchased at MRT stations.

2. Bus Services

Buses run from **5:45 AM to 11:00 PM**, providing a comprehensive network of routes. Fares can be paid using the **EZ-Link card** or with cash.

3. Taxi Services

Taxis are readily available, convenient, and moderately priced compared to other major cities. Most taxi drivers in Singapore speak both English and Mandarin.

4. EZ-Link Card

The **EZ-Link card** is a contactless stored-value card used for paying fares on public transport. You can purchase or top up the EZ-Link card at any MRT station or bus interchange.

Website: www.ezlink.com.sg

Food

Singapore offers a wide range of food options to cater to different tastes, preferences, and budgets. From local hawker centres to international cuisine, students will find a diverse array of affordable meals throughout the city:

1. Hawker Centres and Food Courts

Popular among students for their affordability, hawker centres offer local dishes such as **Chicken Rice**, **Laksa**, and **Nasi Lemak**. Meals typically range from **S\$ 3 to S\$ 7**, making hawker centres a great choice for everyday dining.

2. Convenience Stores and Fast Food

Convenience stores like **7-Eleven** offer ready-made meals, snacks, and beverages, available 24 hours. Fast food chains such as **McDonald's**, **Burger King**, and **Subway** are widely available for quick and affordable meals.

3. Cooking at Home

Many students prefer to cook their own meals to save on costs. Supermarkets like **NTUC FairPrice**, **Sheng Siong**, and **Cold Storage** offer a variety of groceries at affordable prices. Cooking at home can significantly reduce food expenses.

4. International and Vegetarian Options

Singapore's diverse food scene caters to a wide range of international cuisines, including **Indian**, **Chinese**, **Malay**, **Western**, and **Middle Eastern** dishes. Vegetarian and vegan options are also widely available.

Healthcare

Singapore's healthcare system is world-class and affordable. Here's what international students need to know:

1. Outpatient Services

Outpatient services are available at government polyclinics and private clinics, providing affordable healthcare for general medical needs.

2. Emergency Services

In case of emergencies, students can visit a hospital's **Accident and Emergency (A&E) unit**. Several public hospitals across the city cater to different medical needs.

3. Medical Insurance

AceTek College students are covered by **medical insurance**. This ensures that students have access to necessary healthcare during their stay in Singapore.

Postal Services & Telephones

Post Offices are available within walking distance from our campus.

Mailboxes can be found in most places and at almost every MRT stations.

The main mobile operators in Singapore are SINGTEL, M1, Circles and STARHUB. Students who wish to may purchase a mobile phone fixed plan; prepaid sim cards are also available for purchase at any of these mobile operators.

Working in Singapore

Students studying at private education institutes, including AceTek College, **are not allowed** to engage in any type of paid or unpaid employment while holding a Student Pass. Upon graduation, students wishing to work in Singapore must apply for a **work pass**. Further information is available on the **Ministry of Manpower's** website www.mom.gov.sg

USEFUL WEBSITES URL

Acetek College: www.acetek.edu.sg

SkillsFuture Singapore (SSG): www.ssg.gov.sg

Immigration & Checkpoints Authority (ICA): www.ica.gov.sg

The Singapore Mediation Centre (SMC): www.mediation.com.sg

The Singapore Institute of Arbitrators (SIArb): www.siarb.org.sg

Consumers Association of Singapore (CASE): www.case.org.sg

EMERGENCY CONTACTS

Ambulance and Fire Brigade: 995

Non-Emergency Ambulance: 1777

Singapore Police Force (SPF): 999

OTHER IMPORTANT INFORMATION

SINGAPORE CUSTOMS

Under Singapore law, the following items are prohibited from being imported into the country:

1. Chewing gum (except dental and medicated gum).
2. Chewing tobacco and imitation tobacco products.
3. Cigarette lighters in the shape of pistols or revolvers.
4. E-cigarettes and vapes.
5. Controlled drugs and psychotropic substances.
6. Endangered wildlife species and their by-products.
7. Firecrackers.
8. Obscene materials, including articles, publications, videos, discs, and software.
9. Copyright-infringing reproductions, such as videos, music, or publications.
10. Seditious and treasonable materials.

Attempting to import any of the above items into Singapore is an offence.

CIGARETTES / SMOKING

It is illegal to bring any cigarette or tobacco products into Singapore. Attempts to do so may be considered smuggling. Additionally, do not purchase contraband cigarettes in Singapore; legal cigarettes are marked with "SDPC" (Singapore Duty-Paid Cigarette). If someone attempts to sell you illegal cigarettes, report it to the police. Smoking is only permitted in designated smoking areas, and the sale of cigarettes or tobacco to individuals under 21 is prohibited.

VANDALISM

Under the Vandalism Act of Singapore, it is illegal to vandalize public or private

property without the owner's consent. This includes theft, destruction, damage, marking, or affixing items to property. Offenders may face fines of up to \$2,000, imprisonment for up to three years, and caning (3 to 8 strokes) under certain sections of the Criminal Procedure Code 2010.

CHEWING GUM

The import and sale of chewing gum, except certain types of medical gum, is prohibited under Singapore law.

PUBLIC DEMONSTRATIONS / ASSEMBLIES

According to the Public Order Act, any assembly or procession of four or more people in a public place, or where the public is invited, requires a permit if it is intended to:

- Demonstrate support for or opposition to a person's views or actions.
- Publicize a cause or campaign.
- Mark or commemorate an event.

OTHER NOTABLE LAWS

- No durians on public transport.
- No spitting in public.
- No jaywalking (crossing the road outside designated areas).
- No littering.
- No urinating in public.

CAPITAL AND CORPORAL PUNISHMENT

Serious crimes such as murder, kidnapping, drug trafficking, and illegal discharge of firearms may result in the death penalty. Crimes such as drug offenses, rape, rioting, extortion, and vandalism may result in corporal punishment, including caning.

LIQUOR CONTROL IN SINGAPORE

Under the Liquor Control (Supply and Consumption) laws, the public cannot purchase alcohol for takeaway or consume alcohol in public places from 10:30 PM to 7:00 AM daily. Stricter controls apply in designated Liquor Control Zones, such as Geylang and Little India, where no alcohol can be sold from 7:00 PM on Saturday to 7:00 AM on Monday. These restrictions also apply to public holidays.

Alcohol consumption within licensed premises, such as coffee shops, hotels, bars, and restaurants, is permitted. Coffee shops may sell alcohol until midnight, though some in Geylang stop sales an hour earlier.

Note: For a complete list of relevant legislation, visit the Singapore Statutes website at <http://statutes.agc.gov.sg>.

EMBASSIES AND CONSULATES

Many countries maintain embassies, high commissions, and consulates in Singapore. If you require consular assistance or advice, such as passport services, legal aid, or emergency support, it is advisable to contact your respective embassy or high commission. They can provide guidance on matters related to your stay in Singapore, as well as assistance in cases of emergencies. Refer to the link below for more information.

<https://www.mfa.gov.sg/Overseas-Missions/Foreign-Representatives-To-Singapore>

Contact Information

Academic Matters (Assignment, Appeal, Request for remedial lessons, information on further studies)	Mr Yoga Prabhu Head (Academic) +65 8111 0269 yoga@acetek.edu.sg
Student Support (Accommodation, Student request, student pass matters)	Mr Jatinder Singh Asst Manager (Admin and Operations) info@acetek.edu.sg +65 81110915
Enquiries, Feedback and Complaints (Counselling services, feedbacks including complaints, Non-academic matters)	Ms Shirley Boey Manager (Admin and Operations) info@acetek.edu.sg +65 81110897



*Update on October 17, 2024