ACETEK COLLEGE

TECHNOLOGY ENABLED KNOWLEDGE

STUDENT HANDBOOK

2026

Version V13, 24.10.26

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 competitiveknowledge and skills for the global workforce.

VALUES

Accountability

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

Creativity

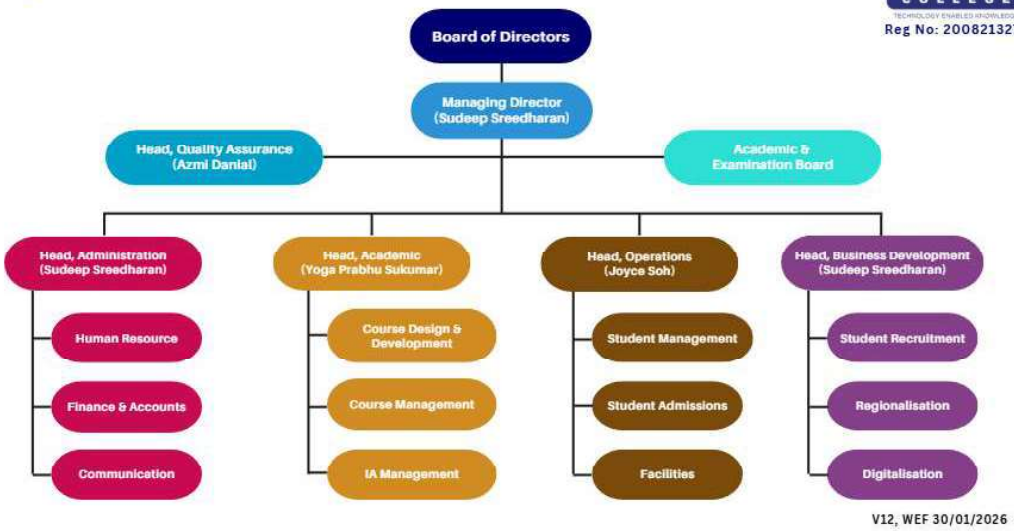
We will be creative in our ideas and solutions for teaching and learning.

Excellence

We will seek excellence in all our work.

Organisational Chart

ACETEK COLLEGE
TECHNOLOGY ENABLED KNOWLEDGE
Reg No: 200821327E



V12, WEF 30/01/2026

BOARD OF DIRECTORS (MANAGERS)



Sudeep Sreedharan
Managing Director



Azmi Danial
Director

ACADEMIC BOARD MEMBERS



Azmi Danial

Chairman



Yoga Prabhu Sukumar

Member



Pushpanathan S/O Veerasamy

Member

EXAMINATION BOARD MEMBERS



Azmi Danial

Chairman



Yoga Prabhu Sukumar

Member



Pushpanathan S/O Veerasamy

Member

MANAGEMENT TEAM



Sudeep Sreedharan

Managing Director



Azmi Danial

Head (Quality Assurance)



Joyce Soh

Head (Operations)



Yoga Prabhu Sukumar

Head (Academic))

Skills and Workforce Development Agency (SWDA)

The Skills and Workforce Development Agency (SWDA) is the statutory board responsible for overseeing Singapore's skills development and workforce initiatives, including the regulation of the private education sector. Established on 1 July 2026 through the merger of SkillsFuture Singapore (SSG) and Workforce Singapore (WSG), SWDA administers the Private Education Act and regulates Private Education Institutions (PEIs) through the Enhanced Registration Framework (ERF), while upholding quality standards across the sector.

PRIVATE EDUCATION ACT

Enacted in October 2009, the Private Education Act established the Council for Private Education (CPE), which was restructured as the Committee for Private Education (CPE) under SkillsFuture Singapore (SSG) in October 2016. Following the dissolution of CPE in October 2024, SSG assumed direct regulatory oversight of the private education sector. With the establishment of the Skills and Workforce Development Agency (SWDA) on 1 July 2026 through the merger of SSG and Workforce Singapore (WSG), SWDA now exercises regulatory authority over the private education sector in Singapore.

The regulatory framework includes the Enhanced Registration Framework (ERF) and the EduTrust Certification Scheme. The ERF sets out the legal requirements for registration, while EduTrust certifies institutions that meet higher standards in corporate governance, academic quality, student support, and financial sustainability. For more information, please visit the SWDA website.

CERTIFICATIONS

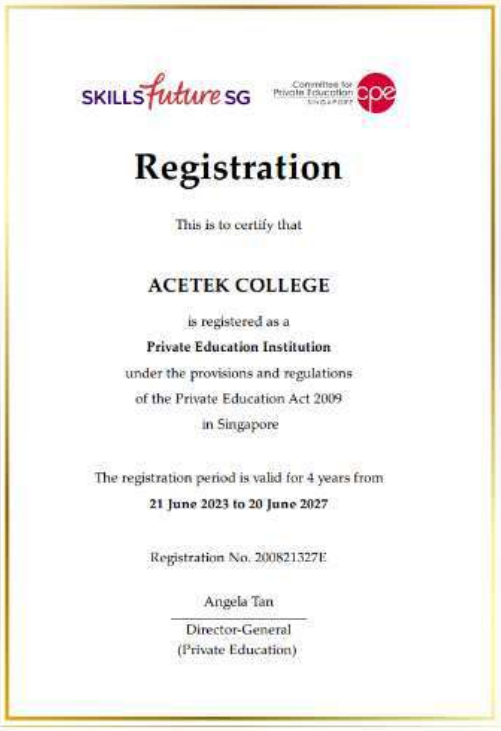
Registered Training Provider

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).

Enhanced Registration Framework (ERF)

AceTek College is a registered private education institution with Skills and Workforce Development Agency (SWDA), 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.


SKILLSfuture SG

Registration

This is to certify that

ACETEK COLLEGE

is registered as a
Private Education Institution
under the provisions and regulations
of the Private Education Act 2009
in Singapore

The registration period is valid for 4 years from
21 June 2023 to 20 June 2027

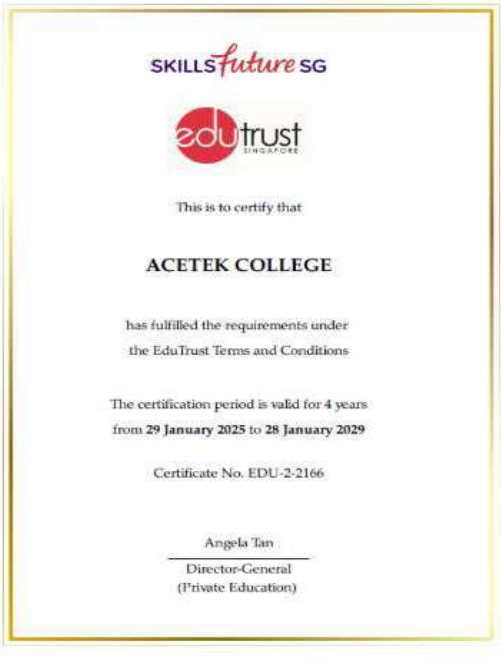
Registration No. 200821327E

Angela Tan
Director-General
(Private Education)

EduTrust

Acetek College (PEI) has satisfied the EduTrust requirements for the award of EduTrust. This award is valid for a period of 4 year from 29 January 2025 to 28 January 2029.

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


SKILLSfuture SG

edutrust

This is to certify that

ACETEK COLLEGE

has fulfilled the requirements under
the EduTrust Terms and Conditions

The certification period is valid for 4 years
from **29 January 2025** to **28 January 2029**

Certificate No. EDU-2-2166

Angela Tan
Director-General
(Private Education)

OUR FACILITIES

(Total 07 Classrooms: Including 2 Training Kitchens)

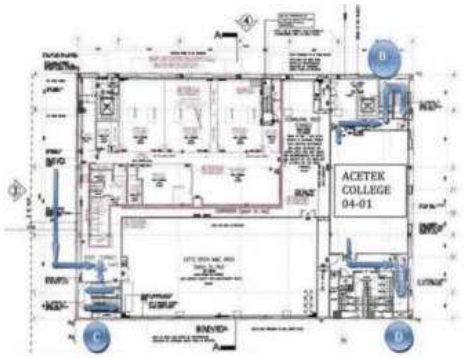
Item No.	Type of Facilities	Floor Area (Square Meters)	Maximum Capacity (No. of Paxes)
Address: 3501 Jalan Bukit Merah, Rubikon, #04-01, Singapore 159460			
1	Kitchen Workshop Rubi A	68.5 SQM	45
2	Kitchen Workshop Rubi B	68.5 SQM	45
Address: 190 Middle Road, Fortune Centre #17-01, Singapore 188979			
3	Classroom FC 1	52 SQM	34
4	Classroom FC 2	37.8 SQM	25
5	Classroom FC 3	71.5 SQM	47
Address: 1 Rochor Canal Rd, Sim Lim Square, #05-13 & 13A Singapore 188504			
6	Classroom SL 1	87 SQM	58
7	Classroom SL 2	62 SQM	41

FIRE EVACUATION

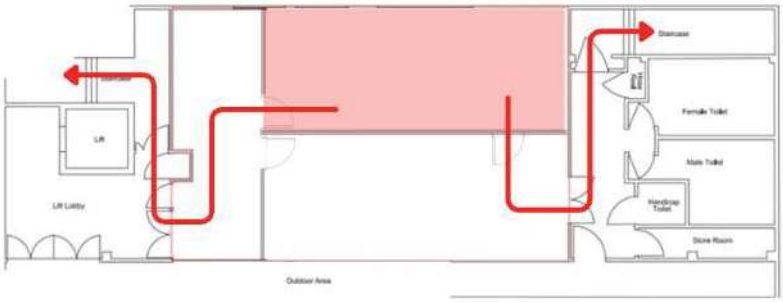
In the event of fire outbreak in the vicinity of the college or Building, all students are to evacuate from the building in a safe, quick, and orderly manner to a designated Mustering Point. Fire Alarm will be activated for the evacuation of the building. Students are to familiarize themselves with the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

Baking Workshops: Rubikon A & B

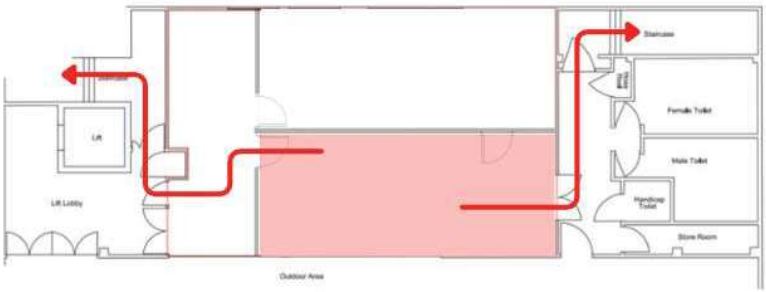
3501 Jalan Bukit Merah, Rubikon, #04-01, Singapore 159460



Rubikon A:

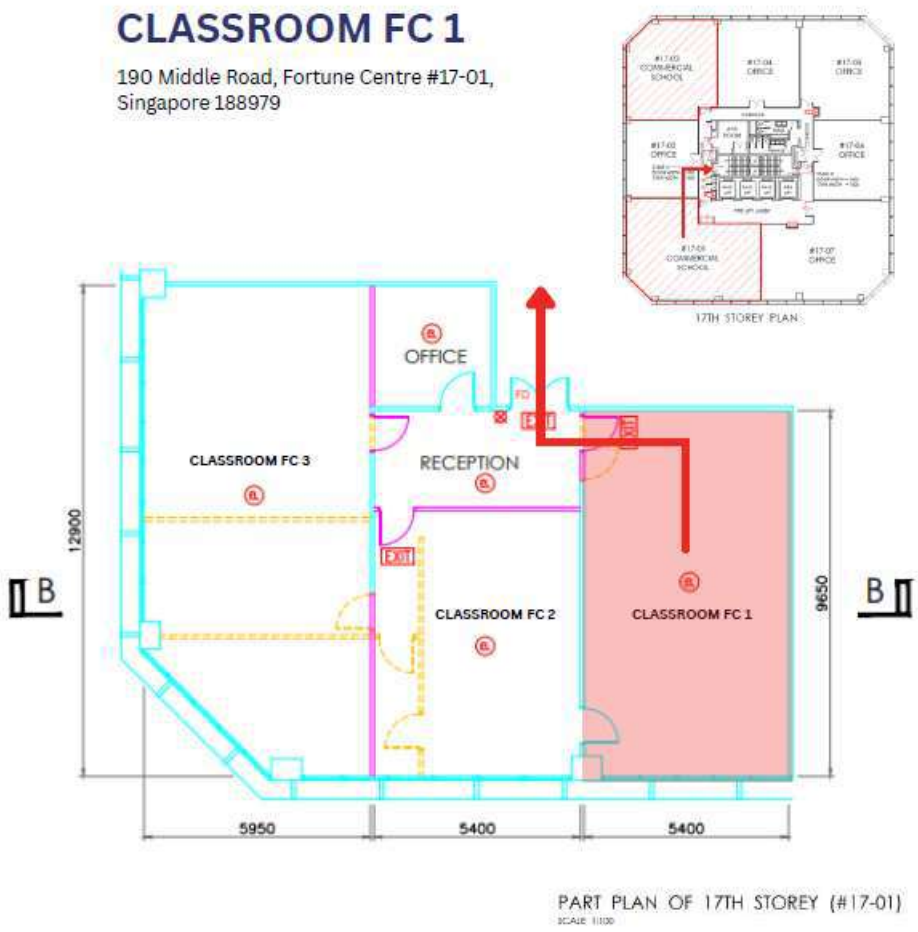


Rubikon B:



Classrooms: Fortune Centre (FC1-FC3)

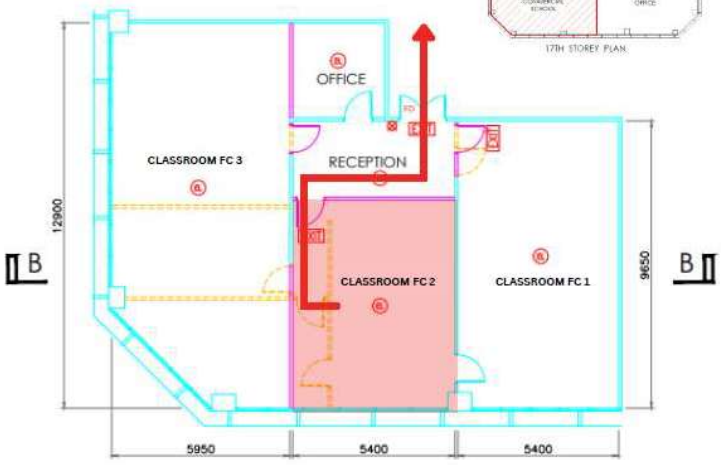
190 Middle Road, Fortune Centre #17-01, Singapore 188979



CLASSROOM FC 2

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



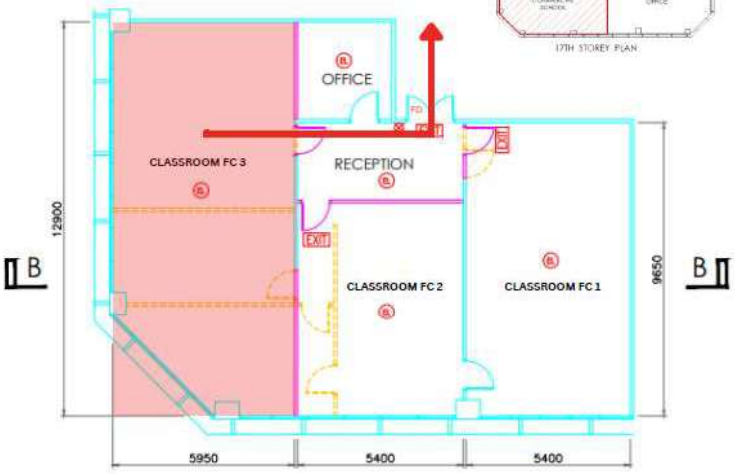


PART PLAN OF 17TH STOREY (#17-01)

CLASSROOM FC 3

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

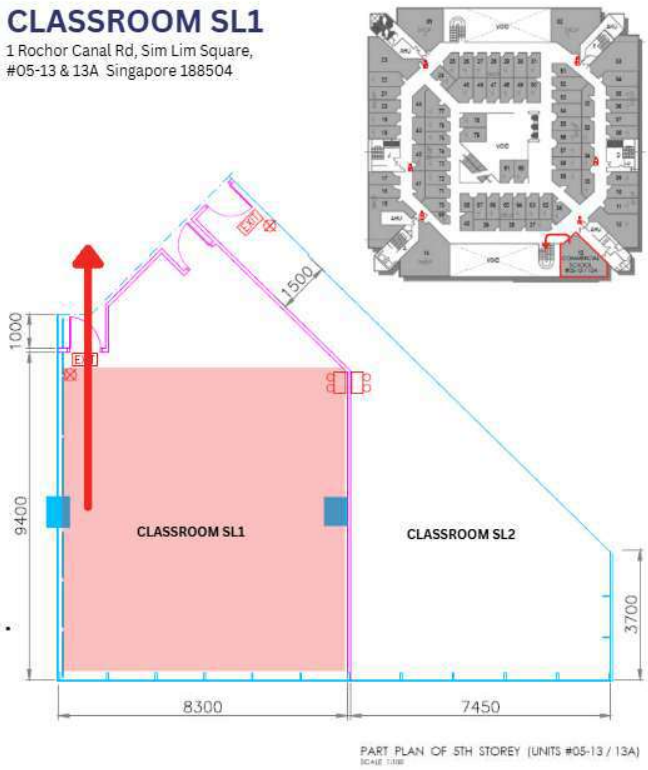


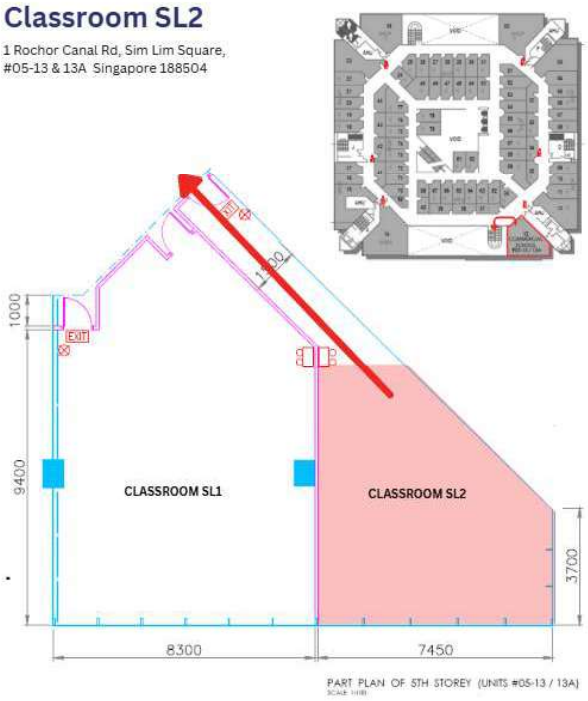


PART PLAN OF 17TH STOREY (#17-01)

Classrooms: Sim Lim Square (SL1-SL2)

1 Rochor Canal Rd, Sim Lim Square, #05-13 & 13A Singapore 188504





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), Skills and Workforce Development Agency (SWDA), 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.

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 Liberty Insurance as the provider for all policies under this scheme. The policy, administered by 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.



Liberty Insurance.

Master Certificate of Insurance

Fee Protection Scheme (FPS) Group Insurance

ACETEK COLLEGE PTE LTD

Policy No. SD25G05939

1 January 2026 to 31 December 2026

We certify that the Policy to which this certificate relates is issued to the above Private Education Institution (PEI) for its students under the Fee Protection Scheme (FPS) Group Insurance administered by SkillsFuture Singapore Agency (SSG)

Ho Toon Wan
Head of Non-Motor

This Certificate of Insurance is subjected to the terms and conditions of the Fee Protection Scheme (FPS) Group Insurance Policy issued by Liberty Insurance Pte Ltd

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.

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 Letter of Offer

c. 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
Pastoral Counselling	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. **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.  Azmi Danial  Shirley Boey (+65) 8111 0915 studentsupport@acetek.edu.sg

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 consultation and career workshops, offering advice on course progression, 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 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 Programme

Holistic Programmes	**Purpose**: • To support students' overall development through: • Co-curricular activities • Community involvement • Student wellness • Leadership development **Examples:** Team-building activities, yoga and meditation, bake for charity events, student council leadership programs

Category	Description	Activity
Co-curricular Activities	The College organise 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.	• 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 organisations.	• 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.	• 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.	• 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.	• 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.	• Career & Internship Talk • Resume Writing Workshop • Job Interview Workshop • Industry visits

POLICIES AND PROCEDURES

Transfer Policy

Definition of Course Transfer shall refer to a student changing their course of study (e.g. from full-time to part-time or vice versa) while remaining enrolled at the College. An approved transfer request shall result in the termination of the original Student Contract and the signing of a new one

1. All transfer requests shall be processed within a maximum of four (4) weeks from the point of the student's request, with the outcome communicated in writing.
2. The College's refund policy (as outlined in POM 4.4.1) may apply to transfer cases.
3. The College shall inform the Immigration & Checkpoints Authority of Singapore (ICA) of any change to the status of the Student's Pass (STP) as a result of the transfer, if applicable.
4. Written consent from a parent or legal guardian will be obtained if the student is under 18 years of age.

Transfer Procedure

1. Student shall submit a course transfer request using the prescribed form, along with any necessary supporting documents
2. For students under 18, their parents/guardians shall sign the Course Transfer Request form.
3. Operations staff shall provide counselling and clearly explain the implications of the transfer.
4. All transfer requests shall be subject to approval by the Head of Academic Department.
5. Operations staff shall inform the Immigration & Checkpoints Authority (ICA) of any changes to the Student's Pass (STP) status, if applicable.
6. Upon approval, Course Counsellors shall conduct pre-course counselling for the new course.
7. FPS providers shall be informed of any change in student status, if applicable.
8. For International students, the College shall submit a new Student Pass application for the transfer.

Refund Condition: The Operations staff shall determine if the student qualifies for any fee refund in accordance with the refund policy and shall compute the refund amount, subject to Managing Director's approval

Processing Time Frame: The transfer process shall be completed within 4 weeks from the request date, and the student shall be informed of the outcome within this time frame.

Deferment Policy

1. Definition of Deferment: A “Deferment” refers to the postponement of the entire course, which affects the graduation or course completion timelines. Module Deferment refers to the postponement of a specific module while continuing with other modules, also affecting the graduation or course completion timelines. Reschedule of a Modules refers to shifting the timing of when a module is taken, without affecting the graduation or course completion timelines

2. Students are allowed a maximum deferment period of 12 months

3. All deferment and re-scheduling request shall be processed within a maximum of 4 weeks, with the outcome communicated in writing.

4. Written consent from a parent or legal guardian will be obtained if the student is under 18 years of age.

5. The deferment option is not available to the international students.

Deferment Procedure

1. Students shall submit a deferment request using the prescribed form, along with any necessary supporting documents.
2. Operations staff shall provide counselling, clearly explain the implications of deferment, and offer pastoral counselling if requested.
3. All deferment requests shall be subject to approval by the Head of Academic Department.
4. Upon approval, the College shall issue a “Letter of Deferment”, stating the terms and validity of the deferment.
5. A new Student Contract or an addendum to the existing contract shall be prepared when the student is ready to commence the course.
6. The student must submit a module re-scheduling request by filling the prescribed request form to the Academic Department. The Academic Department will then seek approval from the Academic Board to process the re-scheduling request.
7. The Operations staff shall files copies of the new Letter of Offer or addendum and the deferment request in the Student’s P-file

Administrative fees: An Administrative fee may be charged for processing deferment requests unless otherwise agreed between the College and the student.

Processing Time Frame: The deferment process shall be completed within 4 weeks from the request date, and the student shall be informed of the outcome within the time frame.

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. All withdrawals requests shall be processed within a maximum of 4 weeks, with the outcome communicated in writing.

3. The College’s refund policy (as outlined in POM 4.4.1) may apply to transfer cases

4. The College shall inform ICA of any changes to the status of the Student’s Pass (STP) due to the withdrawal, if applicable.

5. Written consent from a parent or legal guardian will be obtained if the student is under 18 years of age

Withdrawal Procedure

1. Students shall submit a course withdrawal request using the prescribed form, along with any necessary supporting documents.
2. For students under 18, their parents/guardians shall sign the withdrawal request form.
3. Operations staff shall provide counselling, clearly explain the implications of withdrawal, and offer pastoral counselling if requested.
4. All withdrawal requests shall be subject to approval by the Head of Academic Department.
5. The College shall process the necessary notification and/or cancellation action with ICA regarding the Student's Pass status, where applicable.
6. The College shall coordinate with FPS providers for any applicable course fee refund, which must be approved by the Managing Director and processed within seven (7) working days
7. The College shall charge a miscellaneous fee if the student requests a certification letter.

Refund Condition: The Operations staff shall determine if the student qualifies for any fee refund in accordance with the refund policy and shall compute the refund amount, subject to Managing Director's approval.

Processing Time Frame: The withdrawal process shall be completed within 4 weeks from the request date, and the student shall be informed of the outcome within the time frame.

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) 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.

2) Where any of the Refund Events in Clause 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 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.

3) Where any of the Refund Events in Clauses 1(d) to (e) has occurred, AceTek shall forthwith terminate this Contract by way of a written notice to the Contracting Party.

4) If the Contract is terminated pursuant to Clause 2(b) read with Clause 1(a), AceTek shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

5) If the Contract is terminated pursuant to Clause 2(b) read with either Clause 1(b) or Clause 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.

6) If the Contract is terminated pursuant to Clause 3 or Clause 2(c) read with Clause 1(a), AceTek shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

7) If the Contract is terminated pursuant to Clause 2(c) read with either Clause 1(b) or Clause 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.

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.

9) **Refund for Withdrawal Outside the Cooling-Off Period:**
Without prejudice to Clauses 1 to 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 thetable below:

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	**If the Contracting Party's written notice of withdrawal is received:**
80%	More than [60] working days before the Course Commencement Date
10%	On or before, but not more than [60] working days before the Course Commencement Date
0%	After, but not more than [7] working days after the Course Commencement Date
0%	More than [7] working days after the Course Commencement Date

Refund Procedure

1. Students requesting a refund must complete the prescribed Course Withdrawal/ Refund Request Form and submit it, along with any required supporting documents, to the College Operations Department
2. The Operations staff shall assess the student's eligibility for a refund based on the College Refund Policy and compute the refund amount accordingly.
3. Once the eligibility and computation are confirmed, the Operations staff shall forward the completed Refund Request Form, along with the computation details, to the Head of Administration for verification.
4. Upon verification, the Refund Request Form shall be presented to the Managing Director for approval. If approved, the Administration Department will proceed with processing the refund. If rejected, the Operations staff will inform the student of the decision and provide the reason for rejection
5. The Operations staff shall promptly notify the students of the following
    - The student's eligibility for a refund
    - The refund amount and a detailed explanation of the computation
    - The expected refund date and mode of payment
6. The College shall commit to processing and disbursing all approved refund within seven (7) working days from the receipt of the completed Refund Request Form and all necessary supporting documents

STUDENT CODE OF CONDUCT – GENERAL

AceTek College is dedicated to fostering a learning environment that upholds the highest ethical and professional standards. All students are expected to uphold AceTek's institutional expectations of integrity, respect, and accountability. Any dishonesty, such as falsifying documents or withholding information, is strictly prohibited. ALL students must comply with Singapore laws and Immigration & Checkpoints Authority (ICA) regulations.

1. 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.

2. 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.

3. 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.

4. 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 behaviour will be subject to disciplinary action.

STUDENT CODE OF CONDUCT – 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:

General 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, pyjamas, beachwear, and hats indoors (unless for religious purposes).

For Females:
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).

Unacceptable: Ripped or torn clothing, overly revealing attire (e.g., crop tops, miniskirts), offensive graphics, pyjamas, 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**

STUDENT CODE OF CONDUCT – DISCIPLINARY & ATTENDANCE REQUIREMENTS

AceTek College is committed to maintaining a safe, respectful, and conducive learning environment for all students and staff. All students are expected to comply with the College's rules, regulations, attendance requirements, and code of conduct at all times. Any breach of the College's policies or misconduct may result in disciplinary action.

1. Disciplinary Procedure

The College adopts a fair and progressive disciplinary approach. Depending on the nature and severity of the offence, the following actions may be taken:

a) Verbal Warning

For minor offences or first-time misconduct, the student may receive a verbal warning from a lecturer, academic staff member, or student services officer. The student will be reminded of the relevant rules and advised to correct the behaviour.

b) Written Warning

If the misconduct continues or if the offence is more serious, the College may issue a written warning. The written warning will state the nature of the misconduct and the corrective action expected from the student.

c) Disciplinary Review

If the student fails to improve after a written warning, or if the offence is serious in nature, the matter may be referred for disciplinary review by the College management or a designated disciplinary panel.

Following the review, the College may impose appropriate disciplinary actions, including:

- Final warning
- Suspension from classes for a specified period
- Termination of enrolment in severe cases

Before any major disciplinary action such as suspension or termination is taken, the student will be given an opportunity to provide an explanation or present his or her case to the College.

2. Academic Integrity and Attendance

Students must meet the minimum attendance requirement for their course and comply with all academic requirements. Academic dishonesty, including cheating, plagiarism, collusion, falsification of data, and other forms of dishonest conduct, is strictly prohibited. All assessments must be completed honestly and fairly.

3. Compliance with Singapore Laws and Student Pass Regulations

All students must comply with the laws and regulations of Singapore. International students holding a Student's Pass must also comply with all applicable Immigration & Checkpoints Authority (ICA) requirements, including attendance and reporting obligations.

The College shall report the following matters to ICA where required:

- if a student is absent for seven (7) consecutive days or more without valid reason;
- if a student's attendance falls below 90% in any given month without valid reason;
- upon completion, withdrawal, termination, or other cessation of studies, where applicable.

ICA may take further action on the Student's Pass in accordance with prevailing regulations.

4. Serious / Major Misconduct

Serious offences may result in immediate disciplinary review and may lead to suspension or termination of enrolment. Examples include, but are not limited to:

- Violation of Singapore law (e.g., theft, fighting, possession of a dangerous weapon)
- Illegal employment
- Assault or fighting
- Drug-related offences
- Sexual misconduct (e.g., assault, voyeurism)
- Bullying or Harassment
- Non-compliance with the Student Code of Conduct
- Absence of a Student Pass holder for more than seven (7) consecutive days without valid reason

5. Minor Misconduct

Minor misconduct may result in verbal or written warnings. Examples include, but are not limited to:

- Failure to meet attendance requirements
- Repeated tardiness
- Untidy or inappropriate appearance
- Disruptive behaviour in class
- Failure to comply with reasonable instructions from College staff

Attendance Policy Overview

1. Students must attend at least 75% of the scheduled classes to be eligible for assessment.
   International students with a valid Student's Pass must maintain at least 90% monthly class attendance. If a student is absent for seven (7) consecutive days or if attendance falls below 90% in any given month without valid reason, the College will report the matter to ICA, and ICA may take further action on the Student's Pass in accordance with prevailing regulations.

2. Students who are unwell shall consult a Singapore 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.

3. 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.

4. Students who do not comply with the Attendance Policy shall be subject to disciplinary actions.

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.

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. The Digital Student's Pass will be available for viewing on the Singpass app within three (3) working days upon completion of all immigration formalities. Students may also download a copy in PDF or OA format from the MyICA or FileSG website.
   The validity of the Digital Student's Pass can be verified at any time via the FileSG website.
   Students are required to strictly comply with the Student's Pass Terms and Conditions at all times. In addition, students must promptly update ICA and Acetek of any change in particulars, including but not limited to residential address, passport details, contact information, or any other relevant information, in accordance with prevailing regulations. Failure to comply may result in penalties, cancellation of the Student's Pass, or other actions imposed by the relevant authorities.

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. Overstaying is an immigration offence, if you overstay, you may be subjected to a composition fine or prosecution in court.

AceTek College is committed to supporting international students by ensuring compliance with all relevant regulations under the oversight of Skills and Workforce Development Agency (SWDA) and ICA. For any inquiries related to your student pass, please contact the College's 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 Passport

Students must ensure that their passports 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 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 Operations Department with the original police report to complete the necessary formalities for the replacement of the passport

3. **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 issued by ICA 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.

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 Head of Academic Department.

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.

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 / Compliance with HDB Regulations

- 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.
- **You must be registered with HDB before staying in the flat:**
  - Request the flat owner to print a confirmation letter showing your name as a tenant registered at the flat.
- **Occupancy Cap:**
  - For 4-room and larger HDB flats and private homes bigger than 90sqm: up to 8 unrelated persons can live there temporarily.
  - For 3-room HDB flats and private homes less than 90 sqm: **only 6 persons or less.**

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**, **NETS FlashPay card or contactless bank card**.

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. Visit: https://www.gowhere.gov.sg/budgetmeal/ for more information.

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.

Postal Services & Telephones

Post Offices are available within walking distance of our campus. Mailboxes can be found inmost places and at almost every MRT station.

The main mobile operators in Singapore are SINGTEL, M1, Circles and STARHUB. Students who wish to 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

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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 / Assembles

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.

Oher 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

FEEDBACK AND SURVEY

Surveys

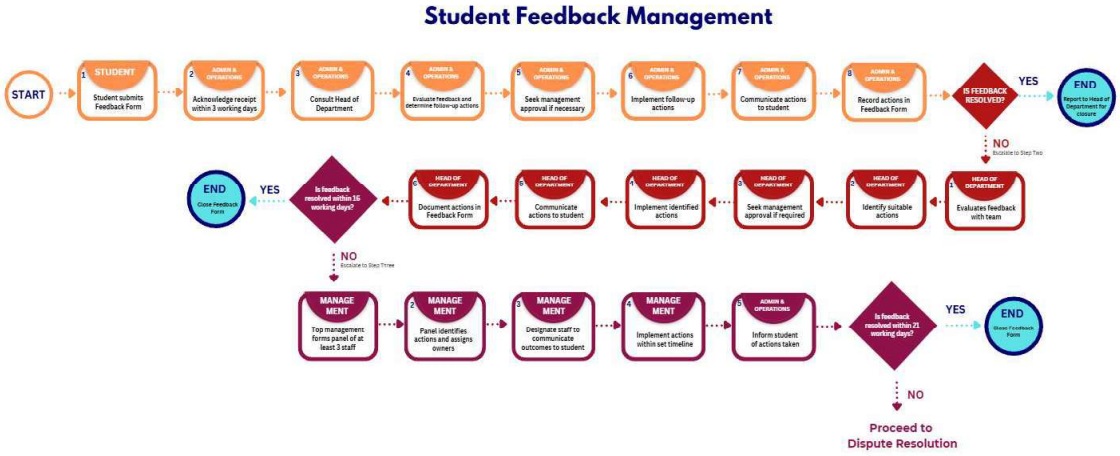
Students will be required to do a survey at the end of each module and upon completion of the course. The purpose of such surveys is to gauge the level of student satisfaction with the module/course. In addition, surveys are also conducted at the end of each major event/activity. The results of these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

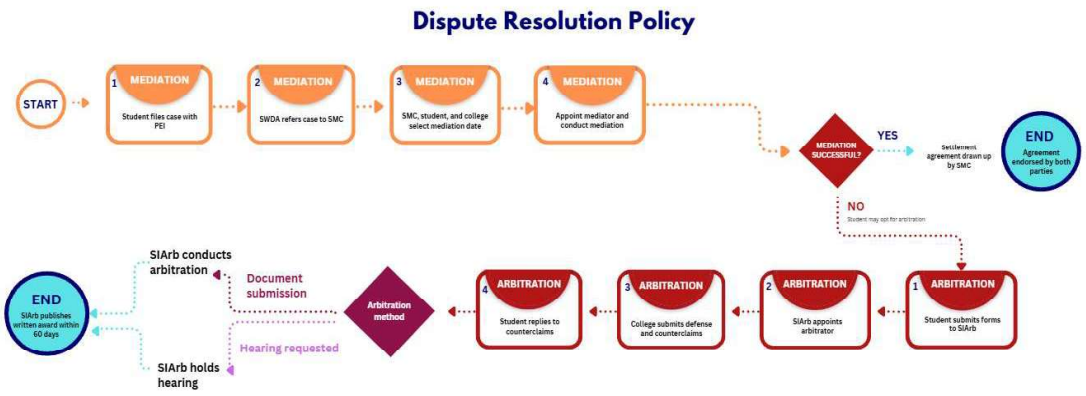
Feedback/Complaint/Dispute/Grievance

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 SWDA Student Services Centre for mediation.





USEFUL WEBSITES URL

AceTek College: www.acetek.edu.sg

Skills and Workforce Development Agency (SWDA): https://www.swda.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

Housing Development Board: https://www.hdb.gov.sg/residential/renting-a-flat/renting-from-the-open-market/regulations-for-renting-out-your-flat

EMERGENCY CONTACTS

Ambulance and Fire Brigade: 995

Non-Emergency Ambulance: 1777

Singapore Police Force (SPF): 999

COLLEGE 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, Counselling services,)	**Ms Joyce Soh** Head (Operations) +65 8111 0915 studentsupport@acetek.edu.sg
Feedback and Complaints (Feedback including complaints, Non-academic matters including school fees)	**Ms Shirley Boey** Senior Manager (Administration) +65 8111 0897 info@acetek.edu.sg

