



*Your Future
Our Priority*



AEC EDU GROUP PTE LTD

AEC Business School Pte Ltd

AEC Resource Development Pte Ltd

International Student Handbook

Our Vision

A GLOBAL LEADER IN QUALITY EDUCATION

Our Mission

LEAD AND DEVELOP; IMPART KNOWLEDGE, SKILLS AND CONFIDENCE; THEREBY
ENHANCING VALUE TO CUSTOMERS, THE ORGANISATION AND STAKEHOLDERS

Our Values

PROFESSIONALISM
COMMUNICATION
UNITY
LEADERSHIP
LOYALTY
CREATIVITY
PEOPLE

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Introduction

Welcome!

The purpose of this Handbook serves to introduce you to the programmes and to inform you of the procedures that you will need to follow – **PLEASE READ IT CAREFULLY.**

You will receive information from time to time, updated with various aspects of the programmes and the procedures; this should be read with care and assimilated. This should help to ensure that any problems related to the programmes and its organization are minimised and that you are able to concentrate on your studies and give your best.

If you encounter any problems along the way, you should raise them with the respective subsidiaries of AEC. They will be able to resolve many matters. Any matters, which they cannot resolve at their level, will be brought the attention of the Universities or the Accrediting Bodies (*where applicable*) and with AEC itself.

AEC's subsidiaries are fully authorised to enforce its routine operating procedures, but will refer individual cases involving documented mitigation to AEC for decisions.

About AEC Edu Group

AEC Edu Group Pte Ltd (AEC) was incorporated in the 1980's. It started with a core business of providing computer-based qualifications on a distance-learning basis.

In 1987, AEC launched one of the first distance-learning Master's degree on Marketing from the University of Strathclyde (Scotland) in Singapore. An MBA was introduced in 1988. The relationship produced a total of almost 700 students over the period of 7 years. A number of these graduates now act as tutors, lecturers, assessors and counsellors for the various courses conducted by AEC and other esteemed institutions in Singapore. AEC's continued success in student recruitment contributed to Strathclyde's achieving the Queen's Award for export Achievement in 1993.

Through strategic partnerships with internationally recognised education and institutions, AEC offers quality programs in Business-related fields like Business Studies, Accounting and Finance, Business Admin, Travel and Tourism, Hospitality Management, Nursing, Education and Language amongst many others. From 'N' levels to Doctorate Degrees, whether face-to-face or distance-learning,

our aim is to facilitate learning, fostering creativity and developing knowledge skills and confidence in many students to help them attain their personal goals.

AEC introduced a Doctorate in Education and other Master degree programmes in addition to various undergraduate degrees, diploma and certificate programmes. It also now runs the ACCA professional accounting qualification – a certification (that upon completion) is equivalent to a Master’s degree. AEC markets and delivers the degree programmes under the name of the principal university. This gives students comfort and confidence in terms of continued future support and entry into the University. The strategy has worked very well in building image and profile of the various Universities and professional bodies like ACCA within the local and regional market Asia.

AEC has also been awarded the prestigious Singapore Quality Class (SQC) Award for Private Education Organisations (PEOs), which has indeed been a milestone in AEC’s journey towards world-class quality education. Also, two of AEC’s subsidiaries have been registered and awarded with recognition from the Ministry of Education – China.

Despite the success, you will find that the friendly caring and experience and qualified people at AEC are working harder even to provide you with total learning environment that suits your work, family and study lifestyle with us, you can be sure that your future will always be our number one priority.

Our Objectives

1. Identify programmes and courses that are relevant, affordable, desired and recognised by the market place.
2. Establish strategic alliances, partnership arrangements, joint venture and co-operative efforts with other organisations, institutions and individuals globally.
3. Act as catalyst for synergy between co-partners and operating units.
4. Enable operating units to access new delivery tools.
5. Inculcate a culture of continuous quality improvement, customer focus and innovation.
6. Provide resources to establish, exploit, expand and improve business.
7. Ensuring reasonable return on investments through optimisation of resources.
8. Reward employees with opportunities for personal career development.

Application Procedure

Your first step toward being an AEC Student!

According to the Immigration and Checkpoint Authority of Singapore (ICA), all foreign students who wish to study in Singapore on a full time basis are required to apply for a student pass. Students who study at AEC can apply for the Student Pass through the AEC.

The course application and student pass application will take around eight (8) weeks to process. All interested applicants should send in their applications at least two (2) months in advance for the next intake. The following are required for the course application and student pass application:

1. AEC Application Form
2. A photocopy Applicant's Passport showing the applicant's particulars
3. Photocopy of the Birth Certificate (notarised and translated)
4. Highest education qualification certificates (notarised and translated)
5. Highest education qualification transcripts (notarised and translated)
6. Photocopy of Parents' Marriage / Divorce Certificate (notarised and translated)
7. Parent's letter of employments (translated)
8. Applicant's letter of employment (if any) (translated)
9. Marriage Certificate (if the applicant is married) (notarised and translated)
10. 4 passport size photographs
11. Photocopy of documentary proof of financial ability in the form of banks statements/ fixed deposit accounts/ saving accounts (visa-required applicants)
12. Registration & Processing Fee of S\$500

All applicants have to make a payment of S\$500 as the registration and processing fee; and administration fee. For the fees payable mentioned, only the administration fee is refundable (S\$300) should the student pass be rejected by the Immigration and Checkpoints Authority (ICA), Singapore.

Students will be given a checklist listing all the payments that are to be made. This will be a good guide for the students to have better understanding and sufficient cash upon arriving in Singapore.

The Student Pass application will take around two to four (2 - 4) weeks for the Immigration to process.

Upon approval of the Student Pass, student is to make the following payments to the School:

1. Visa fee (*for entry into Singapore*) of S\$30.00; (for visa-required nationals)
2. Student Protection Scheme insurance fee
3. Course Fee* *please refer to the mode of payment on the Letter of Offer*

The **Letter of Offer** will be sent together with the ICA In Principle Approval (IPA). However, for students who require the Letter of Offer at the earlier stage to apply for passports can request from the School.

Student is to inform the School at least two (2) weeks in advance prior to their arrival if accommodation is needed.

Upon reporting to the School on the first day, the student will have to go for the medical checkup. The student will have to bear the cost of the medical checkup at his own expense. Students will have to be present personally at the Immigration with the medical report for exchange for the Student Pass.

The student pass cost S\$60.00 per issuance. Students are to make payment for the student pass and visa by means of cashcard or NETS.

Students are to note that the course fees will be collected according to the payment schedule in the Offer Letter.

Immigration and Checkpoint Authority (ICA) guidelines

The information below are some of the guidelines given by the Immigration and Checkpoints Authority (ICA).

*New applications must be submitted at least three (3) months and not more than six (6) months from the course commencement date. **Applicants are not required to be present in Singapore while their applications are being considered. Hence, no extension of stay will be considered while the applications are under processing.** Successful applicants may enter Singapore to complete the formalities after their applications have been approved. They will be issued Student's Passes within 1 month from the commencement date of the courses.*

Processing Time:

The processing time for the new student's pass applications is about four (4) weeks upon the receipt of the application provided that no further verification is required. Fees: (To be borne by the student)

*The Student's Pass fee is S\$60/= per issuance. The visa fee is S\$30/= per issue. The fee is payable when the successful applicant reports to ICA to complete the formalities. **Please make payment by NETS or Cash Card.***

Student Protection Scheme

We have in place a Student Protection Scheme (SPS) as stipulated by the Consumers Association of Singapore (CASE) by way of a Student Tuition Fee Account (Escrow)/(Insurance).

Student Tuition Fee Account (Escrow):

We have entered into a master escrow agreement between CASE and the HongKong and Shanghai Banking Corporation Limited (the "Master Escrow Agreement") and the PEO Accession Letter is also available on our website at www.aec.edu.sg. The Master Escrow Agreement sets out, *inter alia*, the details upon which we have established an escrow account with the HongKong and Shanghai Banking Corporation Limited (the "Escrow Account" with the "Escrow Bank") for the purposes of receiving payment of the Student's Tuition Fees and the circumstances in which the amounts in the Escrow Account shall be payable to us and/or the student.

Student Tuition Fee Account (Insurance):

Our Student Tuition Fee Insurance Scheme with NTUC Income indemnifies students for their tuition fees paid in advance under these circumstances: (i) in the event that the PEO is not able to continue its operations due to insolvency and / or regulatory closure; (ii) if the PEO fails to pay penalties or return fees to the student arising from judgements made by the Singapore courts; and (iii) in the event upon death or total permanent disability of the student

Student Contract

It is our standard operating procedure to enter into a Student Contract with International and Local Students prior to confirmation of enrolment and this policy is communicated to the student through our various communication channels, including our website. For Local Students, the school will grant the Student an option to enjoy the benefits of the Student Protection Scheme and this option is clearly indicated in the Student Contract (Local Student). In summary, the Student Contract is a mandatory document for the enrolment of both International and Local Students.

Important Information on Student Pass application

For the application of Student's Pass, an applicant must be accepted into an approved full-time course. An applicant who wishes to take up part-time course or course conducted in the evening or weekend will **NOT** be eligible for Student's Pass.

Holders of valid Dependant's Passes (issued by Ministry of Manpower) are exempted from having to apply to Immigration & Checkpoints Authority for permission to attend academic courses in Government, Government-Aided, Independent, Foreign System Schools and Kindergarten.

Applicant will have to furnish additional documents and information whenever necessary.

Please note that all original documents must be presented for verification when collecting Student's Passes. Official translation of the documents is required if they are not in the English language.

Please kindly ensure that all forms are duly signed and completed by applicant and the school. No part of the form should be left blank or not completed. If any section or part of the form is not applicable, it should be filled as 'Nil' or 'Not applicable (N.A.)'. Applications with incomplete forms or documents will **NOT** be accepted for processing.

Applicant needs to call in person with a valid immigration pass to collect the Student's Pass only after the application has been approved. Student's Pass will only be issued if the conditions as stipulated in the In-Principle Approval letter are fulfilled.

The student shall not enter or be retained as a student in any other school(s) or course(s) other than that indicated on the Student's Pass.

Foreign students should surrender their Student's Passes for cancellation within seven (7) days from the date of cessation or termination of their study. The following documents are to be produced:

1. Applicant's valid travel document;
2. Disembarkation / Embarkation Card.
3. A duly completed Disembarkation/Embarkation card (IMM Form 27A)
4. Student's Pass Card

Information and applications forms on Student's Pass application are available from the Immigration & Checkpoints Authority web site at www.ica.gov.sg

Rules and Regulations

Things you will need to take notes and abide!

Students are to take note of the followings and ensure that they understand the notes mentioned.

1. Students must inform the School of any changes in address and telephone number both in local and at home country at all times.
2. If the student is unable to attend any class due to she/ he is sick, a **Medical Certificate (MC)** is required to show proof of absence from the doctor. The MC is to be submitted immediately to the School the next day when the student comes to school.
3. Students who intend to take leave of absence from school must duly complete the Request for Leave of Absence form from the School and obtain formal approval from the School before any travel arrangements are confirmed. Students are to make a photocopy of the travel arrangement (air ticket) and submit to the School for recording purposes.
4. Students must attend a **minimum of 90%** of scheduled course (subject) hours or not be absent from the course for consecutive of seven (7) days. This is the strict requirement set by the Immigration and Checkpoints Authority, Singapore (ICA).
5. Students **must not engage** in any form of activities that may contravene the conditions (including those stated in the Student's Pass application form, In-Principle Approval letter and Student pass card) in which a Student's Pass is issued, like illegal employment.
6. Students are **not allowed** to work while holding a Student Pass in Singapore. These include working part-time jobs; freelance offers and/ or temporary jobs.
7. Students are **not allowed** to remain in Singapore after the expiry of the Student's Pass and the School will inform ICA of his/ her means and date of departure.
8. Students are not to be retained as a student in any other school/s or course/s other than indicated in the Student's Pass.
9. Students must surrender the Student's Pass for cancellation within seven (7) days from the date of cessation or termination of his/ her studies or course/s.

10. The School reserves the right to change course timetable and/or teacher if deemed necessary. However, the students will be informed at least seven (7) days in advance.
11. The School reserves the right to terminate the enrolment of any student if he/ she misbehaves despite numerous warnings given by the School. Misbehaviour can be continuous absence from School without valid reasons, playing truancy, fightings, etc.
12. Students are responsible for informing the School about the Student Pass expiry date and must ensure that they obtain the necessary forms for the renewal of their Student Passes **at least two (2) weeks in advance**.
13. Students are **strictly not allowed** to engage in any form of employment, whether paid or unpaid, or in any business, professional or occupation in Singapore during the validity of your Student's Pass unless you have the consent in writing of the Controller of Immigration. Violators will be prosecuted by law.
14. Students must be properly attired in a manner befitting the status of a student when you are in school.

You are not allowed to wear the following in classrooms/
computer lab / library/ offices:

Attire: sleeveless T-shirts, singlets, shorts, attire printed
with offensive or obscene wordings,
revealing attire or mini-skirts

Footwear: slippers and sandals without heel straps

All students must be readily identifiable at all times with their faces uncovered. No student is allowed to wear anything that prevents ready identification such as full-face motorcycle helmet, mask or veil.

15. In addition, you have to adhere to the guidelines issued by your lecturer/teacher on the appropriate attire and footwear for various practical/ workshops for safety or training reasons.

Rules and Regulations from ICA

Student must attend a **minimum of 90%** of scheduled course (subject) hours or not be absent from the course for consecutive of seven (7) days.

Students **must not engage** in any form of activities that may contravene the conditions including those stated in the Student's Pass application form, In-

Principle Approval letter and Student pass card in which a Student's Pass is issued, like illegal employment.

Students are **not allowed** to work while holding a Student Pass in Singapore. These include working part-time jobs; freelance offers and/ or temporary jobs.

Students are **not allowed** to remain in Singapore after the expiry of the Student's Pass and the School will inform ICA of his/ her means and date of departure.

Students are **not to be retained** as a student in any other school/s or course/s other than indicated in the Student's Pass.

Students must surrender the Student's Pass for cancellation **within seven (7) days** from the date of cessation or termination of his/ her studies or course/s.

Students are responsible for informing the School about the Student Pass expiry date and must ensure that they obtain the necessary forms for the renewal of their Student Passes **at least 2 weeks in advance**.

Before departure

A checklist

As you prepare to depart for study at AEC, please use the checklist below to assist you as a guide in ensuring your smooth preparation.

Ensure you

1. Have a current passport
2. You are to bring along the contact person's details (back in your country): Name, telephone number, mobile number, address, his/ her relationship to you. This is to ensure that the School will know whom to contact in times of emergency. You will be required to complete the Student's Particular form with the details mentioned.
3. Have faxed over to AEC the Acceptance Confirmation duly sign.
4. Bring along the Letter of Offer and the Single Journey visa for entry into Singapore.
5. Did you receive the Standard Student Contract from AEC read, understand and sign.

Enrolment

Have you received and brought along the following documents?

1. Letter of Offer and confirmation letter from the School
2. The Single-Journey visa to Singapore to exchange for the Student Pass
3. Receipt for tuition fees paid (if you already make payment)

Accommodation and Airport Pick-Up Arrangement

The School has a working relationship with the local student hostel. Kindly inform the School if accommodation is needed at least two weeks prior to your arrival in Singapore.

Money Matters

It is advisable to bring enough funds with you to cover expenses for the first few months i.e. the daily travel expenses, payment and deposit for the accommodation, insurance payment, and daily meals expenses.

Currency Conversion facilities are available in the airport terminal. Converting currency in Singapore will save you money in commission. It may take two to three

(2 - 3) weeks to clear overseas bank draft. International credit cards such as Visas, Master card, American Express and Diner's Club can all be used in Singapore.

About Singapore

Climate

Singapore is an equatorial country with relatively uniform temperature, high humidity and abundant rainfall with an average temperature of 26.8°C - 31°C and an annual rainfall of 2,345 mm with increased rainfall from Nov to Jan.

Transport

This is a bustling city-state with excellent communications and transport facilities and transport is easily assessed and is affordably priced. We have range from the hi-tech Mass Rapid Transit (MRT) to taxis and public buses.

Communications

Internet and telephone

The use of the Internet and e-mail services is popular and widely available throughout Singapore. Efficient telephone services including un-timed local calls and competitive rates for international calls.

Television

Eight free-to-air television channels and cable television are available in Singapore.

Postal Services

Singapore provide a wide variety of services, including:

1. Payment of electricity, telephone and gas bills
2. Sending and receiving letters and parcels
3. Sending and receiving faxes
4. Redirecting mail if you change your address.
5. Working hours are normally from 9.00 to 5.00pm

Shopping hours

With a population of around four millions, Singapore offers a wide variety of sporting facilities, clubs, coffee shops, cinemas, galleries and restaurants. There are a number of shopping centres around in Singapore and are open from 11.00am - 9.30pm.

Food

Singapore is a multicultural society, where many different foods are available and accepted. Traditionally, Singaporeans enjoy meat or fish with vegetables cooked a variety of ways, and a dessert for the evening meal.

Singapore Social Behaviour

An ethnic mix of Malays, Chinese, Indians, Eurasians and Caucasians creates an exciting range of cultural tradition, cuisine and festivals throughout the year. WE also host to a wide range of facilities available for leisure, entertainment, sports and religious worship – all of which are easily accessible.

Assistance

If you are facing problems of any kind, do not keep them to yourself. There are many highly trained staff at AEC who will always be happy to help you whenever possible. Remember, a problem shared is a problem solved.

There is no shame attached to needing help. Most people need help at some time. Take advantage of the support facilities available before the problem becomes an issue, so that you may have a happy and rewarding time in Singapore.

If you have any questions, please make your first contact at AEC. This is located at 167 Jalan Bukit Merah, Connection One, Tower 4, #02-13 Singapore 150167. The nearest MRT station will be **Redhill** or **Tiong Bahru** Station.

If you have any problem or doubts, please feel free to call the staff for assistance. You may contact AEC at tel: 6412 0700. You can also send an email to knowledge@aec.edu.sg

We look forward to meeting you when you arrive in Singapore.

Conduct of Examination

Students are required to note the following rules governing the conduct of examinations. Failure to observe any of these rules may result in disqualification from the examination, suspension of study, expulsion from your programme, or legal action.

Before commencement of the examination

1. Before the commencement of the examination, candidates shall not enter the examination room/hall until instructed by the invigilator.
2. No books, scrap paper or written materials etc. shall be brought into the examination room/hall. The possession of unauthorised materials by a candidate in an examination room/hall shall constitute a breach of regulations and shall be reported to the relevant staff in charge.
3. Students are reminded to turn off their pagers and handphones and leave them on the Invigilators table.
4. If necessary, students should only use the mathematical or other tables provided. Special tables may only be used after inspection by and with the approval of the invigilator.
5. Students may only be allowed to enter the examination room/hall within the first 30 minutes after the commencement of the examination at the discretion of the invigilator.
6. Students should be seated at least five minutes before the commencement of the examination in accordance with the seating plan.
7. Students must bring their Student Pass, Passport or Identity Card to the examination. These documents should be placed on the top right hand corner of the desk for inspection by invigilators during the examination. A student shall be liable to expulsion from the University if the documents do not correspond to the person sitting the examination. Legal proceedings will be taken against both the student and the substitute in such cases.
8. No student shall start the examination until instructed to do so by the invigilator.
9. Students must provide themselves with necessary writing and drawing instruments and shall write only on answer books and supplementary answer sheets provided for examination purpose.

During the examination

1. After the examination has been in progress for more than 30 minutes, students may be allowed to leave the examination room/hall with the approval of the invigilator. However, students may not be permitted to leave the examination room/hall during the last 15 minutes of the examination.
2. During the examination, students shall not leave the examination room/hall temporarily and return subsequently, unless accompanied by an invigilator.
3. During the examination, there shall neither be communication between students nor any dishonest conduct. Students shall not do anything which causes unnecessary distraction to other candidates. Irregularities of any kind will be reported for action as appropriate.
4. No food or drink is allowed in the examination room/hall during the examination. However, if you need to drink water (to accompany medication for example) or has any other urgent requirements, you can make a request to the invigilator.
5. A reminder of the time remaining will be announced 30 minutes and again 5 minutes before the end of the examination.

At the end of the examination

1. At the end of the examination, students shall remain seated quietly until they are told to leave the examination room/hall. They shall not take out from the examination room/hall any items issued by the invigilator, except the examination papers. Some examination papers, as specified, may not be taken away.
2. Students should leave the examination room/hall quietly to avoid disturbance to other students still taking examinations in the same venue.
3. Any complaint about the conduct of the examination shall be made in writing to the Director of School/Principal as soon as possible after the examination.

Results

1. Students who failed their examination/assignment will do a resit of their examination/assignment.
2. The score of the resit examination/assignment will be capped at 50%
3. Students who failed their resit examination /assignment will be required to redo the whole module.

Transfer, withdrawal and Deferment

The policies

Transfers

A Transfer is defined as a student who has previously enrolled in another Institution in Singapore and applies for a transfer to the AEC, or a student transferring from one programme to another within the Group.

Upon application for the new programme, AEC will be able to assist the students in transferring their existing valid Student Pass to a new valid Student Pass applied under the new programme.

Students need to submit the relevant documents stipulated by ICA, to AEC before the expiry of the validity of the original Student Pass.

It takes approximately six (6) weeks for the process of transfer to be completed.

Deferment

A deferment is defined as a delay in programme completion due to factors such as serving of Military Service or other valid reason(s), as approved by the Senior Manager. All deferment requests shall be supported by official documentary evidence.

Withdrawal

A student, who withdraws from **AEC** to transfer to another Institution within the **AEC**, or to return to his or her native country for whatever reasons, shall be deemed to have terminated from the programme and withdrawn from our Institution. Specifically, a withdrawal is defined as:

- Withdrawing from the **AEC** programme (completed or partial) and applying for transfer to another programme within the **AEC in Singapore**.
- Withdrawing from the **AEC** programme (completed or partial) and applying to another Institution in Singapore.
- Withdrawing from the AEC programme (completed or partial) and returning to his/her native country.

Students who wish to withdraw (or terminate) from the **programme within 10 days after the commencement date** shall adhere to the terms and conditions of refund, as stipulated in clauses 2.

Withdrawal 10 days after Commencement Date

If a student withdraws anytime **10 days** after the date of programme commencement, the following conditions must be fulfilled for refund of the tuition fee, if any, is to be considered:

Students must give at **least one month notice in writing** for all withdrawal requests.

Students with medical conditions or face genuine financial difficulties must support their claims with official documentary evidence to the Institution for consideration.

All requests pertaining to withdrawal matters are to be approved by the **Director of School / Principal**

Any decision relating to refund of tuition fee arising from withdrawal shall be made at the sole discretion of the **Director of School / Principal** and that shall be final. Upon which, the student concerned shall be informed in writing of the Institution's decision.

General Policies for Withdrawal

In the case of any withdrawal, a counselling session will be held between the student and the Institution's staff to understand the reasons for withdrawal and where appropriate to offer alternative programmes to the student. The student makes the final decision on whether to remain in the Institution or to proceed with the withdrawal or transfer.

Refund Policy

Local and international students must pay their fees due as laid out in the Student Contract and by the date(s) stipulated in the **notification advice**.

Terms and Conditions of Refund

Refund policies are governed by the Student Contract agreed and entered into between the Institution and the student. These policies are stated below:

Tuition Fee Refund Policy

Tuition fees paid before or after commencement of the programme are refundable subject to the following: -

100% refund of tuition fees if the applicant's written notice of withdrawal is received more than **thirty (30) days** before the commencement date.

75% refund of tuition fees if the applicant's written notice of withdrawal is received before but not more than **thirty (30) days** before the commencement date.

25% refund of tuition fees if the applicant's written notice of withdrawal is received after but not more than **five (5) days** after the commencement date.

10% refund of tuition fees if the applicant's written notice of withdrawal is received more than **five (5) days** but not more than **ten (10) days** after the commencement date.

0% refund of tuition fees if the applicant's written notice of withdrawal is received more than **ten (10) days** after the commencement date.

Any request for refund of tuition fees **10 days after commencement date** arising from unforeseen circumstances would be subject to management review and the final decision based on the sole discretion of management.

In such cases, refund will be based on the remaining number of uncompleted modules. No refund will be given for modules that have commenced.

Commencement date refers to the date when the programme actually commences as stipulated by the Institution for an individual student.

Non-Tuition Fee Refund Policy

Non-Tuition Fee comprises "Registration Fee", "Sponsorship Fee" and "Books/Materials Fee".

Registration Fee

Registration Fee is not refundable.

Sponsorship Fee

This fee is fully refundable if the Student Pass Application is not approved.

Books/Programme Materials Fee

These fees are collected only when Students commence classes and paid for by semester basis. Materials are provided to students upon receipt of payment and these fees are therefore non-refundable.

Additional Fees Refund Policy

All additional fees are paid by the Student, through the Institution, to government authorities or other external parties, as the case may be.

Therefore, refunds on these fees should be resolved between the relevant parties concerned.

In accordance with the Student Contract, it takes approximately 14 working days for the refund process to be completed.

Feedback/Grievance Mechanism

If there is any issue of concern...

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

Our feedback channels include:

1. Face-to-face feedback
2. Telephone communication (65) 6412 0700, Mondays to Fridays from 9am to 6pm, Saturdays from 9am to 1pm. The School is closed on Sundays and Public Holidays.
3. Written feedback via email to our email address knowledge@aec.edu.sg
4. Student Feedback Form which can be obtained from the Office.

We will investigate and act to resolve areas of concerns. Our interim response is within **2 working days**. Depending on the complexity of the case, our response time is within **21 working days**. If the School is unable to solve the complaint amicably, students are able to refer to **CASE mediation channel**.

Contact Details

How you can reach us.

Address: 167 Jalan Bukit Merah
Connection One, Tower 4
#02-13, Singapore 150167

Contact No: (65) 6412 0700

Fax No: (65) 6412 0750

Email: knowledge@aec.edu.sg

Website: www.aec.edu.sg

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