



AEC COLLEGE

INTERNATIONAL STUDENT HANDBOOK AND STUDENT SERVICES 2012

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CORPORATE POLICY

Motto

Your Future, Our Priority

Vision

A Global Leader in Quality Education

Mission

To impart knowledge, skills and confidence; thereby enhancing value to our stakeholders

Values

Quality	We shall strive towards quality management.
Unity	We shall always work in unity
Accountability	We shall practice accountability at work
Loyalty	We shall be loyal to AEC, our stakeholders and colleagues.
Innovation	We shall seek continual innovation in our work
Truthfulness	We shall seek to be honest and sincere
Intelligence	We shall impart knowledge to stakeholders
Excellence	We shall deliver service excellence
Success	We shall work our best to achieve success

Culture

AEC College is an environment where people from all nationalities work as a cohesive team to continually strive towards excellence and produce career-ready individuals and enhance value to all stakeholders.

WELCOME MESSAGE

Dear Student,

Welcome to AEC College!

Thank you for choosing AEC College, a premier Private Education Institution in Singapore. Our motto is, 'Your Future is Our Priority'. To help you prepare for an enriching study experience, we have therefore prepared this International Handbook.

This handbook contains all the essential information you will need as an international student in Singapore. It covers a brief introduction of Singapore, AEC College and its key policies and procedures.

Should you require any assistance or have any feedback, please approach our friendly staff who are ever ready to serve you.

On behalf of my colleagues, I wish you success in your studies at AEC College.

Chief Executive Officer

ABOUT AEC COLLEGE

AEC College is a subsidiary of AEC Education PLC. (<http://www.aeceducationplc.co.uk>). AEC College (formerly known as AEC Edu Group, AEC Business School, AEC Resource Development and Brighton School) has been established for more than 20 years and has evolved to become a premier provider of quality education. Today, AEC College offers a broad range of quality programmes and has partnerships with several leading universities.



AEC College Partners

In 2007, AEC College reached a major milestone when it shifted to the current sprawling campus at Jalan Bukit Merah. The 30,000 square feet city campus boasts 33 classrooms, computer and science labs, library, meeting rooms as well as administrative and corporate offices in a wifi environment.

AEC College is also one of those few private education institutions (PEIs) to receive the prestigious International Organisation for Standardization (ISO) award. In addition, AEC College has also attained the EduTrust (4 Years) award granted by the Council for Private Education (CPE). This bears testimony to our commitment to business excellence and world-class quality education.

Besides Singapore, AEC has affiliated colleges, schools and centres in Malaysia, Vietnam and the United Kingdom, and has over 14,000 students enrolled.

AEC College is in collaboration with several world class Universities and Institutions to bring Bachelor Degrees and Masters programmes. AEC College provides a wide range of educational courses and training programmes such as:

- Preparatory Programme
- Malvernhouse English
- GCE O Level
- Diploma and Advanced Diplomas
- Undergraduate studies
- Postgraduate studies

AEC College enrolls students from various nationalities, providing an international environment that serves as an ideal platform for students to be exposed to other cultures, religions, and beliefs, which provide useful knowledge and skills when they embark onto their careers upon graduation. Some of these countries include:

- Australia
- Cambodia
- China (includes Hong Kong, and Taiwan)
- France
- India
- Indonesia
- Japan
- Malaysia
- Mongolia
- Myanmar
- Nepal
- Pakistan
- Philippines
- Russia
- Singapore
- South Korea
- Sri Lanka
- Thailand
- Turkey
- Vietnam

AEC College Facilities



Student Services Counter



Computer Laboratory



Library



Science Laboratory



Foyer



Moot Court



West Wing Level 2



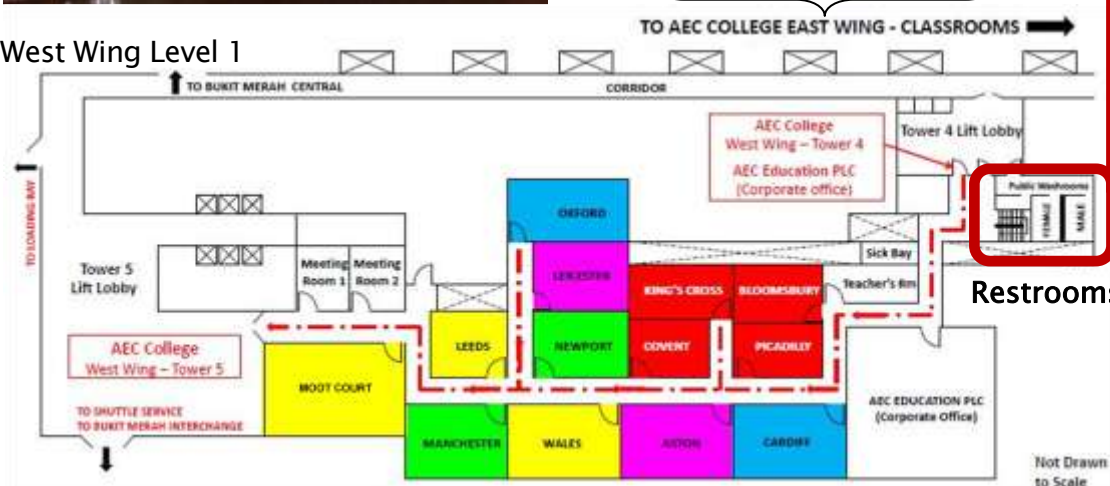
Entrance to the West Wing



West Wing Level 1



Map of West Wing Level 2



Restrooms

Important Note:

More restrooms are available from levels 3 and up.

Amenities

- WiFi wireless Internet available
 - Password is available via the Librarian or Student Services Counter
- Vending machines
- Hot and cold water dispenser
- Easy access to food centres, food courts, restaurants, and shops

AEC College Programmes

- School of Postgraduate Studies
- School of Business and Accounting
- School of Hospitality, Tourism and Retail
- School of Interactive Media
- GCE O Level
- Government Preparatory Course (GPC)
- School of Legal Studies
- School of Bilingual Studies

ABOUT SINGAPORE

Geography & Climate

Singapore is a small island–state with a land area of 673.5 sq km lying 1 degree north of the equator. As an equatorial country, it has a relatively uniform temperature, high humidity and abundant rainfall. The average temperature of Singapore is between 27°C – 34°C.

Demography

The population of Singapore is about 5 million, comprising 77% Chinese, 14% Malays, 7.6% Indians and 1.4% other ethnic groups. The major religions are Christianity, Buddhism, Islam and Hinduism. The four official languages are English, Chinese, Malay and Tamil.

Food

Singapore is a multicultural society, where many different foods are available. Students can try local as well as international cuisine at neighbourhood food centres and air–conditioned food courts. Fast food and family restaurants can also be found in major shopping centres.

Social Culture

In Singapore, people are expected to queue to board buses and trains or to wait for service. It is considered impolite to jump the queue.

Multi–Religious

Singapore strives in a multi–religious society where people of different religions and beliefs work, live, and play in harmony together. Some of the religions in Singapore include:

- Buddhism
- Christianity
- Taoism
- Hinduism
- Islam
- Others

Religious holidays:

- Chinese New Year
- Good Friday
- Vesak Day
- Hari Raya Puasa
- Hari Raya Haji
- Deepavali
- Christmas Day

Non-religious holidays:

- 01 Jan – New Year’s Day
- 01 May – Labour Day
- 09 Aug – National Day

Smoking

Smoking is prohibited in many public buildings and public areas. Smoking is strictly prohibited in AEC College and within its immediate surroundings. Students caught smoking in prohibited areas face hefty fines, and will be issued with a Warning Letter (<http://www.nea.gov.sg>).

Littering

Littering is considered an anti-social behaviour punishable by fines and Corrective Work Order whereby offenders are required to clean up public areas under supervision (<http://www.nea.gov.sg>).

Important Contact Information

- Singapore Police Force (SPF) – Dial 999
- Fire and/or Ambulance – Dial 995
 - Specify the type of aid required, fire response team, or medical emergency. A fire engine will be dispatched if the type of emergency is not specified.
- Samaritans of Singapore 24 Hour Help – Dial 1800 221 4444

Important Notice

Singapore is a safe city; however, a low crime rate does not mean that crime never happens! All students are responsible for their own belongings, therefore please keep all valuables with you at all times, and do not leave your valuable items (laptops, wallets, handbags, etc) lying around unattended.

PRE-DEPARTURE CHECKLIST

As you prepare to depart for study at AEC College, please ensure that you have all the items in the checklist below:

- A current passport with at least 6 months validity before expiry date.
- 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.
- All original academic transcripts, school results, birth certificate, etc.
- Offer Letter and Student Contract duly signed (signed by a guardian if you are below 18 years of age)
- IPA letter from the Immigration and Checkpoints Authority of Singapore (ICA).
- Money to cover for travel and living expenses. The average monthly expenses are about S\$800.
- Airport pickup and accommodation arrangements

ARRIVING IN SINGAPORE

Students are generally expected to arrive in Singapore and report to AEC College at least two (2) weeks before course commencement.

Upon reporting to the college, students will have to go for a medical checkup. The student will have to bear the cost of the medical checkup at his/her own expense. Students will have to be present personally at the Immigration and Checkpoints Authority (ICA) office with the medical report in exchange for the Student Pass. The student pass costs S\$90.00 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 and Contract.

ACADEMIC REGULATIONS

Introduction

It is the responsibility of students to familiarize themselves with the academic regulations pertaining to their course of pursuit. Students are to refer to their programme handbook for details.

Plagiarism

Plagiarism is a serious offence in AEC College. Students caught for plagiarism will have to face serious consequences as those caught cheating in examinations. If you need help in this area, please consult your respective lecturers.

Fees Payment

Students whose fees are not up to date will be barred from taking the examinations.

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 the Examination

- a. Candidates must bring their student pass or passport for identification. Candidates who did not bring may result being disqualified.
- b. All mobile phones should be switched off and put inside your bags during examination or on the floor. In the event that a cell phone is left on and rings during the exam, the invigilator will take down the name of the student. This may result in the exam being disqualified.
- c. Place your books, bags and other unauthorized materials in front of the examination room.
- d. Candidates are not allowed to wear undesired attire. Please refer to student code of conduct.
- e. Candidates are not allowed to eat, drink or smoke. Consumption of medicine is allowed if students have medical conditions. However, candidates should inform the invigilator in advance.

- f. Students are to take instructions from the invigilator/s.
- g. Exam is closed book unless otherwise stated.
- h. Candidates are not allowed to bring scratch paper into the exam room. Blank paper is provided for scratch work upon request.
- i. Candidates are to ensure that there are no unauthorized items around them, including on the floor. Candidates are to ensure no scribbling of words can be found on the table. If there is, please inform the invigilator before the exam starts.
- j. Candidates should check the number of printed pages in the question paper. Please inform the invigilator immediately if you found any missing pages.
- k. Candidates are advised to go to toilet first before the exam and avoid drinking too much water during exam. Students will be disqualified for exam if they go to the toilet during the exam period.
- l. Candidates are to sit accordingly to the exam seating arrangement planned by the school.
- m. Candidates are to be in the examination venue 15 minutes before the exam starts.

During the Examination

- a. Write your subject, lecturer, date and other information clearly on the answer booklet provided. Label your questions correctly.
- b. Please write your answer legibly in the exam booklet provided. Only answers written with a pen (no pencil or red pen) on the exam booklet will be marked.
- c. After the exam has begun for more than half an hour, no students are allowed to enter the room.
- d. Candidates are not allowed to leave the examination hall without the permission of an invigilator.
- e. Talking is a form of cheating during examination. Please raise your hands and wait for the invigilator if you have any queries.
- f. Candidates may not consult the invigilator as to the meaning of any question.
- g. No additional time will be given to candidates who are late for part of the exam, regardless of the reason for their lateness.
- h. Candidates need to provide the school with MC for their absence in order to re-sit their exam.
- i. Candidates are not allowed to tear any papers from the exam booklet or bring any paper out of the exam venue.

- j. No lending of stationery items and calculators among candidates.
- k. Occasionally, through an error or a difference in interpretation, an exam question is found to be defective. Candidates who believe that a question is defective should write to james@aec.edu.sg after the exam. The examination committee will investigate all questions brought to its attention, and may make allowances in the grading process, if appropriate. The committee cannot consider correspondence after 1 week from the exam date.
- l. In the event of accident such as fire outbreak, candidates are to walk out of the exam venue immediately and leave all the belongings behind.
- m. In the event of misconduct, candidates will be disqualifying for exam and disciplinary actions (including dismissal) will be taken. Examples of improper conduct are:
 - Gaining access to exam questions before exam.
 - Smoking, eating and bringing can drinks to the exam venue.
 - Using an unauthorized calculator or other mechanical aid that is not permitted.
 - Looking in the exam question paper before the signal to begin is given.
 - Making any changes, additions, deletions or otherwise marking, erasing or writing on the exam booklet after the time for the exam has expired.
 - Having access to notes or books during exam.
 - Looking at or copying from another candidate's paper.
 - Enabling another candidate to copy one's paper.
 - Talking or otherwise communicating with another candidate during the exam or during reading time.
 - Disturbing other candidates during exam.
 - Consulting other persons or resources outside the exam room during exam.
 - Having unauthorized items around you or on the floor.
 - Writing on the tables.
 - Taking an exam for another candidate.
 - Threatening or verbally abusing candidates or invigilators.
 - Arrange to have another person to take an exam for the candidate.
 - Failing to follow exam or invigilator's instructions
 - Accessing or using a communication device (PDA, laptop cell phone etc) during the exam.
 - Taking question paper and draft working papers out of the

- exam room. (Candidates are to return all question papers.)
- Reentering the examination venue after submitting their exam papers.

After the Examination

At the end of the examination, students shall remain seated quietly until all answer booklets have been collected and 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, especially the examination papers and draft working papers, if any.

Any complaint about the conduct of the examination shall be made in writing to the Head of School/Principal as soon as possible after the examination.

Results

Students who failed their examination/assignment will do a re-sit of their examination/assignment.. The score of the re-sit examination/assignment will be capped at 50%.

Students who failed their re-sit examination/assignment will be required to re-module. For re-module, additional fees per module shall apply.

CODE OF CONDUCT

Students are to observe the following:

General

- No sleeping in the library
- No working, and no involvement in any business activities, paid or unpaid
- No running and shouting within the school compounds
- Usage of mobile and/or electronic devices during class is strictly prohibited
 - Students who flout this rule may have their mobile and/or electronic device confiscated by the lecturer
- No eating of food and drinks are allowed inside classrooms and the library
 - No eating of food and drinks are allowed onboard public transportation
- No smoking within the school compounds
- No hugging or intimate acts
- No sexual misconduct or harassment
- No vandalising
- No littering and spitting
 - Littering and spitting are prohibited in public areas
- Theft or unauthorised use of property is not allowed
- No possession of dangerous weapons or devices
- No dishonest act such as lying
- No recording of video or images without permission
- No drugs
- No fighting
- No threatening behaviour

Appearance

- 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 sleeveless T-shirts, singlets, shorts, bermudas, attire printed with offensive or obscene wordings, revealing attire, mini-skirts, slippers or 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 veils.
- 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.
- No revealing of tattoos in school.

Personal Hygiene

Students must maintain good personal and oral hygiene at all times, so as to be considerate to other students especially those sharing the same classroom. Students are reminded to the following:

- Bathe before coming for class
- Change into a new set of clothes everyday
- Apply deodorant
- Spray on perfume
- Brushing of teeth at least twice a day with the use of mouth wash

STUDENT SERVICES

Communication Channels

Students are strongly encouraged to communicate with Student Services staff should they have **any** feedback, enquiry, doubt, or issue regarding their stay in Singapore, their studies, or personal issues.

Students are free to use any of the following communication methods:

- Email
 - feedback@aec.edu.sg – Feedback Email
 - marc-chao@aec.edu.sg – **Mr. Marc Chao**
Head, Student Services
 - phyllis@aec.edu.sg – **Ms. Phyllis Huang**
Officer, Student Services
 - jiamin@aec.edu.sg – **Ms. Xu Jiamin**
Officer, Student Services
 - librarian@aec.edu.sg – **Ms. Ann Lagman**
Librarian
- Student Services Counter
 - Look for any staff via the Student Services Counter
- Telephone
 - Call us at (+65) 6412 0744
- Feedback form
 - Feedback forms are available at the Student Services Counter
- Feedback box
 - Drop us a feedback into the Suggestions Box located in the library

Rules and Regulations – Employment

- Student Pass holders are **NOT** to:
 - Be engaged in any form of paid or unpaid employment.
 - Be involved in any business, profession, or occupation in Singapore during the validity of the pass, unless the student is a holder of a valid work pass issued under the Employment of Foreign Manpower Act.
 - Students are not to be in any business, profession, occupation, or any activity which can be deemed to be detrimental to the security, reputation, and well-being of Singapore.

- Students caught in any form of employment or business involvement will have their Student Pass terminated immediately.

Rules and Regulations – Smoking

- Smoking is **NOT** allowed in the following premises:
 - All areas within AEC College and its immediate surroundings
 - Students caught smoking within the AEC College compounds will be issued with a Warning Letter
 - Indoor public places
 - Includes non-air-conditioned shops, shopping centres, offices, hotel lobbies, markets, multi-story and basement car-parks, ferry terminals, etc.
 - Lift lobbies
 - Bus stops
 - Playground, and exercise areas
 - Places displaying the no-smoking sign

Rules and Regulations – Contact Details

Students are reminded to update AEC College of any change to their personal contact information such as:

- Residential address
- Mobile number
- Email address
- Marital status
- Overseas contact information

Students are to complete the Student Particulars Update Form available at the Student Services Counter.

Do note that failure to update contact information may result in you not receiving important up-to-date information or important announcements pertaining to you or AEC College.

Rules and Regulations – Attendance

All full-time students including Singaporeans, Student Pass holders, and holders of any other Long Term Pass:

- Are required to be in College at least five (5) hours everyday – Monday to Friday (for International Students holding Student Pass issued by ICA).

- Are required to scan their fingerprints at least twice daily with a minimum of five (5) hours in-between each scan (for International Students holding Student Pass issued by ICA).
- Are required to be punctual for class. Latecomers of more than 15 minutes will be marked as absent.
- Are to attend classes in addition to scanning their fingerprints.
- Are to maintain a minimum 90% attendance each month as per ICA requirement.
- Are not to exceed 20% of Urgent Leave which is calculated at the end of each month.

Warning Letters may be issued to students in the following instances:

- Failure to adhere to the 90% attendance requirement.
- Exceeding 20% Urgent Leave for the month.
- Failure to attend classes on a regular basis.
- Failure to seek approval from the College prior to leaving Singapore.

Students who have accumulated three (3) Warning Letters of any kind, will be expelled from the College. Students are allowed to submit a maximum of one (1) “Application for Review of Warning Letter Form” (appeal form) per Warning Letter.

International students who have been expelled due to the issuance of the Student Pass Cancellation Letter (3rd Warning Letter), are to promptly surrender their Student Pass to the College. A police report may be lodged for students who refuse to surrender their Student Pass. Students who refuse to surrender the Student Pass may be considered an overstayer. Overstaying in Singapore is a serious offence and on conviction, the penalties may include mandatory imprisonment and caning.

Students who surrender their Student Pass must collect their Social Visit Pass within seven (7) working days from the College. The Social Visit Pass allows the student up to 30 days duration of stay in Singapore. Students may be prosecuted by the ICA as an overstay offender should they fail to collect their Social Visa, and/or leave Singapore within the number of days stipulated in the Social Visit Pass.

Students who remain absent from College for three (3) consecutive days, and remain uncontactable, the student may be deemed to be Missing-In-Action (MIA). MIA students will be reported to the police, and international students will have their Student Pass cancelled.

Students will be considered absent if they:

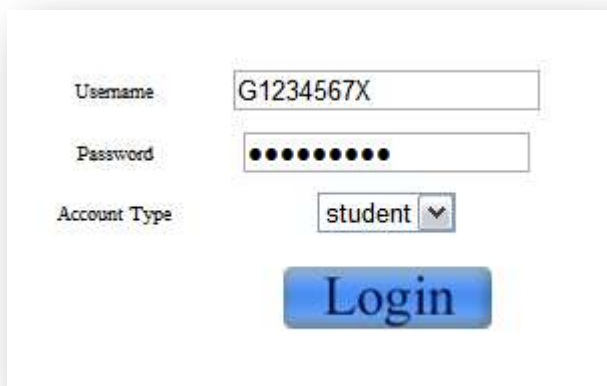
- Are late for class for more than 15 minutes
- Fail to tap in, or tap out (tapping only once)
- Fail to fulfill the minimum required five (5) hours
- Fail to physically be present in class

Rules and Regulations – Applying for Leave

Leave application is done online through the E-Leave platform, and not through any other methods such as approaching any staff. Students can apply leave by going to <http://www.aec.edu.sg/eduportal> and logging in using the following details:

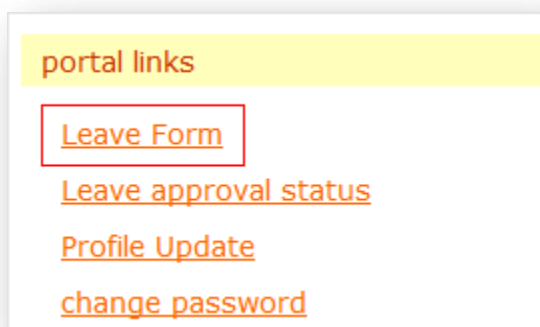
Username: Student Pass / FIN number, or NRIC number
Password: password
(password can be changed upon logging in)

Example:

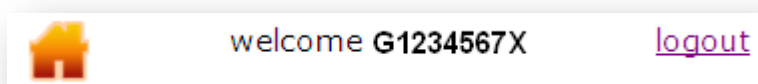


A screenshot of a login form. It has three input fields: 'Username' with the text 'G1234567X', 'Password' with ten black dots, and 'Account Type' with a dropdown menu showing 'student'. Below the fields is a blue 'Login' button.

Click on the Leave Form link to access the E-Leave application, as shown:

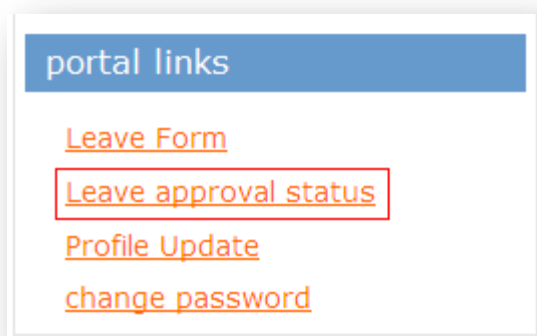


Ensure that your Student Pass / FIN / NRIC number is displayed at the top right-hand corner of the website:



Complete the leave application form accordingly, and attach relevant documentation such as a valid Singapore MC, or a travel ticket (travel ticket applicable only after permission has been sought from Student Services department).

Upon submitting your leave request, check your application status by clicking on the Leave approval status link as shown:



Your recent submission should be listed:

Entry Date	Leave Type	Start Date	End Date	Approval Status
14.05.11	others	10-5-2011	12-5-2011	pending

E-Leave forms with the relevant documentation are to be attached and submitted within 2 working days from the date of absence. Late submissions will not be entertained. Students who are unable to attach their documents online, may do so via submission at the Student Services Counter.

Documentation can only be submitted to the Student Services Counter after the E-Leave application has been sent.

Rules and Regulations – Attendance Classification

Students can view the weekly and monthly attendance via the Student Services Counter at any time during College operating hours. The attendance is arranged according to class.

Classification or attendance:

- 1 – denotes that the student is present for the day
- 0 – denotes that the student is absent for the day, and are required to complete a leave application form
- WK – denotes the day as a weekend (Saturday or Sunday)
- XX – denotes the day as a public holiday, or class holiday (term break)
- Leave
 - Taken during class holiday (term break).
 - Granted only due to extenuating circumstances such as a death of an immediate family member, a serious illness, or circumstances that by their serious unpredictable, or uncontrollable nature, warrants the leave.
 - Documentary evidence is required
 - Warning Letters may be issued to students who leave Singapore without prior approval from the Student Services department.
- Urgent Leave (UL)
 - Granted when the student is absent during the active school term
 - Requested during or after the date of absence
 - Urgent Leave is calculated only at the end of each month. Students who exceed 20% in Urgent Leave at the end of the month will be issued with a Warning Letter.
- Excused (E)
 - Granted by the College due to special reasons for absence, such as ICA appointment, etc.

Rules and Regulations – Warning Letters

There are three (3) levels of Warning Letters:

- Warning Letter
 - The first letter of warning
- Final Warning Letter
 - The last and final letter of warning before expulsion from the College, and/or Student Pass cancellation
- Student Pass Cancellation Letter

- Student is expelled, and Student Pass will be cancelled

Warning Letters may not be issued in sequence, and depending on the severity of the offence, students may be expelled from the College and have their Student Pass cancelled without issuance of a Warning Letter or Final Warning Letter.

Students are allowed to submit a maximum of one (1) "Application for Review of Warning Letter Form" (appeal form) per Warning Letter within 1 day of the issuance of the Warning Letter.

Warning Letters may be issued under the following instances:

- Caught cheating in examinations or plagiarism
- Poor attendance of less than 90%
- Exceeding 20% in Urgent Leave
- Did not come for class or examinations
- Dishonesty
- Smoking within the AEC College compounds
- Leave Singapore without prior approval from Student Services
- Poor conduct and/or behaviour (serious cases may be escalated to the police)
- Fighting or threatening (may be escalated to the police)

Students are encouraged to clear any doubts or queries by seeking clarification through the Student Services Counter staff during College operating hours.

Checking Attendance

AEC College provides the following avenues for students to check their attendance:

- Daily Absentee Sheet
 - Located on the Student Services notice board at the Foyer



- Weekly and Monthly Attendance File
 - Located on the Student Services Counter



- Weekly SMS alerts
 - Sent when students attain below 90% for the duration of the week or month

Important Note:

Responsibility for attendance (good or poor) lies with the student, and NOT the College, its affiliates, or any staff.

Counselling Services

Counselling services are available to students to help them cope with the demands of an international student. Students can arrange to have 1-to-1 personalised sessions with our qualified and experienced counsellors. The counselling service is free and kept strictly private and confidential.

To book an appointment, simply book an appointment via the Student Services Counter, or send an Email to marc-chao@aec.edu.sg.

The range of counselling services available are:

- Performance counselling
- Behavioral counselling
- Relationship counselling
- Academic counselling
- Peer counselling

Important Note:

Do not hesitate to look for us if you are having any problem.

Communication Channels

Students can access important and useful information via the following platforms:

- Email Correspondence
 - Students can expect to receive notification on important announcements such as attendance reminders, class timetable changes, etc.
 - If you have changed your Email address, you are required to update your particulars via the Student Services Counter or Student Portal.
- SMS Alerts
 - Important announcements such as attendance reminders, class cancellations, etc. will be sent through mobile phone SMS.
 - If you have changed your mobile number, you are required to update your particulars via the Student Services Counter or Student Portal.
- Posters
 - Located around the Student Services Counter, it contains useful information pertaining to upcoming College events and activities, short courses, co-curricular activities (CCAs), etc.



- Student Services Notice Board
 - Important announcements such as memorandums, reminders, daily attendance reports.



- AEC College Facebook Page
 - Useful information such as upcoming College events and activities, photos of past student events.
 - Available via the AEC College website
 - Or via the following link: <http://www.facebook.com/pages/AEC-College/138392332855308?v=wall>.



- AEC College Twitter
 - Displays the latest updates and information regarding College events and activities.
 - Available via the AEC College website
 - Or via the following link: http://twitter.com/AEC_College.



- AEC College Youtube Page
 - Displays College videos of student and staff events.
 - Available via the following link: <http://www.youtube.com/user/AECCollegeSingapore>.



- Student Portal
 - Provides a platform for students to conveniently access the following information:
 - AEC College Facebook Page
 - E-Leave Portal
 - Update of personal particulars and contact information
 - Peruse the latest announcements and memorandums
 - View class updates and class schedule
 - View the Student Events Calendar
 - Participate in the Student Satisfaction Survey
 - Checking of outstanding course fee payment
 - The Student Portal can be accessed via the AEC College website:



Username: Student Pass / FIN number, or NRIC number
 Password: Password123!
 (password can be changed upon logging in)

Example:

User name:

Password:

- AEC College Newsletter
 - Published quarterly, the AEC College Newsletter contains the latest news and happenings surrounding AEC College and its affiliates.
 - Students who have a flair for writing are encouraged to contribute to it. Contributors may submit their articles to the Newsletter editor, Mr. Mark Bastik at mark@aec.edu.sg.
 - Accessible via the AEC College website:



Student Events and Activities, Organisations and Clubs

AEC College strives to provide a holistic learning environment whereby students are encouraged to be involved in the planning and preparation of student events and activities, or participate and have fun in sports as co-curricular activities:

- **English Social Club (ESC)**
 - Where students from different nationalities gather to converse, share, learn, and play educational games only in English.
 - Registration is free, and forms are available via the Student Services Counter
- AEC College Student Council

- Gain valuable experience by teaming up with other student volunteers to plan and organise social events, educational outings, and fun-filled activities for the College.
- Email to marc-chao@aec.edu.sg to participate.
- AEC College Cricket Club
 - Friendly matches between AEC College and other institutions.
 - Registration forms available via the AEC College Library
 - Refer to the posters or Student Portal events calendar for updates
- AEC College Futsal Club
 - Registration forms available via the Student Services Counter
- AEC College Badminton Club
 - Registration forms available via the Student Services Counter
- AEC College Basketball Club
 - Registration forms available via the Student Services Counter



Academic and Skills Learning Centre (ASLC)

Students can also look forward to a variety of enrichments courses aimed at introducing technical and soft skills useful for their academic studies or future careers.

ASLC comprises of short courses such as:

- Microsoft Office Familiarisation Course
 - Familiarise yourself with the basics of using MS Excel, MS Word, and MS Powerpoint.
- Adobe Photoshop
 - Arm yourself with the powerful tools of Adobe Photoshop to manipulate pictures and graphics.
- 3D Animation
 - Learn to create interesting 3D objects via the PC.

- Adobe Illustrator
 - Harness the potential to create images and 2D designs.
- Dreamweaver
 - Create your very own website to showcase your world.

Accommodation

AEC College has arrangement with several hostel operators to provide affordable accommodation to its students. Amenities, room types and room rates vary for each hostel. Students who require assistance can approach our staff for advice.

CAREER SERVICES

The AEC College Career Services department aims to guide graduands in the transition from being a student, to a full-fledged employment ready individual. Arming graduands with relevant softskills to enhance their employability.

- Career Education Workshops
 - Conducted quarterly to equip students and graduands with writing an impressive curriculum vitae (CV), how to impress during an interview, and the dos and don'ts of what to wear during an interview.
- Resume (CV) Portal
 - An online interface for graduands to link up with prospective employers and vice-versa.
- Career Fairs
 - Students and graduands are invited to join in the bi-yearly expedition to Singapore Career Fairs to get an exposure to the current market demands and requirements.

FEEDBACK & DISPUTE RESOLUTION

Official feedback channels include:

- Face-to-face feedback
- Suggestions Box
- Telephone communication (+65) 64120744, Mondays to Fridays from 9am to 6pm, Saturdays from 9am to 1pm. The Institution is closed on Sundays and Public Holidays.
- Written feedback via email to feedback@aec.edu.sg.
- Student Feedback Form which can be obtained from the Student Services Counter

Feedback or complaints shall be handled by the Student Services Department in the following order:

Step 1

Any student who believes that he or she has a grievance shall first take up the matter with the Student Services officer or Head of Student Services within five (5) working days of its occurrence. The Student Services officer or Head of Student Services shall provide an opportunity for full discussion of the grievance with the aggrieved student. The Student Services shall respond within three (3) working days after receipt of the grievance from the aggrieved student.

Step 2

If the response of the Head of Student Services in Step 1 is unsatisfactory to the student and does not settle the issue, the aggrieved student may raise the issue to the Head of School within three (3) working days after the date on which the Student Services officer or Head of Student Services response was due. The Head of School shall provide opportunity for discussion and review, and shall respond within five (5) working days after receipt of the grievance from the aggrieved student.

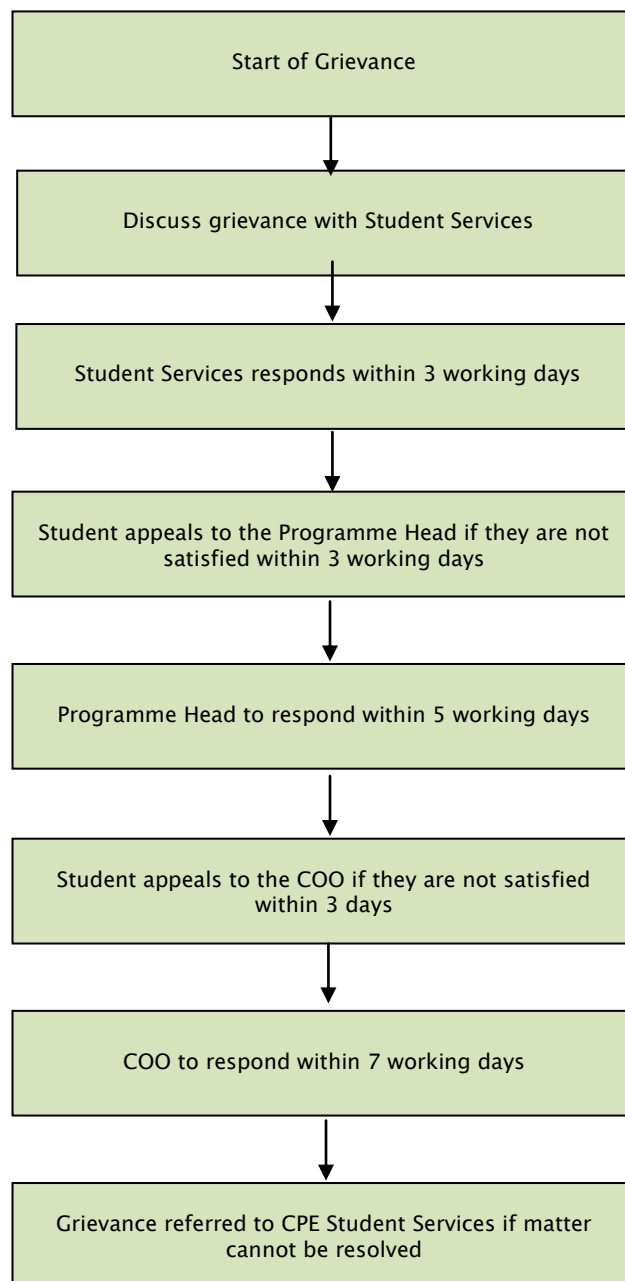
step 3

For grievances which have not been resolved in Step 2, the student may further appeal to the Chief Operations Officer (COO) within three (3) working days. The COO will take necessary action and decide on the matter. This decision shall be transmitted in writing to the aggrieved student within seven (7) working days from the date the grievance was brought to the attention of the COO. This

decision shall be final and not subject to further appeal unless further appeal is approved by regulation.

Step 4

In the event that the student and AEC College are unable to resolve a dispute in accordance to the grievance procedure, the student and AEC College shall refer the dispute to the Council for Private Education (CPE) Student Services at - 1 Orchard Road (YMCA Building), #01-01, Singapore 238824, as an alternative form of redress.



STUDENT CONTRACT

All students are required to sign the PEI–Student Contract as stipulated by CPE. This student contract is an important legal agreement governing the relations between AEC College and the students. The contract covers course information & fees, refund policy, Fee Protection Scheme and medical insurance, among other things. Please do not make payment before signing the contract.

The contract is in English. However, the Chinese and Vietnamese versions are also available. For details, students can also refer to the AEC website at www.aec.edu.sg.

Refund Policy

AEC College adopts a fair and reasonable refund policy for any payment made in compliance to the Council of Private Education (CPE) requirements. Details of the refund policy can be found in the student contracts.

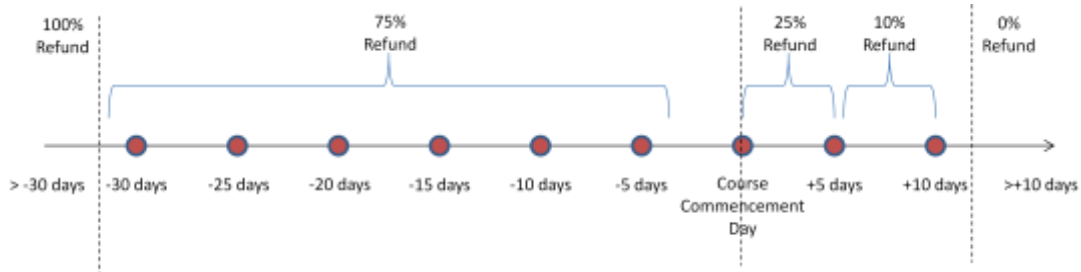
Refund for Withdrawals Without Cause

Where the Student withdraws from the course for any reason other than those set out in AEC College Standard Student Contract, Clause 2.2 or Clause 9, the AEC College shall, subject to Clause 3.5 of the AEC College Standard Student Contract, as soon as practicable after receiving the Student’s written notice of withdrawal according to schedule 3.1 of the AEC College Standard Student contract (and in any event no more than seven (7) working days after receiving such notice) refund to the Student the following sums (less any applicable bank administrative charges properly paid/payable under Student Contract, Clause 3):

Clause 2.4 table of Student Contract

% of [the aggregate amount of the fees paid]	If Student’s Written Notice of Withdrawal is Received
100%	(“Maximum Refund”) More than 30 days before the Commencement Date
75%	Before, but not more than 30 days before the Commencement Date
25%	After, but not more than 5 days after the

	Commencement Date
10%	More than 5 days after the Commencement Date, but not more than 10 days after the Commencement Date
0%	More than 10 days after the Commencement Date



Cooling-Off Period

AEC College shall provide the Student with a cooling-off period of 7 working days after signing the student contract. Within these 7 days and regardless whether the Course Commencement Date has passed, the Student can submit written notice of withdrawal to AEC College and receive the Maximum Refund amount stipulated by AEC College under Clause 2.4, AEC College Standard Student Contract (less any Course Fees consumed by the Student if the withdrawal date is later than the Course Commencement Date and the Student has started the Course, any AEC College administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable under Clause 3).

All students should have signed the acknowledgement of the cooling-off period in Schedule 3 of the contract. The cooling-off period commences from the date that Schedule 3 has been brought to the Student's notice.

TRANSFER, WITHDRAWAL AND DEFERMENT

Applications for transfer of courses or schools are subject to approval by ICA. Students are to note that should the application be rejected for whatever reasons, students will not be able to continue their studies in Singapore anymore.

Transfer means a student changes the course of study but remains as a student of AEC College. For an approved transfer request, the original student contract will be terminated and a new contract will be signed.

Withdrawal means student contract is terminated and the student is no longer a student of AEC College.

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.

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 Head of School. All deferment requests shall be supported by official documentary evidence.

FEE PROTECTION SCHEME & MEDICAL INSURANCE

AEC College has in place a Fee Protection Scheme as stipulated by CPE by way of escrow account/insurance facility. The FPS provider is HSBC INSURANCE (SINGAPORE) PTE. LTD.

AEC College shall collect fees in equal installment amounts from students with each collection not exceeding the collection cap calculated according to the formula stated in the student contracts.

AEC College has in place a hospitalisation and surgical (medical) insurance scheme for all its students as required by CPE under EduTrust certification scheme. The provider is HSBC INSURANCE (SINGAPORE) PTE. LTD.

This medical insurance scheme provides for an annual coverage limit of not less than \$20,000 per student, at least B1 ward or lower in government and restructured hospitals and 24 hours coverage in Singapore and overseas throughout the course duration. For details, please refer the AEC website at www.aec.edu.sg.

Claims Procedure for Government and Restructured Hospitals

On admission to a local hospital, student will have to pay for all charges upon discharge. Students can then download the claim form at: <http://www.insurance.hsbc.com.sg/1/2/sghi/customer-service/make-a-claim/group-hospital-surgical-claim>, or retrieve a copy of the claim form via the Student Services Counter during College operating hours.

Together with part one (1) of the claim form completed, the following documents must be submitted to the Student Services Counter:

- All original **final** hospital bills, doctor's bills and receipts
- Inpatient discharge summary
- Inpatient admission report (if available)
- Day surgery admission form (if available)

Forms are to be submitted within 15 days from:

- Date of death
- Date of discharge from hospitalisation
- Date which the expenses were incurred for which the claim is made

Claims Procedure for Private and Overseas Hospitals

On admission to a private or overseas hospital, student will have to pay for all charges upon discharge. Students can then download the claim form at: <http://www.insurance.hsbc.com.sg/1/2/sghi/customer-service/make-a-claim/group-hospital-surgical-claim>, or retrieve a copy of the claim form via the Student Services Counter during College operating hours.

Together with part one (1) (completed by yourself) and part two (2) of the form completed by the attending physician or surgeon, the following documents must be submitted to the Student Services Counter:

- All original **final** summary hospital bills
- All original **final** itemised hospital bills
- Doctor's bills and receipts

Forms are to be submitted within 15 days from:

- Date of death
- Date of discharge from hospitalisation
- Date which the expenses were incurred for which the claim is made

AEC COLLEGE LIBRARY

The AEC College library is equipped with an extensive range of books, magazines, and newspapers for borrowing as well as referencing. In addition, students can also access online materials, CDs and video resources. Photo-copying and printing services, in both black-and-white or full colour, are also available at reasonable rates. For details, please refer to the librarian.

Library Opening Hours (available for self-study and WiFi usage)

- Mondays to Fridays
 - 8:30am to 9:30pm
- Saturdays
 - 8:30am to 4:00pm
- Closed on Sundays and public holidays

Library Operating Hours (with Librarian assistance)

- Mondays to Fridays
 - 8:30am to 5:30pm
- Wednesdays
 - 11:00am to 8:00pm
- Saturdays
 - 8:30am to 12:30pm



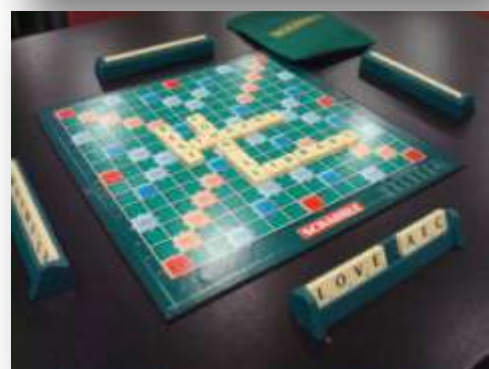
Magazines Available

- Fortune magazine
- Time magazine
- The Economist
- BBC Knowledge
- National Geographic
- And many more!



Games Available

- Scrabble
- Chinese and English Chess



DEAR @ Community Library Programme

AEC College has a collaboration with the National Library Board (NLB) where over a thousand books are available for reference at the AEC College Library. These books range from:

- Computer animation
- Business management
- Marketing
- Advertising
- Reading and writing
- Literature
- Fiction
- General interest, and many more

Loan Duration

Students can borrow a maximum of three (3) circulation books for up to one (1) week. Part-time (evening classes) and post-graduate students doing the MBA programme are entitled to loan up to five (5) circulation books for a maximum of two (2) weeks.

Library Fines

Late returns on circulation books will be at S\$0.50 per day for each book borrowed.

Students who misplace or damage (to the point where other students can no longer reasonably use the book) their borrowed books or borrowed item(s) are to replace the same title, or pay for the replacement and transport/delivery cost of the book.

Library Rules and Regulations

- Smoking, eating and drinking are strictly prohibited in the library, in and the surrounding areas of the College.
- Sleeping is not allowed.
- Silence must be maintained throughout the library
- Mobile phones must be switched to silent mode

USEFUL INFORMATION

How you can reach us:

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

Contact No: (+65) 6412 0700 / (+65) 6412 0744

Fax No: (+65) 6412 0750

Email: feedback@aec.edu.sg

Website: www.aec.edu.sg

E-Leave: www.aec.edu.sg/eduportal

Singapore Emergency and Useful Phone Numbers

Emergency	
Police	999 (toll-free)
Emergencies/Ambulance/Fire	995
Non-emergency ambulance	1777
Police Hotline	6225 0000
Traffic Police	6547 0000
Pet Ambulance and Transport	6552 2222
AAS Emergency Road Service	6748 9911
Hospitals	
Alexandra	6473 5222
Changi	6788 8833
East Shore	6344 7588
Gleneagles	6473 7222
KK Women's & Children's	6293 4044
Mt Alvernia	6253 4818
Mt Elizabeth	6737 2666
NUH	6779 5555
SGH	6222 3322
Tan Tock Seng	6256 6011
Thomson	6256 9494
Drug & Poison Information Ctr	6423 9119
Transportation	
CityCab Taxi	6552 2222
Comfort CabLink Taxi	6552 1111
TIBS Taxi	6555 8888
Yellow-Top Cab	6552 2828
SBS Bus	62872727
TIBS Bus	6482 5433
MRT	6336 8900
Airport Information	
Flight Information	1800 542 4422
Directory Assistance	6777 7777
Time of Day	1711
Weather	6542 7788
Tourist Information	
Tourism Information	1800-7362 000
Sentosa	6275 0248
Thailand	6235 7901
Malaysia	6532 6351
Courier Services	
<i>Looking for courier services? www.dpex.com</i>	
DHL	1800 285 8888
FedEx	1800 743 2626
TNT	1800 745 3122
UPS	1800 738 3388
DPEX	6781 8888
Da's Express	6310 2891
Credit / Charge Cards	
America Express	6299 8133
Citibank	6225 5225
Diners Club	6294 4222
Master Card	6533 2888
Visa Card	1800 345 1345

Source: http://www.expatchoice.com/relocation_guide/useful_resources/useful_numbers.htm - 24 Feb 2012

Do you need to speak to our Counsellor?

If you are troubled or experiencing emotional or social distress, it helps to speak to a counsellor.

Please make an appointment to see our counsellor during office hours at 64120731 or email to marc-chao@aec.edu.sg.

You may also find the numbers below useful should you wish to call any of them especially after office hours.

Organisations	Contact No.	Operating Hours
Crisis Helpline Samaritans of Singapore	1800-2214444	24 hours
Mandarin Helpline Care Corner 800 Mandarin Hotline	1800-3535800	Mon - Sun (10am to 10pm)
Women AWARE	1800-7745935	Mon - Fri (3pm to 9:30pm)
Singapore Association for Mental Health	1800-2837019	Mon - Fri (9am to 6pm)
Pregnancy Hotline	63399700	Mon - Fri (9am to 5pm)

Immigration and Checkpoints Authority of Singapore (ICA)

10 Kallang Road ICA Building

Singapore 208718

Tel: 6391 6100

Website: www.ica.gov.sg

Council for Private Education (CPE)

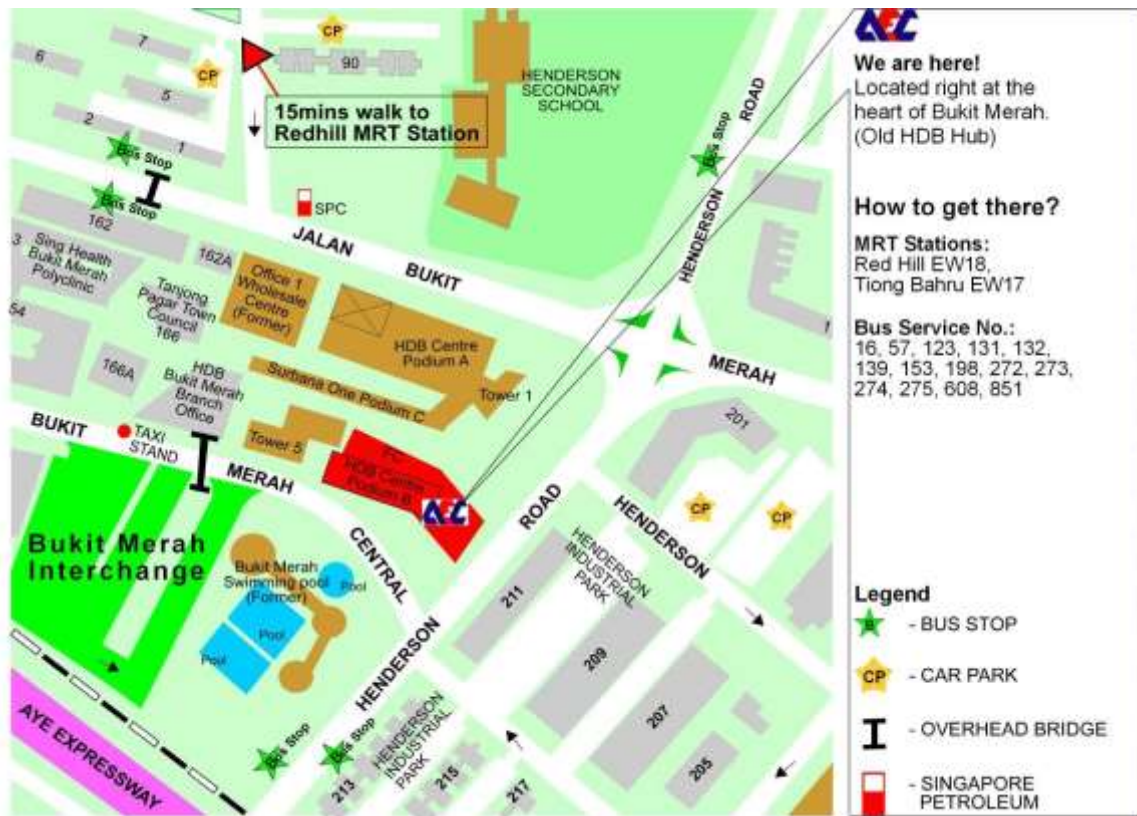
CPE Student Services Centre

1 Orchard Road (YMCA Building), #01-01 (Nearest MRT: Dhoby Ghaut)

Tel: 6499 0300

Website: www.cpe.gov.sg

LOCATION MAP



Free Shuttle Service between Bukit Merah Campus and Redhill MRT station is available to all students. Look out for the words "Connection One" written in large words at the front of the bus. The shuttle service runs from 7.30am to 9.40am and 5.00pm to 7.10pm during weekdays. For more details, please refer to the AEC website.