Ascend Student Handbook
Term 2 2012

Ascend Student Graduation
# Table of Contents

<table>
<thead>
<tr>
<th>Item</th>
<th>Page no.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.0 Welcome from Ascend CEO</strong></td>
<td>4</td>
</tr>
<tr>
<td><strong>2.0 About Ascend Education Centre</strong></td>
<td>5</td>
</tr>
<tr>
<td>2.1 Vision</td>
<td>5</td>
</tr>
<tr>
<td>2.2 Mission</td>
<td>5</td>
</tr>
<tr>
<td>2.3 Quality</td>
<td>5</td>
</tr>
<tr>
<td>2.4 Values</td>
<td>5</td>
</tr>
<tr>
<td>2.5 Culture</td>
<td>6</td>
</tr>
<tr>
<td>2.6 Policies</td>
<td>6</td>
</tr>
<tr>
<td>2.7 Service Quality Targets</td>
<td>7</td>
</tr>
<tr>
<td>2.8 Staff Profiles</td>
<td>8</td>
</tr>
<tr>
<td>2.9 Student Support Team</td>
<td>8</td>
</tr>
<tr>
<td><strong>2.10 Full-time teachers</strong></td>
<td>9</td>
</tr>
<tr>
<td><strong>3.0 Student Protection</strong></td>
<td>12</td>
</tr>
<tr>
<td>3.1 Student Contract</td>
<td>12</td>
</tr>
<tr>
<td>3.2 Fee Protection Scheme</td>
<td>12</td>
</tr>
<tr>
<td>3.3 Medical Insurance Protection</td>
<td>13</td>
</tr>
<tr>
<td>3.4 Medical Claim Form</td>
<td>14</td>
</tr>
<tr>
<td>3.5 Singapore Public Hospitals</td>
<td>14</td>
</tr>
<tr>
<td><strong>4.0 ICA Student Pass Guidelines</strong></td>
<td>16</td>
</tr>
<tr>
<td>4.1 Student Pass Application Procedures</td>
<td>16</td>
</tr>
<tr>
<td>4.2 Student Pass Collection Procedures</td>
<td>16</td>
</tr>
<tr>
<td>4.3 Fees payable to Immigration and Checkpoints Authority (ICA)</td>
<td>16</td>
</tr>
<tr>
<td>4.4 Renewal of Student’s Pass</td>
<td>17</td>
</tr>
<tr>
<td>4.5 Transfer of School / Course of Study</td>
<td>17</td>
</tr>
<tr>
<td>4.6 Change of Local Address</td>
<td>17</td>
</tr>
<tr>
<td>4.7 Replacement of Lost Student’s Pass</td>
<td>17</td>
</tr>
<tr>
<td>4.8 Policies for Full Time International Students</td>
<td>18</td>
</tr>
<tr>
<td>4.9 Other Important Information</td>
<td>18</td>
</tr>
<tr>
<td><strong>5.0 Rules and Regulations</strong></td>
<td>19</td>
</tr>
<tr>
<td>5.1 Ascend School Rules</td>
<td>19</td>
</tr>
<tr>
<td><strong>6.0 Course Information</strong></td>
<td>21</td>
</tr>
<tr>
<td>6.1 Academic Schedule for 2012</td>
<td>21</td>
</tr>
<tr>
<td>6.2 Daily Class Schedule</td>
<td>22</td>
</tr>
<tr>
<td>6.3 Notices</td>
<td>22</td>
</tr>
<tr>
<td>6.4 Ascend English Pathway</td>
<td>22</td>
</tr>
<tr>
<td>6.5 About Full-time Certificate in English as a Global Language Courses</td>
<td>23</td>
</tr>
<tr>
<td>6.6 About Short Certificate in English as a Global Language Courses</td>
<td>24</td>
</tr>
<tr>
<td>6.7 About Part-time Certificate in English as a Global Language Courses</td>
<td>25</td>
</tr>
<tr>
<td>6.8 About International English Language Testing System</td>
<td>26</td>
</tr>
<tr>
<td>6.9 About Full-time Preparatory Course for IELTS</td>
<td>29</td>
</tr>
<tr>
<td>6.10 About Part-time Preparatory Course for IELTS</td>
<td>29</td>
</tr>
<tr>
<td><strong>7.0 Exam Information</strong></td>
<td>30</td>
</tr>
<tr>
<td>7.1 Examination Notifications</td>
<td>30</td>
</tr>
<tr>
<td>7.2 Eligibility for Examinations</td>
<td>30</td>
</tr>
<tr>
<td>7.3 Deferment from Examination</td>
<td>30</td>
</tr>
<tr>
<td>7.4 Absence from Examination</td>
<td>30</td>
</tr>
<tr>
<td>7.5 Examination Regulations</td>
<td>31</td>
</tr>
<tr>
<td>7.6 Examination Results</td>
<td>31</td>
</tr>
<tr>
<td>7.7 Course Grades</td>
<td>31</td>
</tr>
<tr>
<td>Section</td>
<td>Page</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>7.8 Examination Board &amp; Academic Board Members</td>
<td>32</td>
</tr>
<tr>
<td>7.9 Application for Review of Failed Exam Paper</td>
<td>34</td>
</tr>
<tr>
<td>7.10 Application for Appeal against a Failure in a Course</td>
<td>35</td>
</tr>
<tr>
<td><strong>8.0 Refund, Transfer, Withdrawal Policies &amp; Procedures</strong></td>
<td>35</td>
</tr>
<tr>
<td>8.1 Ascend Refund Policy</td>
<td>35</td>
</tr>
<tr>
<td>8.2 Withdrawal and Refund Policy</td>
<td>35</td>
</tr>
<tr>
<td>8.3 Withdrawal with Cause and Refund Policy</td>
<td>36</td>
</tr>
<tr>
<td>8.4 Withdrawal and Refund Policy during Cooling off Period</td>
<td>36</td>
</tr>
<tr>
<td>8.5 Transfer Policy (within Ascend Education Centre) and Refund Policy</td>
<td>36</td>
</tr>
<tr>
<td>8.6 Ascend Withdrawal Procedure</td>
<td>36</td>
</tr>
<tr>
<td>8.7 Ascend Withdrawal Process</td>
<td>38</td>
</tr>
<tr>
<td>8.8 Ascend Transfer Procedure</td>
<td>39</td>
</tr>
<tr>
<td>8.9 Ascend Transfer Process</td>
<td>40</td>
</tr>
<tr>
<td>8.10 Ascend Refund Procedure</td>
<td>41</td>
</tr>
<tr>
<td><strong>9.0 Student Support Services</strong></td>
<td>42</td>
</tr>
<tr>
<td>9.1 Library</td>
<td>43</td>
</tr>
<tr>
<td>9.2 Student Extracurricular Activities</td>
<td>43</td>
</tr>
<tr>
<td>9.3 Wireless Internet Connection</td>
<td>43</td>
</tr>
<tr>
<td>9.4 School Notice Board</td>
<td>43</td>
</tr>
<tr>
<td>9.5 Sky Roof Terrace</td>
<td>43</td>
</tr>
<tr>
<td>9.6 Academic Support</td>
<td>43</td>
</tr>
<tr>
<td>9.7 Student Pastoral Counseling</td>
<td>44</td>
</tr>
<tr>
<td>9.8 Educational Opportunities Counseling</td>
<td>44</td>
</tr>
<tr>
<td>9.9 Ascend Emergency Contacts</td>
<td>45</td>
</tr>
<tr>
<td>9.10 Student Complaint Procedure &amp; Process</td>
<td>45</td>
</tr>
<tr>
<td>9.12 Ascend Policy on Complaints</td>
<td>45</td>
</tr>
<tr>
<td>9.13 Student Complaint Procedure</td>
<td>45</td>
</tr>
<tr>
<td>9.14 Student Complaint Process</td>
<td>47</td>
</tr>
<tr>
<td><strong>10.0 Introduction to Living in Singapore</strong></td>
<td>48</td>
</tr>
<tr>
<td>10.1 Cost of Living</td>
<td>49</td>
</tr>
<tr>
<td>10.2 Accommodation</td>
<td>50</td>
</tr>
<tr>
<td>10.3 Financial</td>
<td>50</td>
</tr>
<tr>
<td>10.4 Telecommunication</td>
<td>51</td>
</tr>
<tr>
<td>10.5 Transport</td>
<td>51</td>
</tr>
<tr>
<td>10.6 Arts, Theatre and Cinema</td>
<td>53</td>
</tr>
<tr>
<td><strong>11.0 Useful Contacts</strong></td>
<td>55</td>
</tr>
<tr>
<td>11.1 Emergency Contacts</td>
<td>55</td>
</tr>
<tr>
<td>11.2 Ascend Emergency Contacts</td>
<td>55</td>
</tr>
<tr>
<td>11.3 Public Hospitals</td>
<td>55</td>
</tr>
<tr>
<td>11.4 CPE Student Services Centre</td>
<td>56</td>
</tr>
<tr>
<td>11.5 Other Useful Contacts</td>
<td>56</td>
</tr>
<tr>
<td>11.6 Stay in touch with friends online</td>
<td>56</td>
</tr>
<tr>
<td>11.6 Embassies</td>
<td>57</td>
</tr>
<tr>
<td>11.7 Notes</td>
<td>59</td>
</tr>
</tbody>
</table>
1.0 Welcome from Ascend CEO

Dear Students,

A warm welcome to Ascend Education Centre Singapore!

The purpose of this handbook is threefold. First, to introduce you to Ascend and the English Language Certificate courses we offer. Second, to let you know about the procedures and policies you will need to follow to complete your studies with us. And third, to give you updated information on studying with Ascend and living in Singapore.

At Ascend, we do not look at English as a ‘foreign language’, but rather as a ’global language’, ownership and mastery of which is increasingly necessary in today’s global economy and society. Our education goal at Ascend is to bring the English language closer to you through our English learning environment and our English as a Global Language (EGL) curriculum. Through active participation in both our classroom and social based activities our students will be able to communicate fluently and co-operate effectively with each other. In this way, you will be prepared to use the English language successfully for academic, social, and career advancement.

We trust that you will have a fruitful learning experience while you study English with us here at Ascend. If I can be of any assistance in helping you during your stay with us at Ascend please do not hesitate to contact me or any of my staff. We are all here to assist you in improving your English.

David Doyle
CEO
Ascend Education Centre
www.ascend.edu.sg
Email: david.doyle@ascend.edu.sg
2.0 About Ascend Education Centre Singapore

2.1 Vision

To be the trusted provider of professional English language courses and services in Singapore.

2.2 Mission

To inspire our students to express themselves with confidence through the delivery of high-quality English language courses.

2.3 Quality Policy

We are committed to continuously improving the quality of our courses and services. Ascend defines quality in terms of three core dimensions: quality of staff, quality of materials and quality of learning environment. First, we define quality in terms of the professionalism of our staff, from our academic team to our marketing team. Second, we define quality in terms of utilizing the best learning materials and resources available. Third, we define quality in terms of our English learning environment with classes of no more than 15 students. These three aspects of quality provide the foundation of our education mission. Our commitment to quality is further defined and articulated through our core values of professionalism; partnership; respect and success.

2.4 Core Values

Professionalism

At Ascend we are committed to delivering professionalism in our management, marketing, teaching, training and support services to improve our students’ total learning experience. We aim to demonstrate professionalism in management and marketing through our commitment to accuracy, efficiency and transparency. In our teaching, training and support services we aim to demonstrate our professionalism through our commitment to excellence.

Partnership

Ascend values the development of meaningful partnerships with individuals, educational consultants, educational organizations and service providers within the wider learning community that provide linkages which help define our mission. We are committed to listening to those we serve to improve our operations, to adapt to the changing needs of our clients and to forging new partnerships to improve our range of services.

Respect

As caring and concerned educators we are committed to developing an English learning community where students regardless of their cultural background are treated with respect and where cultural understanding and trust are promoted through interactive classroom based learning and participation in organized cultural activities outside of the classroom.
Success

Ascend is a shared learning community between students, teachers and stakeholders grounded in the reality of providing students with the English language skills necessary for academic, social and career success. In this way we contribute to the cultural and economic wealth of local and global communities where English communication skills are required.

2.5 Culture

Based on our values Ascend is committed to developing an open culture where both staff and students are treated with concern and respect in working together to build a successful English learning community.

2.6 Policies

In line with our commitment to quality at Ascend, we have the following policies and procedures in place for our students:

- **Professional Teaching Staff Policy:** Ascend will guarantee an experienced and qualified teacher in the English as a Second Language field with a recognised primary degree and a suitable qualification in ESL — one of: CELTA, TEFL, TESOL, MA Applied Linguistics, BA English) to teach our students.

- **Teacher Student Ratio Policy:** We have a maximum teacher-student ratio of 1:15 for all part-time and full-time certificate courses to ensure you have enough time to practice your speaking and for your teacher to be able to give you individual attention.

- **Student Protection Policy:** Students at Ascend, in line with the stipulations laid down by the Council for Private Education (CPE), a government statutory board, have in place a Fee Protection Scheme and a Medical Insurance Scheme with HSBC Insurance Private Ltd.

- **Refund, Withdrawal, Transfer Policies and Procedures** can be found in chapter 15 (fifteen).

- **Feedback Policy:** Ascend has a comprehensive feedback system in place to ensure that you are listened to. Please see chapter 16 (sixteen) for more details.

- **Student Confidentiality Policy:** We have a commitment to confidentiality so that any personal information provided by you will be kept strictly confidential and is used only for the purpose of administering admission into Ascend.

- **Student Discount Policy:** We offer discounts on stated course fees for existing Ascend full-time and part-time students who wish to continue studying a full-time or part-time course with us from one term to the next. We also offer discounts for our existing full-time and part-time students who wish to take up another part-time course. There is no discount for students who take a Short Course and then continue onto either a full-time and part-time course.
2.7 **Service Quality Targets 2012**

1) Resolve all complaints /disputes within 20 working days.

2) Process Refund Requests within 7 days upon receipt of written request.

3) Achieve a lecturer rating of at least 4 out of 5 consistently.

4) Achieve an overall student satisfaction rating of 4 out of 5 consistently.
2.8 Ascend Staff Profiles

**David Doyle, CEO of Ascend**

an Irish citizen and Singapore PR, is the CEO of Ascend with a diverse background in the education industry. David was a research and teaching assistant at the University of Wales, Aberystwyth where he was a British Council Chevening Scholar in International Relations from 1996-1997. He holds a primary degree in Economics and a Masters Degree in International Relations. Since 2001, David has made Singapore his home, working and teaching in the Education industry. In 2003 he completed his CELTA with the British Council Singapore. In June 2004, David, in partnership with fellow Irishman Gareth O’Brien, started Ascend Education Centre.

**Ranitha Naidu Doyle, Deputy CEO of Ascend,**

a Singaporean, graduated from the National University of Singapore with a Bachelor of Arts. She has a Cambridge CELTA from The International House, London. Ranitha's work experience in the private education industry in Singapore spans over 16 years. Ranitha has worked as a Marketing Manager and Product Development Manager in an MNC. She has also taught and managed students from across the globe and specialises in the teaching of English. An avid traveller herself, Ranitha enjoys meeting students from all over the world.

**Tay Shu En, Student Admissions Officer,**

joined Ascend in 2010 as the Student Admissions Officer. Shu En loves communicating with students and possesses excellent follow up skills. She works well in a team environment and is responsible. Before joining Ascend, Shu En worked at a tuition centre managing a team of staff and attending to students.

**Bala, Accounts Executive**

joined Ascend in 2010 as the Accounts Executive. Bala loves working with numbers and is currently studying to become a practicing accountant. Bala enjoys working in a multicultural environment with students and staff from all over the world. Before joining Ascend, Bala also worked in the education industry.
**Jimmy Chong, Student Service Executive**

a Singaporean, is the school's Student Services Executive. He has worked in various companies in Singapore for the past year, and has recently found himself a place in Ascend. Being truly grateful for this given opportunity, he is determined to give his best to succeed in his field. A diligent and hardworking individual, he believes in delivering quality service and using the best of his abilities to assist and give support to students during their stay at Ascend. With his personality, good communication skills and fast response, students are assured that their needs will be catered accordingly.

**Academic Manager – Tim Green,**

is from the UK. He qualified as a CELTA teacher here in Singapore. Tim believes in building a good rapport with his students and making his lessons as interactive as possible to encourage life-long learning. He enjoys helping students to improve their English and finds it enormously rewarding to see students developing their skills. Tim previously worked for a British Member of Parliament for nearly 12 years as Office Manager and Senior Research Assistant, and holds a Master’s degree in Politics from Birkbeck College, University of London native of Ireland, Paul worked as a Secondary School Teacher in his home country for four years before moving on to China, where he worked as an ESL Teacher at the Shanghai Institute of Foreign Trade. From there, he moved to Singapore where has been teaching since.

**Lisa van der Berg – Lab Manager,**

is from South Africa and has been teaching, training, facilitating and lecturing. Her students have spanned the full spectrum from complete novices to highly proficient individuals and from toddlers, through primary, secondary, tertiary and adult learners. Her classrooms have been in kindergartens, schools, universities, language centres and community centres in North America, South Africa, Hong Kong and now in Singapore. She tries to create an honest and authentic, dynamic and interactive classroom where students from all walks of life feel comfortable participating and communicating. She aims to provide age and level appropriate materials and activities that are both interesting and challenging to her students. She uses positive reinforcement and constructive correction to maintain a high level of motivation in her classes and to keep all her students progressing towards their desired learning outcomes.

**2.10 Full-time Teachers**

**Annie Fosselius,**

is a Danish citizen who has worked in Singapore for the last 14 years. Annie holds a Masters in Danish Language, Literature and History with a special focus on linguistics as well as a Cambridge CELTA. For the last eleven years. Annie has been teaching EFL, IELTS and Simple Business Courses to a variety of students of all ages. In addition, Annie has also given private tuition to employees and diplomats from the Korean Embassy. She loves teaching and she especially enjoys learning about her students’ backgrounds and their countries cultures and religions. Annie has established informal movie and book clubs with her current and ex-students to help them to continue improving their English.
**Victoria Fury,**
is a Canadian who has lived and worked in Singapore and Indonesia for 13 years. She has taught EGL at all levels, as well as Business and Hospitality English and IELTS. Victoria holds a TESOL Certificate with an educational background in English Lit. and Psychology. Her teaching approach is one of patient guidance, aid and encouragement, combined with a liberal dash of humor to make learning enjoyable. She firmly believes that the friendly, open, caring learning environment and experienced, committed teachers at Ascend are a key

**Jane Hellner,**
is a New Zealander living in Singapore. She has a Bachelor of Arts degree in Social Anthropology from Otago University, Dunedin New Zealand and a CELTA qualification from University of Waikato, New Zealand. She has a particular interest in linguistics and enjoys working with her students to improve their skills in all aspects of the English language. Jane has worked in schools in both New Zealand and Singapore for the past twelve years, in a number of roles including Librarian and Manager of Teaching Resources. She has worked with a variety of age groups but has found teaching adults to be particularly enjoyable and rewarding.

**Vinitha Mukherhee,**
a native of India and has lived in Singapore and Malaysia for the last 11 years. She has a bachelor's degree in English literature from the University of Bombay, India as well as a TESOL certification from SEA English Academy (Australia). She has taught ESL at all levels, IELTS and conducted public speaking and communication workshops. She believes in leveraging her teaching experience and academic background to design engaging and inspiring lessons to effectively address the curriculum and help students realize their individual potential. She firmly believes that a comfortable and enjoyable classroom experience is the key to positive learning.

**Christina Hennessey,**
is from Ireland. She has been an English language teacher for 7 years. She always wanted to teach English as she likes to see progress in her students and she likes to understand their needs in English language learning. Her students also teach her a lot about their countries and she enjoys her classes with them. She has taught English in Taiwan, Hong Kong and now Singapore. Both Taiwan and Singapore have been her favourite countries to teach English as she can also attend classes to use and learn a new language - Mandarin. There is a saying that if you kiss the Blarney Stone in her native land Ireland, you can gain the gift of eloquence.

**Michael Ahern,**
is from Ireland and has recently completed his TEFL (Teach English as a Foreign Language) training. Michael went to Dublin City University where he studied a humanities course majoring in History, English and Theology. Michael traces his wish to teach back to the influence of one of his own teachers while he was studying at secondary school. Learning from his mentor, Michael is keen to ensure all his classes are as interactive as possible. Michael enjoys nothing more than giving his students the tools and opportunities to practice in a safe and enjoyable atmosphere where each student can achieve their maximum potential.
David Town,
is from New Zealand, but spent many of his formative years in Singapore, having lived here for nine years here as a child. He has worked in various positions, including as an Editor and an Urban Planner, but has returned to English teaching as that is what he enjoys most. He has taught all levels in Beijing, Moscow and Auckland. He has a Bachelor's degree in Science and Law and a Master's Degree in Environmental Policy, as well as a Cambridge CELTA teaching qualification. More recently, he has begun the DELTA programme to continue his professional development. What David enjoys most about teaching is having the opportunity to interact with people from a variety of different backgrounds and cultures and he believes that such interaction paves the way

Scott Dooley
is from Wellington, New Zealand. He studied for a Diploma of Teaching and Bachelor of Education at Massey University, NZ. He has taught in Thailand, Korea, Indonesia and Singapore. He believes that learning should be fun and productive. Scott enjoys eating and traveling.
3.0 Student Protection

With the implementation of the Private Education Act in 2009, the Council of Private Education (CPE), a government statutory body, was established to regulate the private education sector in Singapore. All Private Education Institutions (PEI) are required to comply with the regulations under the new Act. Under the Private Education Act, the Council for Private Education will implement two schemes — the Enhanced Registration Framework (ERF) and a quality assurance scheme called EduTrust.

As required under the Enhanced Registration Framework, Ascend undertakes to inform CPE and its students of any change in ownership or management within 14 working days.

Ascend is going through a transition period to EduTrust and has put in place some mandatory requirements, namely PEI-Student Contract, Fee Protection Scheme (FPS) and Medical Insurance Coverage, under the EduTrust Certification Scheme regulated by the Council of Private Education (CPE).

3.1 PEI-Student Contract

The aim of the new quality assurance, Edutrust, is to enhance the confidence of students and their parents in the quality of education in Singapore, Ascend will enter into a standard PEI-Student Contract with the student. The purpose of the contract is to safeguard the students’ rights by laying out important terms and conditions governing the relationship between the student and Ascend.

A copy of the PEI-Student Contract and Advisory Note in English is available for your reference on the Ascend Website at www.ascend.edu.sg. We also encourage you to also refer to a copy of the PEI-Student Contract (in Chinese 参考学生合同 and Vietnamese hợp đồng cho học sinh tham khảo) at: http://www.cpe.gov.sg/cos/o.x?c=/cpe/pagetree&func=view&rid=485

3.2 Fee Protection Insurance

Ascend is a Private Education Institution (PEI) that participates in the Fee Protection Scheme (FPS). The EduTrust for Education is mandatory for all private education providers with international students effective of the 21 December 2009. All fees collection from students, both local and international will be protected via an escrow bank account or insurance scheme. Ascend adopts the HSBC Insurance FPS insurance scheme. A copy of the master insurance agreement between CPE, Hong Kong and Shanghai Banking Corporation Insurance and Lonpac Insurance Bhd (the “Master Insurance Agreement”) and acceded to by Ascend for the purpose of insuring, among other things, the Student is available at www.ascend.edu.sg.

The Master Insurance Agreement sets out, among other things, the events under which Hong Kong and Shanghai Banking Corporation Insurance shall indemnify the Student for Fees paid to SIC.
The FPS protects the international students' fees in the event a PEI is unable to continue operations due to insolvency and/or regulatory closure. It also protects the student if the PEI fails to pay penalties or to return fees to students arising from judgments made against it by the Singapore Courts; or, in the case of death or permanent disability by accident.

All students are required to sign the Standard-PEI Student Contract, applying for the FPS and acknowledge the Form 12 of Private Education Act (No.21 of 2009) to verify that they fully understand the FPS - Regulation 25(5)(b). Students can also check on their fees protection status via the CPE website – www.cpe.gov.sg by inputting either their Singapore Identification Card number (NRIC) or Foreign Identification Number (FIN).

For the FPS insurance protection, insurance will be purchased within the same day via the HSBC EduSphere portal when fee is collected and receipt of payment is issued. However, in the case of student fee payment via telegraphic transfer or e-banking, the insurance will be purchased within three (03) working after the fee is credited to our bank account and issuance of payment receipt.

All update on changes to student status will be notified to HSBC Insurance via EduSphere portal. Email notification from EduSphere will also go to students directly.

3.3 Medical Insurance

As required by the Council for Private Education, a government statutory body, Ascend has purchased a group medical insurance scheme for our students which covers hospitalization and related medical treatment for their entire course duration. Minimum feature/coverage for medical insurance as per arrangement with HSBC:

- Annual limit not less than S$20,000.00 medical costs coverage per student;

- at least B2 ward stay (in government and restructured hospitals); and

- 24 hours coverage in Singapore and overseas (if student is involved in school-related activities), throughout the course duration, and the Student is encouraged to seek advice on whether more comprehensive insurance cover is required or desired.

All students enrolled with Ascend will be covered by the Group Medical Insurance. The Group Medical Insurance’s benefit details are as follows:
<table>
<thead>
<tr>
<th>Benefit schedule:</th>
<th>Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>1a) Daily room &amp; board</td>
<td>As charged in B1 wards in Singapore Government/</td>
</tr>
<tr>
<td>1b) Intensive Care Unit</td>
<td>Singapore Government/Restructured Hospitals up to</td>
</tr>
<tr>
<td>(Subject to overall maximum limit of 90 days)</td>
<td>the overall maximum limit per policy period</td>
</tr>
<tr>
<td>2) Hospital miscellaneous services</td>
<td>10%</td>
</tr>
<tr>
<td>3) Surgical benefit</td>
<td></td>
</tr>
<tr>
<td>(Subject to schedule of surgical fees)</td>
<td></td>
</tr>
<tr>
<td>4) In-hospital doctor’s visit per day limit</td>
<td></td>
</tr>
<tr>
<td>(Max 90 days)</td>
<td></td>
</tr>
<tr>
<td>5) Pre-hospitalisation specialist consultation</td>
<td></td>
</tr>
<tr>
<td>6) Pre-hospitalisation diagnostic X-ray &amp; laboratory</td>
<td></td>
</tr>
<tr>
<td>7) Supplemental accident expense</td>
<td></td>
</tr>
<tr>
<td>8) Post-hospitalisation follow-up treatment</td>
<td></td>
</tr>
<tr>
<td>(within 90 days)</td>
<td></td>
</tr>
<tr>
<td>9) Co-insurance will apply if insured student is</td>
<td></td>
</tr>
<tr>
<td>warded in a higher ward ion Singapore Govt/Restructured Hospitals or</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Overall Maximum Limit Per Policy Period (SS) (Item 1 to 8)</strong></td>
<td>20,000</td>
</tr>
<tr>
<td><strong>Additional Benefit</strong></td>
<td></td>
</tr>
<tr>
<td>10) Death benefit</td>
<td>5,000</td>
</tr>
</tbody>
</table>

For more details please visit the CPE website: http://www.cpe.gov.sg or contact the CPE Student Services at 6592 2108

Medical insurance coverage is not compulsory for part-time students, SC/PR students and non-STP international students. Students who choose to opt out of the medical insurance are to show proof that they have their own medical insurance before making a declaration in the private education institution-student contract to opt out of the medical insurance scheme.

### 3.4 Medical Claim Form

The claim form can be downloaded from http://www.ascend.edu.sg website or collected from the customer service team at the front reception desk.

### 3.5 Singapore Public Hospitals

For an ambulance, dial 995

**Singapore General Hospital (SGH)**
Outram Rd, S169608
Tel: 6222322
www.sgh.com.sg

**Tan Tock Seng Hospital (TTSH)**
11 Jalan Tan Tock Seng, S308433
Tel: 62566011
www.ttsh.com.sg
National University Hospital (NUH)
5 Lower Kent Ridge Road, S119074
Tel: 6772555
www.nuh.com.sg

Alexandra Hospital
378, Alexandra Road
Singapore 159964
Tel: 65 6476 8828
www.alexhosp.com.sg

Changi General Hospital
2 Simei Street 3
Singapore 529889
Tel: 6788 8833, 6780933
www.cgh.com.sg
4.0 Information for International Student Pass Holders

4.1 Student Pass Application Procedures

Ascend will assist you in applying for your student pass. We will send you the application form and once you return it to us with the application fee payment we will ensure that all the required information is entered by our student admission officer into SOLAR+. The Online payment of S$30 required by ICA is absorbed by Ascend.

New applications for Student Pass must be submitted at least six weeks and not more than six months before the course starts. 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. Ascend will email successful applicants an IPA (In-Principal-Approval) letter from ICA, and they may enter Singapore to complete the Student Pass formalities.

4.2 Student Pass Collection Procedures

The following documents are required for collection of Student Pass at ICA.

- In-principle approval (IPA) letter for Student's Pass. *In the IPA letter, ICA may request some applicants to furnish additional documents in support of the application, where necessary.*
- Valid Passport and a copy of the personal particulars page
- Embarkation/Disembarkation Card
- Recent passport-sized colour photograph, taken against white background
- Medical Report (ICA) and original copy of the Laboratory Report if requested in IPA.
- The printout of Student Pass application e-Forms (16, V36A, V39S and V36, where applicable) submitted through SOLAR+ and duly signed by the applicant

4.3 Fees payable to Immigration and Checkpoints Authority (ICA)

- The student must pay ICA for **Student Pass Issuance Fee & Multiple Visa Entry/Exit Fee** (payable to ICA. Issuance fee of S$60 is required for every pass that is issued. Payment can either be made online with Credit/Debit card or internet banking (Citibank, DBS/POSB/UOB/ Amex) or at the self-service kiosk at ICA Building (1st level C lobby) by eNets or Cash card. An additional
fee of S$30 for a single entry visa and S$30 for multiple entry visas may be applicable.

- In addition, on collection of student pass, students must pay ICA a Security Deposit of S$1,000/$1,500/$5,000 payable to ICA by Bankers Guarantee/NETS. The Security Deposit is returnable to the student on completing their studies in Singapore.

4.4 Renewal of Student’s Pass

Students who wish to continue taking the same course in the same school may renew their Student’s Pass via the SOLAR+ system. Applications to renew a Student’s Pass are to be submitted via the SOLAR+ system 2 weeks before the expiry of the existing Student’s Pass. In general, renewal of a Student’s Pass would take about 3 working days to process (excluding the day of submission and collection) upon the receipt of a duly completed application by ICA. Nonetheless, some applications may require a longer time to process.

4.5 Transfer of School / Course of Study

Applicants who wish to apply for a new Student’s Pass in order to take up a different course or to study in a different Private Education Institute (PEI) are to submit an application for the transfer of school/course of study at least 4 weeks before the course begins. In general, an application to transfer school/course would take about 3 working days to process (excluding the day of submission and collection) upon the receipt of a duly completed application by ICA. Nonetheless, some applications may require a longer time to process.

4.6 Change of Local Address

According to the Immigration Regulations 19(3)(b), foreign students are required to report any changes in his/her address in Singapore within 14 days of such change. The student who wishes to report the change of his/her local address is required to submit his/her request via e-Update of Address. Ascend staff can login to SOLAR+ to report any changes in our student’s address. An acknowledgement will be sent within minutes if the report is successfully registered by the system. Alternatively, the student may also deposit the ‘Change of Address’ form into the drop-box located at the Student's Pass Unit near Counter 19. It will take 2 weeks to process the application and the student will be informed of the outcome by post.

4.7 Replacement of Lost Student’s Pass

Students who have lost their Student's Pass and/or the Visit Pass and Disembarkation / Embarkation cards are required to apply for a replacement within 7 days from the date of loss. The students may call in person at ICA Student's Pass Unit, anytime from Monday to Friday (8am to 4.30pm), Saturday (8am to 12.30pm) by obtaining a queue ticket at the Self Service Kiosk at Visitor Services Centre, 4th Storey ICA Building, with the following documents:

- Valid travel document and a photocopy of the personal biodata page;

A letter from the school stating that the applicant is currently a registered student of the school;

Duly completed eForm 16 and signed by the applicant; and
The processing time for first time replacement of lost cards is 2 weeks while the processing time for second or subsequent losses is 4 weeks.

### 4.8 Policies for Full Time International Students

#### Requirements for International Students

All international students holding to a valid Student Pass are required to obey all the rules and regulations as set out by Immigration and Checkpoints Authority (ICA) and the Singapore government. These rules and regulations include:

- Maintaining at least 90% attendance.
- Not engaging in any form of work, paid or unpaid.
- To observe all the laws, rules and regulations of Singapore.
- Student observes the conditions as stipulated on the Student Pass card and Disembarkation/Embarkation Card.
- Student is permitted to only attend the course at the school as stated in the Student’s Pass.

Student is required to surrender the Student Pass card and Disembarkation/Embarkation card for cancellation within seven (07) days of termination of studies. It is SIC’s responsibility to inform ICA if an international student fails to attend classes for a continuous period of seven (07) days or more without valid reason; where attendance of student falls below 90% in any month of the course without valid reason; and if the student has completed the course or wishes to terminate his/her studies.

### 4.9 Other Important Information

For the application of a Student’s Pass, an applicant must be accepted into an approved full-time course. The student shall not enter or be retained as a student in any other school or course other than that indicated on the Student's Pass unless the student has the permission of ICA.
5.0 School Rules & Regulations

5.1 Ascend School Rules

Our school rules are in place to ensure all our students enjoy their experience studying with Ascend. Please read these rules carefully and understand your responsibilities to yourself, your fellow students and your teachers.

1) 90% Attendance Rule

All Ascend students must have an attendance record of 90% in any one month before they can sit for their monthly modular examinations at Ascend. Only valid reasons will be accepted for absence. The Immigration Act (Chapter 133), Regulations 21, states that student pass holders must not be absent from classes for a continuous period of seven days or more or that the percentage of attendance for the course in any month must not fall below 90% without valid reasons. Student pass holders whose attendance falls below 90% in any one month will be reported to ICA.

2) Valid Reasons for Absence

a) Approved Leave: To apply for leave you must fill in the Leave Application Form and give the school a minimum notice of three days. You can obtain a leave application in your classroom. If you are going overseas we will require proof of your departure and return dates. Ascend will notify ICA in the case of students who have approved leave to go overseas.

b) Approved Medical Leave: If you are sick and cannot come to class, please inform the school immediately at 6338 1378 and obtain a Medical Certificate (MC) from a registered doctor. On return to class please pass your MC to your teacher.

3) Absent from class without a valid reason

Students who do not have a Medical Certificate or an authorised Leave Application Form must fill in an Absence from Class Form stating the reasons for their absence. The students teacher in consultation with the Academic Manager will then decide if the reason given is valid. If the reason is not valid then the student’s attendance will be recorded as absent and the student will acknowledge this by signing on their Absence from Class Form.
4) Punctuality

We advise all students to be in their classrooms at least five minutes before the start of class out of respect to your fellow students and your teacher. Students who are continually late will have disciplinary action taken against them and the time they are late by deducted from their attendance record. This could affect the student’s ability to sit for the monthly modular exams.

5) Plagiarism Policy

Plagiarism is when work is copied from an outside source into your writing assignments. Copying makes assignments valueless. If a student is found to have copied material, the student will be penalized by the teacher depending on the severity of the copying, subject to the approval of the Academic Manager.

6) Dress Code Policy

Students must be properly and appropriately attired in class. Smart casual is an acceptable dress code. Ladies are discouraged from wearing revealing clothing. Male students are not allowed to wear flip-flops or singlets. Students who do not follow this dress code will be counseled.

7) Policy on Misbehaviour

Students must adhere to the guidelines issued by their teacher. The School reserves the right to terminate the enrolment of any student if that student continues to misbehave despite two written warnings issued by the school. On the issuance of a second letter of warning and no improvement in the student’s behavior the school, through its Board of Management, reserves the right to terminate the enrolment of the student. The decision of the Board of Management is final.

8) No smoking, eating, or drinking (except for bottled water) in the classrooms or computer lab.

9) No littering in the classrooms or computer lab.

10) Switch your mobile phones to silent mode during all lessons and examinations.

11) Transfer of Course and issuance of Student Pass

To continue for another term student pass holders must report to the Students Admission Officer at least four weeks before the expiry date of their student’s pass to fill-up the renewal form and pay the re-application fee of $100. It is the students’ responsibility to ensure their student pass is renewed on time. The school will not be responsible if the pass expires or is rejected by ICA.

12) Cancelation of Student Pass

Students who are completing their studies must cancel their Student Pass by passing it to the Students Admission Officer within seven (7) days from the date of completion of their studies. The Students Admission Officer will cancel the student pass online and then apply for a one month social visit pass so students can wind down their stay in Singapore.
6.0 Course Information

6.1 Academic Schedule for 2012

Our academic calendar for the remainder of the year is stated below for your convenience. Please take note of your exam dates and your vacations.

**Second Quarter 2012: 2\(^{nd}\) April (M)) – 22 June (Fri) - 12 Weeks**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Day of Class &amp; Orientation</td>
<td>2 April (M)</td>
</tr>
<tr>
<td>Holiday – Good Friday</td>
<td>6 April (Fri)</td>
</tr>
<tr>
<td>Module One Exam</td>
<td>26 April (Thu)</td>
</tr>
<tr>
<td>Module 2 Start Date:</td>
<td>30 April (Mon)</td>
</tr>
<tr>
<td>Holiday – Labour Day</td>
<td>1 May (Tue)</td>
</tr>
<tr>
<td>Module Two Exam</td>
<td>24 May (Thur)</td>
</tr>
<tr>
<td>Module 3 Start Date</td>
<td>28 May (Mon)</td>
</tr>
<tr>
<td>Module 3 Exam</td>
<td>21 June (Thur)</td>
</tr>
<tr>
<td>Last Day of Class</td>
<td>22 June (Fri)</td>
</tr>
<tr>
<td>Vacation</td>
<td>23 June (Sat) - 1 July (Sun)</td>
</tr>
</tbody>
</table>

6.2 Daily Class Schedule

For full-time students, classes will be from 9:30am – 12.30pm and 1.30pm – 3.30pm or from 11am -1pm and 2pm to 5pm. As for non-student pass international students, your classes will be from 9.30am – 12.30pm or from 2pm to 5pm. Class schedules and classroom allocation are available at the reception counter on a daily basis. Students are encouraged to refer to the LCD screen for their class schedule on a daily basis, as there may be changes occasionally.
6.3 Notices

In certain instances we will use notices to convey information. Please make sure you check the Notice board when you come to class.

6.4 Ascend English Pathway

Ascend offers two types of full-time courses to improve your English


Our EGL courses prepare you linguistically and culturally for living, studying or working in any English speaking community in today’s global society.

Our IELTS preparatory courses prepare you in the exam skills you need to improve your score in the most popular university entrance exam.

Students can easily move from EGL to IELTS provided they have passed the Certificate in EGL (Upper-Intermediate) course or alternatively passed the Upper-Intermediate level on Ascends’ EGL placement test.

The below chart shows the progression track from the EGL to the IELTS courses. Please ask your teacher, our Academic Manager or our marketing team for more information.
Our EGL and IELTS courses are further broken up into full-time and part-time courses. Our full-time EGL/IELTS courses are for international student pass holders, local students or those who hold a letter of consent from ICA for the duration of their course. Our part-time EGL/IELTS courses and short courses are for non-student pass international students, local students and international students who do not need a student pass to study in Singapore. In addition, we also run one month stand alone EGL modular courses for non-student pass international students and local students. A more detailed overview is given on the following pages.

6.5 Full-time English as a Global Language (EGL) Course Description

Ascend's Full-time English as a Global Language (EGL) courses are general English courses which cover the four skills of speaking, writing, listening and reading as well having a focus on pronunciation and grammar. The courses consist of three hours of classroom based learning Monday to Friday for 12 weeks. They also include a focus on practical application of the skills learnt in class through an additional two hours of structured and applied learning. We have teamed up with Macmillan & Pearson, two of the world leaders in English language e-learning, to bring you their digital materials on their Learning Management System - Teamie. So in addition to the traditional English classroom based lessons of three hours duration per day, you will enjoy an extra 2 hours which is split between supervised e-learning in our English language lab and conversational English classes. The course is divided into three one month modules with exams at the end of each module to monitor students’ progress. Students who pass the course will receive a Certificate of Achievement while students who do not pass will receive a Certificate of attendance. It is a condition of sitting for the module exams that a student’s attendance must not fall below 90%.
Full-Time EGL Progression

Students’ progression is assessed through a combination of course work and three module exams from the Starter to the Advanced levels. The overall pass mark to progress from one course to the next is 60%. Students receive a certificate of achievement on successful completion of a course. If a student fails a course they may repeat the course or choose to discontinue. Students who fail a course will receive a certificate of attendance. All students must have an attendance record of 90% to sit for their modular exams in the month in question. Passing the course does not just depend on the Exam Modules. During the course, your teachers will give you written assignments, and assessing your speaking through your contributions to the class. Students will be required to complete homework on a timely and regular basis.

<table>
<thead>
<tr>
<th>Starter</th>
<th>Elementary</th>
<th>Pre-Intermediate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module Final Test</td>
<td>Module Final Test</td>
<td>Module Final Test</td>
</tr>
<tr>
<td>75</td>
<td>70</td>
<td>70</td>
</tr>
<tr>
<td>Writing Assignment</td>
<td>Writing Assignment</td>
<td>Writing Assignment</td>
</tr>
<tr>
<td>-</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Class Assessed Speaking</td>
<td>Class Assessed Speaking</td>
<td>Class Assessed Speaking</td>
</tr>
<tr>
<td>25</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Participation in Lab class</td>
<td>Participation in Lab class</td>
<td>Participation in Lab class</td>
</tr>
<tr>
<td>including MEC work</td>
<td>including MEC work</td>
<td>including MEC work</td>
</tr>
<tr>
<td>20</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Participation in Conversation</td>
<td>Participation in Conversation</td>
<td>Participation in Conversation</td>
</tr>
<tr>
<td>Practice class</td>
<td>Practice class</td>
<td>Practice class</td>
</tr>
<tr>
<td>20</td>
<td>20</td>
<td>20</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Intermediate</th>
<th>Upper-Intermediate</th>
<th>Advanced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module Final Test</td>
<td>Module Final Test</td>
<td>Module Final Test</td>
</tr>
<tr>
<td>70</td>
<td>70</td>
<td>65</td>
</tr>
<tr>
<td>Writing Assignment</td>
<td>Writing Assignment</td>
<td>Writing Assignment</td>
</tr>
<tr>
<td>15</td>
<td>15</td>
<td>20</td>
</tr>
<tr>
<td>Class Assessed Speaking</td>
<td>Class Assessed Speaking</td>
<td>Class Assessed Speaking</td>
</tr>
<tr>
<td>15</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Participation in Lab class</td>
<td>Participation in Lab class</td>
<td>Participation in Lab class</td>
</tr>
<tr>
<td>including MEC work</td>
<td>including MEC work</td>
<td>including MEC work</td>
</tr>
<tr>
<td>20</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Participation in Conversation</td>
<td>Participation in Conversation</td>
<td>Participation in Conversation</td>
</tr>
<tr>
<td>Practice class</td>
<td>Practice class</td>
<td>Practice class</td>
</tr>
<tr>
<td>20</td>
<td>20</td>
<td>20</td>
</tr>
</tbody>
</table>

6.6 Short Course Certificate in English as a Global Language (EGL) Course Description

Ascend's English as a Global Language (EGL) is a general English short course with stand alone modules which are aimed at students who wish to complete their studies over a four week duration. The Short Course covers the four skills of speaking, writing, listening and reading as well as pronunciation and grammar. The short course consists of three hours of classroom based learning Monday to Friday for 4 weeks. They also include a focus on practical application of the skills learnt in class through an additional two hours of structured and applied learning. We have teamed up with Macmillan & Pearson, two of the world leaders in English language e-learning, to bring you their digital materials on our Learning Management System – Teamie. So in addition to the traditional English classroom based lessons of three hours duration per day, you will enjoy an extra 2 hours which is split between supervised e-learning in our English language lab and conversational English classes. You will enjoy a total learning experience. The course is divided into three four week modules with exams at the end of each module to monitor students’ progress. Students who pass the course will receive a Certificate of Achievement while students
who do not pass will receive a Certificate of attendance. It is a condition of sitting for the module exams that a student’s attendance must not fall below 90%.

**Ascend Short Course Schedule Modules 1-3**

**Module 1**
First Day of Class: 2 April 2012 (Monday)  
Exam Day: 26 April 2012 (Thursday)  
Graduation Day: 27 April 2012 (Friday)

**Module 2**
First Day of Class: 30 April 2012 (Monday)  
Exam Day: 26 April 2011 (Thursday)  
Graduation Day: 27 April 2011 (Friday)

**Module 3**
First Day of Class: 28 May 2012 (Monday)  
Exam Day: 21 June 2012 (Thursday)  
Graduation Day: 22 June 2012 (Friday)

**Short Course EGL Progression**

Students’ progression is assessed through a combination of course work and an end of module exam. The overall pass mark to progress from one module to the next is 60%. Students receive a certificate of achievement on successful completion of the module. Students who fail a module will receive a certificate of attendance. All students must have an attendance record of 90% to sit for their modular exam in the month in question. Passing the course does not just depend on the Exam Module. During the course, your teachers will give you written assignments, and assessing your speaking through your contributions to the class. Students will be required to complete homework on a timely and regular basis. The following table shows the maximum marks awarded for each part of assessment:

<table>
<thead>
<tr>
<th>Starter</th>
<th>Elementary</th>
<th>Pre-Intermediate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module Final Test</td>
<td>75</td>
<td>Module Final Test</td>
</tr>
<tr>
<td>Writing Assignment</td>
<td>-</td>
<td>Writing Assignment</td>
</tr>
<tr>
<td>Class Assessed Speaking</td>
<td>25</td>
<td>Class Assessed Speaking</td>
</tr>
<tr>
<td>Participation in Lab class including MEC work</td>
<td>20</td>
<td>Participation in Lab class including MEC work</td>
</tr>
<tr>
<td>Participation in Conversation Practice class</td>
<td>20</td>
<td>Participation in Conversation Practice class</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Intermediate</th>
<th>Upper-Intermediate</th>
<th>Advanced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module Final Test</td>
<td>70</td>
<td>Module Final Test</td>
</tr>
<tr>
<td>Writing Assignment</td>
<td>15</td>
<td>Writing Assignment</td>
</tr>
<tr>
<td>Class Assessed Speaking</td>
<td>15</td>
<td>Class Assessed Speaking</td>
</tr>
<tr>
<td>Participation in Lab class including MEC work</td>
<td>20</td>
<td>Participation in Lab class including MEC work</td>
</tr>
<tr>
<td>Participation in Conversation Practice class</td>
<td>20</td>
<td>Participation in Conversation Practice class</td>
</tr>
</tbody>
</table>

6.7 **Part-time Certificate in English as a Global Language (EGL) Course Description**
Ascend's Part-time English as a Global Language (EGL) course covers the four skills of speaking, writing, listening and reading as well as pronunciation and grammar. The course consists of three hours of classroom based learning Monday to Friday for 12 weeks. The course is divided into three four week modules with exams at the end of each module to monitor students’ progress. Students who pass the course will receive a Certificate of Achievement while students who do not pass will receive a Certificate of attendance. It is a condition of sitting for the module exams that a student’s attendance must not fall below 90%. Our part-time students for their convenience enjoy remote access to Teamie – our online Learning Management System. However, it is not part of their courses and is a complementary service offered by Ascend.

**Part-time EGL Progression**

Students’ progression is assessed through a combination of course work and three module exams from the Starter to the Advanced levels. The overall pass mark to progress from one course to the next is 60%. Students receive a certificate of achievement on successful completion of a course. If a student fails a course they may repeat the course or choose to discontinue. Students who fail a course will receive a certificate of attendance. All students must have an attendance record of 90% to sit for their modular exams in the month in question. Passing the course does not just depend on the *Exam Modules*. During the course, your teachers will give you written assignments, and assessing your speaking through your contributions to the class. Students will be required to complete homework on a timely and regular basis. The following table shows the maximum marks awarded for each part of assessment:

<table>
<thead>
<tr>
<th><strong>Starter</strong></th>
<th><strong>Elementary</strong></th>
<th><strong>Pre-Intermediate</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Module Final Test</td>
<td>75</td>
<td>Module Final Test</td>
</tr>
<tr>
<td>Writing Assignment</td>
<td>--</td>
<td>Writing Assignment</td>
</tr>
<tr>
<td>Class Assessed Speaking</td>
<td>25</td>
<td>Class Assessed Speaking</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Intermediate</strong></th>
<th><strong>Upper-Intermediate</strong></th>
<th><strong>Advanced</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Module Final Test</td>
<td>70</td>
<td>Module Final Test</td>
</tr>
<tr>
<td>Writing Assignment</td>
<td>15</td>
<td>Writing Assignment</td>
</tr>
<tr>
<td>Class Assessed Speaking</td>
<td>15</td>
<td>Class Assessed Speaking</td>
</tr>
</tbody>
</table>
6.8 About International English Language Testing System (IELTS)

IELTS is the International English Language Testing System. It measures ability to communicate in English across all four language skills – listening, reading, writing and speaking – for people who intend to study or work where English is the language of communication. It is the preferred test of English for students intending to study in Australia, Canada, New Zealand, Ireland and the United Kingdom.

IELTS Academic Module is recognised widely as a language requirement for entry to all courses in further and higher education and assesses whether a candidate is ready to study or train in the medium of English at an undergraduate or postgraduate level.

IELTS General Training Module is suitable for candidates who are going to English-speaking countries to complete their secondary education, undertake training programs or for immigration purposes.

The test result is published in the form of a report, which places candidates on a scale of one to nine according to language ability. There is a score for each of the four modules and also an overall score. IELTS can be taken at test centres in over 100 countries. Test dates are fixed, and tests are normally available in Singapore every second weekend. The listening, reading and writing modules are tested together on one day with the speaking module conducted on a separate day. Further information and a list of local centres is available on the IELTS website at www.ielts.org

Singapore IELTS Test Dates 2012

In Singapore there are currently two IELTS test conductors: IDP and the British Council. You may take your test with either test conductor. The test fee in 2012 is $300. Please note that the Listening, Reading and Writing tests are carried on in the one day over a three hour period whereas the Speaking test can be conducted on a separate day to the Listening, Reading and Writing. You are strongly advised to register 3-4 weeks in advance of the test date as demand for the IELTS test is high in Singapore.

In order to make it easier for Ascend students to register for the IELTS test, IDP Education consultants will conduct a briefing session on how to register for the IELTS exam at Ascend with IDP during your course. It will be possible to register for the exam and pay your exam fees in cash directly to the IDP consultant after the briefing session.

IDP IELTS Exam Dates & Venue: IDP Education Pty Ltd, 4th Level, RELC Building, 30 Orange Grove Road, Singapore 258352
# IDP IELTS Singapore Test Dates 2012

<table>
<thead>
<tr>
<th>Listening, and Writing¹</th>
<th>Academic (AC)</th>
<th>General Training (GT)</th>
<th>Corresponding Speaking Dates²</th>
</tr>
</thead>
<tbody>
<tr>
<td>THUR 09 FEB 2012</td>
<td>AC</td>
<td>GT</td>
<td>08, 09 FEB 2012</td>
</tr>
<tr>
<td>SAT 18 FEB 2012</td>
<td>AC</td>
<td>GT</td>
<td>17, 18 FEB 2012</td>
</tr>
<tr>
<td>SAT 25 FEB 2012</td>
<td>AC</td>
<td>-</td>
<td>25 FEB 2012</td>
</tr>
<tr>
<td>SAT 10 MAR 2012</td>
<td>AC</td>
<td>GT</td>
<td>08, 09, 10 MAR 2012</td>
</tr>
<tr>
<td>SAT 31 MAR 2012</td>
<td>AC</td>
<td>GT</td>
<td>29, 30, 31 MAR 2012</td>
</tr>
<tr>
<td>THUR 12 APR 2012</td>
<td>AC</td>
<td>GT</td>
<td>11, 12 APR 2012</td>
</tr>
<tr>
<td>SAT 21 APR 2012</td>
<td>AC</td>
<td>GT</td>
<td>19, 20, 21 APR 2012</td>
</tr>
<tr>
<td>SAT 12 MAY 2012</td>
<td>AC</td>
<td>GT</td>
<td>10, 11, 12 MAY 2012</td>
</tr>
<tr>
<td>SAT 26 MAY 2012</td>
<td>AC</td>
<td>GT</td>
<td>24, 25, 26 MAY 2012</td>
</tr>
<tr>
<td>SAT 09 JUNE 2012</td>
<td>AC</td>
<td>GT</td>
<td>07, 08, 09 JUNE 2012</td>
</tr>
<tr>
<td>SAT 16 JUNE 2012</td>
<td>AC</td>
<td>-</td>
<td>14, 15, 16 JUNE 2012</td>
</tr>
<tr>
<td>SAT 30 JUNE 2012</td>
<td>AC</td>
<td>GT</td>
<td>28, 29, 30 JUNE 2012</td>
</tr>
<tr>
<td>THUR 12 JULY 2012</td>
<td>AC</td>
<td>GT</td>
<td>11, 12 JULY 2012</td>
</tr>
<tr>
<td>SAT 21 JULY 2012</td>
<td>AC</td>
<td>GT</td>
<td>19, 20, 21 JULY 2012</td>
</tr>
<tr>
<td>SAT 04 AUG 2012</td>
<td>AC</td>
<td>GT</td>
<td>02, 03, 04 JULY 2012</td>
</tr>
<tr>
<td>SAT 11 AUG 2012</td>
<td>AC</td>
<td>-</td>
<td>10, 11 AUG 2012</td>
</tr>
<tr>
<td>SAT 25 AUG 2012</td>
<td>AC</td>
<td>GT</td>
<td>23, 24, 25 AUG 2012</td>
</tr>
<tr>
<td>SAT 01 SEP 2012</td>
<td>AC</td>
<td>GT</td>
<td>30, 31, 1 SEPTEMBER 2012</td>
</tr>
<tr>
<td>SAT 22 SEP 2012</td>
<td>AC</td>
<td>GT</td>
<td>20, 21, 22 SEP 2012</td>
</tr>
<tr>
<td>SAT 13 OCT 2012</td>
<td>AC</td>
<td>GT</td>
<td>11, 12, 13 OCT 2012</td>
</tr>
<tr>
<td>SAT 27 OCT 2012</td>
<td>AC</td>
<td>GT</td>
<td>24, 25, 27 OCT 2012</td>
</tr>
<tr>
<td>THUR 08 NOV 2012</td>
<td>AC</td>
<td>GT</td>
<td>07, 08 NOV 2012</td>
</tr>
<tr>
<td>SAT 17 NOV 2012</td>
<td>AC</td>
<td>GT</td>
<td>15, 16, 17 NOV 2012</td>
</tr>
<tr>
<td>SAT 01 DEC 2012</td>
<td>AC</td>
<td>GT</td>
<td>29, 30, 1 DEC 2012</td>
</tr>
<tr>
<td>SAT 08 DEC 2012</td>
<td>AC</td>
<td>GT</td>
<td>06, 07, 08 DEC 2012</td>
</tr>
</tbody>
</table>
6.9 Full-time Preparatory Course for International English Language Testing System (IELTS) Foundation

Our full-time preparatory course for IELTS is a foundation course in IELTS which provides a solid grounding in the key language and skills needed for IELTS success.

- Our IELTS courses cover both the Academic and General Papers.
- Our IELTS class size is limited to 15 students per class.
- Studying in a small classes gives our teachers the opportunity to give students comprehensive feedback to ensure they have every opportunity to maximise their IELTS score.
- The courses provide a solid grounding in the key exam skills needed for IELTS success.

We have teamed up with Macmillan & Pearson, two of the world leaders in English language e-learning, to bring you online learning through our Learning Management System - Teamie. So in addition to three hours of classroom based learning per day, you will enjoy an extra 2 hours which is split between supervised online learning in our English language lab and conversational English classes.

6.10 Part-time Preparatory Course for IELTS (Foundation)

Ascend's Part-time preparatory course for IELTS is a foundation course in IELTS which provides a solid grounding in the key language and skills needed for IELTS success.

- Our IELTS courses cover both the Academic (for university entrance) and General Papers (for migration).
- Our IELTS class size is limited to 15 students per class to ensure that all our students receive individual attention.
- Studying in a small classes gives our teachers the opportunity to give students comprehensive feedback to ensure they have every opportunity to maximise their IELTS score.
- The courses provide a solid grounding in the key exam skills needed for IELTS success.

Our part-time students for their convenience enjoy remote access to English Campus – our online learning platform. However, it is not part of their courses and is a complementary service offered by Ascend.
7.0 Examination Information

7.1 Examination Notifications

The modular examinations are conducted as advised in the PEI-Standard Student Contract, during the student orientation and on the school notice board. It is important for students to check one of these sources.

7.2 Eligibility for Examinations

A student is allowed to sit for the examinations provided the student:

1) Completes all assignments;
2) Has a record of good conduct;
3) Has at least a 90% attendance record.

If one of the above conditions does not hold the student will be barred from the examination.

7.3 Deferment from Examination

Any request for deferment from examination must be forwarded in writing with documentary proof on the prescribed form at least ten (10) working days prior to the examination date. Approval is not automatically granted. Requests for deferment will only be considered based on mitigating circumstances. In the absence of such approval, students must attempt the examination in accordance to the scheduled date.

7.4 Absence from Examination

A student, who has enrolled for any examination or is required to re-sit in-course assessment/examination and is absent, shall be deemed to have sat and failed the examination/in-course assessment unless Ascend is satisfied that there is valid and acceptable reason(s) for the absence. All documentary evidence in support of the student's failure to take the examination/in-course assessment must be submitted failing which, the student will be awarded a ‘Fail’ grade.
If absence is due to any emergency or other unavoidable circumstances, you must set out all the relevant circumstances, which prevented your attendance and forward documentary evidence in support of your explanation, within five (5) working days from the date of the examination.

7.5 Examination Regulations

1) Students must report to the prescribed examination room at least five (5) minutes before the examination is due to commence.

2) The student should bring a valid identity card and present it to the invigilator if requested to do so.

3) Upon entering the examination room, examination conditions prevail, and students must refrain from communicating with each other.

4) Electronic dictionaries, or any other electronic devices, should be left with other belongings away from the tables as advised by the invigilator.

5) Any attempt to cheat, by any means, during a Module Test will be immediately reported by the invigilator to the Academic Manager. If this report is found to be valid, the student will be disqualified from that Test.

6) Only one student at a time may leave the room to visit the toilet once the test has begun.

7) Each Module Test will be of two hours duration and will include sections on Listening, Grammar, Vocabulary, Reading and Writing. The Listening will be conducted first; all listening tracks will be played TWICE, unless otherwise instructed by the invigilator. Any students who arrive after the Listening has begun must wait outside the classroom until that section of the exam is finished. In other words, latecomers will miss out on the Listening section of the test. The Writing question will be issued to each student on submission of the other sections to allow use of dictionaries. Students are allowed to use a paper English-to-English dictionary for the Writing section only.

8) A reminder will be given, forty minutes from the end of the test, to those students who have not yet begun the writing section to inform them that they still have to complete another section.

9) Students who leave the room before End of Test time should do so quietly.

7.6 Examination Results

The results of modular course assessments and examinations shall be given to students directly. To protect privacy and ensure accuracy of information, results will not be released over the telephone.

7.7 Course Grades

Generally, all examination grades will be moderated and issued by Examination Board. The grades of award for a pass performance in a course is 60%. Students who achieve the pass grade will receive a Certificate of Achievement from the school. Students who fail the exam will be issued with a Certificate of Attendance.
Judith Arul,
Judith started her teaching career in the CHIJ schools where she completed her secondary education. Wanting to spread her wings, she moved into the government schools and has continued as an Education Office with the Ministry of education until she retired. Besides her classroom-related experience, Judith has also conducted teacher-training and observation planned and implemented curriculum and served as external examiner both as an MOE Specialist Inspector and an independent educationist. Judith’s educational experience has been extended to research, preparation and publication of teaching materials, promoting the use of thinking tools, linguistic editing of texts and multi-media materials, copywriting and editing and, just for fun, working on newsletters and other publications for her community.

Roger Anderson,
Originating from the north of Scotland in the UK, Roger has spent the past 30 years in various parts of Asia - the last 20 of these in Singapore - and holds a Cambridge CELTA and an Honours degree in Chemistry and Maths. With earlier careers in industry and in business Roger has taught all levels of English from Starter to IELTS, in Thailand and Singapore, and is happy now to be playing a role in ensuring that all Ascend Students receive top value from their courses with us. A very shy French student himself, Roger's particular concern is in giving students the confidence to use English in the real world.

Anna Beatrice Manyam,
is a Singapore citizen, and her first language is English. Her main duties have been to teach English as a first language in the public schools and English as a second language in the International schools and at the National University of Singapore. She has organised and managed Summer School programmes for various International Schools and assisted the ESL department in writing the curriculum for their new ESL programme and she was also involved with student placement. In addition she experience in assisting foreign students in achieving high marks in IELTS. At present she is in the part time employment of the National Institute of Education as a supervising co-coordinator helping to conduct the practicum for student teachers.
Examination Board

What does the Ascend Examination Board do?
The examination board is involved in developing and implementing examination policies and procedures, including the handling of examination results and appeals. It considers how the school assesses the learning outcomes of the students through various modes of assessment and makes recommendations to the academic board for improvements. Specifically, the Examination Board:

- Ensures that for each course the assessment principles, processes, methods and practices are aligned with the learning outcomes and contents.
- Approves all major assessment papers.
- Approves all certificates awarded to students.
- Is involved in the moderation process of academic results.
- Regularly reviews assessment procedures to ensure the validity, reliability, and fairness of those assessments.

Academic Board

What does the Ascend Academic Board do?
The Academic Board’s principal responsibility is to maintain the highest standards in English language programs and teaching at Ascend Education Centre. The Academic Board is also responsible for overseeing the development of all academic activities at Ascend Education Centre, formulating and reviewing policies, guidelines and procedures in relation to academic matters and playing an active role in assuring the quality of teaching. In short, the Academic Board shall have the responsibility for monitoring and upholding the academic standards of the school and for regulating teaching. Specifically, the Academic Board:

- Engages in the process of design, development and review of the contents of all courses offered by Ascend Education Centre to ensure relevance and rigor.
- Approves the curriculum design and development outcomes of all courses.
- Approves outcomes and recommendations of the curriculum review process.
- Stipulates the optimum teacher-student ratio for every course and the mode of delivery to maximize learning outcomes.
- Sets the selection criteria and minimum qualifications for part-time academic staff.
- Approves short listed teacher applicants before recruitment.
- Approves the academic staff deployment.
7.9 Application for Review of Failed Exam Paper

Purpose of appeal: For the re-marking of a failed exam paper

- Please note that all appeals must be lodged within 5 (five) working days after the release of the examination results. Appeals made after this deadline will not be entertained.
- No payment is required for Appeals.
- Appeal forms are obtainable from the reception counter from the customer service team during office hours.
- Please note that only ONE appeal can be lodged. No re-appeals are permitted.
- Please note that form must be duly completed and submitted to the customer service team with supporting documents (if any)
- No appeals will be accepted for re-grading of an exam paper in which a student has passed.
- The Examinations Board will notify the student about the outcome of the appeal in writing.
- Students should not assume that their appeal is successful unless informed by the Examination Board.

7.10 Application for Appeal against a Failure in a Course

Purpose of appeal: To appeal failing the course.

Please note that general appeals against failing a course will only be accepted from students who have sat the examinations and who have failed the course due to an event which is entirely beyond the control of the student e.g. illness, bereavement of family member. Supporting documents must be submitted together with the appeal form.

- Appeal forms are obtainable from the customer service team at the reception counter during office hours.
- All appeals must be lodged within 5 (five) working days after the release of the Course Results.
- Appeals made after the deadline will **not** be entertained.
- No payment is required for General Appeals.
- Please note that form must be duly completed and submitted to with supporting documents (if any).
- Please note that only ONE appeal can be lodged. No re-appeals are permitted.
- No appeals will be accepted for re-grading of an exam paper in which a student has passed.
- The Examinations Board will notify the student about the outcome of the appeal in writing.
- Students should not assume that their appeal is successful unless informed by the Examination Board.
8.0 Refund, Transfer, Withdrawal Policies & Procedures

8.1 Ascend Refund Policy

Ascend is committed to having a fair and reasonable refund policy for any payment made. The refund policy shall include, but is not limited to, the following:

i. Time taken to process refund request (must not be more than 7 working days);
ii. Any refund condition (if applicable);
iii. Any non-refundable fee paid (application fee is non-refundable);
iv. Status of fee paid should any course be cancelled or terminated;
v. When transfer/withdrawal application is approved; etc

Ascend is committed to make students aware of our refund policies and procedures during pre-course counseling, before signing their contract and during orientation. In addition our Refund Policy is also clearly displayed in all our communication materials namely: Student Handbook, relevant application forms and website.

8.2 Withdrawal and Refund Policy

Where students withdraw from the Course, Ascend shall review after receiving the student’s written notice of withdrawal and refund to the Student within 7 working days, the following sums:

<table>
<thead>
<tr>
<th>% of aggregate amount of the fees</th>
<th>If Student's written notice of withdrawal is received</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>before the Course Commencement date</td>
</tr>
<tr>
<td>0%</td>
<td>After the Course Commencement Date</td>
</tr>
</tbody>
</table>

The Student is entitled to a 100% refund of the course fee (net of applicable bank charges and administrative charges stipulated in the Miscellaneous Fees in the Contract) provided that:

i. The application for the transfer/withdrawal (form available at reception counter and on website) is submitted to the Ascend Office before the commencement date of the course;

ii. The student has paid the full course fee before or on the commencement date of the course;
8.3 Withdrawal and Refund Policy during Cooling off Period

Ascend offers students a cooling-off period of 7 working days after signing their student contract. Students can submit written notice of withdrawal to Ascend and receive the Maximum Refund amount stipulated above (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 administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable).

*Course Fees consumed is calculated based on number of sessions consumed divide by total number of sessions multiplied by total course fee paid

8.4 Withdrawal with Cause and Refund Policy

The student shall be entitled to withdraw from a Course if:

i. Ascend Education Centre terminates a Course prior to the course commencement date.
ii. Ascend Education Centre does not start a course on the course commencement date.
iii. Ascend Education Centre terminates the Course for any reason prior to the completion of the Course
iv. Ascend Education Centre fails to complete the Course for any reason prior to the completion of the Course.

v. The student’s application for a student pass has been rejected.

Ascend shall, within 5 (5) working days of notifying the Student in writing of the above circumstances (i-iv) provide the Student with information and details of the alternative confirmed course arrangement to allow the Student to make timely and appropriate decision on the alternative arrangement. Students who have paid the course fees and application fees are entitled to a full refund on the course fees and application fee (net of applicable bank charges) within seven working days of the notice of cancellation been given to the student.

The Student shall be entitled to withdraw from the Course if their student pass is rejected. The student is entitled to a full refund on the course fees (net of applicable bank charges) within seven working days of Ascend receiving the letter of withdrawal from the student.

8.5 Transfer Policy (within Ascend Education Centre) and Refund Policy

Students who transfer from one course to another or transfer to another intake within Ascend shall be deemed to have terminated from the current course. The standard refund policy shall apply unless otherwise agreed between Ascend and the student. The student is required to submit a new application for another course, sign a new PEI-Student Contract and apply for a new Student’s Pass with ICA(if applicable). Request of transfer will only be considered if the student meets all pre-requisites of the course the student intends to transfer to.

8.6 Ascend Withdrawal Procedure

This procedure applies when a student has requested to stop his/her course and cease to be a student of Ascend.

a) Students who wish to withdraw from their studies shall first consult the Student Service Team at the front reception desk.

b) A Student Service Team member will counsel the student and provide advice.
c) A Student Service Team member will pass the completed Withdrawal Application form within one (1) working day to the CEO for approval. If the student is under 18 years of age, his parent/guardian must agree to the withdrawal. If the student is sponsored by a third party, the third party must be informed and agree to the withdrawal.

d) The CEO will assess the Withdrawal Application within three (3) working days on receipt of the form and return it to the Student Admissions Officer. If the reason stated for withdrawal is academic, the CEO will interview the student to gather feedback for continual improvement.

e) The Student Admission Officer will check with the Finance Executive if there is any course fee refundable or transferable from the previous course.

f) The Students Admission Officer will inform the student of the outcome via email, together with the following information, within one (1) working day:

For successful Withdrawal applications:

i. Unconsumed course fee (if any);
ii. Outstanding course fee (if any);
iii. Cancellation of Student's Pass, if applicable;

For unsuccessful Withdrawal applications:

i. Reason(s) of being rejected;
ii. Any other alternative solution;

\[g\] The Finance Executive will inform the FPS service provider of the change of student's details within two (2) working days (if applicable).

h) The Finance Executive will update the F1 data.

i) The Finance Executive will pass the Withdrawal form to the Student Admissions Officer to cancel the student's pass (if applicable).

j) During the process of Withdrawal Application, students are strongly encouraged to continue with their studies.
8.7 Ascend Withdrawal Process

Student should consult with Customer Service Team at the front desk

Student Service Team will counsel the student and assist in completing the Withdrawal form.

Is the Student sponsored or under age of 18?

Yes

Sponsoring Organisation/Guardian must give their consent in the withdrawal form

No

Customer Service Team passes withdrawal form to CEO within one working day. CEO reviews the form

Is the withdrawal because of Academic reasons?

Yes

Academic Manager interviews the students to ascertain the reason for Transfer

No

CEO communicates decision to Student Admission Officer within three working days.

Is there any feedback that would be useful for improvement?

Yes

Feedback is recorded and reviewed by the Board of Management for improvement action

No

Student Admissions Officer checks with Finance executive on Fee status of student and what (if any) course fees need to be refunded.

Student Admissions Officer writes email to student stating the outcome and actions required. In addition, the email will state (if applicable) when the refund is available (within seven working days from receipt of withdrawal form).

The Student Admissions Officer will cancel the student pass (if applicable)

Finance Executive informs FPS Service Provider of change of student details within two working days if applicable.

Finance Executive will update F1 data.
8.8 **Ascend Transfer Procedure**

This procedure applies when a student changes the course of his/her study but remains as a student of Ascend.

a) Students who wish to transfer from the current course to another course should first consult the Student Service Team at the front desk.

b) A Student Service Team member will counsel the student and give the necessary advice.

c) A member of the Student Service Team will pass the completed Course Transfer Form within one (1) working day to the CEO for approval. If the student is under 18 years of age, his parent/guardian must agree to the transfer. If the student is sponsored by a third party, the third party must be informed and agree to the transfer.

d) The CEO will assess the application within three (3) working days and return it to the Student Admission Officer. If the reason stated for Transfer is academic the CEO will interview the student to gather feedback for continual improvement.

e) The Student Admission Officer will check with the Finance Executive if there is any course fee refundable or transferable from the previous course.

f) The Student Admissions Officer will inform the student in writing via email on the following within two (2) working days from the date the outcome is available:

For successful Course Transfer applications:

i. New Letter of Offer;

ii. Exempted module(s), if any;

iii. New Course Fee;

iv. Arrangement of signing the new Standard Student Contract;

v. Timetable of the New Course;

vi. Renewal of Student's Pass (if applicable);

vii. Amount transferable from the previous course, if any.

For unsuccessful Course Transfer applications:

i. Reason(s) of being rejected;

ii. Alternative solution;

g) The Student Admission Officer will transfer the student's pass (if applicable).

h) The previous Standard Student Contract will be automatically terminated and/or void once the new PEI-Standard Student Contract is signed by the student.

i) The Finance Executive will inform the FPS service provider of the change of student's details within two (2) working days (if applicable).

j) The Finance Executive will update the F1 data.

k) During the process of Course Transfer Application, students are strongly encouraged to continue with their studies.
8.9 Ascend Transfer Process

Student should consult with Customer Service Team at the front desk

Student Service Team will counsel the student and assist in completing the Transfer form.

Is the Student sponsored or under age of 18?

Yes → Sponsoring Organisation/Guardian must give their consent in the transfer form

No → Customer Service Team passes Transfer form to CEO within one working day. CEO reviews the form

Is the Transfer because of Academic reasons?

Yes → Academic Manager interviews the students to ascertain the reason for Transfer

No → CEO communicates decision to Student Admission Officer within three working days.

Student Admissions Officer checks with Finance executive on Fee status of student and what (if any) course fees need to be refunded or transferred.

Student Admissions Officer writes email to student stating outcome of application and required actions.

The Student Admissions Officer will transfer the student pass (if applicable)

The Previous PEI-Standard Student Contract will be automatically terminated and/or void once the new PEI-Standard Student Contract is signed by the student

Finance Executive informs FPS Service Provider of change of student details within two working days if applicable.

Finance Executive will update F1 data.
8.10 Ascend Refund Procedure

Ascend divides its student refund procedure into two categories for students: Ascend initiated refunds and student initiated refunds.

**Ascend initiated Refund**

The procedure for Ascend initiated refund (due to Ascend not performing) is as follows:

The Principal / Management Team of Ascend Education Centre decide to:

i. Terminates a Course prior to the course commencement date.

ii. Not start a course on the course commencement date.

iii. Terminates the Course for any reason prior to the completion of the Course

iv. Fails to complete the Course for any reason prior to the completion of the Course.

The Ascend CEO shall, within 5 (5) working days of notifying the Student in writing of the above circumstances (i-iv) provide the Student with information and details of the alternative confirmed course arrangement to allow the Student to make timely and appropriate decision on the alternative arrangement. The CEO shall also state that students who have paid the course fees and any miscellaneous fees are entitled to a full refund on the course fees and miscellaneous fee (net of applicable bank charges) within seven working days of the notice of cancellation/termination been given to the student.

For international students, payment will be made via telegraphic transfer and all bank charges incurred will be borne by the student.

Refund payment made to local students will be via a cheque issued by a local bank. Students are to acknowledges receipt of the cheque by signing a payment voucher.

**Student initiated Refund**

The procedure for student initiated refund due to the student’s decision to:

i. withdraw

ii. transfer

iii. cancel contract during 7 day cooling period

a. The student follows the withdrawal/transfer process/cancelation of contract by completing the relevant form and returning to the student admissions officer.

b. Once a withdrawal/transfer request has been approved by Ascend Education Centre and if there is any sum of money to be refunded by Ascend Education Centre as a result, Ascend shall notify the student in writing that the refund will be made within seven working days from the receipt of the withdrawal/transfer form and advise the student on the Refund Method.

For international students, payment will be made via telegraphic transfer and all bank charges incurred will be borne by the student. Refund payment made to local students will be via a cheque issued by a local bank. Students are to acknowledge receipt of the cheque by signing a payment voucher.
9.0 Student Support Services

Student Support Services at Ascend for all its students include the following:

- Medical insurance coverage for hospitalisation and related medical treatment for the entire course duration.
- Orientation programme for all newly-enrolled students to:
  - disseminate and reiterate important course information and other information
  - inform students of their rights (this shall include internal and external grievance and dispute resolution procedures, fee protection scheme insurance, reference to CPE’s official website);
  - inform students of course deferment/extension criteria and procedures, suspension and expulsion conditions; and

Other student support services provided by Ascend include:

- Library
- Student Extra Curricular Activities
- Wireless Internet Connection on ground floor
- School Notice board
- Sky roof terrace
- Academic Support
- Student Complaint Procedures and Process
- Counselling Services
- Emergency helpline

9.1 Library

Students are encouraged to use the library as frequently as possible. We have a well-stocked library of graded readers and classics books in English Literature. We have Graded readers and general books from fiction to history. You can borrow books after class or during break times Monday-Friday. You just have to sign out your book and please make sure you return it at the front reception counter. Opening hours are from Monday to Friday: 9:15am to 9:00pm and Saturday: 9:15am to 5:00pm
2. External Libraries

It is recommended that all students seek membership in one of the major external libraries in Singapore. It is advisable that you maintain this membership as it will be an invaluable investment.

There will be a fee charged for the external library membership and you will need to pay this fee yourself, directly to the external library as you have chosen, and you may want to contact the below to find out more:
• National Libraries, please visit website at http://www.nlb.gov.sg

9.2 Student Extracurricular Activities

There will be an activity organised for the full-time students during their course. Activities include seminars, corporate visits, charity events, etc. Details of each activity will be released to students by their teacher before the actual day of the activity. Most of the student activities are free of charge.

9.3 Wireless Internet Connection

All Ascend students are allowed to use the wireless internet which is available on the ground floor. Please ask the student service team at the front counter.

9.4 School Notice Board

Important announcements are posted onto the School Notice Boards. Students can also use the School Notice Boards to put up material for mass reading. In order to use the School Notice Boards, the students are required to obtain written approval from the Student Affairs Office. Once approved, the students are to bring along with them the approved e-mail together with their reading materials to the SRO at the front desk to receive an official Kaplan stamp as an acknowledgement before putting up any materials for mass circulation.

9.5 Sky Roof Terrace

The Sky roof terrace is located at level 5. Students can drinks dispenser on the floor and are allowed to bring and have their meals outside on the roof terrace. Please area tidy by using the recycling bins

9.6 Academic Support

1. Communication

Students are encouraged to communicate directly with their teachers before or after their class about academic matters. If they do not wish to communicate directly with their teacher students also have the
option of communicating directly with the Academic manager in person or by email: roger@anderson@ascend.edu.sg

2. Preparation of Course Materials

The course materials are the most common sources of information for students. All course materials are selected and approved by Ascend, to have met the requirements of each programme.

3. Distribution of Course Materials

Course materials are available for collection on orientation day. Students are required to show proof of payment upon collection of course materials. Course materials are included in the course fee and are provided at no extra cost.

4. E-learning

Students will receive an orientation on English Campus from the e-learning lab supervisor by the second day of their course. Each student will receive a unique username and password which they may subsequently change.

9.7 Student Pastoral Counseling

The second type of counseling service we provide is emotional support for students to help them with non-academic issues, for example, coping with the mental stress relating to a new environment. For this type of counseling we encourage that the sessions are strictly held in confidence and are by appointment only. Please ask at the front desk for more information or send an email to student.counselor@ascend.edu.sg.

Please read below a profile of our Student Counselor:

Marnie Reed, originally from Melbourne Australia, Marnie is Singapore permanent resident who has also lived and worked in London and Hong Kong. Marnie holds a Bachelor of Arts (Psychology) (Hons) and is CELTA-qualified with more than eight years of English teaching experience. Marnie has taught English at all levels and ages and has a particular interest in teaching business English to adults. Marnie is currently pursuing her Phd in Psychology and has kindly agreed to act as Ascend’s student counselor should students have any problems settling down in Singapore or just require someone to speak to about personal issues which may be affecting their studies with Ascend.

9.8 Educational Opportunities Counseling

We work in partnership with other educational organizations to give talks to our students on continuing their studies in Singapore or abroad. Students choose if they wish to attend such talks. In addition to this
service, students may approach any of the customer service team at Ascend regarding opportunities to study here in Singapore or abroad at any time and we will arrange an appointment with the appropriate party.

9.9 Ascend Emergency Contacts

David Doyle (CEO) + 65 9834 8592
Ranitha Naidu Doyle (Deputy CEO) + 65 9628 3706

9.10 Student Complaint Procedure & Process

9.11 Ascend Policy on Complaints

Ascend has a clear complaint process for students to follow if they become dissatisfied with a school procedure, the performance of a school employee, or if the student has a grade complaint. We regard complaints as an effective improvement mechanism as they provide us with direct feedback on our areas of deficiency. Ascend has a comprehensive system of managing customer complaints. There are three stages in addressing student complaints. The first two steps are internal to the school and the final step involves bringing the issue to the attention of an external third party as stipulated in your PEI-Student Contract.

9.12 Student Complaint Procedure

- What is a complaint?

A complaint is any expression of dissatisfaction, whether justified or not, however made, about the standard or delivery of service, the actions or lack of action by Ascend, which affects an individual service user or group of users, or a policy we adhere to. We have developed procedures on corrective and prevention action which are integral to managing and learning from, complaints and customer feedback.

- How can complaints be made?

In the first instance a complaint can be made in person, over the phone, in writing, email (feedback@ascend.edu.sg), fax, complaint form located at front counter. A complainant might also be represented by a third party (for example a friend or relative) who will assist the student in the completion of the complaint process. The student may waive the right to a third party advocate.

Complaint Procedure

The flow chart on the next page describes the sequence of the procedure which has 3 clear stages.
Stage 1 – On receiving the complaint the relevant customer service staff will inform the relevant manager who will schedule a confidential interview with the student within two working days in order to understand the nature of the complaint and how the complaint can be resolved. On meeting with the student/student’s advocate the relevant manager shall ensure the compliant form is completed and acknowledged by both parties as a formal record of the proceedings.

The Manager shall inform the student/advocate regarding the schools response to the complaint in writing within 10 working days from the date the original complaint was lodged. If the written response does not resolve the complaint to the satisfaction of the student, it will be escalated to Stage two.

Stage 2 – the manager refers the complaint to the CEO for investigation. The CEO must respond within 20 working days from the complaint being first submitted. If the student/students advocate is not satisfied with the recommendations of the CEO, the CEO shall inform the complainant of the next stage in the process.

Stage 3 - In the event that the Student and the PEI are unable to resolve a dispute in accordance with the grievance procedure referred to in the first two stages, the following clause in the PEI-Student contract shall be activated by both parties to the dispute as stated in the Ascend PEI-Student Contract on page 11, clause 5.3:

**Third Party Mediation:**

“In the event that the Student and the PEI are unable to resolve a dispute in accordance with the grievance procedure referred to in Clause 5.2, the Student and the PEI shall refer the dispute to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIarb) through the CPE Student Services Centre for mediation prior to instituting any legal action or proceedings. The Student and the PEI hereby agree to such procedures and to pay such fees as the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIarb) may prescribe from time to time for the purpose of resolving their dispute”.

Trends, lessons learned and identification of root causes analysed and shared with staff in line with Ascend’s Quality policy of continuous improvement.
**CHANNELS**

Student/ Advocate of Students make complaint:
- Through email
- In person
- Fills out complaint form
- Over phone
- Through Fax

**STAGE 1**
Customer Service Staff refers complaint to Manager of the appropriate Department.

**Receiving Manager:**
- Acknowledges complaint within 2 days and /or responds direct to the complainant within 10 days.
- Logs complaint on central complaints spreadsheet.
- Informs complainant of next stage and includes copy of complaints procedures as published in student handbook

**STAGE 2**
Manager refers complaint (and file) to CEO to investigate.

**CEO:**
- Drafts response within 10 day deadline.
- Updates status on central complaints spreadsheet.
- Informs complainant of next stage.

**STAGE 3**
The matter will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (Siarb) through the CPE Student Services for Mediation prior to instituting any legal action or proceedings.

Manager/CEO updates spreadsheet and produce quarterly analysis.
- Learning points and root causes identified.
- Share with Board of Management.

---

Yes

Manager follows up complainant to check customer satisfaction.

End

No

Is the complainant satisfied and the matter resolved?

Yes

CEO follows up with complainant to check customer satisfaction.

End

No

Is the complainant satisfied and the matter resolved?
10.0 Introduction to Living in Singapore

What to Wear

Singapore has a warm and humid climate throughout the year with a daily average temperature range of 24 degrees Celsius to 31 degrees Celsius. Light and summer clothing made from natural fabrics like cotton is best for everyday wear. Casual dress is acceptable for most situations but some hotels may require a more formal dress code.

People

Singapore's population of almost four million comprises 77% Chinese, 14% Malays, 8% Indians and 1% Eurasians and people of other descent. Though inter-marriages have taken place over the years, each racial group within Singapore has retained its own cultural identity while developing as an integral part of Singapore community.

Language

There are four official languages in Singapore: Malay, Mandarin, Tamil and English. English is the language of business and administration, and is widely spoken and understood. Most Singaporeans are bilingual, and speak their mother tongue as well as English.

Religion

With its ethnic mix also comes its diverse set of religions. The main religions are Islam, Taoism, Buddhism, Christianity, Hinduism, Sikhism and Judaism.
10.1 Cost of Living

The standard of living in Singapore is amongst the highest in Asia. Compared to countries in western continents, the cost of living here is relatively low, and basic items like food and clothing are very reasonably priced.

When planning your budget, you will need to cater for these items:

- Accommodation
- Utilities
- Food
- Transport
- Clothing
- Telecommunications
- Books & Stationery
- Medical/Hospitalisation Insurance
- Personal Expenses

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost per month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation</td>
<td>$400 - $1,500</td>
</tr>
<tr>
<td></td>
<td>(rental varies with geographical area, type of accommodation, demand, facilities provided and the number of people sharing)</td>
</tr>
<tr>
<td>Utilities</td>
<td>$80 - $100</td>
</tr>
<tr>
<td></td>
<td>(not applicable for boarding schools)</td>
</tr>
<tr>
<td>Food</td>
<td>$300 - $450</td>
</tr>
<tr>
<td></td>
<td>(Based on $10-$15 a day for 3 meals)</td>
</tr>
<tr>
<td></td>
<td>Note: Boarding schools usually provide 2 meals a day and Halls of Residence provide meals at extra charge.</td>
</tr>
<tr>
<td>Public Transport</td>
<td>$20 - $150</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>From $30 (varies with usage and promotional packages subscribed)</td>
</tr>
<tr>
<td>Books &amp; Stationery</td>
<td>$30 - $100</td>
</tr>
<tr>
<td></td>
<td>(varies with course of studies)</td>
</tr>
<tr>
<td>Medical Hospitalisation</td>
<td>$5 - $300 (depending on insurance policy)</td>
</tr>
<tr>
<td>Insurance</td>
<td></td>
</tr>
<tr>
<td>Personal expenses</td>
<td>$100 - $300</td>
</tr>
<tr>
<td></td>
<td>(varies with individuals)</td>
</tr>
<tr>
<td></td>
<td>(clothes, toiletries, entertainment, haircut, miscellaneous)</td>
</tr>
</tbody>
</table>

*Please note that the average estimates were derived based on prices as at Nov 2007 and they serve as a reference only.*
10.2 Accommodation

There are number of student hostels in Singapore that offer to student’s accommodation at modest rates. Depending on the requirements of students, some of these hostels may offer laundry, meal, and other optional service. For more information on student hostels in Singapore please go to the following website:


The hostels charge $350 to $550 on twin-sharing. This will depend on whether they require laundry service and meal (lunch, or dinner or both). Of course, the wider the range of services provided, the greater the charge. The rates may be 15-20% cheaper if more students share the room e.g. 3 or 4 to a room. If they are used to dormitory living (sometimes up to 10 students per large room), which will be cheaper. But this may be at the expense of individual comfort since some may not be accustomed to having too many students around while they are studying. All these factors would have to be considered by the student in deciding his/her accommodation option.

For other option, students could generally rent a Housing & Development Board (HDB) accommodation between S$600 – S$800 on twin sharing per room depending on locality, size, transport convenience and proximity to food centres and other amenities. For private apartments and condominiums, this could rise to S$1,000 and above with meals and laundry services charged separately.

Most accommodation is let out to students on 3-month; 6 month and 12 months’ lease agreement. More often, the landlord will demand an advance payment or deposit to cover for 3 months or more. There are also some landlords who are willing to let out rooms for rent at monthly advance payment.

Online Database of Accommodation

Ascend has provided a link from our website to the Strait Times Property Section for our Students so they can access the latest updated database of accommodation available in Singapore:

http://www.ascend.edu.sg/about-singapore.html#acc

10.3 Financial

While in Singapore, it is advised to open a savings or checking account. The minimum initial deposit is usually S$100 if you are below 21 years of age. Your passport and Student Pass or letter of admission to your educational institution may be required as well. Upon opening your account, you will receive an ATM card for your convenience of withdrawing cash from any ATM machines operated by the individual bank. The ATM card also entitles you to make payments via NETS (a cashless system similar to a value-stored card).

Most banking hours are usually Mondays to Fridays 9:30am-3pm and Saturdays 9:30am-11/1pm. However, each individual bank offers different opening times. It is best to check for their specific hours.

The local currency is in Singapore dollars and cents. Apart from banks or hotels, you may change your currency at outlets that displays the sign “Licensed Money Changer”. Other than the Singapore dollar,
the US and Australian dollar, Yen and British pounds are also widely accepted at various major shopping centers and restaurants.

10.4 Telecommunication

Public Pay Phones

Public payphones are located at most public places including: shopping malls, food centres, and other establishments. Users can pay either by cash, credit card, or stored-value phone-cards depending on the telephone system. Charges for local calls are 10 cents per three-minute blocks. Besides local calls, public payphones using stored-value phone-cards are also able to connect international calls.

ICC International Calling Cards

International Calling Cards are post-paid phone-card that enable you to make international calls with any phone. Charges of the call are deducted from the value of the card according to individual calls. International Calling Cards can be purchased at all post offices, convenient stores and other retail outlets.

Mobile Services

There are two types of services where users can sign up for mobile lines. Users may wish to either acquire a number through the purchase of a prepaid mobile card or by signing up for a fixed mobile line. Both services are available at all service operators while prepaid cards are available at all post-offices, convenient stores and other retail outlets.

Internet Services

Internet services are also available at each service operator. Users may wish to sign up with their preferred operator. On the other hand, Singapore has launched its island-wide wireless service. Over more than 500 locations are wireless enabled.

10.5 Transport

Public Transport

Singapore has one of the most extensive and efficient public systems in the world. The Mass Rapid Transit (MRT) operates a network of trains serving 51 stations. Trains operate from 5.30am - 12.30am daily, every three to eight minutes. A ride on the MRT from Singapore Changi Airport to the city takes less than half an hour. A copy of A Quick Guide to MRT Travel can be obtained from the Station Control Rooms at all MRT stations. Public buses run daily from 5.30am - midnight. Extended night services cost slightly more.

Rides on the MRT cost from 80 cents to S$1.80. For travel on the MRT, you need to purchase a one-trip fare card. Public buses accept cash.

The recommended mode of payment for both the MRT and public buses is using the EZ-link card which is a stored-value card giving discounted fare for multiple rides. The EZ-link card may be purchased and topped up at most MRT stations and bus interchanges. Each adult card is sold with a minimum value of S$10 plus a deposit of S$5.
Using ez-link card on MRT or LRT

You can use the ez-link card on the MRT or LRT by following these steps:

► Tap your ez-link card on the card reader mounted on the entry fare gate.
► Wait for the green light to come on before passing through the fare gate.
► When you get to your destination, tap your ez-link card on the card reader on the exit fare gate. The correct fare will be automatically deducted from your card.

Things to note - MRT or LRT:

What to do when the red light comes on or when there is no light:

► Check that your ez-link card has sufficient stored value.
► Tap your ez-link card again.
► If you still see the red light or if there is still no light, your ez-link card may be faulty. Take your ez-link card to the MRT Passenger Service Centre or the TransitLink Ticket Office for assistance.

Using ez-link card on Buses (New Trip)

You can use the ez-link card on buses by following these steps:

► Tap your ez-link card on the entry card reader when boarding the bus.

► Proceed when you see the green light and hear a beep (or two beeps if you are a concession ez-link card holder).

► When alighting, tap your ez-link card on the exit card reader. The bus fare for your trip and the remaining stored value on your card will be displayed on the card reader.

It is important to tap the card on the exit reader when alighting. Otherwise, the system will assume your journey ends at the terminal station and will deduct the fare for that journey accordingly.

The Transitlink Guide gives detailed information on both the MRT and bus services and is available at $1.50 from most MRT stations, bus interchanges and major bookstores.

Taxis travel around the island 24 hours a day. You may queue for a Taxi at any designated Taxi stand, make a booking through a Taxi company's hotline or flag one down. Taxis carry a maximum of four passengers and seat belts are compulsory by law for all passengers. All taxis are metered, mostly with the standard fares of:

S$2.80 for the first 1km

Peak Hour Surcharges of 35% (Mondays to Saturdays, 7.30am - 9.30am and 5pm - 8pm), after midnight (12am - 6 am daily)
City area surcharges of $3 for cabs hired within the Central Business District (CBD) area (Monday to Saturdays, 5pm -12 midnight)

Late Night Surcharge of 50% of metered fare (midnight to 5.59am)

Taxis departing from the Singapore Changi Airport, Seletar Airport or Singapore Expo, on the eve and on public holidays, as well as for trips passing through an Electronic Road Pricing (ERP) gantry incur extra charges.

Credit card payments incur a 10% surcharge on the fare.

List of Cab Companies and their phone numbers

| Comfort and City cab | 6552 1111 |
| Prime Taxi            | 6778 0808 |
| Silver Cab            | 6363 6888 |
| Smart Cab             | 6485 7777 |
| SMRT                   | 6555 8888 |
| Trans Cab             | 6555 3333 |

10.6 Arts, Theatre & Cinema

Arts is all around you...a musical at the Esplanade, a performance at The Arts House, a ballet performance at Fort Canning, a film at The National Museum Gallery Theatre or an exhibition in the museums!

1. Singapore Dance Theatre
Be dazzled by brilliant performances throughout the year, including such highlights as Ballet under the Stars. For more information, go to: www.singaporedancetheatre.com
www.singaporedancetheatre.com

2. Singapore Symphony Orchestra
Catch weekly performances, ranging from classical to contemporary, at the Esplanade – Theatres on the Bay, Singapore’s newest arts complex. For more information, go to www.sso.org.sg

3. Singapore Chinese Orchestra
Catch the Singapore Chinese Orchestra playing classical Chinese music with refreshing modern tunes. For more information, log on to www.sco.com.sg

4. Concerts/Plays/Ballet in the Park

The National Arts Council organizes a series of concerts, usually performed by local arts companies, in various parks of Singapore like Botanic Gardens, West Coast Park, and Bishan Park. Prepare your picnic baskets and swing by the parks for a wonderful arts experience. For more information, log on to www.nac.gov.sg
1. Cinema

Here’s a listing of where you can make online cinema ticket bookings and check out what others say about the movie!

Cinema Directory (Booking Online):
- Cathay: www.cathay.com.sg
- Eng Wah: www.ewcinemas.com.sg
- Shaw: www.shaw.sg
11.0 Useful Contacts

11.1 Emergency Contacts

Police 999 (toll-free)

Emergencies/Ambulance/Fire Brigade 995 (toll-free)

Samaritans of Singapore (SOS) 1800-221-4444 (24hours Emergency Counseling)

11.2 Ascend Emergency Contacts

David Doyle (CEO) + 65 9834 8592
Ranitha Naidu Doyle (Deputy CEO) + 65 9628 3706

11.3 Singapore Public Hospitals

For an ambulance, dial 995

Singapore General Hospital (SGH)
Outram Rd, S169608
Tel: 6222322
www.sgh.com.sg

Tan Tock Seng Hospital (TTSH)
11 Jalan Tan Tock Seng, S308433
Tel: 62566011
www.ttsh.com.sg

National University Hospital (NUH)
5 Lower Kent Ridge Road, S119074
Tel: 6772555
www.nuh.com.sg

Alexandra Hospital
378, Alexandra Road
Singapore 159964
Tel: 65 6476 8828
www.alexhosp.com.sg

Changi General Hospital
2 Simei Street 3
Singapore 529889
Tel: 6788 8833, 6780933
www.cgh.com.sg
11.4 CPE Student Services Centre

1 Orchard Road (YMCA Building), #01-01
Singapore 238836
Nearest MRT: Dhoby Ghaut (Exit A)
Tel: (65) 6592 2108
Fax: (65) 6338 2718
E-mail: CPE_CONTACT@cpe.gov.sg
Website: www.cpe.gov.sg

Opening Hours
Monday – Friday 8.30 am – 6.00 pm
Closed on Saturdays, Sundays and public holidays.

Opening Hours
Monday – Friday 9.30 am – 6.00 pm
Closed on Saturdays, Sundays and public holidays.

11.5 Other Useful Contacts in Singapore

Police Hotline 6225 0000
Traffic Police 6547 0000
AAS Emergency Road Service 6748 9911
Non-emergency ambulance 1777
Singapore General Hospital 1800-3213591
PowerGrid Hotline (Blackout) 1800-7786666

Immigration Checkpoint Authority Hotline 6391 6100

Consumers Association of Singapore – For consumer mediation & advice 6433 1811
www.case.org.sg

11.6 Stay in Touch with your Ascend friends online

Online Web Groups:
You can keep in touch with your fellow classmates through our Online Web Groups and introduce new friends as well!

Our online Ascend web groups are a great place to share experiences and make new friends. We hope everyone has a wonderful experience at Ascend.

Add us on: Facebook - Search: Ascend Education Centre
11.7 Embassies

Royal Embassy of Cambodia
400 Orchard Road
#10-03/04 Orchard Towers
Singapore 238875
Tel: (65) 63419785, 63336372 (Consular Office), 62380429 (Trade Section)
Fax: (65) 63419201, 63419201 (Trade Section)
Open: 0900 hrs – 1200 hrs, 1330 hrs – 1700 hrs, Mon - Fri
Email: cambodiaembassy@pacific.net.sg

Embassy of the People's Republic of China
150 Tanglin Road
Singapore 247969
Tel: (65) 6418 0246, 6418 0224
Fax: (65) 6734 4737
Open: 0900 hrs – 1200 hrs, Mon - Fri
Website: http://www.chinaembassy.org.sg

Embassy of the Republic of Indonesia
7 Chatsworth Road
Singapore 249761
Tel: (65) 6737 7422
Fax: (65) 6737 5037, 6235 5783
Open: 0830 hrs – 1300 hrs; 1400 hrs – 1700 hrs, Mon - Thu
0830 hrs – 1230 hrs, 1430 hrs – 1700 hrs, Fri

Embassy of Japan
16 Nassim Road
Singapore 258390
Tel: (65) 6235 8855
Fax: (65) 6733 1039
Open: 0830 hrs – 1200 hrs; 1330 hrs – 1530 hrs, Mon-Fri
Website: http://www.sg.emb-japan.go.jp

Embassy of the Republic of Korea
47 Scotts Road
#08-00 Goldbell Tower
Singapore 228233
Tel: (65) 6256 1188
Fax: (65) 6254 3191
Open: 0830 hrs – 1700 hrs, Mon - Fri
Email: info@koreaembassy.org.sg

Malaysian High Commission
301 Jervois Road
Singapore 249077
Tel: (65) 6235 0111
Fax: (65) 6733 6135
Open: 0800 hrs – 1130 hrs; 1430 hrs – 1615 hrs, Mon - Fri
Email: mwspore@mbox3.singnet.com.sg

Embassy of the Union of Myanmar
15 St. Martin's Drive
Singapore 257996
Tel: (65) 6735 6576 (visa), 6735 1672 (consular)
Fax: (65) 6735 6236
Open: 0900 hrs – 1300 hrs, 1400 hrs – 1700 hrs, Mon - Fri
Email: ambassador@mesingapore.org.sg
Website: http://www.mesingapore.org.sg

Embassy of the Russian Federation
51 Nassim Road
Singapore 258439
Tel: (65) 6235 1834, 6737 0048 (consular section)
Fax: (65) 6733 4780
Open: 0900 hrs – 1500 hrs, Mon - Fri; 1000 hrs – 1200 hrs, Mon - Fri (visa office for public)
Email: rosposl@pacific.net.sg
Website: http://www.singapore.mid.ru

High Commission of the Democratic Socialist Republic of Sri Lanka
51 Newton Road
#13-06 to 12 Goldhill Plaza
Singapore 308900
Tel: (65) 6254 4595/6/7
Fax: (65) 6250 7201
Open: 0900 hrs – 1300 hrs, 1400 hrs – 1715 hrs, Mon - Fri
Email: sllhcs@singnet.com.sg

Royal Thai Embassy
370 Orchard Rd.
Singapore 238870
Tel: (65) 235-4175, 737-2158, 2175, 2644, 3372
Fax: (65) 732-0778
Open: 0930 hrs – 1230 hrs; 1400 hrs – 1700 hrs, Mon - Fri
E-mail: thaisgp@singnet.com.sg

Embassy of the Socialist Republic of Vietnam
10 Leedon Park
Singapore 267887
Tel: (65) 6462 5938, 6467 3573, 6463 8004
Fax: (65) 6462 5936
Open: 0830 hrs – 1200 hrs, 1430 hrs – 1730 hrs, Mon - Fri
0830 hrs – 1200 hrs, Sat
MRT
* Alight at Clarke Quay MRT
* Exit from Eu Tong Sen Road
* Use the footbridge to cross to New Bridge Road
* Turn left into Carpenter St and we are located at number 19.

Bus
* Along North Bridge Road.
* Go to get off right after Upper Circular Road
* Bus Nos: 7, 32, 51, 63, 80, 145, 175, 197

* Along Eu Tong Sen Street & New Bridge Road.
* Get off beside Carke Quay MRT
* Bus Nos: 33, 51, 54, 63, 80, 124, 145, 147, 166, 197

Ascend Education Centre
19 Carpenter Street
Singapore 059908
Tel: +65 6338 1378
Fax: +65 6337 1378
www.ascend.edu.sg
E-mail for course enquiries: enquiry@ascend.edu.sg
E-mail for feedback: feedback@ascend.edu.sg