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1.0 Welcome from Ascend Education Centre CEO

Dear Students,

A warm welcome to Ascend Education Centre – The English Professionals!

The purpose of this handbook is threefold. First, to introduce you to Ascend Education Centre. 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 Education Centre and living in Singapore.

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

Yours Faithfully,

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

We aspire to be a globally trusted, innovative and professional provider of quality English language courses.

2.2 Education Mission

To inspire and empower our students to communicate with confidence.

2.3 Our Shared Values

Trust
We value trust as the foundation of all our interactions because we respect each other. We are honest and ethical in all our dealings. We keep our promises, admit our mistakes and respond to feedback in a constructive way. Through our professional and personal conduct we ensure that the name of the Centre is always worthy of trust.

Professionalism
We maintain professionalism in all that we do because we care about standards and our students. Professionalism is the execution of competency, excellence and reliability in all we do. It encompasses having a sound knowledge of what we do and doing it right. It is grounded on the belief of high standards of performance.

Care
We demonstrate care for our students, our staff, our environment and the wider learning community by acting with respect and consideration. Respect is treating others as you would like to be treated; showing consideration for the diversity of others, the environment and ourselves to help foster an environment of professionalism.

Innovation
We embrace innovation because we believe that innovation is the engine that keeps us growing. We constantly seek new ways of doing things, improving new technologies into services which are student-centred thereby helping our students to communicate with greater confidence.

Improvement
We pursue continual improvement in all we do because education means progress. When we enhance the quality of our courses and services we serve our students better. To achieve improvement we must continually self-reflect and develop our skill set.

2.4 CULTURE STATEMENT

A culture defines who we are. It sets forth aims and principles of a united group which guides us in the decisions we make and ways we behave. Based on our shared values, we are 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.
2.5 Policies

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

- **Professional Teaching Staff Policy**: We guarantee experienced and qualified teachers 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**: Under the EduTrust Education scheme, 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 for all students and a Medical Insurance Scheme for all full-time international students with Liberty Insurance Pte Ltd.

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

- **Feedback Policy**: We have 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 Education Centre.

2.6 Service Quality Targets 2014

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

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

3) Achieve a teacher rating of at least 4.2 out of 5 consistently based on student feedback.

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

David Doyle, CEO of Ascend Education Centre,
an Irish citizen and Singapore PR, is the CEO of Ascend Education Centre 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 Education Centre,
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.

Vinitha Mukherhee, Academic Manager
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.
Ben, Assistant Marketing Manager
Ben graduated from Singapore Polytechnic with a diploma in Computer Information Systems. Through his earlier work experience, he had picked up customer service skills with the Ministry of Education, mastered sales negotiation techniques during his days as an estate salesperson dealing with commercial properties, as well as having enjoyed the privilege of being under the tutelage of Ms Nanz Chong-Komo, founder of One.99 business. Prior to Ascend, Ben had the opportunity to work as a business development manager with one of the local learning centres, managing the company’s best branch in the North East region where he focused on selling education programmes to clients. All in all, Ben is a people-person who enjoys working with others and looks forward to meeting students from all over the world.

Bala, Accounts Executive,
is from Sri Lanka and is a Singapore citizen. He joined Ascend Education Centre in 2010 as our Accounts Executive. Bala is methodical and 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 Education Centre, Bala also worked in the education industry here in Singapore.

Belle, Customer Service Executive,
is from The Philippines. She has been working in the customer service field for the past few years in Singapore. She loves meeting people from different countries, understanding their individual needs and providing them with the best service she can offer. She is always up for challenges and she believes Ascend Education Centre will help her to become a better person.

Hai Yen, Customer Service Executive.
Hai Yen is from Vietnam. She has recently joined Ascend Education Centre as a Customer Service Executive. She has worked in the educational industry here in Singapore for a number of years. She loves interacting with people, understanding customer needs and concerns in order to provide the best service. With a positive attitude, she is always willing to learn and face new experiences and is up for the challenge. She believes that Ascend Education Centre is not only a employment opportunity but Ascend will help her to gain knowledge and become a better person.
2.8 Teachers

**Victoria Fury,**
is a Canadian who has lived and worked in Singapore and Indonesia for 16 years. She has taught EGL at all levels, as well as Business and Hospitality English and IELTS. Victoria holds a TESOL Certificate with 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 Education Centre are a key factor in the success of its students.

**Nurzaihan Noordin Ryan,**
a Singaporean, has been cultivating her interest in teaching since 2000. Upon completion of her Sociology & Economics degree at the National University of Singapore (NUS), she went on to complete her TEFL certification with ITTT (International TESOL Teacher Training). Her teaching background includes local and overseas stints, teaching students of all ages and nationalities. Not a fan of monotony, she believes that interest will lead to the desire to pursue. As much as she can, she tailors her lessons to suit the various needs and interests of students. This, she admits, is not necessarily easy but definitely worthwhile.

**Rachel Jordan,**
is from the UK, she has a background in languages, having gained a Bachelor’s degree in French and Spanish. She has been in Singapore over five years and has taught English to a wide range of students from Asia and beyond. Previously she lived in London and worked on numerous publishing projects for BBC Worldwide. A creative person, Rachel has also been an exhibited artist, taught art to children and adults and created two murals for an HDB block in Singapore. She trained as a CELTA TEFL teacher with the British Council and is passionate about helping students learn to communicate better in English whether for business, study or everyday life. In her spare time, she enjoys eating out, visiting art galleries, walking in nature and reading the dictionary!

**Margaret Joyce,**
Margaret Joyce is from Ireland and has been living in Singapore since April 2012. She has a Post Graduate Diploma in Adult Education with first class honours and a TEFL certificate with distinction. She has worked as both a teacher and an education center manager for over nine years and finds her profession both rewarding and interesting. She enjoys learning about other cultures and meeting new people and finds the English language classroom an excellent place to pursue this interest! She also enjoys hill walking, reading and watching art house movies. Her classes are friendly and warm as she believes this atmosphere is most conducive to learning. She also believes learner autonomy to be a major factor in adult learning, where goal oriented tasks lead to learning with the teacher acting as facilitator. Last but not least, she thinks students should enjoy the learning experience and brings this into her lesson planning as much as possible.
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.

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 has 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.
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 Education Centre undertakes to inform CPE and its students of any change in ownership or management within 14 working days. Ascend Education Centre 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 Education Centre 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 Education Centre.

A copy of the PEI-Student Contract and Advisory Note in English is available for your reference on the Ascend Education Centre 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 khao) at: http://www.cpe.gov.sg

3.2 Fee Protection Insurance

Ascend Education Centre is a Private Education Institution (PEI) that participates in the Fee Protection Scheme (FPS). All fees collection from students, both local and international will be protected via an escrow bank account or insurance scheme. Ascend Education Centre adopts the Liberty Insurance FPS insurance scheme. A copy of the master insurance agreement between CPE, Liberty Insurance (the “Master Insurance Agreement”) and acceded to by Ascend Education Centre for the purpose of insuring, among other things, the Student is available at www.ascend.edu.sg.

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). The FPS protects all students' fees in the event that Ascend Education Centre is unable to continue operations due to:

- Insolvency events
- Regulatory closure
- Direction issued by CPE
It also protects the student under personal accident cover of S$10,000 payable upon death or permanent total disablement arising from an accident in Singapore.

For the FPS insurance protection, insurance will be purchased within 7 working days via the Liberty Insurance portal when fees are collected and receipt of payment is issued. The student is protected during this seven day period through a pre-cover arrangement whereby the student’s course fees are insured from the date of course fees payment to Ascend Education Center until whichever is earlier:

- The date of commencement of the Period of Indemnity in a subsequent Certificate of Insurance issued to Student; or
- Seven (7) working days after the payment

All update on changes to student status will be notified to Liberty Insurance Email notification from Liberty Insurance will be sent to the student directly.

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).

3.3 Medical Insurance

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 required for part-time students.

SC/PR students and non-STP international 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.

As required by the Council for Private Education, a government statutory body, Ascend Education Centre 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 Liberty Insurance Pte. Ltd.:

- 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 full-time international students enrolled with Ascend Education Centre will be covered by the Group Medical Insurance. The Group Medical Insurance’s benefit details are as follows:
## Benefit Schedule

<table>
<thead>
<tr>
<th>Benefit Description</th>
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<tbody>
<tr>
<td>1(a) Daily Room &amp; Board (R&amp;B)(^1)</td>
<td></td>
</tr>
<tr>
<td>1(b) Intensive Care Unit(^1)</td>
<td></td>
</tr>
<tr>
<td>2 Hospital Miscellaneous Services</td>
<td></td>
</tr>
<tr>
<td>3 Surgical benefit (Subject to Surgical Schedule - applicable to Private Hospitals only)(^2)</td>
<td>As charged in B1 ward in Singapore Government / Singapore Government Restructured Hospitals 10%</td>
</tr>
<tr>
<td>4 In-Hospital Physician's Visits</td>
<td></td>
</tr>
<tr>
<td>5 Pre-hospitalisation Specialist Consultation Fees(^3)</td>
<td></td>
</tr>
<tr>
<td>6 Pre-Hospitalization Diagnostic X-Ray &amp; Laboratory Test(^3)</td>
<td></td>
</tr>
<tr>
<td>7 Emergency Outpatient Accidental Treatment(^4)</td>
<td></td>
</tr>
<tr>
<td>8 Post Hospitalization Treatment(^5)</td>
<td></td>
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<tr>
<td>9 Medical Report Fee(^6)</td>
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<tr>
<td>10 Co-insurance will apply if insured student is warded in a higher ward in Singapore Govt/Restructured Hospitals or in private hospitals in Singapore or in hospitals outside Singapore</td>
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**Overall Maximum Limit Per Policy Period ($)(Item 1 to 9)** 20,000

### Additional Benefit

<table>
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<tr>
<th>Benefit Description</th>
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<tbody>
<tr>
<td>11) Outpatient Kidney Dialysis and Cancer Treatment</td>
<td>3,000</td>
</tr>
<tr>
<td>12) Mental Illness (admission to Institute of Mental Health only)</td>
<td>1,000</td>
</tr>
<tr>
<td>13) Special Grant</td>
<td>5,000</td>
</tr>
<tr>
<td>14) Personal Accident (Death / Permanent Disablement Scale II)</td>
<td>20,000</td>
</tr>
</tbody>
</table>

- \(^1\) Inclusive of meals, subject to overall maximum limit of 90 days including R&B
- \(^2\) For surgery procedures performed in private hospitals, the reimbursable amount is based on a percentage of the compensation limit as stated in the Schedule of Surgical Fees in the policy. You may obtain a copy of the Schedule of Surgical Fees from the Insurance Company.
- \(^3\) Must lead to hospitalization and/or surgical procedure within 90 days.
- \(^4\) Treatment must be sought in a hospital or clinic within 24 hours from time of accident.
- \(^5\) For expenses incurred within 90 days from the date of discharge from hospital or day surgery.
- \(^6\) Reimbursement of medical report fee (maximum up to S$100)
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

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 Education Centre 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 Education Centre.

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 Education Centre 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 only.

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 could 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 Education Centre 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 original copy of the Police report

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 Ascend Education Centre’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 Centre Rules & Regulations

5.1 Ascend Education Centre Rules

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

5.1.1 90% Attendance Rule

All Ascend Education Centre students must have an attendance record of 90% in any one module before they can sit for their monthly modular examinations at Ascend Education Centre. 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 are reported to ICA.

5.1.2 Valid Reasons for Absence

a) Approved Leave: To apply for leave you must fill in the Leave Application Form (the green form in your classroom) and give the Centre a minimum notice of three days. If you are going overseas we will require proof of your departure and return dates. Ascend Education Centre 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.

5.1.3 Invalid Reasons for Absence

Students who do not have a Medical Certificate or an authorised Leave Application Form must fill in an Absence from Class Form (the red form in your classroom) 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.
5.1.4 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.

5.1.5 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.

5.1.6 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.

5.1.7 Policy on Misbehaviour

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

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

5.1.9 No littering in the classrooms or computer lab.

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

5.1.11 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.

5.1.12 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.
5.2 CODE OF CONDUCT FOR INTERNET AND OTHER COMPUTER NETWORK ACCESS

The purpose of providing Internet and other computer network access at Ascend Education Centre is to promote the exchange of information and ideas with the global community. The following represents a guide to the acceptable use of the technology provided by Ascend Education Centre. All network use must be consistent with the policies and goals of Ascend Education Centre. Inappropriate use of technology will result in the loss of technology use, disciplinary action, and/or referral to legal authorities. Ascend Education Centre may monitor use of internet technology at any time. All Internet and computer network users are hereby informed that there shall be no expectations of privacy in that school staff may monitor users at any time.

All Internet and other computer network users will be expected to abide by the generally accepted rules of network etiquette. These include, but are not limited to, the following:

- Be polite. Messages should not be abusive to others.
- Take pride in communications. Check spelling and grammar.
- Use appropriate language. Do not swear or use vulgarities or any other inappropriate language, symbols, or pictures.
- Protect password confidentiality. Passwords are not to be shared with others. Using another user’s account or password or allowing such access by another may be permitted only with the approval of the supervising teacher or system administrator.
- Do not reveal your personal address or telephone number or those of other persons. No student information should be electronically transmitted or otherwise disseminated through the network.
- Do not disguise the point of origin or transmission of electronic mail.
- Do not send messages that contain false, malicious, or misleading information that may be injurious to a person or a person's property.
- Illegal activities are strictly prohibited: transferring offensive or harassing messages; offering for sale or use any substance the possession or use of which is prohibited by the school district’s staff and student policies; viewing, transmitting, or downloading pornographic materials or materials that encourage others to violate the law; intruding into the networks or computers of others; and downloading or transmitting confidential, trade secret information, or copyrighted materials.
- The Internet is not to be used for playing multi-user or other network intensive games, commercial ventures, Internet relay chat lines, or downloading excessively large files.
- No charges for services, products, or information are to be incurred without appropriate permission.
- Do not use the network in such a way that you would disrupt the use of the network by other users.
- Users shall respect the privacy of others and not read the mail or files of others without their permission. Copyright and licensing laws will not be intentionally violated.
- Vandalism will result in cancellation of privileges. Vandalism is defined as any malicious attempt to harm or destroy hardware, data of another user, Internet, or any other agencies or other networks that may be accessed. This includes, but is not limited to, the uploading or creation of computer viruses.
• Report security problems to the supervising teacher or system administrator.

• Violators of this policy shall hold the Centre, including its employees and agents, harmless against any and all causes of action, damages, or other liability resulting from the willful or negligent violation of this policy.

5.3 ACCEPTABLE USE AND INTERNET SAFETY POLICY

5.3.1 Acceptable Use

The purpose of the Ascend Education Centre’s e-learning activities on the internet is to promote and support the internal and external exchange of information and educational activities for teaching and learning. All users must take responsibility for appropriate and lawful use of the network. Users must abide by all laws and follow all applicable copyright laws and regulations. Users agree to follow the rules in this policy and agree to report any misuse of the network. If you have any doubt about whether a contemplated activity is educational, you should discuss it with your instructor.

5.3.2 Internet Education for Students

Ascend Education Centre is committed to educating students about appropriate online behavior, including interacting with other individuals on our educational networking website Teamie.

5.3.3 Unacceptable Use

Uses that are considered unacceptable and which constitute a violation of this policy include, but are not limited to the following:

• Uses that violate the law or encourage others to violate the law. This may include, but is not limited to transmitting offensive or harassing messages; offering for sale or use any substance, the possession of use of which is prohibited by law; viewing, transmitting, or downloading pornographic materials; intruding into the networks or computers of others; and downloading of confidential or copyrighted materials. You should assume that all materials are protected unless there is explicit permission on the materials to use them.

• Uses that cause harm to others or damage to their property. Examples would be impersonating another user, uploading viruses, and hacking.

• Uses that jeopardize the security of student access and of the computer network or other networks on the Internet.

• Users will not install or remove computer software without the authorization of an instructor.

• Users will not engage or participate in chat rooms, web messaging, or any other activities that involve online messaging.

5.3.4 Network Etiquette

Users are expected to abide by the generally accepted rules of network etiquette.

• Politeness. Messages must not be abusive to others.
• Appropriate Language. No swearing, vulgarities, suggestive, obscene, belligerent, or threatening language, symbols, or pictures.

• Personal Information. Student users should not reveal their personal information or that of others.

• Illegal Activities. Illegal activities are strictly prohibited.

• Electronic Mail. Email is not guaranteed to be private. Messages relating to or in support of illegal activities may be reported to appropriate government agencies. Do not disguise the point of origin or transmission of email.

5.3.5 Internet Safety

• Individual Responsibility. Users must take responsibility for his or her use of the computer network and Internet and stay away from inappropriate sites. Users are responsible for reporting anyone visiting offensive or harmful sites to their instructor.

• Personal Safety. Users should guard their personal safety by not revealing personal information and never agree to meet anyone they might become acquainted with on the Internet.

• Hacking and Other Illegal Activities. Users must not use this network to gain or attempt to gain unauthorized access to other computers or computer systems. Any use which violates the law relating to copyright, trade secrets, the distribution of obscene or pornographic materials, or which violates any other law is strictly prohibited.

• Confidentiality of Student Information. Information concerning students may not be disclosed without the permission of a parent or guardian and/or the student.

• Active Restriction Measures. Filtering software will be utilized to prevent students from accessing visual depictions that are obscene, child pornography, or harmful to minors. Online activities of students will be monitored through direct observation to ensure that students are not accessing material inappropriate for minors.

5.3.6 Privacy

Network and Internet access is provided as a tool for your education. Ascend Education Centre reserves the right to monitor, inspect, copy, review, and store at any time and without prior notice any and all usage of the computer network and Internet access and any and all information transmitted or received in connection with such usage. All such information files shall be and remain the property of the school district and no user shall have any expectation or privacy regarding such materials.

5.3.7 Failure to Follow Policy

Ascend Education Centre will take action consistent with its policies and procedures including, but not limited to, suspension and/or revocation of access to network services. A user may violate this policy by his or her own action, by failing to report any violations by other users that come to the attention of the user, or by allowing another to use his or her password to access the computer network or Internet.
6.0 Course Information

Term 3, 2014 Calendar - Students

Oreintation Day: 30 June (Mon)
Module 1 Class Schedule: 1 July (Tue) – 23 July (W)
Module 1 Test: 24 July (Thur) & 25 July (F)
Module 2 Public Holiday: Hari Raya Puasa (M) 28 July
Class Schedule: 29 July (Tue) – 20 August (W)
Module 2 Test: 21 August (Thur) & 22 August (F)
Module 3 Class Schedule: 25 August (M) – 16 September (Tues)
Module 3 Test: 17 September (W) & 18 September (Thur)
Graduation: 19 September (F)
Centre Holiday: 20 September (Sat) – 28 September (Sun)

Term 4, 2014 Calendar - Students

Oreintation Day: 29 September (Mon)
Module 1 Class Schedule: 30 September (Tue) – 21 October (Tue)
Public Holiday: Hari Raya Haji (M) 6 October
Public Holiday: Deepavali (Thur) 23 October**
Module 1 Test: October 22 (W) & 24 October (F)
Module 2 Class Schedule: 27 October (M) – 19 November (W)
Module 2 Test: 20 November (Thur) & 21 November (F)
Module 3 Class Schedule: 24 November (M) – 16 December (Tue)
Module 3 Test: 17 December (W) & 18 December (Thur)
Graduation: 19 December (F)
Centre Holiday: 20 December (Sat) – 4 January (Sun)

6.2 Daily Class Schedule

For full-time students, classes will be from 9:30am to 12.30pm and 1.30pm to 3.30pm or from 11am to 1pm and 2pm to 5pm. As for non-student pass international students, your classes will be from 9.30am to 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 Display screen at the reception desk 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 in your classroom when you come to class.

6.4 Ascend Education Centre English Courses & Pathway

Ascend Education Centre offers different types of 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.

We have part-time courses and full-time courses for our EGL & IELTS programmes and Short Courses for our EGL programme. EGL Short Courses are for students who wish to complete their studies in one month and hold a valid visa for the duration of the course. EGL & IELTS Part-time courses over a 12 week period are for students who wish to study 3 hours per day Monday-Friday and who are already in Singapore and possess a valid visa for the duration of the course. EGL & IELTS Full-Time courses also over a 12 week period are for international students who need a student pass to study in Singapore 5 hours per day Monday-Friday or for those who are already living in Singapore on a valid visa, but require a letter of consent from ICA.

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. 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 Ascend Education Centres’ EGL placement test.
## 6.5 Full-time English as a Global Language (EGL) Course Description

Ascend Education Centre'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. The breakdown between Continuous Assessment and the Module Tests is as follows:

During each Module: Continuous Assessment (20%)

- Class Writing: 10%
- Class Speaking: 10%

At the end of each Module: Module Test (80%)

- Listening: 14%
- Grammar: 12%
- Vocabulary: 12%
- Reading: 14%
- Writing: 14%
- Speaking: 14%

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

Ascend Education Centre’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%.

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 Test 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 breakdown between Continuous Assessment and the Module Tests is as follows:

**During each Module: Continuous Assessment (20%)**

Class Writing: 10%
Class Speaking: 10%

**At the end of each Module: Module Test (80%)**

Listening: 14%
Grammar: 12%
Vocabulary: 12%
Reading: 14%
Writing: 14%
Speaking: 14%
6.7 Part-time Certificate in English as a Global Language (EGL) Course Description

Ascend Education Centre’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 tests 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 Education Centre.

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 Test 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 breakdown between Continuous Assessment and the Module Tests is as follows:

**During each Module: Continuous Assessment (20%)**

- Class Writing: 10%
- Class Speaking: 10%

**At the end of each Module: Module Test (80%)**

- Listening: 14%
- Grammar: 12%
- Vocabulary: 12%
- Reading: 14%
- Writing: 14%
- Speaking: 14%
6.8 About International English Language Testing System (IELTS)

IELTS is the test of English language skills that is trusted and recognised by institutions, business and governments worldwide. Institutions and organisations that ask for IELTS are:

- universities and the vast majority of education providers in Australia, New Zealand and the UK, as well as most universities in Canada
- more than 3,000 higher educational institutions and programmes in the US
- immigration authorities in Australia, Canada, New Zealand and the UK
- professional registration bodies worldwide, covering areas such as accounting, engineering, law, medicine and nursing
- a wide range of employers from sectors such as banking and finance, government, construction, energy and natural resources, aviation, health and tourism
- universities in non-English speaking countries where English is the language of instruction.

IELTS is jointly owned by British Council, IDP: IELTS Australia and Cambridge English Language Assessment. IELTS tests are administered at centres throughout the world - there are currently more than 800 test locations offered in more than 130 countries. The IELTS test is accepted by over 8,000 organizations worldwide.

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.

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 130 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
6.9 Singapore IELTS Test Dates 2014

In Singapore there are currently two IELTS test conductors: the British Council and IDP Australia. You may take your test with either test conductor. The test fee in 2014 is $320 for the British Council $310 for IDP Australia. 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.

All written examinations are held in the morning from 9.00 a.m. to 12.30 p.m. The exam board (Cambridge ESOL) stipulates that no break will be given during the exam. This is an exam rule applied worldwide for IELTS exams. The oral test is held between 9.00 a.m. to 5.00 p.m. on another day. Please check with the British Council and IDP on the available dates and venues for the written and oral exams. The allocation of date for the speaking module is on a first-come-first-served basis depending on the available dates at the time of registration. The exact timings of the Speaking Test will be provided on the day of the written test.

Both institutions allow online registration for test-takers.

For the British Council’s online registration portal please go to: https://www.britishcouncil.org.sg/en/ielts-and-exams/ielts

For IDP Australia, please go to: http://www.singapore.idp.com/ielts/registration_procedures.aspx
6.10 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 out teachers the time 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 on line learning in our English language lab and conversational English classes..

6.11 Part-time Preparatory Course for IELTS (Foundation)

Ascend Education Centre'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 out teachers the time 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 Education Centre.
7.0 Examination Information

7.1 Examination Notifications

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

7.2 Request for Deferment from Test

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 test date. Approval is not automatically granted. Requests for deferment will only be considered based on mitigating compassionate circumstances by the Exam Board. In the absence of such approval, students must attempt the Test in accordance to the scheduled date. The Request for Deferment form is available upon request from the Student Support team at the front reception counter.

7.2 Request to take Test Early (Applicable only to full-time and part-time EGL course students)

Any request to take the Module tests of the full-time/part-time EFL courses early must be forwarded in writing with documentary proof on the prescribed form at least fifteen (15) working days prior to the test date. Approval for an early test date will only be considered based on mitigating circumstances which prevent the student from taking the test on the scheduled date and which are outside of the students control. In the absence of such approval, students must attempt the Test in accordance to the scheduled date. The Request to take a Test Early is based on the student reaching an attendance rate of at least 90% to the day of the Test.

7.3 Eligibility to sit for Module Tests

A student is allowed to sit for the module tests provided the student meets the minimum attendance requirement of 90% in that module. Please note that if the student has an attendance rate lower than 90% in a Module, then the student may with the written consent of the Academic Manager sit for the Module Test; but their Module Test Score will not be taken into account when calculating their Overall Course Score. If this attendance issue results in the student failing the course, the student may wish to appeal this failure, they can use the Appeals Process as set out below in appealing the failure of the course.
<table>
<thead>
<tr>
<th>Course(s)</th>
<th>Minimum Attendance required for the Module Test(s) to contribute to Overall Course Score</th>
<th>Exceptions for sitting Module Test(s) for students who join after Module Commencement</th>
</tr>
</thead>
<tbody>
<tr>
<td>EGL Short Course</td>
<td>90%</td>
<td>None</td>
</tr>
<tr>
<td>EGL Full-time &amp; Part-Time</td>
<td>90%</td>
<td>If student enrols after first week of module; they can sit module test; but their test score does not contribute to overall score for course</td>
</tr>
</tbody>
</table>

### 7.4 Absence from Test

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 Education Centre 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 Test Regulations

- Students must report to the prescribed examination room at least five (5) minutes before the examination is due to commence.
- The student should bring a valid identity card and present it to the invigilator if requested to do so.
- Upon entering the examination room, examination conditions prevail, and students must refrain from communicating with each other.
- Electronic dictionaries, or any other electronic devices, should be left with other belongings away from the tables as advised by the invigilator.
- 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.
- Only one student at a time may leave the room to visit the toilet once the test has begun.
- 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.
- 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.
7.6 Test 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 Graduation for EGL Courses

- Students who score 60% overall and above shall receive a Certificate of Achievement;
- Students who score below 60% overall shall receive a Certificate of Attendance;

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.

7.8 Appeals Process

On occasion, a student may disagree with the academic decision of a member of the Academic Staff or the Examination Board. The centre provides an appeals process for the student to request reconsideration of an academic decision if that decision has resulted in the student failing a test or course.

7.9 Application for Review of Modular Test Paper

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

- Please note that all appeals must be lodged within 5 (five) working days after the release of the test 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 a test paper in which a student has passed.
  - The Examinations Board will notify the student about the outcome of the appeal in writing within five working days from receipt of the appeal.
- 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 tests 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 a test paper in which a student has passed.
• The Examinations Board will notify the student about the outcome of the appeal in writing within five working days from receipt of the appeal.
• Students should not assume that their appeal is successful unless informed by the Examination Board

7.11 Exam Board and the Appeals Process

Ascend Education Centre’s Examination Board is responsible for evaluating appeals in courses where a certificate of achievement is awarded. Evaluations of students, awards of certificates of achievement and other academic judgments are based upon academic performance and the application of relevant academic policies and procedures developed by the Examination Board. Academic staff are responsible for implementing the methods of assessing a student’s performance established by the Ascend Education Centre Examination Board. The Examination Board are responsible for reviewing the implementation of the policies and procedures for continual improvement.

7.12 Examination Board Members

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 Education Centre 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

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.
Ascend Education Centre Refund Policy

Ascend Education Centre 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:

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

Ascend Education Centre 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.

Withdrawal and Refund Policy

Where students withdraw from the Course, Ascend Education Centre 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 [the amount of fees paid under Schedules B &amp; C]</th>
<th>If Student’s written notice of withdrawal is received</th>
</tr>
</thead>
<tbody>
<tr>
<td>[95%]</td>
<td>(“Maximum Refund”) More than [7] day before the Course Commencement Date</td>
</tr>
<tr>
<td>[90%]</td>
<td>Before, but not more than [7] day before the Course Commencement Date</td>
</tr>
<tr>
<td>[85%]</td>
<td>After, but not more than [7] days after the Course Commencement Date</td>
</tr>
<tr>
<td>[0%]</td>
<td>More than [7] days after the Course Commencement Date</td>
</tr>
</tbody>
</table>

The Student is entitled to a 95% refund of the course fee (net of applicable bank charges and administrative charges stipulated in the Miscellaneous Fees in the Contract) provided that:

- The application for the transfer/withdrawal (form available at reception counter and on website) is submitted to the Ascend Education Centre Office Seven days before the commencement date of the course;
• The student has paid the full course fee before the commencement date of the course;

The Student is entitled to a 90% refund of the course fee (net of applicable bank charges and administrative charges stipulated in the Miscellaneous Fees in the Contract) provided that:

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

• The student has paid the full course fee before the commencement date of the course;

The Student is entitled to a 85% refund of the course fee (net of applicable bank charges and administrative charges stipulated in the Miscellaneous Fees in the Contract) provided that:

• The application for the transfer/withdrawal (form available at reception counter and on website) is submitted to the Ascend Education Centre Office no later than seven days after the commencement date of the course;

• The student has paid the full course fee before the commencement date of the course;

Withdrawal and Refund Policy during Cooling off Period

Ascend Education Centre offers students a cooling-off period of 7 working days after signing their student contract. Students can submit written notice of withdrawal to Ascend Education Centre and receive the Maximum Refund amount stipulated above (95%)

Withdrawal with Cause and Refund Policy

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

• Ascend Education Centre Education Centre terminates a Course prior to the course commencement date.
• Ascend Education Centre does not start a course on the course commencement date.
• Ascend Education Centre terminates the Course for any reason prior to the completion of the Course.
• Ascend Education Centre fails to complete the Course for any reason prior to the completion of the Course.
• The student’s application for a student pass has been rejected.

Ascend Education Centre 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 within seven working days of Ascend Education Centre receiving the letter of withdrawal from the student.

Transfer Policy (within Ascend Education Centre) and Refund Policy

Students who transfer from one course to another or transfer to another intake within Ascend Education Centre shall be deemed to have terminated from the current course. The standard refund policy shall apply unless otherwise agreed between Ascend Education Centre 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 Education Centre Withdrawal Procedure**

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

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 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.

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 Education Centre Transfer Procedure

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

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 transferrable 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.
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.

Is there any feedback that would be useful for improvement?

No: Student Admissions Officer checks with Finance executive on Fee status of student and what (if any) course fees need to be refunded or transferred.

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

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 Education Centre Refund Procedure

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

Ascend Education Centre initiated Refund

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

The Principal / Management Team of Ascend Education Centre 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 Education Centre 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/cancellation 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 Education Centre 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 Education Centre 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 Education Centre 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 located on the ground floor in class classroom F as frequently as possible. We have a well-stocked library of graded readers and classics books in English Literature. We have magazines such as National Geographic and Time, 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: 12:30pm to 9:00pm and Saturday: 9:15am to 5:00pm
9.1.1 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 Education Centre students are allowed to use the wireless internet which is available on the ground and 5th floors. 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 a drinks dispenser on the floor and are allowed to bring th 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:
tim.green@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 Education Centre.

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.

4. E-learning

Students will receive an orientation on Teamie 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.

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 Education Centre 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 Education Centre 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 Education Centre Policy on Complaints

Ascend Education Centre 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 Education Centre 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 Education Centre, 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 Education Centre 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 Education Centre’s Quality policy of continuous improvement.
11.13 Student Complaint Process

**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.

Is the complainant satisfied and the matter resolved?

- Yes
  - Manager follows up complainant to check customer satisfaction.
- No
  - STAGE 2

**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.

Is the complainant satisfied and the matter resolved?

- Yes
  - End
- No
  - STAGE 3

**STAGE 3**

The matter will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIIarb) 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.

Is the complainant satisfied and the matter resolved?

- Yes
  - End
- No
  - CEO follows up with complainant to check customer satisfaction.
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 26 degrees Celsius to 34 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$1,000 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>$600 - $2,000</td>
</tr>
<tr>
<td>(rental varies with geographical area, type of accommodation, facilities provided and the number of people sharing)</td>
<td></td>
</tr>
<tr>
<td>Utilities</td>
<td>$100 - $200</td>
</tr>
<tr>
<td>(not applicable for boarding schools)</td>
<td></td>
</tr>
<tr>
<td>Food</td>
<td>$750 - $900</td>
</tr>
<tr>
<td>(Based on $25-$30 a day for 3 meals)</td>
<td></td>
</tr>
<tr>
<td>Public Transport</td>
<td>$50 - $250</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>From $50 (varies with usage and promotional packages subscribed)</td>
</tr>
<tr>
<td>Books &amp; Stationery</td>
<td>$50 - $100</td>
</tr>
<tr>
<td>(varies with course of studies)</td>
<td></td>
</tr>
<tr>
<td>Medical Hospitalisation</td>
<td>$5 - $300</td>
</tr>
<tr>
<td>Insurance</td>
<td>(depending on insurance policy)</td>
</tr>
<tr>
<td>Personal expenses</td>
<td>$100 - $300</td>
</tr>
<tr>
<td>(varies with individuals)</td>
<td></td>
</tr>
<tr>
<td>(clothes, toiletries, entertainment, haircut, miscellaneous)</td>
<td></td>
</tr>
</tbody>
</table>

Please note that the average estimates were derived based on prices as at Nov 2012 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 $450 to $650 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 options, 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 Education Centre 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)
ity 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

<table>
<thead>
<tr>
<th>Cab Company</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comfort and City cab</td>
<td>6552 1111</td>
</tr>
<tr>
<td>Prime Taxi</td>
<td>6778 0808</td>
</tr>
<tr>
<td>Silver Cab</td>
<td>6363 6888</td>
</tr>
<tr>
<td>Smart Cab</td>
<td>6485 7777</td>
</tr>
<tr>
<td>SMRT</td>
<td>6555 8888</td>
</tr>
<tr>
<td>Trans Cab</td>
<td>6555 3333</td>
</tr>
</tbody>
</table>

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 please go to: www.nac.gov.sg
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.ecinemas.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 Education Centre 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: 62223222
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: 67725555
www.nuh.com.sg

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

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 Education Centre 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 Education Centre web groups are a great place to share experiences and make new friends. We hope everyone has a wonderful experience at Ascend Education Centre.
Add us on: Facebook - Search: Ascend Education Centre 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: rospospl@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: shcs@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
11.8 Notes
Ascend Education Centre - Our Location

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
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E-mail for feedback: feedback@ascend.edu.sg
CPE Registration No: 200401429K