STUDENT HANDBOOK 2016

Ascend Student Graduation
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1.0. Welcome from CEO

A very warm welcome to Ascend – The English Professionals.

The purpose of this handbook is fourfold.

First, to introduce you to Ascend – The English Professionals and our key staff and values as educators.

Second, to let you know about your rights as a student of our Centre by introducing you to critical policies, procedures and processes which are in place to protect you.

Third, to inform you of your obligations as a student of the Centre.

And finally, to give you updated information on your studies and our support services as well as providing you with general information about living in the cosmopolitan and vibrant city-state of Singapore.

We hope you find the handbook informative.

If we can be of any assistance in helping you during your stay with us please do not hesitate to contact us.

Yours Faithfully,

David Doyle
CEO
Ascend Education Centre
www.ascend.edu.sg
Email: david.doyle@ascend.edu.sg
2.0. About Ascend - The English Professionals

2.1. Vision

To be a Centre of choice and inspiration for English language education.

2.2. Mission

To motivate our learners to communicate with confidence.

2.2.1. Educational Goals

To build up the attitudes, 21st century skills and knowledge of learners so they can become more independent in thought and action as well as being more culturally aware and cooperative in their communication with others.

2.3. PRIDE Values

We take PRIDE in our five shared values. They form a key component of our strategic planning process which drives the Centre’s business direction. They are reflected in our objectives, policies, procedures and processes and help us to synergise in our daily work activities. Here we define what they are and what value they have for us in our day to day work.

Professionalism is the execution of competency and reliability. We value professionalism because we believe in doing the right thing for our learners.

Respect is treating others as you would like to be treated. We value respect as our success ultimately depends on the quality of our relationships with our students, staff and stakeholders.

Professionalism and Respect are the founding values upon which our Centre’s educational philosophy is based.

Our Spirit comes from our integrity and dynamism.

Integrity is doing what we say and being held accountable for our words and actions. We value integrity to ensure the name of the Centre always inspires trust.

Dynamism is demonstrating a can-do attitude in our daily work activities. We value dynamism as it is the positive energy that propels us towards realizing our mission and vision.

At the apex of these four values is our core value of Excellence.

Excellence is the habitual pursuit of continual improvement. As educators, we value excellence as we are committed to learning and to continually improving our courses and services to serve our customers better.

2.4. OPEN Culture Statement

Based on our shared values, we are committed to building a culture for our staff, stakeholders and students which is Open, Positive, Enabling and Nurturing.
2.5. Policies

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

1. **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.

2. **Teacher Student Ratio Policy:** We have a maximum teacher-student ratio of 1:16 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.

3. **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.

4. **Transparent and Fair Refund, Withdrawal, Transfer Policies and Procedures.**

5. **Feedback Policy:** We have a comprehensive feedback system in place to ensure that you are listened to.

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

2.6. Service Quality Targets 2016

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 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. Board of Management

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 stretching over two decades. 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 18 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 12
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.
2.8. Customer Service Team

Ben Chang, Assistant Sales 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 worked as a business development manager with one of the local learning centres, 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.

Balachandran, Assistant Accounts Manager
Bala is from Sri Lanka and is now a Singapore citizen. He joined Ascend Education Centre in 2010 as an Accounts Executive. Bala loves working with numbers and is currently studying to become a practicing Accountant. Bala is methodical and loves detail. He also 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.

Hai Yen, Assistant Marketing Manager.
Hai Yen is from Vietnam. She joined Ascend Education Centre as a Customer Service Executive in 2014. 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 an employment opportunity but Ascend will help her to gain knowledge and become a better person.
2.9. Full-Time Teachers

Victoria Fury,
is a Canadian who has lived and worked in Singapore and Indonesia for 20 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.

Bart Van Laere,
comes from Ghent, Belgium, and has lived in Asia for over 11 years. As a student, he quickly took a liking to learning English as a second language besides his native language. As a young adult, he was keen to explore more of the world, in particular, Asia. He pursued and acquired a TESOL Certificate as well as a Cambridge CELTA certificate and gained experience as an English Teacher in various institutions ranging from Government schools to Private schools. He believes in breaking down communication barriers by teaching his students to embrace communicating in English.
2.10. Student Counsellor

Sebastian Seet, Student Counsellor
has more than 20 years’ experience as a professional counsellor. He is a registered associate member of Singapore Association for Counsellor. He holds a master’s degree in counselling from the University of South Australia. He worked at psychiatric rehabilitation centre for 5 years. He counselled numerous people suffering from mental illness and has extensive experience of running psycho-education and group counselling for choric depression, bipolar, obsessive-compulsive disorders and schizophrenia. He also conducted workshop on social skill training for teens and parenting talks. He is a counsellor supervisor with Monash University (Kaplan, Singapore). He was featured in a Singapore documentary series in 2014, “On the Red Dot - Coping with Depression”, whereby he helped and journey a person suffering from major depression for 15 years to recovery. He is the author of “Prophetic Promises & Blessings for your Children”, “A Gift from the Heart” and “Down but not Out”.
3.0. Student Fee Protection Insurance

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.

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.
4.0. Refund, Transfer, Withdrawal Policies & Procedures

4.1. Ascend Education Centre Refund Policy

Ascend Education Centre is committed to having a fair, reasonable and transparent refund policy on the managing and handling of refunds for students under various conditions for any payment made. The refund policy shall include, but is not limited to, the following:

- the circumstances (see 4.2 – 4.6 below) in which a refund can be granted including the status of fees should a course be cancelled (see 4.4 below: withdrawal with cause)
- the time frame for all forms of refunds (must not be more than 7 working days)
- conditions (if any) for refunds
- any non-refundable fee paid (where applicable)

If you withdraw from your course, you may be eligible for a refund depending on when you notify Ascend Education Centre.

4.2. Withdrawal and Refund Policy without Cause

<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”) Before the Course Commencement Date and 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>

If the application for the transfer/withdrawal (form available at reception counter and on website) is submitted to Ascend Education Centre Office before the course commencement date or after, but not more than seven (7) calendar days after the commencement date of the course the Student is entitled to a 95% refund of the course fee less any applicable administrative fees charged properly paid under the Fee Protection Scheme.

The following payment is non-refundable: Course Application Fee.
4.3. Withdrawal and Refund Policy during Cooling off Period

Ascend Education Centre offers students a cooling-off period of seven (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%). Students who withdraw during the cooling off period will receive their refund within seven working days from receipt of the completed and signed withdrawal or transfer form.

The following payment is non-refundable: Course Application Fee.

4.4. Withdrawal with Cause and Refund Policy

All students shall be entitled to immediately withdraw from the Course by giving written notice to Ascend Education Centre Pte Ltd of their intention to do as a result of one or more of the following circumstances where Ascend Education Centre Pte Ltd:

I. does not commence the Course on the Course Commencement Date;
II. terminates the Course before the Course Commencement Date;
III. does not complete the Course by the Course Completion Date;
IV. terminates the Course before the Course Completion Date;
V. not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or
VI. The Student’s Pass application is rejected by Immigration and Checkpoints Authority (ICA)

The Student will be entitled to a refund of the entire Course and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of receiving notice from Ascend Education Centre regarding i-vi.

The Course Application Fee is non-refundable in the case of the Student’s Pass application being rejected by Immigration and Checkpoints Authority (ICA).

4.5. Centre Initiated Withdrawal & Refund Policy

Students must adhere to the guidelines issued by the Centre. The withdrawal and refund policy stated in the Standard PEI-Student Contract applies, should any student be expelled from the course by the Centre due to misconduct, inappropriate behavior or failure (in the case of international student pass holders) to attend classes for seven consecutive ways without informing the Centre (please see Centre rules and regulations p.33). 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. The Centre will as soon as practicable and no later than 7 (seven) working days after terminating the student’s enrolment at the Centre refund the student if any amounts are due based on the Standard PEI-Student Contract.

The following payment is non-refundable: Course Application Fee.
4.6. Withdrawal in Special Circumstances & Refund Policy

The standard refund policy for withdrawal without cause shall apply for transfers and withdrawals unless otherwise agreed by the Deputy CEO and CEO. The Deputy CEO and CEO will consider individual student requests for transfer or withdrawal outside of the refund window (more than seven days after the course commencement date or after the cooling off period, whichever is later) where documentation is available to support such a request from a student. If approval for a refund is granted by the Deputy CEO and CEO in such cases, the students’ course fees are refunded on a pro-rated basis. The Centre will as soon as practicable and no later than 7 (seven) working days after receiving the student’s written notice of withdrawal plus all supporting documentation refund the student.

The following payment is non-refundable: Course Application Fee.

If the Student and the Centre cannot settle a dispute using the dispute resolution framework arranged by the Centre, the Student and the Centre may refer the dispute to the CPE Mediation-Arbitration Scheme (www.cpe.gov.sg).
4.7. Course Withdrawal Policy

Ascend Education Centre Pte Ltd has a Withdrawal Policy that outlines:

- The circumstances in which Withdrawal Applications will be granted.
- Status of Student Pass (where applicable).
- Conditions of Refund of any fee paid.
- Time frame for assessing and replying to any request for a Withdrawal.

Students who apply to withdraw from their course at the Centre shall be deemed to have terminated their studies with the Centre on approval of their withdrawal application. For an approved withdrawal request, the PEI-Student Contract is terminated and the student is no longer a student of the Centre.

4.8. Circumstances in which Withdrawal Application will be granted

A student can decide to withdraw from a course prior to its completion. A Request to withdraw will be granted in the following circumstances:

- Withdrawal during Cooling off Period (within seven working days from signing of PEI-Student Contract).
- Withdrawal with Cause.
- Withdrawal without Cause (within seven calendar days of course commencement).
- Withdrawal without Cause (after 7 calendar days from course commencement).

Guardian/Parents written consent for students under age of 18 to withdraw

There are additional circumstances for course withdrawal applications which apply to students below the age of 18 before an application will be granted. The Centre will seek approval from the student’s parent or guardian before approving the student’s request for withdrawal. Supporting documents must be produced if the student’s parent or guardian approves or rejects the request. If the student’s parent or guardian fails to respond within 7 (seven) working days, the Centre will treat the request as withdrawn.

4.9. Status of Student Pass (where applicable)

Full-time international students holding a student pass will have their pass cancelled. The Centre shall declare the attendance record of the transferring student on the SOLAR system and provide the transferring student with any necessary documentation requested to process their transfer to another PEI.
4.10. Conditions of Refund of any fee paid

The terms and conditions of refund are governed by the PEI-Student Contract agreed upon and entered into between the PEI and the student. The Deputy CEO and CEO will consider individual student requests for withdrawal outside of the refund window (more than seven days after the course commencement date or after the cooling off period, whichever is later) where documentation is available to support such a request from a student. If approval for a refund is granted by the Deputy CEO and CEO in such cases, the students’ course fees are refunded on a pro-rated basis. The course Application Fee is non-refundable.

4.11. Time frame for assessing and replying to any request for a Withdrawal

The outcome of the withdrawal application will be decided and communicated to the student in writing within 7 (seven) working days from receipt of their application to withdraw. Once a withdrawal application has been approved by Ascend Education Centre Pte Ltd and if there is any sum of money to be refunded by Ascend Education Centre Pte Ltd as a result, the Centre shall notify the student in writing that the refund will be made within 7 (seven) working days from the receipt of the withdrawal form and advise the student on the Refund Method if the withdrawal has been approved.

4.12. COURSE WITHDRAWAL PROCEDURE

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

1) Students who wish to withdraw from their studies should first consult the Customer Service Team at the front reception desk;

2) The Customer Service Team will counsel the student and provide advice on how to complete the withdrawal form to avoid any delays or misunderstandings. The student is encouraged if willing to state the reasons for their withdrawal by ticking one of the appropriate boxes in the Withdrawal Form;

3) 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’s details must be provide by the student in the Withdrawal Form, if the student is company sponsored, the student must fill in the company’s details;

4) The Customer Service Team will pass the completed Withdrawal Form to the Academic Manager or a member of the Board of Management so they can arrange to meet with the student to discuss the transfer request. The Academic Manager or a member of the Board of Management will interview the student to gather feedback for continual improvement and make a decision on the status of the application. On completion of the form the relevant Manager will pass the form to the Customer Service Team. The Customer Service Team will deposit the Withdrawal Form in the Withdrawal/Transfer Box located in the Administration Staff Room;

5) The Assistant Accounts Manager or in his absence, the CEO checks the withdrawal/transfer box every day. The status of the student is checked and any refund owing to the student is calculated based on the Centre’s Refund Policies.
6) The Assistant Accounts Manager will present the Withdrawal Form to the Deputy CEO & CEO to approve any course fees refundable;

7) The Customer Service Team will inform the student of the outcome in writing, together with the following information, within seven (7) working days from receipt of the completed withdrawal application form and inform the student of:

- Unconsumed course fee (if any);
- Outstanding course fee (if any);
- Details on how to collect refund (if any);
- Details on how to make payment (if any);
- Cancellation of Student’s Pass, if applicable;

8) The Customer Service Team will cancel the student’s pass (if applicable) and if the student is transferring to another PEI declare the student’s attendance on the Solar System and assist the student with any documentation required;

9) The Assistant Accounts Manager will inform the FPS service provider of the change of student’s status within three (3) working days (if applicable);

10) The Assistant Accounts Manager will update the F1 data.
4.13. Course Withdrawal Process

Student should consult with Customer Service Team at the front desk

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

Is the Student under age of 18?

No

Withdrawal form is passed to a member of the Board of Management for consideration.

Academic Manager or member of Board of Management interviews student to ascertain reason for Withdrawal.

If withdrawal approved by member of Board of Management, the Assistant Accounts Manager checks Fee status of student and what (if any) course fees are owing or need to be refunded and Deputy CEO & CEO approve.

Customer Service team writes email to student stating the outcome and actions required. In addition, the email will state (if applicable) when the refund is available. This must be within 7 (seven) working days from receipt of withdrawal form.

Customer Service Team will cancel the student pass (if applicable) & declare the students attendance on Solar if requested by another PEI and provides student with necessary documentation.

Assistant Accounts Manager informs FPS Service Provider of change of student status within three working days (if applicable).

Assistant Accounts Manager will update F1 data (if applicable).

Guardian must give their consent in the withdrawal form within 7 (seven) working days.

Is there any feedback that would be useful for improvement?

Yes

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

No

Yes

Is the Student under age of 18?

Guardian must give their consent in the withdrawal form within 7 (seven) working days.
4.14. Transfer Policy (within Ascend Education Centre)

Ascend Education Centre Pte Ltd has a Transfer Policy that outlines:

- The circumstances in which Transfer applications will be granted.
- Status of Student Pass (where applicable).
- Conditions of Refund of any fee paid.
- Time frame for assessing and replying to any request for a Transfer.

**Students who apply to transfer from one course to another or transfer to another intake within the Centre** (i.e. defer) shall be deemed to have terminated from the current course on approval of their transfer application. For an approved transfer request, the original student contract is terminated and a new contract is signed. The student remains a student of the Centre.

**Students transferring to another institution** are deemed to have withdrawn from the Centre (see withdrawal policy below).

4.15. Circumstances in which Transfer Application will be granted

Request of transfer will only be granted if the student meets all pre-requisites of the course the student intends to transfer to as stipulated by the Centre.

4.16. Defer Course

In cases where a student requests to defer a course, it will be treated as a transfer request and the transfer request will only be granted if the student states the reasons for requesting to defer their studies in the transfer form. Students are only allowed to defer once per course of study. The period of deferral cannot exceed 12 months.

4.17. Change Course Level

In cases where a student requests to move to a higher or lower level course within the Centre, their request will be treated as a transfer request. Students are only allowed to transfer once during their studies at the Centre. The transfer request will be granted if the student meets all the entry conditions for the course they request to move to as stipulated by the Centre’s Exam Board.

A students’ request to move to a lower level class is subject to two conditions being met:

1. the availability of a seat in the lower level course;
II. the request must be approved by the class teacher and the Exam Board.

A student who requests to move to a higher level course must meet the following three entry conditions to the higher level course for the request to be granted:

I. Requests to transfer to a higher level course are also subject to the availability of a seat in the higher level course;

II. A Student can request to transfer to a higher level course only after they have scored a minimum of 80% in their Module One Test and have the support of their class teacher;

III. If both the first two conditions are met, the student will be asked to sit for a Module One Test at the higher level course they have requested to transfer to as soon as practicable. And if the student scores at least 60% for the Module One Test the Centre’s Exam Board will then approve the transfer request to a higher level course.

Additional Requirements for Course Transfer Applications to be Approved

There are additional requirements for course transfer applications to be approved which apply to students below the age of 18 before an application will be granted. The Centre will seek approval from the student’s parent or guardian before approving the student’s request for transfer. If the student’s parent or guardian fails to respond within 7 (seven) working days, the Centre will treat the request as withdrawn.

There are additional requirements for course transfer applications to be approved which apply to students who are sponsored before an application will be granted. The Centre will seek approval from the student’s sponsor before approving the student’s request for transfer. If the student’s sponsor fails to respond within 7 (seven) working days, the Centre will treat the request as withdrawn.

4.18. Status of Student Pass (where applicable)

For deferment cases, the Centre shall apply for a renewal of Student Pass with ICA where the student is deferring their current course (no change of course) to a future date as the validity period of the students pass needs to be changed.

For internal transfer cases (change of course from one level to another level of the English as a Global Language program), the Centre shall apply for a transfer of Student Pass with ICA if the validity period of the existing student pass does not cover the entire duration of the course the student is transferring to (if applicable).

4.19. Conditions of Refund of any fee paid

The terms and conditions of refund are governed by the PEI-Student Contract agreed upon and entered into between the PEI and the student. The Application fee is non-refundable.

In cases where a transfer is approved and the student agrees to rejoin at an agreed later date (deferral), the current PEI-Student Contract is cancelled and a New PEI-Student Contract is issued and signed by both parties. Unconsumed course fees paid by the student are transferred by the
Centre towards the payment of course fees for the new course as set out in the new PEI-Student Contract. If the student does not rejoin the course, the terms and conditions of refund are governed by the new PEI-Student Contract agreed upon and entered into between the PEI and the student.

4.20. Time frame for assessing and replying to any request for a Transfer

The outcome of the transfer application will be decided and communicated to the student in writing within 7 (seven) working days from receipt of their application to transfer.

4.21. TRANSFER PROCEDURE IN CASE OF DEFERAL OF COURSE

This procedure applies when a student defers to his/her study but remains as a student of the Centre.

1) Students who wish to transfer to the same course at a later date (defer) should first consult the Customer Service Team at the front desk;

2) The Customer Service Team will counsel the student and give the necessary advice in completing the Transfer form to avoid any delays or misunderstandings. The student must state the reasons for their request for a transfer in the box provided on the form;

3) If the student is under 18 years of age, his parent/guardian must agree to the request to transfer. If the parent/guardian does not agree to the request within 7 (seven) working days from receipt of the application, the request shall be deemed to be withdrawn.

4) If the student is sponsored by a third party; the sponsor must agree to the request to transfer. If the sponsor does not reply within 7 (seven) working days from the receipt of the application, the request shall be deemed to be withdrawn.

5) The Customer Service Team will pass the completed Transfer Form to the Academic Manager or a member of the Board of Management so they can arrange to meet with the student to discuss the withdrawal request. After completing the interview with the student the Academic Manager or member of the Board of Management either approves the request or will recommend an alternative solution if possible. On completion of the form the relevant Manager will pass the Transfer Form to the Customer Service Team for processing. The Customer Service Team will deposit the Transfer Form in the Withdrawal/Transfer Box located in the Administration Staff Room;

6) The Assistant Accounts Manager or in his absence, the CEO checks the withdrawal/transfer box every day. The status of the student is checked and any refund owing to the student is calculated based on the Centre’s Refund Policies or fees that are transferable or need to be topped up from the previous course.

7) The Assistant Accounts Manager will present the Transfer Form to the Deputy CEO & CEO to approve any course fees refundable;

8) The Assistant Accounts Manager then returns the form to the Customer Service Team who will inform the student in writing via email on the following within 7 (seven) working days from receipt of the completed transfer application form and inform the student of:

For successful Course Deferral applications:
i. Amount transferrable from the previous course, if any

ii. Amount refundable from the previous course, if any

iii. Amount needed to be topped up, if any

iv. New Letter of Offer;

v. New Course Fee;

vi. Cancelation of existing PEI Contract

vii. Arrangement of signing the new PEI Contract;

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

For unsuccessful Course Transfer applications:

i. Reason(s) of being rejected;

ii. Alternative solution;

9) The Customer Service Team will renew or transfer the student's pass (where applicable).

10) The Assistant Accounts Manager will inform the FPS service provider of the change of student's details within three (3) working days (if applicable).

11) The Assistant Accounts Manager will update the F1 data.
Customer Service Team passes Transfer form to member of Board of Management.

Academic Manager or Management Board member interviews the student to ascertain reasons for transfer application.

If transfer approved the Assistant Accounts Manager checks on the Fee status of the student and what (if any) course fees need to be refunded or topped up (if any). The Deputy CEO and CEO approve.

Customer Service Team member writes email to student within seven working days from receipt of application stating outcome of application and required actions.

The Customer Service Team will apply to renew or transfer the student pass (if applicable).

The Previous PEI-Standard Student Contract will be terminated once the new PEI-Standard Student Contract is signed by the student.

Assistant Accounts Manager informs FPS Service Provider of change of student details within three working days if applicable.

Assistant Accounts Manager updates F1 data.

Is the Student sponsored or under age of 18?

Yes

Guardian or Sponsor must give their consent for transfer in the transfer form within 7 (seven) working days.

No

Customer Service Team passes Transfer form to member of Board of Management.

Is there any feedback that would be useful for improvement?

Yes

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

No

Academic Manager or Management Board member interviews the student to ascertain reasons for transfer application.
4.23. TRANSFER PROCEDURE IN CASE OF INTERNAL COURSE TRANSFER

This procedure applies when a student requests to transfer course but remains as a student of the Centre.

1) To make a request to transfer to a lower or higher level course, students should first of all consult with their class teacher;

2) A student may request to transfer to a lower level course with the support of their teacher based on academic grounds and subject to the availability of a seat in the lower level course;

2.1. To formally request to move to a lower level course, the class teacher will ask the student to complete the Change of Level Application Form;

2.2. The request to Change Course Level is then endorsed by the class teacher and presented to the Academic Manager who is the Chair of Centre’s Exam Board. After completing an interview with the student the Academic Manager approves the request or will recommend an alternative solution if possible;

3) For a student to request to move to a higher level course, the student must score at least 80% in the Module 1 test based on their current level and their request is also subject to the availability of a seat in the higher level course;

3.1. To formally request to move to a higher level course, the class teacher will ask the student to complete the Change of Level Application Form;

3.2. The class teacher will pass the form to the Academic Manager who will consider the application and make arrangements for the student to sit for the Module 1 test of the higher course level they have requested to transfer to;

3.3. If the student scores a minimum of 60% in the arranged test, the Academic Manager on behalf of the Exam Board will approve the request of the student to move to a higher level or will recommend an alternative solution if possible;

4) If approved, the Academic Manager then passes the completed Change of Level Application Form and Transfer Form to the Customer Service Team so they can process the transfer request;

5) The Customer Service Team will counsel the student and give the necessary advice in completing the Transfer Form to avoid any delays or misunderstandings;

6) If the student is under 18 years of age, his parent/guardian must agree to the request to transfer. If the parent/guardian does not agree to the request within 7 (seven) working days from receipt of the application, the request shall be deemed to be withdrawn;

7) If the student is sponsored by a third party; the sponsor must agree to the request to transfer. If the sponsor does not reply within 7 (seven) working days from the receipt of the application, the request shall be deemed to be withdrawn;

8) The Customer Service Team will deposit the Transfer Form in the Withdrawal/Transfer Box located in the Administration Staff Room;
9) The Assistant Accounts Manager or in his absence, the CEO checks the withdrawal/transfer box every day. The status of the student is checked and any refund owing to the student is calculated based on the Centre’s Refund Policies or fees that are transferable or need to be topped up from the previous course;

10) The Assistant Accounts Manager will present the Transfer Form to the Deputy CEO & CEO to approve any course fees refundable;

11) The Assistant Accounts Manager then returns the form to the Customer Service Team who will inform the student in writing via email on the following within 7 (seven) working days from receipt of the completed application form:

For successful Course Transfer applications:

ix. Amount transferrable from the previous course, if any

x. Amount refundable from the previous course, if any

xi. Amount needed to be topped up, if any

xii. New Letter of Offer;

xiii. New Course Fee;

xiv. Cancelation of existing PEI Contract

xv. Arrangement of signing the new PEI Contract;

xvi. Renewal of Student’s Pass (if applicable);

For unsuccessful Course Transfer applications:

iii. Reason(s) of being rejected;

iv. Alternative solution;

12) The Customer Service Team will renew or transfer the student's pass (if applicable).

13) The Assistant Accounts Manager will inform the FPS service provider of the change of student's details within three (3) working days (if applicable).

14) The Assistant Accounts Manager will update the F1 data.
**4.24 Course Transfer Process to Change Level of Course**

- **Student should consult with their class teacher.**

  - **The teacher will counsel the student and assist in completing the Application to Change Level form.**

    - **Is the Student applying for a change to a higher or lower level?**
      - **higher**
      - **lower**

      - **Teacher and Academic Manager must agree to Transfer Request**

      - **Student applying for higher level course must score 80% in their Module 1 Test**

      - **Class Teacher then asks student to complete Application to Change Level Form & passes to Academic Manager to arrange Test at higher level**

      - **Student takes Module 1 Test at higher level and if the student score 60% or above the Academic Manager will approve the request**

      - **If transfer approved the Academic Manager will approve the Application to Change Level form and approve the Transfer Form and pass to a member of the customer service team to formally process the request for transfer**

        - **Is the student under 18 or sponsored?**
          - **Yes**
            - **The student’s guardian or sponsor must complete the transfer application form within 7 (seven) working days**
          - **No**

          - **Customer Service Team member writes email to student within seven working days stating outcome of application and required actions.**

          - **The Customer Service Team will apply to renew or transfer the student pass (if applicable).**

          - **The Previous PEI-Standard Student Contract will be terminated once the new PEI-Standard Student Contract is signed by the student.**

          - **Assistant Accounts Manager informs FPS Service Provider of change of student details within three working days if applicable.**

          - **Assistant Accounts Manager updates F1 data.**
5.0. Feedback Channels & Dispute Resolution Procedure

5.1. Ascend Education Centre Policy on Management of Feedback & Complaints

Customer focus is a key principle of Quality Management and customer feedback is a vital tool for the Centre to assess the level of satisfaction with its services. Effective customer feedback management can improve the reputation, credibility and image of the Centre and improve customer confidence and satisfaction.

At the Centre we embrace an Open culture that is aligned to our values and culture. We proactively welcome, seek and gather feedback. The Centre also seeks feedback formally from students via surveys for the courses they attend at the Centre and for the pre-course services they are provided with.

The Centre has developed a closed loop feedback and complaint management system to gather and address all feedback and/or complaints received from customers for continuous improvement. Customers may refer to students, parents, the public, suppliers and partners.

It is a policy of the Centre that all customer complaints or disputes are to be acknowledged/replied to within 2 working days and resolved where possible within 20 (twenty) working days. Failing this, they will be referred to an independent third party for independent mediation and if necessary arbitration.

Where Centre policies and/or procedures exist for dealing with students’ discipline and academic matters, then these policies/procedures will take precedence over the grievance and dispute resolution procedure.

Effective customer feedback management can improve the reputation, credibility and image of the Centre and improve customer confidence and satisfaction.

What is feedback?

Feedback is information provided by students or external parties that is intended to be used as a basis for improvement. Your feedback can be made in a number of different ways.

Feedback Channels

- The Centre gathers feedback on our pre course counselling services. The Center asks all new full-time and part-time students to complete a Pre-Course Counselling Satisfaction Survey during orientation at the Centre. The survey results are analysed and any issues identified are taken up by our staff to find a resolution for continual improvement.

- The Centre gathers feedback on agent quality and services. The Center asks all students who came through agents to complete an Agent Satisfaction Survey during their orientation at the Centre. The survey results are analysed and any issues identified are taken up by our staff with our authorised agent to find a resolution for continual improvement.
The Centre gathers feedback on our courses, teaching quality, student support services and Centre facilities. Students are asked to complete a Post Course Student Satisfaction Survey. Any issues identified by the Management Team in their analysis of the results are addressed.

Feedback Box: The Centre has a feedback box located at the side of the reception counter. All feedback is analysed by the Quality Assurance Team for action and continual improvement.

Approach Customer Service Staff & Teachers: All students are encouraged to approach our staff at any time to share feedback that they in light with our OPEN culture at the Centre. The staff member who receives the feedback can either resolve the matter individually with the student or when considered appropriate pass the information to their manager.

The Centre has a dedicated feedback email: feedback@ascend.edu.sg which goes directly to the CEO and senior management at the Centre for their action.

In addition, the Centre is also committed to having an effective system of complaint management that responds to complaints in a positive way and contributes to the continuous improvement of the teaching and learning environment at the Centre.

Complaint Management System

The Centre has developed a complaint management system with processes on corrective and preventive action which are integral to managing and learning from complaints. A complaint may turn into a dispute and at that stage mediation or even arbitration may be required to resolve the issue.

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. It may also be referred to as a grievance.

What is a dispute?

Disputes are disagreements that remain unresolved notwithstanding all attempts to achieve resolution of a student or external parties’ complaints.

Feedback/complaints/disputes relating to the students’ educational experience for both academic matters (e.g. appeals against results, expulsion, suspension, etc) and non-academic matters are addressed and resolved in an objective, fair and reasonable manner.

What is mediation?

Mediation is a means of dispute resolution in which the parties to a dispute engage the assistance of an impartial third party (called the Mediator) to facilitate negotiations between them with a view to resolving their dispute privately and in an amicable manner. The focus is not on who is right or wrong, nor on who has a stronger or weaker case. Rather it is on how the parties can move forward and put the dispute behind them. The Mediator helps the parties to adopt a problem-solving approach, move away from their respective positions and focus on their interests, needs and concerns.

What is arbitration?

Arbitration is a process by which the parties of a dispute submit their differences to one or more impartial parties for a final and binding decision. Being an orderly proceeding, arbitration is substantially less formal than court proceedings. Arbitration under the CPE Mediation – Arbitration Scheme is a paper-based proceeding under which each party submits his representation to the Arbitrator for consideration.
Confidentiality is ensured and the disputes are resolved in a cost-effective and expeditious manner. It is an alternative to dispute resolution by litigation in a court of law.

5.2. Student Complaint Resolution Procedure

The flow chart describes and illustrates the sequence of the complaint process which has 3 clear stages. Each stage must be recorded on the feedback log; deadlines adhered to and advice given about the next stage.

Stage 1 – the initial complaint is acknowledged within 2 working days by the manager of the service(s) about which the complaint was made, and responded to within 7 working days. All stage 1 complaints should be logged on the customer feedback log. If a response cannot be made within the 7 working day timescale the complainant should always be kept informed and given a revised timescale for the response.

On meeting with the student/student’s advocate the relevant manager shall ensure the complaint form is completed and acknowledged by both parties as a formal record of the proceedings.

Stage 2 – If the complaint is not resolved at Stage 1, the relevant manager shall refer the complaint to the CEO for investigation. The CEO shall respond within 7 working days from receiving the complaint and attempt to resolve the issue.

Stage 3 - In the event that the Student and the PEI are unable to resolve a dispute in accordance with the grievance procedure within 20 working days referred to in the first two stages the Student and / or the Centre. Students have three methods of seeking redress via:

- CPE Mediation-Arbitration Scheme; or
- the Small Claims Tribunals (SCT), for clear-cut fee refund issues of equivalent or less than S$10,000#; or
- their own legal counsel.

For amounts that exceed SGD$10,000 but is below SGD$20,000, the claim can still proceed with SCT if both parties consent to it in writing.

If the student approaches CPE’s Student Services Centre (SSC) for help. SSC will review the issue and may refer the dispute to CPE Mediation – Arbitration Scheme. If the dispute is not resolved through mediation at Singapore Mediation Centre, the dispute will be referred for arbitration by an arbitrator appointed by the Singapore Institute of Arbitrators.

Procedure for referring a case to external mediation body

1. Students may wish to initiate a case to the CPE Mediation-Arbitration Scheme if they are not satisfied with the outcome / actions taken by the Centre.

2. The Student can approach CPE Student Service Centre who will assist the student in filling out an application form, stating the nature of their dispute.

3. The application form will then be sent to the Singapore Mediation Centre (SMC), who will contact the Student and the Centre within 7 working days for an appropriate date to hold the mediation session.

4. Before the day of mediation, the parties involved will exchange through the SMC a concise summary of the case, as well as copies of relevant documents referred to in the summary that the parties wish to rely on during mediation.

5. At the end of Day 1 of mediation, if the parties are able to arrive at an agreement, the mediator will draw up a settlement agreement and close the case.
6. However if there is no settlement, the Student can decide if they wish to proceed to the arbitration stage, which is a paper-based review of the dispute.

7. The arbitrator may call for a hearing if he or she deems it to be necessary.

8. The Student will be required to submit a request to the Singapore Institute of Arbitrators (SIArb) to commence arbitration, and within 14 working days of receiving the request, CIS will submit to SIArb its defence.

9. The Student will have another 14 working days to submit their reply to SIArb upon receiving the Centre’s defence. For a documents-only arbitration, the arbitrator will publish his or her arbitral award within 60 days from the commencement of the arbitration, while if a hearing was held, the arbitrator will publish his or her award within 90 days from the commencement of the arbitration.

Trends, lessons learned and identification of root causes are analysed and shared for staff training and continual improvement.
5.3. DISPUTE RESOLUTION PROCESS

**CHANNELS**
Student or Advocate of Students makes 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 7 days.
- Logs complaint on central complaints spreadsheet.
- Informs complainant of next stage and includes copy of complaints procedures as published in student handbook.

**STAGE 2**
Manager refers complaint (and file) to CEO to investigate.
CEO:
- Drafts response within 7 working days
- Updates status on central complaints spreadsheet.
- Informs complainant of next stage.

**STAGE 3**
The matter will be referred to the CPE Student Services for Mediation prior to instituting arbitration on the matter if required or the student can take legal action through the SCT or through their own legal counsel.

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
  - Manager follows up complainant to check customer satisfaction.
  - End
- No
  - CEO follows up with complainant to check customer satisfaction.
  - End

Is the complainant satisfied and the matter resolved within 20 working days from receipt of complaint?
- Yes
  - End
- No
  - End
6.0. Information for International Student Pass Holders

6.1. 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.

6.2. 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.

6.3. 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.

6.4. Transfer of Course/School of Study

Applicants who wish to apply for a new Student’s Pass in order to take up a higher level course at Ascend Education Centre or to study in a different Private Education Institute (PEI) are to submit an application for the transfer of course/school of study no later than 2 weeks before the course begins. Our Customer Service Team will remind existing students 4 weeks before the end of their current course about the reapplication process for a transfer if they wish to continue studying with Ascend Education Centre or transfer to another PEI.

In general, an application to transfer school/course would take about a week 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.

6.5. 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. This case would only apply to students at Ascend Education Centre who need to repeat a course. 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 and approved by the Academic Manager.

In general, renewal of a Student’s Pass could take about a week 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.

6.6. 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.

6.7. 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 ICABuilding, 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.

6.8. 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. 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.

• 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. 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.

6.9. Cancellation of Student Pass

• Student is required to surrender the Student Pass card and Disembarkation/Embarkation card for cancellation within seven (7) days of termination of studies.
7.0. Centre Rules & Regulations

Our rules reflect our values as an educational centre and 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.

7.1. 90% Attendance Rule for full-time students

Ascend Education Centre Full Time students must have an attendance record of 90% in any one module. 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% without a valid reason in any one module or who are continuously absent for seven days without a valid reason are reported to ICA and this may impact on their ability to transfer to a higher level course within the Centre or renew their student pass for the same level course.

All Part-Time and Short Course students are required to have an attendance of at least 75% in any one module.

Students who fail to make the 90% and 75% modular attendance requirements can sit for their modular tests which will be marked, but they will not receive recognition for their test score in that module.

7.2. 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.

7.3. 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 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.
7.4. 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. Arriving late for class disrupts your fellow students and your teacher. Students who are continually late will be counseled and have disciplinary action taken against them. The time the student is late will be deducted from their attendance record. This could affect the student’s ability to sit for the monthly modular tests.

7.5. Plagiarism Policy

Plagiarism is when work is copied from an outside source into your writing assignments without any acknowledgement. Copying without acknowledgment makes assignments valueless from a learning point of view. It also shows a lack of integrity and respect for the intellectual property of others. If a student is found to have copied material, the student will be counseled and penalized by the teacher depending on the severity of the copying, subject to the approval of the Academic Manager.

7.6. Dress Code Policy

In line with our shared value of respect students in a multi-cultural Centre must be properly and appropriately attired in class. Smart casual is an acceptable dress code. Ladies are discouraged from wearing revealing clothing. Male students should not wear flip-flops or singlets. Students who do not follow this dress code will be counseled.

7.7. Policy on Misbehaviour

Students must adhere to the guidelines issued by the Centre. The Centre does not tolerate alcohol, drugs, weapons, fighting, bullying, stealing, thieving or vandalism. The Centre reserves the right to terminate the enrolment of any student if that student continues to misbehave despite two written warnings and counseling from 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.

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

Smoking is strictly prohibited inside the Centre’s premises. In addition, do not smoke outside the front of the Centre. You can be fined under law for smoking within 5 metres from the front of a building with public access. If you do smoke, make sure you always extinguish your cigarette and throw it in a dustbin.

7.9. No littering in the classrooms.

Please use the rubbish bins inside and outside the classroom and the recycling bins in the back corridor near the toilets.

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

Show respect for your fellow students and teacher by putting your phone on silent mode when you are in the classroom.
7.11. Transfer of Course and issuance of Student Pass

To continue for another term student pass holders must report to the Customer Service Team no later than two weeks before the expiry date of their student pass to fill-up the reapplication form and pay the re-application fee. It is the students’ responsibility to ensure their student pass is renewed on time. The Centre will not be responsible if the pass expires or is rejected by ICA.

7.12. Cancellation of Student Pass

Students who are completing their studies must cancel their Student Pass by passing it to the Customer Service Team within seven (7) days from the date of completion of their studies. The Student Admissions 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.

Please note that it takes 24 hours for ICA to cancel the student pass and issue a social visit pass from the submission by the Student Customer Service Team. If the student is leaving Singapore within 24 hours from the last day of their course, they are advised to go to ICA Visitor Pass Section on the 4th floor of the ICA building with their travel ticket so they can guarantee they have a social visit pass on leaving Singapore. Students must have a valid social pass when they leave Singapore. It is the students’ responsibility to ensure that they have a valid social visit pass at all times.

7.13. Use of Teamie Platform & Internet

The Teamie Platform and Internet access is provided as a tool for your education. Always show consideration for the views, values and ideas of others. 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 Teamie Platform 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 Centre and no user shall have any expectation or privacy regarding such materials.
8.0. Course Information Terms 2-4 2016

**Term 2, 2016 Calendar**
Module 1 Class Schedule: 4\(^{th}\) April – 29\(^{th}\) January 2016
Module 1 Test: 28\(^{th}\) April 2016
Module 1 Feedback Day: 29\(^{th}\) April 2016
Module 2 Class Schedule: 3\(^{rd}\) May – 27\(^{th}\) May 2016
Public Holidays: 2\(^{nd}\) May (Labour Day)
Module 2 Test: 26\(^{th}\) May 2016
Module 2 Feedback Day: 27\(^{th}\) May 2016
Module 3 Class Schedule: 30\(^{th}\) May -24\(^{th}\) June 2016
Module 3 Test: 23\(^{rd}\) June 2016
Feedback & Graduation Day: 24\(^{th}\) June 2016

**Term 3, 2016 Calendar**
Module 1 Class Schedule: 4\(^{th}\) July – 29\(^{th}\) July 2016
Public Holidays: 6\(^{th}\) July(Hari Raya Puasa)
Module 1 Test: 28\(^{th}\) July 2016
Module 1 Feedback Day: 29\(^{th}\) July 2016
Module 2 Class Schedule: 1\(^{st}\) Aug – 26\(^{th}\) Aug 2016
Public Holidays: 9\(^{th}\) August (National Day)
Module 2 Test: 25\(^{th}\) August 2016
Module 2 Feedback Day: 26\(^{th}\) August 2016
Module 3 Class Schedule: 29\(^{th}\) Aug – 23\(^{rd}\) Sept 2016
Public Holidays: 12\(^{th}\) September (Hari Raya Haji)
Module 3 Test: 22\(^{nd}\) September 2016
Feedback & Graduation Day: 23\(^{rd}\) September 2016

**Term 4, 2016 Calendar**
Module 1 Class Schedule: 3\(^{rd}\) October – 26\(^{th}\) October 2016
Module 1 Test: 27\(^{th}\) October 2016
Module 1 Feedback Day: 28\(^{th}\) October 2016
Module 2 Class Schedule: 31\(^{st}\) October – 23\(^{rd}\) November 2016
Module 2 Test: 24\(^{th}\) November 2016
Module 2 Feedback Day: 25\(^{th}\) November 2016
Module 3 Class Schedule: 28\(^{th}\) November – 21\(^{st}\) December 2016
Module 3 Test: 22\(^{nd}\) December 2016
Feedback & Graduation Day: 23\(^{rd}\) December 2016
8.1. English as a Global Language (EGL) Course Description & Progression Criteria

Ascend Education Centre's 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 vocabulary, pronunciation and grammar. Every class has clear learning objectives which your teacher will guide you through. The courses are divided into levels from Elementary to Advanced. Each level is divided into three four week (approximately) modules with tests at the end of each module to monitor students’ progress. Students’ progression is assessed through a combination of course work and module tests from the Starter to the Advanced levels. After each module test, you will receive feedback from your teacher on your progress and how you performed in the test to help you identify areas for improvement.

The overall pass mark to progress from one level to the next is 60%. Students receive a Certificate of Achievement on successful completion of a level. If a student fails a level they may repeat the level or choose to discontinue. Students who fail a level will receive a Certificate of Attendance. All full-time students must have an attendance record of 90% and part-time students must have 75% to sit for their modular test 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 will assess your speaking through your contributions to the class. In addition, students are 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%  Reading: 14%  Writing: 14%  Speaking: 14%
  Grammar: 12%  Vocabulary: 12%

8.2. Request for Transfer of Course

A Student may request to apply for a higher level course after their first module test provided they have scored a minimum of 80% in their first module test and have the support of their class teacher. Their request to transfer to a higher level course is also subject to the availability of a seat in the higher level class. If all these conditions are met, the student will then have to take a module one test at the higher level course and score at least 60% in that test. Only then will the Exam Board consider the transfer request to a higher level course. To make a request to transfer to a higher level course, students should first of all consult with their current class teacher during the test feedback session after taking their first module test.

A student may request with the support of their teacher to transfer to a lower level course subject to the availability of a seat in the lower level class and the approval of the Exam Board.

All requests for transfer from one course to another must be approved the Exam Board and in the case of requests for transfers to a higher level course, such requests will only be considered after the first module of a course. In addition, the transfer process outlined in 4.20 of this handbook regarding internal course transfers is to be followed.
8.3. EGL Progression Pathway
8.4. Daily Class Description and Schedule

All students have one core EGL class which will be from 9.30am to 12.30pm (Intermediate-Advanced) or from 12.30pm to 3.30 pm (Starter to Pre-Intermediate). 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. All EGL courses consist of three hours of classroom based learning Monday to Friday which focusses on improving your listening, reading, speaking, and writing skills as well as a focus on improving your use of vocabulary, grammar and pronunciation in use. All EGL students have access to their digital workbook on our Learning Management System – Teamie which the you access outside of the classroom though your username and password in our student room and/or outside of the Centre provided you have internet access.

For 5 hour modular and full-time students from Elementary to Pre-Intermediate levels, the course includes a 2 hour daily (9:30 – 11:30 am) class which focuses on the practical application of key skills through an additional two hours class of classroom based learning with a focus on improving your social English through the applied use of key Pronunciation, Conversational and Grammatical skills.

For 5 hour modular and full-time students from Intermediate to Advanced levels, the course includes an additional two hours of solid grounding in the key language and skills needed for academic, career and social English success (1:30-3:30pm). For students preparing for Academic English, we use the IELTS exam format to introduce students to academic skills. We also introduce some key life skills such as interview and presentation skills as well as a continued focus on improving day to day communication skills through emails and spoken English. In addition, for students preparing for the IELTS test, we have teamed up with Macmillan using their MEC platform to bring you online practice for the IELTS test on Teamie. A typical day at Ascend Education Centre would include:

<table>
<thead>
<tr>
<th>3 hour Class</th>
<th>Break Time</th>
<th>2 Hour Skills Focus</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:30am-12:30pm</td>
<td>12:30-1:30pm</td>
<td>1:30-3:30pm</td>
</tr>
<tr>
<td>12:30pm -3.30pm</td>
<td>11.30am-12.30pm</td>
<td>9.30am – 11.30am</td>
</tr>
</tbody>
</table>

8.5. About International English Language Testing System (IELTS)

IELTS is the International English Language Testing System. It measures the 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 skills 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

8.6. Singapore IELTS Test Information

In Singapore there are currently two IELTS test conductors: the British Council and IDP Australia. You may take your test with either test conductor. 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. 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. 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.

9.0. EGL Test Information

9.1. Test 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.

9.2. 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 customer service support team at the front reception counter.
9.3. Eligibility to sit for Module Tests

A student is allowed to sit for the module tests provided the student meets the minimum attendance requirement in that module. Please note that if the student has an attendance rate lower than the required percentage in a Module, then the student may with the 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>75%</td>
<td>None</td>
</tr>
<tr>
<td>EGL Full – Time</td>
<td>90%</td>
<td>If student enrolls after first week of module; they can sit the module test; but their test score does not contribute to overall score for the course.</td>
</tr>
<tr>
<td>EGL Part- Time</td>
<td>75%</td>
<td></td>
</tr>
</tbody>
</table>

9.4. Absence from Test

A student, who has enrolled for any test or is required to re-sit in-course assessment /test and is absent, shall be deemed to have sat and failed the test / 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 test or 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.

9.5. Test Regulations

- Students must report to the prescribed classroom at least five (5) minutes before the test 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 classroom, test 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 student who arrives 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.

- 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.

- Students who leave the room before the end of test time should do so quietly.

### 9.6. Test Results & Feedback Day

The results of modular course assessments and examinations shall be given to students directly. In addition, your teacher will give you feedback on areas where you can improve on. To protect privacy and ensure accuracy of information, results will not be released over the telephone.

### 9.7. Course Graduation for EGL Courses

Generally, all examination grades will be approved and issued by the 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.

### 9.8. 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.

### 9.9. 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 Examination 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.

9.10. 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 Examination 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

9.11. 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.

9.12. Examination Board Members

Judith Arul 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...
Roger Anderson originates 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.

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

10.0. Student Support Services

10.1. Free Medical Insurance

For International students on full-time courses: a free group medical insurance policy from Liberty Insurance Pte Ltd (Policy No: SD15M03974) valid from the 4 January 2016 – 3 January 2017 which provides free medical insurance coverage for hospitalization and related medical treatment for the entire duration of international students attendance of full-time courses at Ascend Education Centre Pte Ltd with an exemption for Singaporean/PR students if they can provide documented evidence that they are already covered by their own medical insurance plan. Minimum feature/coverage for medical insurance as per arrangement with Liberty Insurance Pte. Ltd.:

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

b. at least B2 ward stay in Government / Singapore Government Restructured Hospitals with Free upgrade to B1 Ward in Singapore Government / Singapore Government Restructured Hospital; and

c. 24 hours coverage in Singapore and overseas (if student is involved in school-related activities) throughout the course duration.
The medical insurance policy from Liberty insurance, including, but not limited to, the policy’s terms and conditions, the claim procedure, the claim form and any exclusions is provided on the Centre’s website. All full-time students are given a copy of the medical insurance policy.

All students are informed during orientation of the Medical Insurance policy highlighting the exclusion clause for not covering pre-existing medical conditions as well as what is not covered in the policy e.g. routine visits to Doctor. 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.

**Singapore Public Hospitals. For an ambulance, dial 995**

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Address</th>
<th>Tel.</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Singapore General Hospital (SGH)</td>
<td>Outram Rd, S169608</td>
<td>6222322</td>
<td><a href="http://www.sgh.com.sg">www.sgh.com.sg</a></td>
</tr>
<tr>
<td>National University Hospital (NUH)</td>
<td>5 Lower Kent Ridge Road, S119074</td>
<td>6772555</td>
<td><a href="http://www.nuh.com.sg">www.nuh.com.sg</a></td>
</tr>
<tr>
<td>Alexandra Hospital</td>
<td>378, Alexandra Road</td>
<td>65 6476 8828</td>
<td><a href="http://www.alexhosp.com.sg">www.alexhosp.com.sg</a></td>
</tr>
<tr>
<td>Changi General Hospital</td>
<td>2 Simee Street 3</td>
<td>6788 8833, 6780933</td>
<td><a href="http://www.cgh.com.sg">www.cgh.com.sg</a></td>
</tr>
</tbody>
</table>

**Group Hospital & Surgical Insurance**

**Product Summary – Student Medical Insurance**

**Coverage**
- Necessary and reasonable medical charges incurred as a result of hospitalization and/or injury
- 24 hours coverage in Singapore and overseas (if student is involved in school-related activities)

<table>
<thead>
<tr>
<th>Benefits Schedule</th>
<th>S$</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. a) Daily Room &amp; Board (R&amp;B)†</td>
<td></td>
</tr>
<tr>
<td>1.b) Intensive Care Unit†</td>
<td></td>
</tr>
<tr>
<td>2. Hospital Miscellaneous Services</td>
<td></td>
</tr>
<tr>
<td>3. Surgical Fees (subject to Surgical Schedule – applicable to Private Hospitals only)²</td>
<td>As charged in B1 ward in Singapore / Government Restructured Hospitals</td>
</tr>
<tr>
<td>4. In-Hospital Physician’s Visits</td>
<td></td>
</tr>
<tr>
<td>5. Pre-Hospitalization Specialist Consultation Fees†</td>
<td></td>
</tr>
<tr>
<td>6. Pre-Hospitalization Diagnostic X-Ray &amp; Laboratory Test†</td>
<td></td>
</tr>
<tr>
<td>7. Emergency Outpatient Accident Treatment†</td>
<td></td>
</tr>
<tr>
<td>8. Post Hospitalization Treatment†</td>
<td></td>
</tr>
<tr>
<td>9. Medical Report Fee ‡</td>
<td></td>
</tr>
<tr>
<td>10. Co-insurance will apply if insured student is warded in a higher ward in Singapore Government/ Restructured Hospitals or in private hospitals in Singapore or in hospitals outside Singapore</td>
<td>10%</td>
</tr>
</tbody>
</table>

**Overall Maximum Limit Per Policy Period (S$) (Item 1 to 9)** 20,000

**Additional Benefit (S$)**

<table>
<thead>
<tr>
<th>Item</th>
<th>S$</th>
</tr>
</thead>
<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>
</tbody>
</table>

47
13. Special Grant

| 14. Personal Accident (Death / Permanent Disablement Scale II) | 5,000 | 20,000 |

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)

*This Product Summary is subject to the terms and conditions of the Master Group Insurance Policy issued by Liberty Insurance Pte Ltd.*

10.2. Orientation programme for all newly-enrolled students

a. disseminate and reiterate important course information and other information such as test schedules;

b. inform students of their rights including internal and external grievance and dispute resolution procedures, fee protection scheme, reference to CPE’s official website;

c. inform students of course deferment/extension criteria and procedures for suspension and expulsion cross referenced to Student Handbook;

d. Orientation slides are put on Teamie Platform for students to review.

10.3. Advice on accommodation options for international students

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. The hostels typically charge $450 to $650 for twin-sharing. This will depend on whether they require laundry service and meal (lunch, or dinner or both). Of course, the wider the range of services provided, the greater the charge. The rates may be 15-20% cheaper if more students share the room e.g. 3 or 4 to a room. If they are used to dormitory living (sometimes up to 10 students per large room), which will be cheaper. But this may be at the expense of individual comfort since some may not be accustomed to having too many students around while they are studying. All these factors would have to be considered by the student in deciding his/her accommodation option.

For other option, students could generally rent a Housing & Development Board (HDB) accommodation between S$600 – S$800 on twin sharing per room depending on locality, size, transport convenience and proximity to food centres and other amenities. For private apartments and condominiums, this could rise to S$1,000 and above with meals and laundry services charged separately.
Most accommodation is let out to students on 3-month; 6 month and 12 months’ lease agreement. More often, the landlord will demand an advance payment or deposit to cover for 3 months or more. There are also some landlords who are willing to let out rooms for rent at monthly advance payment.

**Online Database of Accommodation**

Ascend 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

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**10.4. Centre Facilities**

**Student Room**

The student room gives you access to 16 PCs & our Library. The opening hours are from 9am to 9pm Monday – Thursday and Friday from 9am to 5pm. The student room is also open on Saturdays from 9:30am to 5:00pm. We have a well-stocked library of graded readers and classics in English Literature. We have magazines such as National Geographic and Time, graded readers and general books from fiction to history.

**Free WiFi**

You can find the password for the Ascend network posted on our notice board in the corridor.

**Water Dispenser**

Please be careful when using the paper cups supplied for the water dispenser. Also please be extra careful when pouring the hot water!
In the unlikely event that you have an accident at the Centre, we have a First Aid Box on the 1st Floor, near the Reception Desk. Jane, our full-time teaching staff, is trained in First-Aid.

Important announcements are posted onto the School Notice Boards in the corridors and in classrooms, including Test Timetables.

10.5. Student Support

Academic Counselling

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 our Academic manager in person or by email: vini.mukherjee@ascend.edu.sg. Vini is available to meet students 11:00-11:15am or 3:30-3:45pm Monday-Friday. Please let our customer service staff at reception know that you would like to talk to Vini.

Student Counselling

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 with our student counsellor – Sebastian. Please ask our customer service staff at the front desk for more information or send an email to student.counselor@ascend.edu.sg

Ascend Student Council

Students with a strong desire to support others should consider joining as dynamic representative in our Student Council, which works to ensure that students’ voices are heard and it’s a great way to gain experience in civic responsibility. Representatives are asked to join from each class and the Council meets regularly,
11.0. 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.

People

Singapore's population of almost five 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
The main religions are Islam, Taoism, Buddhism, Christianity, Hinduism, Sikhism and Judaism

11.1. 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>Food</td>
<td>$750 - $900 (Based on $25-$30 a day for 3 meals)</td>
</tr>
<tr>
<td>Public Transport</td>
<td>$50 - $150</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 (varies with course of studies)</td>
</tr>
<tr>
<td>Medical Hospitalisation</td>
<td>$5 - $300 (depending on insurance policy)</td>
</tr>
<tr>
<td>Insurance</td>
<td>$100 - $300</td>
</tr>
<tr>
<td>Personal expenses</td>
<td>(varies with individuals)</td>
</tr>
</tbody>
</table>
(clothes, toiletries, entertainment, haircut, miscellaneous)

Please note that the average estimates were derived based on prices as at January 2016 and they serve as a reference only.

11.2. Financial

The local currency is in Singapore dollars and cents. While in Singapore, it is advised to open a savings 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). Please note that the maximum withdrawal with an ATM/NETS card is one day is typically S$2,000.

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.

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.

11.3. 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.
11.4. 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:

- 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.

- Check that your ez-link card has sufficient stored value.

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).

- 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**

*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: **$3.00-$3.90 for the first 1km**

**Peak Hour Surcharges**

<table>
<thead>
<tr>
<th>Peak hours</th>
<th>25% of metered fare (Monday to Friday 0600 - 0930 and whole-day 1800 – 0000 hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late night</td>
<td>50% of metered fare (0000 – 0559 hours)</td>
</tr>
</tbody>
</table>

**City area surcharges of $3** for cabs hired within the Central Business District (CBD) area (Monday to Saturdays, 5pm -12 midnight)

- S$5.00 ([Singapore Changi Airport](#)): Friday - Sunday from 1700 to 0000 hours
- S$3.00 ([Singapore Changi Airport](#)): all other times
- S$3.00 ([Seletar Airport](#))
- S$3.00 ([Resorts World Sentosa](#))
- S$2.00 ([Singapore Expo](#))

**List of Cab Companies and their phone numbers**
| Comfort and City cab | 6552 1111 |
| Prime Taxi         | 6778 0808 |
| Silver Cab         | 6363 6888 |
| Smart Cab          | 6485 7777 |
| SMRT               | 6555 8888 |
| Trans Cab          | 6555 3333 |

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.**

### 11.5. 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](http://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](http://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](http://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](http://www.nac.gov.sg)

**Cinema**

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

**Cinema Directory (Booking Online):**

- Shaw: [www.shaw.sg](http://www.shaw.sg)
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. For the National Libraries website, please visit http://www.nlb.gov.sg

12.0. Useful Contacts

12.1. Emergency Contacts

Police 999 (toll-free)

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

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

12.2. Ascend Education Centre Emergency Contacts

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

12.3. Singapore Public Hospitals

For an ambulance, dial 995

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

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

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

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

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

12.4. 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.

12.5. 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
12.6. 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

12.7. 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: slhcs@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

12.8. Notes

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Map of Area, Access to & Contact Details of Centre
MRT
*Alight at Clarke Quay MRT  
*Exit from Exit E for Eu Tong Sen Street  
*Use the footbridge to cross to New Bridge Road  
*Turn left into Carpenter St, pass the taxi stand, and we are located at number 19.

Bus  
*Along North & South Bridge Road.
*Alight after Upper Circular Road (Parliament House on left)  
*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 Pte Ltd  
19 Carpenter Street  
Singapore 059908  
Tel: +65 6338 1378 Fax: +65 6337 1378  
www.ascend.edu.sg  
E-mail for course enquiries: enquiry@ascend.edu.sg  
E-mail for feedback: feedback@ascend.edu.sg  
CPE Registration No: 200401429K