

Advent Links-SAUC Student Handbook

Version 5



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1 Getting to Know Advent Links-SAUC (ALSAUC)

1.1 Welcome to ALSAUC

Message from Executive Director

Welcome to Advent Links-SAUC.
Here, you will discover an education encounter with a difference.

Our programs encompass necessary professional and job skills, but more important, you will catch and acquire values that this world needs. The key to our programs is meeting the challenges of equipping students academically, professionally, and, technically for a life-long career.

Come and experience the dynamic and distinctness of this unique education institution. That's a promise and an invitation to make a distinctive transformation in your lifetime.



Dr. Lily Wong
Executive Director

1.2 Philosophy of ALSAUC

Our Philosophy

We believe that quality education takes a broad comprehensive scope that embraces the development of the whole person to achieve the highest ideals in the preparation of life and life-long learning.

We want what is learned at Advent Links-SAUC has to enhance the holistic development of the person, emphasizing the harmonious, integrated development of the cognitive, affective, and psychomotor potential of each individual who chooses to embrace our teaching-learning experience.

We firmly advocate that our unique approach to education will empower every student for the joy of service in their community and the world beyond.

Dr. Lily Wong
Founder

1.3 Our Vision, Mission, Core Values

Our Vision

A global education centre for professional programmes.

Our Mission

To provide quality programmes for professional qualifications and pathways to higher learnings.

Our Core Values

Integrity

The quality of being honest and having strong moral principles. We value ethical conduct, character and strong moral principles

Diversity

We accept different ideas, beliefs and cultures. We treat each other with respect, courtesy, and understanding.

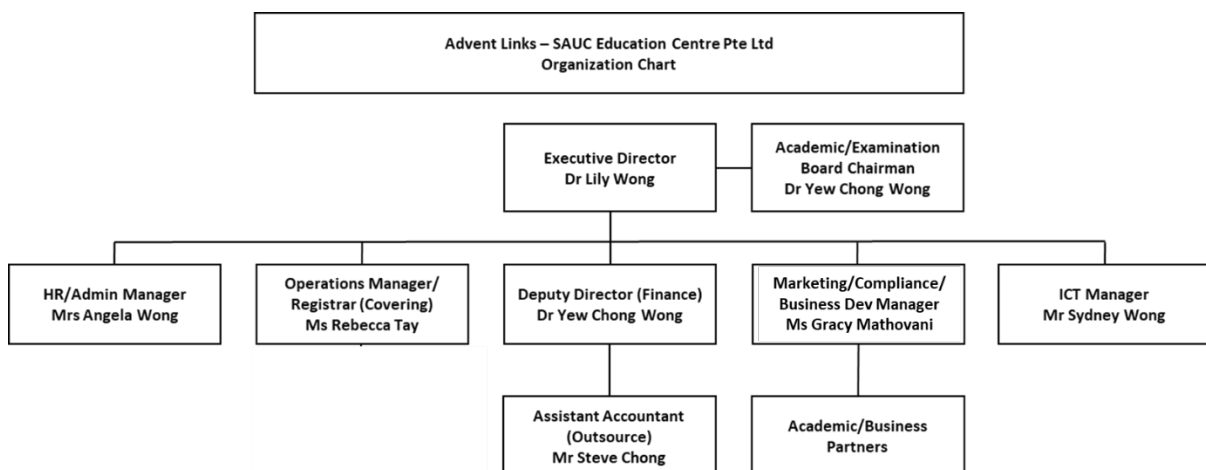
Collaboration

We work together to create mutually beneficial relationships and success with our partners and stakeholders.

Quality

We strive for continuous improvements in our programmes. We understand that quality is a process and not a destination.

1.4 Organizational Chart



1.5 History of ALSAUC

Established in 1996

ALSAUC was established in 1996 as the business arm of the Southeast Asia Union College (SAUC) which was relocated to Thailand. In 1999, ALSAUC became an educational centre for children and family studies.

In 2017, ALSAUC moved from Thomson Road to the San Yu Adventist School. In 2018, the campus was moved to Geylang Bahru and the Headquarters to One Pemimpin.

By September 2018, ALSAUC has moved its campus to Jurong West Avenue. In February 2020, ALSAUC moved its Headquarters and campus into its current premises at Block 41 Sims Drive #01-277.

Today, ALSAUC offers programs in Early Childhood Education, Business Management and WSQ courses.

1.6 Our Campus

ALSAUC's campus at Sims Drive has 3 classrooms, an administrative office and a reference library. The campus is fully air-conditioned to ensure optimum comfort for all students and staff.

Outside the campus is an open-air rest area where students can enjoy the sunshine. As the campus is at the end of a void deck, students can also have small group discussions in the void deck.



2 Coming to the Campus

2.1 Location Map

Advent Links-SAUC Education Centre Pte Ltd
Block 41 Sims Drive #01-277, Singapore 380041



2.2 Public Transportation

MRT: Aljunied MRT EW9 - Approx. 10 min (850m) walk to campus
Kallang MRT EW10 - Approx. 10 min (860m) walk to campus

BUS: Blk 45 (80229): Bus No. 64 and 125 - Approx. 4 min (300m) walk to campus
Yi Xiu Factory Building (80071): Bus No. 2, 13, 21, 26, 51, 62, 63, 67, 80, 100, 158, 853C, NR7 - Approx. 7 min (550m) walk to campus
Opp Mohammed Salleh Mosque (80069): Bus No. 2, 13, 21, 26, 51, 62, 63, 67, 80, 100, 158, 853C, NR7 - Approx. 9 min (730m) walk to campus

2.3 Contact Information

Student and academic matters: registrar@alsauc.edu.sg

Emergencies: Police 999; Ambulance/Fire Brigade 995

Non-emergency ambulance: 1777

Immigration Checkpoint Authority (ICA) 6391 6100 (Web: www.ica.gov.sg)

Committee for Private Education (CPE) 6499 0300 (Web: www.cpe.gov.sg)

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

Advent Links-SAUC Education Centre Pte Ltd

Address: Block 41 Sims Drive #01-277, Singapore 380041

Telephone: 6254 9246; 6252 8187

Email: info@alsauc.edu.sg

Website: www.alsauc.edu.sg

3. Being an ALSAUC Student

3.1 Student Life

i) Student Admission

Admission requirements are published in course brochures and explained to interested applicants. Applicants must meet all admission requirements and provide certified true copies of supporting documents prior to registration as students. Late admissions will be handled on a case-to-case basis in accordance with the Standard PEI Student Contract.

ii) Student Enrolment

Students' personal particulars should be up to date at all times and students shall lodge changes at the Registrar Office as soon as possible.

All registered students wishing to change to another course must complete and submit a request form obtained from the Registrar Office fourteen (14) days before the commencement of the course. Verbal notification of any change of course enrolment is will not be accepted at any time.

iii) Student Orientation

All new students must attend the Student Orientation. Among other things, students will be introduced to the course contents, relevant regulations and the facilities and services of ALSAUC. Students shall participate in a discussion where they can clarify any issues that concern them.

3.2 Student Services

i) Academic Counselling

ALSAUC provides academic counselling services to our students to enhance their learning experience. Students will also be counselled for the following issues:

- a) Poor class attendance
- b) Outstanding fees
- c) Course withdrawal or transfer
- d) Unsatisfactory academic results

Students may request academic counselling by sending a written request to the registrar.

ii) Professional Counselling

ALSAUC may refer students for professional counselling services to help them cope with stress relating to course demands and environment, when necessary.

3.3 Student Code of Conduct

i) Purpose

The purpose of the Code of Conduct for Students is to define the general standard of conduct expected of students, provide examples of conduct that may be subject to disciplinary action by ALSAUC, and disciplinary measures that may be imposed, and the procedures that ALSAUC will follow when an allegation of non-academic misconduct is made. Students are expected to be aware of this code and they must conduct themselves in accordance with, the Code of Conduct at all times.

ii) Definition and Application

By definition, "student" means a person who is presently enrolled at ALSAUC in a programme or course; and, "ALSAUC" is Advent Links-SAUC Education Centre which is both a private education institute and a WSQ approved training organization.

This code applies to conduct that occurs on or near the premises of ALSAUC; and, conduct that occurs elsewhere in the course of activities sponsored by ALSAUC, or where the conduct is alleged to adversely affect, disrupt, or interfere with another person's reasonable participation in ALSAUC's programmes or activities; or conduct that occurs in the context of a relationship between the student and a third party that involves the student's standing, status, or academic record at ALSAUC.

This code does not apply to conduct that is assigned to the Academic and Examination Board.

iii) Prohibited Conduct

Any conduct on the part of a student that has, or might reasonably be seen to have, an adverse effect on the integrity or the proper functioning of ALSAUC, or the health, safety, rights, or property of its members and visitors, is subject to disciplinary actions under this Code.

The following list of examples of prohibited conduct is to help students understand the type of conduct that will be subject to disciplinary actions. Prohibited conduct that is subject to disciplinary measures includes, but is not limited to, engaging in, attempting to engage in, or assisting others to engage in any of the actions described below:

a) Offensive Attire

Offence attire concerns students wearing attire with offensive or provocative messages.

b) Inappropriate Behavior

Inappropriate behaviors include taking or threatening action that endangers the safety, physical or mental health, or life of any person, or creates a reasonable fear of such action, whether intentionally or as a result of recklessness or gross negligence; and, disrespectful behavior.

c) Dishonest Conduct

Dishonest conduct, including, but not limited to, knowingly reporting a false emergency; knowingly making a false accusation of misconduct; misuse or falsification of ALSAUC's documents by actions such as forgery or alteration of documents.

d) Discrimination and Harassment

Discrimination is any practice that makes distinctions between individuals or groups so as to disadvantage some people and advantage others on the basis of an attribute such as sex, race, religion of such persons.

Harassment may arise from an act, a decision, or an omission, which is perceived by the person whom it affects as wrong, unjust, unfair or discriminatory. Harassment may consist of offensive, abusive, belittling, humiliating threatening or intimidating behavior directed at a person or a group of people.

e) Vandalism, Mutilation and Theft

All acts of theft, vandalism and willful destruction or damage to ALSAUC's property, including mutilation of books and theft of signage, furniture, and fixtures whether done intentionally or with reckless disregard.

f) Smoking

Smoking within ALSAUC's premises at any time is an offence.

g) Drugs

Use, production, distribution, sale, or possession of drugs in a manner prohibited under law. Students who consume drugs shall be reported to the Police.

h) Alcohol

Use, production, distribution, sale, or possession of alcohol in a manner prohibited under law. Students below 18 years of age who consume alcohol within ALSAUC's premises shall be reported to the Police.

i) Recording of Images

Using electronic or other means to make a video or photographic record of any person in ALSAUC's premises is an offence. The storing, sharing, and distributing of such unauthorized records by any means is also prohibited.

3.4 The Registrar

The Registrar is responsible for taking any relevant actions in accordance with the Managing Director's decision, including making a notation on a student's transcript, placing an academic hold on a student's academic status for the duration of a suspension, and notifying the instructors of courses in which a student is enrolled.

3.5 Right of Appeal

A student has the right to appeal any disciplinary decision of the Managing Director to the Appeals Panel made up of any 3 Academic and Examination Board members by completing and submitting a form that is available from the Registrar's Office.

4 Academic Conduct

Academic honesty is essential to the continued functioning of ALSAUC as a PEI. All students are expected to behave as honest and responsible members of a PEI. Breach of those expectations or failure to follow the appropriate policies and procedures of ALSAUC with respect to academic honesty may result in disciplinary action.

It is the student's obligation to inform himself of the applicable standards for academic honesty. If a student is in any doubt as to the standard of academic honesty in a particular course or assignment, then the student must consult with the instructor as soon as possible, and in no case should a student submit an assignment if the student is not clear on the relevant standard of academic honesty.

If an allegation is made against a student, the Registrar may suspend the student until the Managing Director has made the final decision. When a student is placed on suspension, the student is blocked from all activity in the Campus. During the period of suspension, a student may not participate in activities of the PEI, including but not limited to attending classes.

4.1 Academic Misconduct

Students are responsible for informing themselves of the guidelines of acceptable and non-acceptable conduct for assignments, assessments and examinations and of the examples of academic misconduct which includes, but is not limited to, engaging in, attempting to engage in, or assisting others to engage, in any of the actions described below:

- i) Cheating, which may include, but is not limited to:
 - a) falsification of any material subject to academic evaluation, including research data;
 - b) use of or participation in unauthorized collaborative work;
 - c) use or possession in an examination of any materials (including devices) other than those permitted by the examiner;
 - d) use, possession, or facilitation of unauthorized means to complete an examination e.g., receiving unauthorized assistance from another person, or providing that assistance;
 - e) Dishonest practices that breach rules governing examinations or submissions for evaluation.

ii) Plagiarism

- a) Plagiarism which is intellectual theft, occurs where an individual submits or presents the oral or written work of another person as his or her own.
- b) However, when another person's words, ideas, or entire works are used, the author must be acknowledged in an accepted form. Where direct quotations are made, they must be clearly delineated within quotation marks. Failure to provide proper attribution is plagiarism because it represents someone else's work as one's own.
- c) Students are responsible for ensuring that any work submitted does not constitute plagiarism. Students who are in any doubt as to what constitutes plagiarism should consult their instructor before handing in any assignments.

iii) Other Types of Misconduct

- a) Impersonating a candidate at an examination or other evaluation, facilitating the impersonation of a candidate, or availing oneself of the results of an impersonation.
- b) Submitting false records or information, orally or in writing, or failing to provide relevant information when requested.
- c) Falsifying or submitting false documents, transcripts, or other academic credentials.
- d) Failing to comply with any disciplinary measure imposed for academic misconduct.

4.2 Disciplinary Measures

- i) Academic misconduct may result in expulsion from the PEI and a notation of academic discipline on the student's record. However, disciplinary measures which may be imposed, singly or in combination, for academic misconduct include, but are not limited to the following:
 - a) a letter of reprimand
 - b) a failing grade for the course in which the academic misconduct occurred
 - c) suspension from the PEI for a specified period of time
 - d) expulsion from the PEI
 - e) revocation of a qualification dishonestly or improperly obtained

- ii) The laying of criminal charges or the commencement of civil proceedings does not preclude the PEI from commencing disciplinary proceedings or taking disciplinary measures against a student who has committed academic misconduct.

4.3 Attendance

- i) Students must meet the minimum monthly attendance of 75% of classroom hours, excluding approved leave including medical leave.
- ii) When a student's absence exceeds the limit, the Registrar shall issue a first written warning and the student shall be counselled by the Lecturer.
- iii) When the student exceeds the number of absences after the first written warning, the Registrar shall issue a second and final warning to the student.
- iv) If the student continues to be absent, disciplinary action shall be taken. For international students, ICA shall be informed and the student's pass shall be cancelled.

4.4 Right of Appeal

A student has the right to appeal any disciplinary decision of the Managing Director to the Appeals Panel made up of any 3 Academic and Examination Board members by completing and submitting a form that is available from the Registrar's Office.

5. Private Education in Singapore

5.1 Private Education Act

Under the Private Education Act (2009), the SkillsFuture Singapore (SSG)/Committee for Private Education (CPE) was set up to regulate the private education industry in Singapore. All Private Education Institutes (PEIs) are required to be registered under a new Enhanced Registration Framework (ERF) and they must comply with the regulations under the Act to continue operations.

i) SkillsFuture Singapore/Committee for Private Education

The CPE which governs private education in Singapore was later appointed by SkillsFuture Singapore (SSG) in October 2016 to carry out its functions and powers relating to private education under the Private Education Act (2009). The CPE is supported by a team of staff from SSG to regulate the sector, provide student services, consumer education and facilitate capability development to uplift standards in the local private education industry.

ii) Free Protection Scheme

All EduTrust-certified Private Education Institutions (PEIs) are required to adopt Fee Protection Scheme (FPS) to protect all fees paid by all their students. All fees refer to all monies paid by the students to be enrolled in a PEI, excluding the course application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where in applicable, for example, the re-exam fee, etc.). More details of the FPS can also be found in the FPS Instruction Manual, available [here](#).

ALSAUC has in place an FPS Scheme with LonPac Insurance BHD and the amount to be paid would be based on 2.5% of all fees per year, subject to a minimum fee of S\$25. The insurance policy will protect students against the following events:

- a) Loss of fees paid in advance by the insured student/learner due to insolvency or regulatory closure of the school.
- b) Private Educator's failure to pay sum awarded by Singapore courts to the insured student.
- c) Payment of S\$10,000 for any one event and in the aggregate for the insured student's accidental death or total permanent disability by accident caused solely and directly by accidental, visible and violent means, excluding any sickness, disease or medical disorder.

5.2 Refund Policy

i) Refund During Cooling-Off Period

Students are given a cooling-off period of seven (7) working days after signing the Standard PEI-Student Contract. The students will be refunded the maximum refund (refer to Schedule D of the Standard PEI-Student Contract) of the paid-up fees if the student submits an official request of withdrawal within the cooling-off period, regardless of whether the student has started the course or not.

ii) Refund After the Cooling-Off Period

For students who withdraw after the cooling-off period of seven (7) working days, refund of the course fees will be subjected to the Refund Table (Schedule D) stated in the Standard PEI-Student Contract.

Refund for withdrawal shall be processed within seven (7) working days upon receiving the student request for withdrawal and issuing of refund according the following refund table:

% of [the aggregate amount of the fees paid]	If Student’s written notice of withdrawal is received
[90%] Of the first installment	("Maximum Refund") More than 30 days before the Course Commencement Date
[50%] Of the first installment	Before, but not more than 30 days before the Course Commencement Date
0%] Of the first installment	On or after the Course Commencement Date

iii) Non-Refundable Fees

The Course Application Fee and all Miscellaneous Fees tabulated at Schedule C of the Standard PEI-Student Contract are non-refundable.

Miscellaneous Fees refer to any non-compulsory fees which the students pay only when applicable. Such fees are normally collected by the Advent Links-SAUC Education Centre when the need arises

Rejection of Student’s Pass Renewal for International Students. For withdrawals due to rejection of Student's Pass renewal by Immigration and Checkpoint Authority of Singapore, course fees and other miscellaneous fees paid will not be refundable.

5.3 Termination of Course

A student who has been expelled from ALSAUC will not be admitted into any courses at Advent Links-SAUC Education Centre. The student has seven (7) working days to appeal their expulsion in writing to the Registrar.

A student's admission to a course may be cancelled by ALSAUC on the following grounds:

- i) where a student has not paid the required fees or charges,
- ii) where a student has failed to attain satisfactory academic progress,
- iii) where a student has been found guilty of academic misconduct, and

A student may be terminated from all courses at Advent Link-SAUC Education Centre, on the following grounds:

- i) academic misconduct, and
- ii) inappropriate conduct

For any student terminated by ALSAUC due to breach of code of conduct or rules and regulations of the school, all course fees and miscellaneous fees paid will not be refunded.

5.4 Transfer of Course

Transfer of course means a student changes the course but remains as a student of ALSAUC. Students requesting a transfer of course shall submit the completed "Transfer of Course Request Form" to the Registrar. Submitting the request does NOT automatically result in a transfer of course. Only students who have received a written confirmation from the school shall be allowed to transfer course.

For students under 18 years old, a parent's/legal guardian's written consent is required. A course transfer can only be done before the commencement of the course.

Approval for transfer of course will be granted on a case-by-case basis subject to the student meeting the admissions requirements of the transferred course and no outstanding course fee for the current course enrolled. It takes approximately fourteen (14) working days to process a transfer request. Students must continue to attend classes before the transfer request is approved or rejected.

Refund policy applies where applicable, and an Administrative Fee (S\$50) will be charged for the transfer process. The Refund Policy and the cooling-off period of seven (7) working days do not apply to transfer students.

Upon approval of course transfer, the student shall withdraw from the current course and enroll in the new course. Pre-course counselling will be done as part of the new course application. The contract for the withdrawn course will be terminated and the student will sign a new student contract for the new course.

The FPS provider will be updated with the course transfer status to ensure that transferred course fee paid is protected.

For international students, the Student's Pass will be cancelled upon approval of the course transfer request, and ALSAUC will resubmit Student's Pass application to Immigration & Checkpoints Authority of Singapore (ICA) for approval. The student must return the Student's Pass to the Registrar for cancellation and resubmission of Student's Pass application.

5.5 Non-Deferment Policy

Deferment of a course is not allowed at ALSAUC. Any request for a deferment of a course will be deemed as a request for withdrawal of a course. Please refer to the Withdrawal Policy for details.

5.6 Withdrawal Policy

A withdrawal means a student discontinues an enrolled course with ALSAUC. Students who wish to withdraw from an enrolled course of study before completing the program must submit an official request form for withdrawal to the Registrar. Verbal notice will not be accepted as a request for withdrawal.

For students under 18 years old, a parent's/legal guardian's written consent must be obtained prior to processing the request for the withdrawal.

Students are required to make all outstanding payment before withdrawal (inclusive of the supported amount from SDF or SSG funding for the affected course if applicable). It takes approximately 14 working days to a maximum of 4 weeks to process a withdrawal request from the point of student's request. Refund policy applies where applicable, and an Administrative Fee (S\$50) will be charged for the transfer process. If the student disputes the refund or other matter, please refer to the Dispute Resolution Policy for details.

Subject to Force Majeure, the student shall be entitled to immediately withdraw from the course by giving written notice to Advent Links-SAUC Education Centre of his intention to do so.

For international students, the Student's Pass will be cancelled upon approval of the course withdrawal request. Student must return the Student's Pass to the Registrar Office for cancellation of the Student's Pass.

5.7 Student Feedback and Grievances

ALSAUC conducts student satisfaction surveys to collect feedback with regards to our teaching and services. This feedback exercise allows ALSAUC to collate information to improve our teaching pedagogy and our service standard. Students are welcome to email info@alsauc.edu.sg to provide feedback to improve our services and facilities.

5.8 Personal Data Protection Statement

ALSAUC will collect, use and disclose your personal data in accordance with the Personal Data Protection Act 2012 ("Act"). In general, before we collect any personal data, ALSAUC will notify the party of the purposes in which the personal data may be collected, used and disclosed, as well as obtain consent for the intended purposes.

5.9 Confidentiality

All information about the student is confidential, and will not be disclosed to a third party, excluding requests from relevant government agencies, unless:

- a) the student has given a written authorization, expressly outlining the details of the exact information to be disclosed, the particulars of the third party that are to have access to this information and the purpose for this disclosure.
- b) disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of a student or of another person.

5.10 Dispute Resolution

i) SSG/CPE Mediation-Arbitration Scheme

Students can refer disputes regarding unsatisfactory services provided by ALSAUC, fee refunds, disciplinary issues and quality of courses and teachers to the SSG/CPE for mediation under the SSG/CPE's Mediation - Arbitration Scheme. If you are unsure if your complaint is suitable for dispute resolution, you can approach the SSG/CPE's Singapore Services Centre (SSC) whose officers would be able to advise you.

SkillsFuture Singapore

Committee for Private Education

1 Paya Lebar Link

#08-08 Paya Lebar Quarter 2

Singapore 408533

Tel: (65) 6785 5785

Enquiry/Feedback Portal: <https://portal.ssg-wsg.gov.sg/feedback>

Website: www.ssg-wsg.gov.sg

Call Centre Operating Hours:

Mondays to Fridays - 8.30 am to 5.30 pm Saturdays - 8.30 am to 1.00pm

ii) Procedure for Dispute Resolution (Extract from CPE's Booklet)

If you wish to initiate the dispute resolution process, you will be required to fill up an application form, stating the nature of your dispute. The application form will then be sent to SMC, who will contact you and the school for an appropriate date to hold the mediation session.

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.

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. However, if there is no settlement, you can decide if you wish to proceed to the arbitration stage, which is a paper-based review of the dispute. The arbitrator may call for a hearing if he deems it to be necessary.

You will be required to submit a request to Singapore Institute of Arbitrators (SI Arb) to commence arbitration, and within 14 working days of receiving the request, the PEI will submit to SI Arb their defence. You have another 14 working days to submit your reply to SI Arb upon receiving the PEI's defence.

For a documents-only arbitration, the arbitrator will publish his arbitral award within 60 days from the commencement of the arbitration, while if a hearing was held, the arbitrator will publish his award within 90 days from the commencement of the arbitration.

For more details, please go to SSG/CPE's website: www.ssg-wsg.gov.sg

6 Examinations and Grades

6.1 Assessments

Students must bring their photo ID e.g. NRIC or Student's Pass to all assessments and examinations. Stationary permitted in the examination include pencils, pens, erasers, paper correction tape and rulers.

No mobile phones or MP3 Players are permitted in examinations and both items must be turned off before entering the Assessment Room and placed in a bag or on the floor beside the student.

6.2 Supplementary Assessments

ALSAUC may offer a supplementary assessment to a student with 46 marks or more. Where a student attains a pass in a supplementary assessment, the pass grade of 50 marks will be given. A student who fails a supplementary assessment shall be required to repeat that course.

An Administration Fee for Supplementary Assessment/Examination of S\$200 is payable for students who re-take the course.

6.3 Course Assessments

For non-WSQ or non-ECDA Courses

On the day of the examination, the invigilator will conduct the examination according to the General Invigilation Procedure for Examination. At the end of the examination, the invigilator accounts for all examination scripts, answer booklets (if applicable) and return the examination package to the Registrar.

For WSQ and ECDA Courses

The Assessor will assess the students' outcomes according to Assessment Guide during lessons delivery in each module and notify the students their assessed outcomes on the last lesson of each module.

Assessment Checklist will be acknowledged by the trainer and students for the submission of students' outcome to SSG-WSG

The Assessor completes the module grade sheet and forwards the assessment checklist, together with the Attendance to the Registrar after the assessment.

The assessment outcomes for WSQ courses are as follows:

- i) Competent
- ii) Not Yet Competent

WSQ students will receive the notification from SkillsFuture Singapore Agency (SSG-WSG) via email or phone messages. The Statement of Attainment and Certificate, if any will be issued by SkillsFuture Singapore Agency.

6.4 Assignments

All assignments are to be submitted and signed in on the due dates to the respective lecturers. Marks will be deducted for a late submission.

6.5 Grades

The Academic and Examination Board monitors the allocation of grades across courses to ensure the assessment marks are valid, reliable and fair to the students.

The distribution of marks for units in all courses are as follows:

Marks	Accompanying Grade
0 - 49	N (Fail)
50 - 59	C
60 - 69	C+ (Credit)
70 - 79	D (Distinction)
80+	HD (Higher Distinction)
	NR (No Report)
	I (Incomplete)

Class marks are graded across the curve. This may depend on the level of the class but if the class is marked against itself, this usually applies in the following manner:

0 - 69	65% of the class
70 - 79	25% of the class
80+	10% of the class

Final exam results will be released within three (3) months upon completion of the final examination and or assignment of the course.

6.6 Appeal Procedures

i) Grounds for Appeal

Students putting up a request for appeal will need to satisfy the following grounds for appeal:

- a) the result was not determined by the specified assessment method
- b) disadvantaged through lack of feedback
- c) perceived bias affecting the assessment
- d) incorrect advice from staff teaching
- e) any other grounds accepted the Appeal Panel comprising any three (3) Academic and Examination Board members.

Students putting up a request for academic progression will need to satisfy the following grounds:

- a) ill-health or injury as evidenced by a medical certificate
- b) family bereavement
- c) any other exceptional circumstances which had negative impact on the student's ability to study, carry out or complete any assessment/examination required.

ii) Appeal Process

- a) Student appeals for review of results or academic progression status review may be lodged by completing a Request Form (available from Registrar's Office) together with a non-refundable appeal fee of S\$50 in person to the Registrar at Block 41 Sims Drive #01-277, Singapore 380041.
- b) Students will be provided with written confirmation of the Appeal Panel's decision and the reasons for the decision within fourteen (14) working days upon receiving the Request Form.
- c) Students whose appeal has been rejected by the Academic and Examination Board will have to re-sit for a supplementary examination.
- d) A non-refundable Supplementary Examination Fee (S\$200) will be required for each supplementary examination.

6.7 Transcripts

A student will be allowed to one (1) free transcript according to the conditions below:

- a) An official transcript is mailed by the Registrar Office to the institution named (if it is company sponsored) or registered address of the student.
- b) All school fees must be paid.
- c) Additional transcripts may be obtained from the Registrar Office upon request and payment of a fee of S\$50 prior to the issuance of the transcript.

6.8 Graduation

- i) Commencement exercises are usually held annually in November. Students are invited to participate in the annual exercises but may be granted exemption by permission from the Executive Director.
- ii) Students should ensure that the Registrar has an accurate record of their personal details (student's name and current address). The name on the Student Record System is the name which will appear on the Certificate and Transcript. All information will be mailed to the last recorded address.
- iii) Students who wish to change their names for any reason must provide a written certified documentation for verification. This information should be furnished to the Registrar as soon as any change occurs.

7 Financial Matters

7.1 Payments and Refunds

i) Payments

Payments shall be made according to the payment schedule as stipulated in the Standard Student Contract.

If there is no payment received from the student, the student is not allowed to attend class.

Late payment fee will be applied if the student does not pay according to the stipulated payment date stated in the student contract.

ii) Medical Insurance

A medical insurance for the students' hospitalization, surgery and treatment costs throughout the course duration with the following coverage is payable when the student enrolled for a course:

- a) Annual limit not less than S\$20,000.00 medical costs coverage per student
- b) At least B2 ward stay (in government and restructured hospitals)
- c) 24 hours coverage in Singapore and overseas (if student is involved in school-related activities)

Students who are already covered by their own medical insurance plans, can opt out the medical insurance scheme. However, they will have to provide ALSAUC a copy of their medical insurance policy for our administrative records.

7.2 Financial Arrangements

Financial arrangements are to be made in advance with the Administration Office in regards to your registration. Financial clearance must be obtained from the Corporate Administration Office for:

- a) Registration for the next quarter (for Non-WSQ and Non-ECDA courses)
- b) Before receiving a diploma
- c) Before a transcript is sent
- d) Before professional placement