



**ASCENSUS**  
INSTITUTE



# Student Handbook



Our Academic Partners



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ASCENSUS.edu.sg Enquiries@ASCENSUS.edu.sg 6001 Beach Road, #20-02 Golden Mile Tower, Singapore 199589



## Document History

Version	Effective Date	Page No.	Section No.	Change(s)
3A	01 Aug 2023	All	All	Internal Review Exercise – Streamline process and align review duration to <b>once every 2 years</b> as per ERF requirements and EduTrust GD4.0 requirements to New Documentation – Initial Release.
3B	01 Jul 2024	All	All	Review the content, redesign the presentation layout with cover page, and update the content to the current version.
3C	01 Oct 2024	All	All	Update refund policy and procedures and change Committee for Private Education/ CPE to SkillsFuture Singapore/SSG.

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## 1. Welcome Message from Director

Dear Students,

Welcome to ASCENSUS INSTITUTE.

ASCENSUS INSTITUTE is where our students begin their lifelong learning journey. Our students are exposed to the drive towards attaining a learning mindset that enhances their knowledge, skills and attitude.

ASCENSUS INSTITUTE is committed towards providing quality services and courses by experienced and dedicated educators. We believe in nurturing every student and creating opportunities for career development. The learning you will receive is intended to provide you with skills and knowledge that will enable the realization of your learning goals.

At ASCENSUS INSTITUTE, we consistently encourage and guide our students in achieving vocational, academic and social skills applicable in their future endeavours. We aim to create a conducive learning environment through committed staff, low teacher: student ratio and up-to-date facilities and equipment.

On behalf of the Board of Directors, I warmly welcome you on board and wish you every success in your studies in ASCENSUS INSTITUTE.

Khiryati Bte Kairi

**Group Managing Director**

## 2. About ASCENSUS INSTITUTE

### 2.1 Vision, Mission, Values And Culture

#### **VISION**

To inspire knowledge and skills acquisition to engender employability and self-development for the workforce.

#### **MISSION**

**ENGAGE** our learners through innovative curated learning journeys, to

**ENHANCE** their ability to perform better and more productively, to

**ENABLE** their personal growth and their employers' success

#### **VALUES**

To foster a happy work environment, in all our thoughts, words and actions we shall practise:

**Gentle Heart** – Practise forbearance, Be caring and Be mindful

**Respect** – Be graceful, Be appreciative and Be considerate

**Integrity** – Do the right thing, Own it and Be supportive

#### **CULTURE - THE WAY WE WORK**

This is how we shall work individually and together to achieve our business goals:

**Mastery** – Be a Lifelong Learner, Be innovative & Creative and Be open.

**Inter-dependence** – Be collaborative, Be harmonious & Be humble.

**Resilience** – I'm possible, Persevere & Be courageous.

## 2.2 Profile of ASCENSUS INSTITUTE

ASCENSUS INSTITUTE (formerly known as AAARYA Business College) is related to 2 other companies through common shareholding, directorships, and management through Lifelong Learning Academy (LLA) branding (Please refer to [www.LifelongLearning.sg](http://www.LifelongLearning.sg) for more information about the Group of Companies).

ASCENSUS was incorporated in 2015 to conceptualise, develop and market educational and vocational skills enhancement programmes to upgrade the workforce in the environmental cleaning and related industries.

In 2022, ASCENSUS expanded its academic offerings of SSG-registered courses for its learners (students). It has partnerships with various internationally recognised institutions of vocational and higher learning to provide practical skills-based courses to upgrade both new entrants to the industry as well as existing workers, supervisors, managers, and owners.

## 2.3 The Academic and Examination Board

### 2.3.1 Member of the Board

1. Mr. P. Palaniappan (Chairman)
2. Ms. Florical Goh
3. Dr. Fred Utanes
4. Dr. Teo Kim Heng

### 2.3.2 The Roles of the Academic Board

The primary role of the Academic Board is to guide the Management Team in policy development and strategy implementation in pursuit of excellence in all aspects of the academic process, including student enrolment, curriculum design, development and delivery, faculty teaching and student learning.

### 2.3.3 The Roles of the Examination Board

The Examination Board is responsible for matters pertaining to the conduct, administration and integrity of examinations, assessment of coursework and student academic performance. It ensures that high academic standards are maintained, comparable to those in similar institutions in the industry.

## 2.4 Our Campus and Facilities

Located in Golden Mile Tower, ASCENSUS INSTITUTE is 5 minutes away from Nicoll Highway MRT station. The Institute is equipped with conducive classrooms to meet students' learning needs.

Classroom 1



Classroom 2



Classroom 3



Classroom 4





### 3. Student Admission and Administration

#### **Course Materials**

When you have enrolled and have paid up your course fees, you will receive login details for the Learning Management System (LEARN@ASCENSUS) either before the Orientation or shortly after enrolment, depending on which comes later. Through this system, you can easily access the course materials.

#### **Orientation**

All students are required to attend orientation before their first lesson. During this session, students will gain an understanding of the Institute, course structure, academic expectations, and key procedures and policies.

#### **Update of Student's Information**

Please ensure you update your contact details, such as telephone number, mobile phone number, residential address, and email address with us. This will enable effective communication with you.

#### **Confidentiality of Students' Details**

The Institute is committed to the security and confidentiality of all students' information. Your student details are solely for internal use and for completing regulatory submission requirements.

#### **Communication**

Upon acceptance by the Institute, you will receive a letter of offer and a standard student contract outlining course details. Any changes to the course will be communicated through announcements via LMS, email, WhatsApp, or notice posted on the Notice Board.

## 4. Student Code of Conduct

### 4.1 Minor Misconduct

Below is a non-exhaustive list of offences which are classified as minor misconduct:

1. Inappropriate attire or dress code violation
2. Disrespect for fellow students, staff and learning facilitators
3. Disruptive behaviour or mischief in campus
4. Using abusive or indecent language
5. Consumption of alcohol or smoking in the campus
6. Vandalism of institute's property, furniture and equipment
7. Frequent lateness for classes or leaving classes early
8. Cheating in attendance taking
9. Absent for class without valid reasons
10. Failure to follow instructions of staff or learning facilitators

### 4.2 Major Misconduct

Below is a non-exhaustive list of offences which are classified as major misconduct:

- a) Criminal Offences  
Criminal offences are serious offences which will be handed over to the police and relevant authorities for action. Examples of such offences include assault, fighting, bullying, harassment, rioting, criminal intimidation, causing grievous bodily hurt, possession of weapons, sexual misconduct, forgery, drug consumption and theft. The penalties may be imprisonment, caning or fine.
- b) Falsification of Information  
Information provided to the institute for any purpose must be accurate, complete and truthful. Providing false information is a serious misconduct which may result in expulsion.
- c) Repeat Offenders  
Committing minor misconduct repeatedly constitutes a major misconduct. Students who have received 3 warning letters for misconduct may be liable for suspension or expulsion.
- d) Failure to meet ICA Attendance Requirements
  - Student's Pass holders who fail to maintain at least 90% average attendance will be expelled and have their Student's Pass cancelled.
  - Student's Pass holders who did not attend classes for a continuous period of 7 days will be expelled and have their Student's Pass cancelled from the 8<sup>th</sup> day.
- e) Working Illegally while on Student's Pass  
Student's Pass holders are not allowed to work without a valid work pass. Those caught working will be immediately expelled and have their Student's Pass cancelled.

f) Academic Misconduct

Academic misconduct refers to offences such as plagiarism, collusion, cheating, fabrication of data and possession of unauthorised material during an examination. Academic misconduct will result in a fail grade for the unit. Depending on the severity of the cases, students may face suspension or expulsion.

### 4.3 Disciplinary Action

If found guilty of a minor misconduct, the Dean may mete out one of the following measures:

- Verbal Warning
- Warning

For major misconduct, the case will be referred to the Disciplinary Committee which may mete out one of the following measures:

- Warning
- Fail Grade (for academic misconduct)
- Suspension
- Expulsion

### 4.4 Appeal

Appeals, if any, must be submitted within 3 working days of receipt of the outcome. All appeals will be reviewed carefully by the Managing Director. The Managing Director's decision shall be final.

## 5. Attendance Policy

The institute encourages all students to be regular and punctual for their classes. Please note the attendance requirement and leave application guidelines as mentioned below:

- All students on a Student's Pass should have a minimum attendance of 90% per month.
- All non-student pass holders should have a minimum attendance of 75% per module.
- Any absenteeism should be supported by medical certificates or approved student leave.
- Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the institute whenever a student on a Student's Pass has a monthly attendance of less than 90%.
- Student's Pass Holders who are absent for 7 consecutive days of class without valid reasons will be liable to have their Student's Pass cancelled with effect from the 8<sup>th</sup> day and the letter of cancellation will be sent to the student's place of residence in Singapore registered with the institute.
- Module attendance < 75% will be barred from taking the final assessment.

### 5.1 Attendance Requirements for non-Student's Pass Holders

Non-Student's Pass holders are required to maintain a minimum attendance of 75% per module. Action shall be taken based on the table below if attendance falls below 75% per module:

Attendance Rate	Action to be Taken (For non-Student's Pass Holders)
<75% for a module the first time	<ul style="list-style-type: none"><li>➤ 1<sup>st</sup> Warning Letter to be Issued</li><li>➤ The parent/guardian is to be informed (if student &lt;18)</li></ul>
<75% for a module the second time	<ul style="list-style-type: none"><li>➤ 2<sup>nd</sup> Warning Letter to be Issued</li><li>➤ To conduct Academic Counselling</li><li>➤ The parent/guardian is to be informed (if student &lt;18)</li></ul>
<75% for a module the third time	<ul style="list-style-type: none"><li>➤ Final Warning Letter to be Issued</li><li>➤ To conduct Academic Counselling</li><li>➤ The parent/guardian is to be informed (if student &lt;18)</li></ul>
<75% for a module the fourth time	<ul style="list-style-type: none"><li>➤ Expulsion Letter to be issued</li><li>➤ The parent/guardian is to be informed (if student &lt;18)</li></ul>

## 5.2 Attendance Requirements for Student's Pass Holders

Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the institute whenever a student on a Student's Pass has a monthly attendance of less than 90%.

As set out in the Terms and Conditions of Student's Pass, Student's Pass Holders who are absent for 7 consecutive days of class without valid reasons will be liable to have their student pass be cancelled with effect from the 8<sup>th</sup> day.

Student's Pass holders are required to maintain a minimum attendance of 90% per month. Action shall be taken based on the table below if attendance falls below 90% per month:

Attendance Rate	Action to be Taken (For Student's Pass Holders)
<90% for a month the first time	<ul style="list-style-type: none"><li>➤ 1<sup>st</sup> Warning Letter to be Issued</li><li>➤ The parent/guardian is to be informed (if student &lt;18)</li></ul>
<90% for a month the second time	<ul style="list-style-type: none"><li>➤ 2<sup>nd</sup> Warning Letter to be Issued</li><li>➤ To conduct Academic Counselling</li><li>➤ The parent/guardian is to be informed (if student &lt;18)</li></ul>
<90% for a month the third time or absent for 6 consecutive days without valid reasons	<ul style="list-style-type: none"><li>➤ Final Warning Letter to be Issued</li><li>➤ To conduct Academic Counselling</li><li>➤ The parent/guardian is to be informed (if student &lt;18)</li></ul>
<90% for a month the fourth time or absent for 7 consecutive days without valid reasons	<ul style="list-style-type: none"><li>➤ Expulsion Letter to be issued</li><li>➤ (Including Cancellation of Student Pass)</li><li>➤ The parent/guardian is to be informed (if student &lt; 18)</li></ul>

## 5.3 Attendance Taking

Respective Learning Facilitators/Teachers/Lecturers will mark the attendance.

Students who are late by more than 30 minutes or leave early without the permission of the Institute will be considered as absent.

## 5.4 Submission of Leave Application / MCs

Approved FC4.6.1 Student Leave Application Form should be submitted to the Institute before the start of the class that the student is being excused from, or within 3 working days of returning to class should there be extenuating circumstances. All MCs **must** be submitted to the Institute within 3 working days of returning to class.

## 6. Student Support Services, Holistic Programmes, and Education and Career Guidance

### 6.1 Student Support Services

The institute provides the following student support services catering for the needs of students:

#### a) **New Student Orientation**

The institute conducts orientation for all new students before the course commencement. The purpose is to welcome new students and familiarise them with the facilities. The programme includes slide presentation, video presentation and campus tour. The key topics covered in the orientation includes:

1. Key staff and facilities
2. Major policies and procedures affecting students
3. Critical course information
4. Safety and Health
5. Learning Management System (Learn@ASCENSUS)
6. Percipio

#### b) **Pastoral Counselling**

The institute provides pastoral counselling to students who may need help to cope with the stress and demands of studying in Singapore. Counselling is done by trained staff and the information shared will be kept confidential.

#### c) **Financial Assistance**

The institute has a financial assistance scheme for deserving students from selected countries. Under this scheme, the institute gives bursary to students to offset the course fees.

#### d) **Accommodation Advice**

The institute provides information and advice on hostel and other types of accommodation in Singapore. The aim is to help international students find suitable and legal accommodation while studying in Singapore.

#### e) **Mental Wellness Activities**

The institute conducts regular talks to enhance the mental wellbeing of students. The talks cover topics such as stress management, meditation, substance abuse and healthy eating.

**f) Bonding Activities**

The institute organises teambuilding activities to promote bonding amongst students as well as strengthen the relationship between students and staff.

**g) Alumni Support**

The institute updates the alumni on key developments and invites them to events such as learning festivals and talks by industry experts.

## 6.2 Holistic Programmes

The institute offers the following holistic programmes to value-add and enrich students' learning experiences:

**a) Co-Curricular Activities**

The institute organises co-curricular activities to promote active and healthy lifestyle behaviour in students. These activities may include running, cycling, walking, hiking and climbing.

**b) Community Involvement**

The institute encourages students to participate in community events to inculcate positive values in them and to support worthy social causes.

**c) Leadership Development**

The institute offers a range of programmes to develop students' leadership abilities. Besides workshops on leadership and coaching, students can also join the Student Council and hone their leadership skills.

## 6.3 Education and Career Guidance

The institute provides the following programmes to guide students in their educational and career progression:

### a) Workshops

The institute conducts career workshops on topics such as personality profiling, resume writing, interview preparation and job search strategies. These workshops prepare the students for job search and job interviews.

### b) Industry Visits

The institute organises visits to companies to enable students to gain insights into the workings of different industries and companies.

### c) Networking

The institute offers students a platform to grow their social and professional networks through networking sessions whereby students, staff, employers and industry experts can mingle and share experiences.

### d) Career Talks

The institute regularly invites industry experts to share with students on the growth and opportunities of different career pathways.

### e) Education Talks

The institute conducts education talks to inform students of the different education progression pathways available. The talks include courses offered by the institute as well as its articulation partners.

### f) Post-course Advisory Support

The institute assists graduating students to make decisions on education progression and career opportunities. Our course consultants or student recruitment agents will contact the graduating students individually to provide personalised guidance.



## 7. Student Feedback, Suggestions and Complaints

### 7.1 Feedback Management System

The institute adopts an integrated approach to managing various feedback provided by any stakeholders (i.e. staff, students and general public).

The following channels and avenues enable stakeholders to voice their issues and/or provide constructive feedback to the institute:

#### **Internal Channels (Staff)**

1. Staff Performance Appraisal section
2. Email (Official feedback)
3. Ad-hoc Communication Sessions
4. Staff Satisfaction Survey

#### **External Channels (Learners (Students) and General Public)**

1. Student Orientation
2. Pre-course counselling
3. Email (Official feedback for General Public)
4. FC2.4.1 Student Feedback Form (Official feedback from learner (student))
5. End-of-Module Satisfaction Surveys
6. End-of-Course Satisfaction Survey
7. Graduate Survey
8. Student Satisfaction Survey

### 7.2 Dispute Resolution Policy and Procedures for Students

The learners (student) shall fill out the FC2.4.1 Student Feedback Form, which can be downloaded from the LMS (LEARN@ASCENSUS) and submit it to the Campus Operations department (COD) staff in person or via email.

Upon receiving the feedback, the COD Staff shall follow up with the learner (student) to find out more about the complaint and acknowledge Section 2 of the FC2.4.1 Student Feedback Form with follow-up actions and comments **within 3 working days**.

The COD Staff shall then discuss the complaint with the relevant department HOD, and the parties involved in the issue raised. A formal investigation will be carried out if necessary.

Relevant parties shall then propose a solution for the issue raised, and the relevant department HOD shall explain it clearly to the learner (student). This shall be done **within 7 working days** upon the acknowledgment of the complaint.

If the learner (student) accepts the proposed solution, he/she shall indicate their acceptance by signing Section 4 of FC2.4.1 Student Feedback Form **within 14 working days** from the acknowledgment of the complaint.

If the learner (student) rejects the proposed solution, the matter shall be escalated to the Group Management Director (GMD) or a member of the Top Management (TMGT), who will investigate the case and take necessary actions to resolve it within 21 working days from the acknowledgement of the complaint.

If the learner (student) is still not satisfied with the outcome, he/she will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) for external mediation.

The relevant department HOD or a member of the MT shall update Section 5 of FC2.4.1 Student Feedback Form to complete the procedures by indicating whether the case has been resolved **within 21 working days**, or the learner (students) has been referred for external mediation aligned with the Private Education Regulations and provide remarks (where possible).

## 8. Refund Policy and Procedures

The Institute adopts the Refund Policy as per the standard Student Contract as set out by SSG. This policy will act as a **framework** in guiding the implementation of detailed refund processes and procedures in the following areas:

1. Refund for Withdrawal Due to the Listed Refund Events
2. Refund for Withdrawal During the Cooling-Off Period
3. Refund for Withdrawal Outside the Cooling-off Period

The maximum processing time for the student's withdrawal / refund request to the issuance of the refund shall not exceed more than 7 working days.

### 8.1 Refund for Withdrawal Due to the Listed Refund Events

The Institute will notify the Student within three (3) working days upon knowledge of any of the following:

- a) It cannot commence the provision of the Course on the Course Commencement Date.
- b) It cannot complete the provision of the Course by the Course Completion Date.
- c) The Course will be terminated before the Course Completion Date.
- d) The learner (student) does not meet the course entry or matriculation requirements as stated in Schedule A of the standard Student Contract.
- e) The Immigration and Checkpoints Authority of Singapore (ICA) rejects the Student's application for the Student Pass.

Where any of the Refund Events in (a) to (c) above has occurred:

- f) The Institute shall use reasonable efforts to make alternative study arrangements for the student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
- g) If the Contracting Party accepts such alternative study arrangements, the school shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
- h) If the Institute does not propose alternative study arrangements to the Contracting Party within the time stipulated in (f) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Student Contract by way of a written notice to the Institute.

# Where any of the Refund Events in (d) to (e) has occurred, the Institute shall forthwith terminate this Contract by way of a written notice to the Contracting Party.

If the Contract is terminated pursuant to (g) read with (a), the Institute shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

If the Contract is terminated pursuant to (g) read with either (b) or (c), the Institute shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

If the Contract is terminated pursuant to # or (h) read with (a), the Institute shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

If the Contract is terminated pursuant to (h) read with (b) or (c), the Institute shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

## 8.2 Refund for Withdrawal Due to Other Reasons

The Institute shall provide the student with a cooling-off period of ten (10) calendar days after the date that the Student Contract has been signed by both parties.

The student will be refunded all Course Fees and Miscellaneous Fees paid within 7 working days of the receipt of the written notice, regardless of whether the student has started the course or not.

### 8.3 Refund for Withdrawal Outside the Cooling-off Period

Without prejudice to (a) to (h)1 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the Institute. Upon receipt of such notice, the Institute shall within seven (7) working days refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D of the standard Student Contract.

REFUND TABLE

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If Contracting Party's written notice of withdrawal is received:
[50]	more than [30] working days before the Course Commencement Date
[0]	before, but not more than [30] working days before the Course Commencement Date
[0]	after, but not more than [7] working days after the Course Commencement Date
[0]	more than [7] days after the Course Commencement Date

**Note: The course application fee is non-refundable.**

### 8.4 Refund Procedures

Students who wish to request for a refund are required to complete and submit the FC4.3.1 Student Request Form to the Campus Operations Department for processing. The reasons for the refund should be clearly documented in the student request form

Any supporting documentation that are required to process the refund must be submitted along with the FC4.3.1 Student Request Form. Incomplete application will not be processed.

The staff-in-charge will interview the students to understand the reasons for requesting the refund and determine alternative solutions.

Should the student decide to proceed with refund after the meeting with the staff, the reasons will be recorded on the FC4.3.1 Student Request Form. The form will then be passed to the Dean for approval.

Upon approval, the staff will forward a copy of the FC4.3.1 Student Request Form to the Finance staff, who will then verify the refund amount and make the refund the student accordingly **within 7 working days from the date of the student's request indicated on the FC4.3.1 Student Request Form.**

The student will be informed of the outcome, including the computation of the refund amount (if applicable), in writing within 7 working days from the receipt of the written request via email.

## 9. Student Withdrawal, Transfer & Deferment Policy & Procedures

The maximum processing time for transfer, deferment and withdrawal should **not be more than 4 weeks** from the point of student's request to informing them of the outcome in writing.

All requests for transfer, deferment and withdrawal must be made in writing using the FC4.3.1 Student Request Form and accompanied by supporting documents. Verbal request is not accepted.

For students under the age of 18, written consent from the parent/legal guardian must be obtained.

All requests for transfer, deferment and withdrawal will be reviewed on a case-by-case basis. The institute reserves the right of final decision on the outcome.

The institute's refund policy shall apply for those who meet the refund criteria. Students are to refer to the institute's refund policy and the student contract for further details.

### 9.1 Request for Course Transfer, Deferment and Withdrawal

Students who wish to transfer, defer or withdraw from a course must complete and submit the FC4.3.1 Student Request Form to the Campus Operations Department for processing. The reasons for the request should be clearly documented in the student request form. For cases which may be eligible for refund, the 'Refund' section of the student request form must be completed as well.

Any supporting documentation that are required to process the request must be submitted along with the FC4.3.1 Student Request Form. Incomplete application will not be processed.

#### **Written Consent**

For students below the age of 18, the written consent of the parent or legal guardian must be obtained.

Written consent may be obtained through signing on the FC4.3.1 Student Request Form or submitting a separate email or letter addressed to the institute.

#### **Process the Request**

**Within 3 working days** upon receipt of the duly completed FC4.3.1 Student Request Form (including all supporting documents), the staff-in-charge will meet with the student to find out further the student's intention for the request.

## 9.2. For Course Transfer

During the meet-up session, the COD staff shall inform the student of the following:

1. Course Transfer Policy
2. The student must meet all minimum entry requirements of the new course they wish to transfer to.
3. The standard Student Contract of the current course will be voided upon approval of the course transfer.
4. The student must sign a new standard student contract for the new approved course.

### 9.2.1 Transfer Policy

The definition of transfer is when a student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student at the institute.

Conditions for granting the transfer:

1. All outstanding fees must be settled prior to request.
2. Student must fulfil the admission criteria of the new course and will be subjected to the institute's student selection and admission procedures.

For international students, the course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.

A student who transfers within the institute must sign a new student contract. The original student contract will be terminated.

### 9.2.2 Conduct Counselling

After which, the Campus Operations staff will arrange for the student to undergo a counselling session with one of the members of Management Team. This session aims to ensure that relevant course information and potential consequences of Student's Pass approval are effectively communicated to the student.

The FC4.6.1 Academic-Pastoral Counselling Form shall be signed by all required parties to indicate understanding and acceptance of the information communicated.

### 9.2.3 Approval for Course Transfer

If the student decides to proceed with the course transfer after the counselling session, the reason for transfer will be recorded on the FC4.3.1 Student Request Form. The form together with all supporting documents will be passed to the Dean or a member of the Management Team for approval. Approval must be reviewed within 3 working days from the receipt date of the duly completed request documentation for the Campus Operations Staff to follow-up and inform the student of the request outcome through email.

### 9.2.4 Follow-Up

The Campus Operations staff will perform the following to prepare the student admission into the new course:

1. Arrange for the Sales and Business Development Staff or Student Recruitment Agent (SRA) to conduct a pre-course counselling to ensure relevant information of the new course is communicated to the student.
2. Prepare a new student contract for the new course and void the existing student contract.
3. Process refunds, if any
4. Inform ICA about the changes in Student's Pass status (including cancellation of current Student's Pass)
5. Update to FPS provider if the new course duration exceeds the Insurance Coverage period.
6. Update the Student Register

## 9.3 For Course Deferment

During the meet-up session, the COD staff shall inform the student of the following:

1. Course Deferment Policy
2. For Student's Pass holders, their deferment is subject to the approval of their Student's Pass by ICA.
3. Approval of deferment is also subjected to availability of the course or module offered.
4. The maximum deferment period is 3 months per course.

### 9.3.1 Deferment Policy

The definition of deferment is when a student delays or postpones the course or module.

Conditions for deferment:

1. Students can apply for deferment only once for any course. Request for further deferment will be considered on a case-by-case basis.
2. In applying for deferment, students are to take note of the course completion timelines.

Deferment is subjected to the availability of courses or modules offered. The institute reserves the right to offer similar units/courses in replacement of discontinued courses or modules.

The maximum deferment period is 3 months per deferment request. Deferment for more than 3 months shall be considered on a case-by-case basis.

For international students, the course deferment is subjected to ICA's approval of the new Student's Pass if the deferment period has exceeded the Student's Pass validity period. ICA will be informed through the application of the new Student's Pass.



If the student contract remains valid, an addendum shall be signed to reflect the deferment. In the case of terminated student contracts, a new student contract shall be signed following the procedures for executing student contracts.

### 9.3.2 Conduct Counselling

After which, the Campus Operations staff must arrange for the student to undergo a counselling session with one of the members of Management Team. This session aims to ensure that relevant course information and potential consequences of Student's Pass approval are effectively communicated to the student.

The FC4.6.1 Academic-Pastoral Counselling Form shall be signed by all required parties to indicate understanding and acceptance of the information communicated.

### 9.3.3 Approval for Deferment

If the student decides to proceed with deferment after the counselling session. The FC4.3.1 Student Request Form and all supporting documents, together with the FC4.6.1 Academic-Pastoral Counselling Form will be passed to the Dean or a member of the Management Team for approval.

Approval shall be reviewed within 3 working days from the receipt date of the duly completed request documentation for the Campus Operations Staff to follow-up and inform the student of the request outcome through email.

### 9.3.4 Follow-up

The Campus Operations staff will perform the following to prepare student for the deferment request

1. Prepare a new student contract or an addendum if the deferment period has exceeded the course duration. Void the existing student contract if a new student contract is prepared.
2. Process refunds, if any
3. Inform ICA where applicable of any change in the Student's Pass status (including cancellation of current Student's Pass)
4. Update the monthly FPS Data Report to FPS provider if there is an extension of course duration.
5. Update the Student Register.

## 9.4 For Course Withdrawal

During the meet-up session, the Campus Operations staff shall inform the student of the following:

1. Course Withdrawal Policy
2. All outstanding fees must be settled prior to request, if applicable

### 9.4.1 Course Withdrawal Policy

The definition of withdrawal is when a student discontinues all courses with the school.

Conditions for granting the withdrawal:

1. All outstanding fees must be settled prior to request.

For international students, ICA will be informed through the cancellation of the Student's Pass.

Student's Pass holder is required to submit his/her Student's Pass to the school for cancellation of the student's Pass with ICA.

### 9.4.2 Conduct Counselling

After which, the Campus Operations staff shall arrange for the student to undergo a counselling session with one of the members of Management Team. This session aims to ensure that relevant **solution for retention** and information of **Student's Pass cancellation processes** are effectively communicated to the student.

The FC4.6.1 Academic-Pastoral Counselling Form shall be signed by all required parties to indicate understanding and acceptance of the information communicated.

Students who decide to withdraw from the course within the cooling-off period of ten (10) working days (effective from 1 Oct 2024) after the contract execution date shall be exempted from undergoing the counselling session.

### 9.4.3 Approval for Withdrawal

If the student decides to proceed with withdrawal after the counselling session. The FC4.3.1 Student Request Form and all supporting documents (if applicable), together with the FC4.6.1 Academic-Pastoral Counselling Form will be passed to the Dean or a member of the Management Team for approval.

Approval shall be reviewed within 3 working days from the receipt date of the duly completed request documentation for the Campus Operations Staff to follow-up and inform the student of the request outcome through email.

#### 9.4.4 Follow-Up

The Campus Operations staff will perform the following to prepare student for the withdrawal request:

1. Process refunds, if any
2. Inform ICA to process Student's Pass cancellation.
3. Update the Student Register.

## 10. Appeal Process for Assessment

### 10.1 Appeal Policy

All appeals are to be submitted in writing within ten (10) working days from the release date of assessment results/awards.

1. **For Internal Courses** - Students will be informed in writing of the appeal result within 4 weeks from the date of appeal.
2. **For External Courses** - Students will be informed in writing of the appeal result within 10 weeks from the date of appeal or subject to compliance with the Appeal Policies and Procedures of the External Academic partners.

The appeal process is communicated to the students through pre-course counselling session, website, student handbook and student orientation.

### 10.2 Appeal Procedures

Students may appeal for results or awards by submitting the FC5.5.1 Appeal Request Form to the Registry Office within ten (10) working days from the release date of assessment results or awards.

- **For internal courses**, the Dean is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, the Dean will re-mark the paper and state the recommendation on the FC5.5.1 Appeal Request Form, which shall be circulated to the Academic and Examination Board for review and approval.
- **For external courses**, the Dean shall send the appeal to the external academic partner for follow-up based on the external academic partner's appeal policy and processes.

Decisions of the external academic partner must be sent to the Academic and Examination Board for endorsement.

All decisions made for the appeal request by the Academic and Examination Board are final.

Students will be informed of the final decision through email.

- **For Internal Courses** – Students will be informed in writing of the appeal result **within 4 weeks** from the date of appeal.
- **For External Courses** - Students will be informed in writing of the appeal result **within 10 weeks** from the date of appeal or subject to compliance with the Appeal Policies and Procedures of the External Academic partners.

If there are changes required, necessary amendments to the transcript based on the appeal result will be made.

## 11. Fee Protection Scheme

The SkillsFuture Singapore (SSG) sets regulations to protect course fees paid by students in the form of fee collection caps and fee protection schemes.

ASCENSUS INSTITUTE has in place a Fee Protection Scheme (FPS) to protect the course fees paid by all students for its SSG approved courses. The FPS serves to protect the student's fees in the event that the PEI is unable to continue operations due to insolvency, and/or regulatory closure. In addition, the FPS protects the student if the institute fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

ASCENSUS INSTITUTE has appointed LONPAC Insurance Bhd, a SSG-appointed service provider, as its FPS insurance provider. Under the FPS insurance scheme, students' fees are insured by LONPAC Insurance Bhd. In the case of events, as stated above, students will be able to claim their paid fees from LONPAC Insurance Bhd. FPS applies to SSG approved courses only.

For more information on Protection of Course Fees, please refer to SSG's website: [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/protection-of-course-fees](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/protection-of-course-fees)

ASCENSUS INSTITUTE

PEI Registration Number: 201530343D

Validity: 04/05/2023 to 03/05/2027

6001 Beach Road, #20-02, #20-08, #20-09 Golden Mile Tower, Singapore 199589.

Our Admin Office is open as follows:

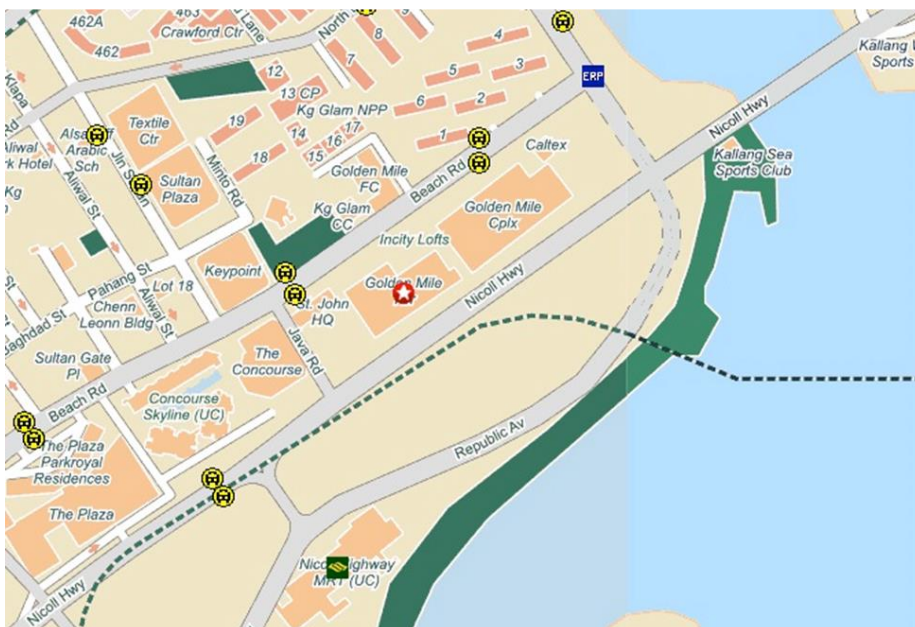
Monday to Friday: 9.00am to 6.00pm

Closed on Saturday, Sundays and Public Holidays.

Tel: (65) 6822 2212      Email: [enquiries@ASCENSUS.edu.sg](mailto:enquiries@ASCENSUS.edu.sg)      Website: [www.ASCENSUS.edu.sg](http://www.ASCENSUS.edu.sg)

Should you have any general enquiries or concerns, you may contact the Institute at (65) 6822 2212 or email to [enquiries@ASCENSUS.edu.sg](mailto:enquiries@ASCENSUS.edu.sg).

Location Map



How to get here?

**A.** Bus Guide (alight at Beach Road-Opposite St. John HQ) ~ 100, 961 & 980 (alight at Beach Road-In front of St. John HQ) ~ 100

**B.** MRT Circle Line (CC5) ~ Nicoll Highway (Exit A)

## APPENDIX 2 – Useful Contacts

SkillsFuture Singapore (SSG)

1 Paya Lebar Link #08-08

Paya Lebar Quarter 2, Singapore 408533

Tel: (65) 6785 5785

Website: [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis))

Submit enquiry or feedback via SSG feedback portal: <https://service-portal.skillsfuture.gov.sg/s/>

Immigration & Checkpoints Authority (ICA)

10 Kallang Road ICA Building, Singapore 208718

Tel: (65) 6391 6100

<https://www.ica.gov.sg>