



2022 STUDENT HANDBOOK

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INTRODUCTION

About Ascensia International School

Centrally located in the heart of Singapore, Ascensia International School (AAIS) caters to families from many different nationalities. AAIS offers a comprehensive through-train programme from Primary to High School with smooth progression from the International Baccalaureate (IB) Primary Years Programme (PYP), to the Cambridge International General Certificate of Secondary Education (IGCSE) and finally the Cambridge International AS & A Level or the International Baccalaureate Diploma Programme (IBDP). Since 1992, parents have valued the school's dedication to its mission of quality education and development of the child as a whole.

AAIS is an IB World School authorised to offer primary students an inspired inquiry-led learning experience. The students' journey at AAIS is full of explorations to the world. In return, they grow to become passionate and responsible individuals seeking to move forward with a positive attitude.

Our students progress with the guidance and care by our committed teachers during the Secondary Years. AAIS aims to equip our students with both the academic knowledge and 21st Century skillset through the IGCSE programme and further strengthen them through the Cambridge International AS & A Level or the International Baccalaureate Diploma Programme.

AAIS has attained the authorisation of the International Baccalaureate Diploma Programme aiming to provide students with quality education at pre-university and High School level. The programme focuses on skills in research, communication and presentation, which will enhance our students' minds and hearts for their future endeavours in the Higher Education level.

At AAIS, the student-centred pedagogy, incorporating rigorous focus on academic and holistic development, creates a transformational whole new educational experience, empowering students to develop and gain admission into prestigious colleges and universities. Also, an inquiry-based pedagogy ensures that high quality teaching and learning meets the needs of all its students. To complement the high degree of academic rigour, the students celebrate diversity and undertake social responsibility inside and outside of the classroom. They are honed to a high level of

awareness, demonstrating aptitude in global citizenship and intercultural environments as agents and leaders who are principled and responsible.

**AAIS is an IB World School authorised by the International Baccalaureate (IB) to offer the Primary Years Programme (PYP), and the Diploma Programme (DP). Only schools authorized by the International Baccalaureate can offer any of its four academic programmes: Primary Years Programme (PYP), Middle Years Programme (MYP), Diploma Programme (DP) or Career-related Programme (CP). For further information about the IB and its programmes, visit www.ibo.org*

***Mission Statement from the IB*

The International Baccalaureate aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect. To this end the organization works with schools, governments and international organizations to develop challenging programmes of international education and rigorous assessment. These programmes encourage students across the world to become active, compassionate and lifelong learners who understand that other people, with their differences, can also be right.

Our Mission

Providing a high-quality learning environment where our students are shaped and developed in their minds, hearts, and hands to live in and contribute to tomorrow's world.

Our Vision

A unique international school that inspires, nourishes and celebrates the individual and the community.

Our Values

- **Excellence** – aspiring to provide the best value to students and stakeholders.
- **Unity** – working closely with stakeholders to achieve common goals.
- **Openness** – exploring new frontiers of knowledge and possibilities.
- **Caring** – showing empathy, compassion and respect for the environment and community.
- **Curiosity** – inquiring, reflecting and thinking thoughtfully about the world and our ideas.

Culture Statement

To exemplify our core values whole-heartedly.

Service Guarantee

We are committed to provide the following:

- Full refund in the event that the School is unable to continue business due to insolvency and/or regulatory closure and/or termination of course before completion date.
- Easy access to our pool of teachers and staff.

School Contact Details

Address	106A Henderson Crescent, #01-01, Singapore 151106
Contact No.	(65) 6466 5505
Email	enquiry@ascensia.edu.sg
Website	http://www.acis.edu.sg
Business Hours	Mon-Fri, 8.30am–4.30pm

Getting to School Location

By MRT: 10 minutes' walk from Redhill MRT station or Tiong Bahru MRT station

By Bus: SBS Transit Bus Services (32, 33, 63, 64, 120, 132 and 145)

School Facilities

- 7 air-conditioned classrooms
- 1 Science Room
- 1 Meeting Room
- 1 Reception
- 1 Office
- 1 Library
- Wireless internet
- Hot/Cold Water Cooler
- Garden

Nearby Amenities

- Delta Sports Complex
- Giant Express Supermarket
- Hawker Centers: Redhill Food Centre
- Hawker Centers: Bukit Merah View Food Centre
- Tiong Bahru Adventure Playground
- Tiong Bahru Plaza

Milestones

YEAR	ACHIEVEMENTS
2021	<ul style="list-style-type: none"> Obtained IB DP Authorization
2020	<ul style="list-style-type: none"> Obtained IB PYP Authorization Granted EduTrust 4-Year award
2019	<ul style="list-style-type: none"> Obtained IB DP Candidacy Granted EduTrust Provisional 1-Year award
2018	<ul style="list-style-type: none"> Obtained IB PYP Candidacy Awarded Cambridge International School status
2016	<ul style="list-style-type: none"> Renewed bizSAFE Level 3 Certification for 3 years
2015	<ul style="list-style-type: none"> Granted EduTrust 4-Year award
2013	<ul style="list-style-type: none"> Awarded bizSAFE level 3 Certification for 3 years
2011	<ul style="list-style-type: none"> Granted EduTrust 4-Year award Granted EduTrust Provisional 1-Year award
2010	<ul style="list-style-type: none"> Granted EduTrust Provisional 1-Year award among the first 13 Private Education Institutions
2008	<ul style="list-style-type: none"> Both Hua Language Centre and Hua Business School were the 2 Finalists out of 3 Finalists for the Best Enrichment Programme at the Singapore Education Awards
2007	<ul style="list-style-type: none"> Winner of Singapore Education Awards – Best Enrichment Programme
2005	<ul style="list-style-type: none"> Awarded Singapore Quality Class (SQC) for Private Education Organizations (PEOs) Awarded Case Trust for Education
2004	<ul style="list-style-type: none"> Awarded Singapore Quality Class (SQC)
1995	<ul style="list-style-type: none"> Started to conduct AEIS / O-Level / A-Level preparatory courses for international students who are enrolling into government schools in Singapore
1992	<ul style="list-style-type: none"> Established in 1992

ASCENSIA INTERNATIONAL SCHOOL, your obvious choice:

- ✓ An International Baccalaureate (IB) World School offering IB Primary Years Programme (IB PYP)
- ✓ An International Baccalaureate (IB) World School offering IB Diploma Programme (IB DP)
- ✓ A Cambridge International School
- ✓ A noted school for 'O' level as well as other preparatory courses
- ✓ A strong team of education professionals
- ✓ Well-devised curricula
- ✓ A long list of satisfied clients

SCHOOL PROGRAMME OVERVIEW

Year 2022 School Programme Overview

School	Level	Programme	Class	Age
Junior School	Grade 1	IB PYP	PYP Year-1	6-8
	Grade 2		PYP Year-2	7-9
	Grade 3		PYP Year-3	8-10
	Grade 4		PYP Year-4	9-11
	Grade 5		PYP Year-5	10-12
Middle School	Grade 6	IGCSE Lower	IG Junior-1	11+
	Grade 7		IG Junior-2	12+
	Grade 8		IG Junior-3	13+
	Grade 9	IGCSE Upper	IG Senior-1	14+
	Grade 10		IG Senior-2	15+
High School	Grade 11	CIE A-Level	AL Year-1	16+
	Grade 12		AL Year 2	17+
	Grade 11	IB DP	DP Year-1	16+
	Grade 12		DP Year-2	17+

THE HIGH SCHOOL PROGRAMME:

CAMBRIDGE INTERNATIONAL EXAMINATIONS (ADVANCED LEVEL) (GRADE 11/12)

Course Objective

Pre-University education allows the students to go in depth into their area of interest especially what they aspire to be in their post-education careers.

In this course, students get explore in greater details in subject areas such as Mathematics, Accounting, Business, Computer Science and Economics. Students learn to identify issues, formulate and evaluate their responses, and make presentations in both verbal and written formats.

Throughout their journey in this course, students will constantly conduct self-evaluation and peer review to learn the value of quality approaches to teaching and learning.

AAIS aims to groom students into independent learners, whom will be able to transfer skills and ideas across disciplines and cultures.

The objective of this accelerated and intensive course is to equip students with a better overview and understanding of the subjects of Cambridge International AS and A Level Examinations to prepare them for the Cambridge International AS and A Level Examinations.

Course Content (Subjects)

Compulsory Subjects:

- English General Paper (8021)

Optional Subjects:

- Accounting (9760)
- Business (9609)
- Chinese A (9715)
- Computer Science (9618)
- Economics (9708)
- Mathematics (9709)

Course Methodology

Learning is mainly in a classroom setting. Teaching methods are varied including:

- Interactive Tutorials (including use of IT)
- Group work
- Group discussion

Course Completion

- Student must attain a minimum of 90% attendance to complete the course.
- A certificate will be awarded upon course completion

Course Calendar (Grade 11)

First Semester: 1 Jan - 30 Jun 2022

Week No.	January						
	T	M	T	W	T	F	S
-							1
-	2	3	4	5	6	7	8
1	9	10	11	12	13	14	15
2	16	17	18	19	20	21	22
3	23	24	25	26	27	28	29
4	30	31					

Event	
1-Jan	New Year's Day
3-Jan	New Year's Day (in lieu of 1-Jan, Saturday)
7-Jan	Orientation Day
10-Jan	First Day of School
28-Jan	Pre-Chinese New Year Classroom Decoration
31-Jan	Chinese New Year Eve

Week No.	February						
	S	M	T	W	T	F	S
4			1	2	3	4	5
5	6	7	8	9	10	11	12
6	13	14	15	16	17	18	19
7	20	21	22	23	24	25	26
8	27	28					

Event	
1-2 Feb	Chinese New Year
4-Feb	Reading Day
7-11 Feb	Graded Assessment 1
11-Feb	Chinese New Year Celebration

Week No.	March						
	S	M	T	W	T	F	S
8			1	2	3	4	5
9	6	7	8	9	10	11	12
10	13	14	15	16	17	18	19
11	20	21	22	23	24	25	26
12	27	28	29	30	31		

Event	
7-11 Mar	Graded Assessment 2
11-Mar	School Values Day: Excellence, Caring & Unity
14-18 Mar	Parents-Teachers Meeting
25-Mar	Progress Report for Mid Semester-1

Week No.	April						
	S	M	T	W	T	F	S
12						1	2
13	3	4	5	6	7	8	9
14	10	11	12	13	14	15	16
15	17	18	19	20	21	22	23
16	24	25	26	27	28	29	30

Event	
14-Apr	Easter Celebration
15-Apr	Good Friday
25-29 Apr	Graded Assessment 3

Week No.	May						
	S	M	T	W	T	F	S
17	1	2	3	4	5	6	7
18	8	9	10	11	12	13	14
19	15	16	17	18	19	20	21
20	22	23	24	25	26	27	28
21	29	30	31				

Event	
2-May	Labour Day (in lieu of 1-May, Sunday)
3-May	Hari Raya Puasa
16-May	Vesak Day (in lieu of 15-May, Sunday)
23-27 May	Semester 1 Exam

Week No.	June						
	S	M	T	W	T	F	S
21				1	2	3	4
22	5	6	7	8	9	10	11
23	12	13	14	15	16	17	18
-	19	20	21	22	23	24	25
-	26	27	28	29	30		

Event	
6-10 Jun	Parents-Teachers Meeting
10-Jun	Progress Report for Semester-1
18-30 Jun	Summer Holiday

Second Semester: 1 Jul - 31 Dec 2022

Week No.	July						
	S	M	T	W	T	F	S
-						1	2
24	3	4	5	6	7	8	9
25	10	11	12	13	14	15	16
26	17	18	19	20	21	22	23
27	24	25	26	27	28	29	30
28	31						

Event	
1-3 Jul	Summer Holiday
4-Jul	Youth Day
11-Jul	Hari Raya Haji (in lieu of 10-Jul, Sunday)
22-Jul	School Values Day: Openness & Curiosity

Week No.	August						
	S	M	T	W	T	F	S
28		1	2	3	4	5	6
29	7	8	9	10	11	12	13
30	14	15	16	17	18	19	20
31	21	22	23	24	25	26	27
32	28	29	30	31			

Event	
1-5 Aug	Graded Assessment 1
5-Aug	International Friendship Day Celebration
9-Aug	National Day

Week No.	September						
	S	M	T	W	T	F	S
32					1	2	3
33	4	5	6	7	8	9	10
34	11	12	13	14	15	16	17
35	18	19	20	21	22	23	24
36	25	26	27	28	29	30	

Event	
2-Sep	Teachers' Day
9-Sep	Mid-Autumn Festival Celebration
19-30 Sep	Prelim Exam

Week No.	October						
	S	M	T	W	T	F	S
36							1
37	2	3	4	5	6	7	8
38	9	10	11	12	13	14	15
39	16	17	18	19	20	21	22
40	23	24	25	26	27	28	29
41	30	31					

Event	
3-31 Oct	Cambridge End-Year Exam Period
24-Oct	Deepavali

Week No.	November						
	S	M	T	W	T	F	S
41			1	2	3	4	5
42	6	7	8	9	10	11	12
43	13	14	15	16	17	18	19
44	20	21	22	23	24	25	26
H1	27	28	29	30			

Event	
1-25 Nov	Cambridge End-Year Exam Period
21-25 Nov	Parents-Teachers Meeting
21-25 Nov	Annual Challenge
25-Nov	Progress Report for Semester-2
25-Nov	Thanksgiving Day Event
28 Nov - 9 Dec	Winter Holiday with Holiday Class (tentative)

Week No.	December						
	S	M	T	W	T	F	S
H1					1	2	3
H2	4	5	6	7	8	9	10
-	11	12	13	14	15	16	17
-	18	19	20	21	22	23	24
-	25	26	27	28	29	30	31

Event	
10 Dec - 2 Jan	Winter Holiday
26-Dec	Christmas Day (in lieu of 25-Dec, Sunday)
27-Dec	Christmas Day (in lieu of 24-Dec, Saturday)

LEGEND: ■ Public Holiday ■ School Holiday ■ External Exam ■ Internal Assessment / Exam ■ H Holiday Class

Course Calendar (Grade 12)

First Semester: 1 Jan - 30 Jun 2022

Week No.	January						
	T	M	T	W	T	F	S
-							1
-	2	3	4	5	6	7	8
1	9	10	11	12	13	14	15
2	16	17	18	19	20	21	22
3	23	24	25	26	27	28	29
4	30	31					

Event	
1-Jan	New Year's Day
3-Jan	New Year's Day (in lieu of 1-Jan, Saturday)
7-Jan	Orientation Day
10-Jan	First Day of School
28-Jan	Pre-Chinese New Year Classroom Decoration
31-Jan	Chinese New Year Eve

Week No.	February						
	S	M	T	W	T	F	S
4			1	2	3	4	5
5	6	7	8	9	10	11	12
6	13	14	15	16	17	18	19
7	20	21	22	23	24	25	26
8	27	28					

Event	
1-2 Feb	Chinese New Year
4-Feb	Reading Day
7-11 Feb	Graded Assessment 1
11-Feb	Chinese New Year Celebration

Week No.	March						
	S	M	T	W	T	F	S
8			1	2	3	4	5
9	6	7	8	9	10	11	12
10	13	14	15	16	17	18	19
11	20	21	22	23	24	25	26
12	27	28	29	30	31		

Event	
7-11 Mar	Graded Assessment 2
11-Mar	School Values Day: Excellence, Caring & Unity
14-18 Mar	Parents-Teachers Meeting
25-Mar	Progress Report for Mid Semester-1

Week No.	April						
	S	M	T	W	T	F	S
12						1	2
13	3	4	5	6	7	8	9
14	10	11	12	13	14	15	16
15	17	18	19	20	21	22	23
16	24	25	26	27	28	29	30

Event	
14-Apr	Easter Celebration
15-Apr	Good Friday
25-29 Apr	Graded Assessment 3

Week No.	May						
	S	M	T	W	T	F	S
17	1	2	3	4	5	6	7
18	8	9	10	11	12	13	14
19	15	16	17	18	19	20	21
20	22	23	24	25	26	27	28
21	29	30	31				

Event	
2-May	Labour Day (in lieu of 1-May, Sunday)
3-May	Hari Raya Puasa
16-May	Vesak Day (in lieu of 15-May, Sunday)
23-27 May	Semester 1 Exam

Week No.	June						
	S	M	T	W	T	F	S
21				1	2	3	4
22	5	6	7	8	9	10	11
23	12	13	14	15	16	17	18
-	19	20	21	22	23	24	25
-	26	27	28	29	30		

Event	
6-10 Jun	Parents-Teachers Meeting
10-Jun	Progress Report for Semester-1
18-30 Jun	Summer Holiday

Second Semester: 1 Jul - 31 Dec 2022

Week No.	July						
	S	M	T	W	T	F	S
-						1	2
24	3	4	5	6	7	8	9
25	10	11	12	13	14	15	16
26	17	18	19	20	21	22	23
27	24	25	26	27	28	29	30
28	31						

Event	
1-3 Jul	Summer Holiday
4-Jul	Youth Day
11-Jul	Hari Raya Haji (in lieu of 10-Jul, Sunday)
22-Jul	School Values Day: Openness & Curiosity

Week No.	August						
	S	M	T	W	T	F	S
28		1	2	3	4	5	6
29	7	8	9	10	11	12	13
30	14	15	16	17	18	19	20
31	21	22	23	24	25	26	27
32	28	29	30	31			

Event	
1-5 Aug	Graded Assessment 1
5-Aug	International Friendship Day Celebration
9-Aug	National Day

Week No.	September						
	S	M	T	W	T	F	S
32					1	2	3
33	4	5	6	7	8	9	10
34	11	12	13	14	15	16	17
35	18	19	20	21	22	23	24
36	25	26	27	28	29	30	

Event	
2-Sep	Teachers' Day
9-Sep	Mid-Autumn Festival Celebration
19-30 Sep	Prelim Exam

Week No.	October						
	S	M	T	W	T	F	S
36							1
37	2	3	4	5	6	7	8
38	9	10	11	12	13	14	15
39	16	17	18	19	20	21	22
40	23	24	25	26	27	28	29
41	30	31					

Event	
3-31 Oct	Cambridge End-Year Exam Period
14-Oct	Progress Report for Semester-2 Prelim
14-Oct	Farewell & Award Ceremony
24-Oct	Deepavali

Week No.	November						
	S	M	T	W	T	F	S
41			1	2	3	4	5
42	6	7	8	9	10	11	12
43	13	14	15	16	17	18	19
44	20	21	22	23	24	25	26
-	27	28	29	30			

Event	
1-25 Nov	Cambridge End-Year Exam Period

Week No.	December						
	S	M	T	W	T	F	S
-					1	2	3
-	4	5	6	7	8	9	10
-	11	12	13	14	15	16	17
-	18	19	20	21	22	23	24
-	25	26	27	28	29	30	31

Event	
26-Dec	Christmas Day (in lieu of 25-Dec, Sunday)
27-Dec	Christmas Day (in lieu of 24-Dec, Saturday)

LEGEND: ■ Public Holiday ■ School Holiday ■ External Exam ■ Internal Assessment / Exam

STUDENT ASSESSMENT

Course Assessment Mode

In Ascensia International School, at least one week before the commencement of the exam, students will be given an exam notice to inform them of the details including the time and venue of the exam.

The student's performance in the continuous assessments is also tracked by the teachers. Continuous assessments would include written assessments conducted during lesson time, including (but not limited to) spelling & dictation, short class tests, compositions, presentations and other assignments.

The progress report (detailing the students' performance in the test/exam) will be given out within 14 days from the date of the last paper.

For the Cambridge International AS & A Level, the grading scheme for the tests and examinations is as follows:

Range and Marks	Grades	Range and Marks	Grades
85 – 100	A*	40 – 50	D
75 – 85	A	30 – 40	E
65 – 75	B	0 – 30	Ungraded
50 – 65	C		

Regulations for Examinations

- A. Students are to be attired in the school uniform matched with jeans / pants or skirts of appropriate and modest length.
- B. Students should report **15 minutes before** the start of the paper.
- C. No extra time will be given to a candidate who reports late.
- D. The student must inform the invigilator immediately if:
 - a. he is issued with the wrong paper
 - b. he is given a question paper that is incomplete
 - c. he is not given all the required materials
- E. Write your **name** on the first sheet/cover page of your answer scripts. If loose writing paper is used, you must write your name on every sheet.
- F. Students should write their answers legibly in **black or blue ink**. Pencils may be used for diagrams only. For Optical Answer Sheets, 2B pencils must be used.
- G. Students caught in dishonest acts which compromise the integrity of the examination will be sent out of the examination room and will receive zero for the paper. He will be given a warning letter and his parents/guardian will be notified. Examples of **dishonesty** are:
 - a. colluding or attempting to collude with other persons;
 - b. copying from other candidates;
 - c. placing your answers or diagrams in positions allowing other persons to copy from you;
 - d. submitting another person's work as your own;
 - e. possessing books, notes, memoranda or any other unauthorised materials including electronic devices.
- H. Students should observe **silence** at all times during the examination.
- I. The paper will start and end according to the examination timetable. If a student completes the paper before the designated time, he/she will **not** be allowed to submit the paper before the time is up.
- J. The maximum allowable time for late-comers to take the examination will be 30 minutes. In addition, these late-comers will be required (after the paper) to write a report to the V Principal explaining his/her lateness. The V Principal will also have the right to decide if the marks of such students should be reflected in the progress reports.
- K. Students will not be allowed to leave the examination classroom during the first and last 15 minutes of the paper. However, the invigilator has the discretion to decide otherwise depending on the urgency of the circumstances then.
- L. Any student who is absent for a paper will be given zero for that paper.

- M. The use of correction fluid is not allowed.
- N. If a student was found to be cheating during examination, removed all unauthorized materials from the student, made a note on the time of the offence, and informed the Head of School immediately. The student will be allowed to continue his / her examination paper. The student will be informed of the necessary action and punishment after the examination.

Student Assessment Appeal Process

The Student Appeal Process is defined as the process in place to handle appeals of students' assessment results arising from examinations which require formal invigilation. The window period for students to lodge an appeal will be within **7 working days** from the release of the assessment results.

Courses with External Partners

- A. Upon release of results, students who are dissatisfied with the outcome may submit an Appeal Form to the *Academic Support Supervisor*. This is to be done within **7 working days** of the release of examination results.
- B. The *Academic Support Supervisor* is to acknowledge the receipt of the Appeal Form within **3 working days**, and proceed to submit the appeal to the *External Partner*.
- C. All decisions made by the *External Partner* are subject to their appeal processes, and approved decisions are final.
- D. The *Examination Board* is to review and endorse the appeal results before the *Academic Support Supervisor* informs the students of the appeal outcome (to be done **within 8 weeks** of the date of the appeal).
- E. Should there be changes required, the *Academic Support Supervisor* will make the necessary amendments to the results records and submit to the *Head of Junior School / Head of Middle & High School / Vice Principal* for acknowledgement.

Internal Courses

- A. Upon release of results, students who are dissatisfied with the outcome may submit an Appeal Form to the *Academic Support Supervisor*. This is to be done within **7 working days** of the release of examination / standardized test results.

- B. The *Academic Support Supervisor* is to acknowledge the receipt of the Appeal Form within **3 working days**, and proceed to submit the appeal to the *Head of Junior School / Head of Middle & High School / Vice Principal*.
- C. The *Head of Junior School / Head of Middle & High School / Vice Principal* is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to re-mark the paper. Comments in relation to the re-mark must be stated in the Appeal Form.
- D. All decisions made by the *Examination Board* are final.
- E. The *Academic Support Supervisor* will inform the student of the final decision within **four weeks** from the date of the appeal.
- F. Should there be changes required, the *Academic Support Supervisor* will make the necessary amendments to the results slip based on the appeal result.

Supplementary Examinations (if applicable)

- A. After a student fails the first examination / standardized test, the *Head of Junior School / Head of Middle & High School* will decide the supplementary examination / standardized test date.
- B. The *Academic Department* will inform the student of the supplementary examination / standardized test date.

Deferred Sitting of Examinations

- A. Student is to submit a request for deferred sitting of examinations / standardized tests and submit any supporting documents to support his/her case.
- B. The *Head of Junior School / Head of Middle & High School / Vice Principal* will review the request and make the decision to allow or disallow the student to defer his/her examination / standardized test.
- C. For deferred exams / standardized test, the process outlined for assessments will be followed.
- D. For courses with *External Partners*, the decision to allow deference of examination / standardized test lies with the university partner and their policy on deferment of examinations / standardized test.

SPECIAL PROGRAMMES

Remediation Programme

For Middle & High School students, who have been observed to be having difficulty with tasks and assignments may be identified and offered the option to attend remediation to help them acquire the needed skills, concepts and knowledge to perform the tasks and assignments up to the required standard. Their parents' / guardians' opinion will be sought and if they deem remediation is necessary, they can opt to sign their child / ward up for remediation through the Option Form for Remediation Programme.

The trigger points for Academic Counselling are as follows:

No. of Assignments / Tests Failed in a Semester	Action to be Taken
1	<u>Academic Counselling</u> Students to be given optional Academic Assistance. The parent / guardian is to be informed (if student<18)
2	<u>Academic Counselling</u> Students to be given optional Academic Assistance. The parent / guardian is to be informed (if student<18)
≥3	<u>Academic Counselling</u> Students to be given compulsory Academic Assistance. The parent / guardian is to be informed (if student<18)

The Teachers / Head of Middle & High School will issue the student with the Option Form for Remediation Programme and will set interim targets with the student to monitor his/her academic progress, so as to ensure that the student improves. Targets must clearly be stated in the Academic Counselling Record Form. Remedial lessons will also be recorded in the Remedial Lesson Record Form.

Students may be recommended for compulsory Academic Assistance if they fail 3 or more assignments / tests within a semester. This may be in the form of after-class study sessions or remedial classes conducted by Respective Teachers. Details of the recommendation should be documented in the Academic Counselling Form.

If the student fails to show adequate improvements and/or fail to meet interim targets, Respective Teachers may recommend the following actions:

- Pastoral Counselling
- Recommend change in course/academic level

Co-Curricular Activity (CCA)

Beginning on year 2021, the students will be attending Co-Curricular Activities, a well-deliberated and planned series of exciting, immersive and experiential learning activities, including board games, coding and Art and Craft, to enrich their minds, enhance their learning and equip them with skills, knowledge and competencies. The activities will be conducted in a rotational manner.

Through board games, in particular, Chinese Chess, or commonly known as Xiang Qi, the students will embark on a life-long journey of self-discovery and self-improvement. By learning visualization, they anticipate the outcomes of each step they take. They learn how to take into consideration the potential of each placement and the threats that are present and/or will develop. They will be trained to take into account what might possibly happen in the next 4 moves. They are challenged to think ahead and envision how their opponent might respond to their moves. They develop logical thinking skills by evaluating the value of each piece they have and how their moves can cause changes that might benefit or threaten them. By learning the skills, taking up challenges and learning from their own mistakes, they will hone and improve themselves in visualization, focus, logical thinking skills and even character development.

Through coding, the students will pick up skills that will enable them to stay ahead in the rapidly advancing and changing technological landscape. They will learn the skills and knowledge needed to write codes and programmes. They will experience formulating questions and plan how to utilise technology. The hands-on activities using high-tech equipment would enable them to pick up the skills needed to design software, applications and web pages. They will learn how to direct an object's movements, make sounds, change its appearance or execute series of complicated manoeuvres/sequences. They will learn how to design presentations, games and interactive applications to demonstrate their creativity or help people get organized and manage better.

In the Art and Craft sessions, the students will experience creating art in a fully-furnished and well-equipped Art Studio. They will explore a range of art topics, from drawing, painting to lettering and fine art. They will learn how to create artwork using a variety of media, including pencils, inks, water colours, acrylic paints, clay and many more. Through the sessions taught by trained and talented art teachers, they will be able to take their skill to the

next level whether it is sketching, sculpting, doodling, designing, or making collages.

Student Development Committee (SDC)

The School believe in giving students a holistic education, whereby each child needs to have a balanced school life, and therefore the **Student Development Committee (SDC)** was formed.

The SDC plans activities that integrates the following elements on an annual basis to ensure the student's holistic learning and development. These elements are:

- Celebrating different Cultures
- Exposing students to local Singapore places of interests
- Community services
- Student character development

SCHOOL RULES

Code of Conduct for Students

As a student of Ascensia International School, I must always:

- A. Strive for excellence in my behaviour and studies.
- B. Be attentive in class.
- C. Observe and comply with the ban on mobile phone in school during school hours.
 - o The teacher of the first lesson will collect all mobile phones from the students at the start of the first lesson every morning and the teacher of the last lesson will return the phones to the students only at the end of the last lesson of the day.
 - o Students found in possession of mobile phones during school hours will be penalized, and their mobile phones will be confiscated. The phones may be returned at the discretion of the V Principal.
- D. Bring all the necessary books including my dictionary for the lessons every day.
- E. Complete all assignments and submit them on time.
- F. Attend classes regularly.
 - o I must achieve 90% attendance (for STP students) or 75% attendance (for non-STP students) in order to complete the course and be awarded with a certificate.
 - o Medical Certificates (MCs) from certified health practitioners must be produced if I am not able to attend school because I am unwell.
 - o Sick leave application (without MC) may be approved. Condition must be verified by the Homeroom Teacher or V Principal.
 - o Leave application (for reasons other than illness or injury) may be approved. The leave application must be based on genuine reasons and I must seek prior approval from the Homeroom Teacher or V Principal.
 - o MCs and leave application forms must be submitted within the same day that I next turn up for school.
- G. Be punctual at all times.
 - o Students that enter the class within 15 minutes from the start of class will be considered late, while after 15 minutes from the start of class will be marked as absent.
- H. Maintain a neat and presentable personal appearance at all times.
 - o Put on the school uniform. Shorts & mini-skirts, slippers, casual sandals, rings, earrings, putting on make-up and dyeing of hair are strongly discouraged.
- I. Refrain from smoking within the school premises (including the toilets) or in the surrounding areas of the school premises.
 - o No cigarettes should be found in my possession when I am in school.
- J. Be quiet and orderly at all times.
 - o I will not shout, scream, push or run within or around the school compound.
- K. Be honest.
- L. Be courteous, respect all school authorities, including my teachers, obey their instructions and heed their advice.
- M. Uphold the good reputation of my school.
- N. Take good care of public and school property.
- O. Keep my classroom clean and tidy.
 - o I will not bring any food or drinks into the school compound. Only plain water is allowed.
 - o I must not leave my textbooks/course materials and school t-shirt in class at the end of the lesson.
- P. Refrain from bringing valuables (such as electronic dictionaries, tablets, large sums of money, etc.) to school.
 - o If I do and I lose the item, it is solely my responsibility.

Student Behaviour

Students who break rules that are of a level of severity will be given demerit points and if improvement in a certain area is made subsequently, merit points will be given, according to the following Points System:

Offence / Improved Behaviour	Demerit Points	Merit Points
Cheating during test / exam	30	-
Defying school authorities	30	-
Assault / fighting	30	-
Bullying / Threatening	15	-
Smoking in / near school premises	15	-
Students found with cigarettes within their possessions in school	10	-
Not smoking in / near school premises for whole term after being found smoking in / near school premises	-	15
Vandalism	10	-
Inappropriate Conduct <ul style="list-style-type: none"> ▪ Homework not done ▪ Not bringing dictionary ▪ Sleeping in class ▪ Use of vulgar language ▪ Using mobile phones during lessons 	2 – 10	-
Absent from school for more than half a day	10	-
Absent from school for 1 to 3 hours	5	-
Absent from remedial lessons	5	-
Present for all other remedial lessons after being absent from remedial lessons	-	5
Late for class	2	-
Punctual for all lessons within a week	-	5
Inappropriate Dress Code <ul style="list-style-type: none"> ▪ Wearing slippers, earrings ▪ Colored hair ▪ Having make-up ▪ Polished nails ▪ Not wearing school uniform 	5	-
Good learning attitude <ul style="list-style-type: none"> ▪ Completing all homework/assignments within a week ▪ Bringing all required books for lessons ▪ Managing and updating Student Diary effectively ▪ Speaking in English during lessons 	-	5
Peer-teaching <ul style="list-style-type: none"> ▪ Helping/assisting classmates in need during lessons 	-	3-5
Civic-mindedness <ul style="list-style-type: none"> ▪ Helping to keep the classroom clean on one's own initiative ▪ Keeping one's study area clean and neat before going home 	-	3-5
School Involvement <ul style="list-style-type: none"> ▪ Taking part in school competitions ▪ Displaying active involvement in school-organized activities e.g. class outings/mobile learning journeys etc. 	-	3-5
Demonstrating leadership qualities <ul style="list-style-type: none"> ▪ Taking on leadership roles in class and executing duties effectively 	-	3-5
Showing respect to teachers <ul style="list-style-type: none"> ▪ Being polite to teachers, paying attention during lessons 	-	3-5

Demerit Points and Warning Letters

For every 50 demerit points received within a Semester, the student will be issued a warning letter by the *Vice Principal*.

When the student accumulated 50 demerit points, a 1st Warning Letter will be issued and sent to the *parent / guardian*. Accumulation of 100 demerit points indicates the issuance of a 2nd Warning Letter.

Upon accumulation of 150 demerit points, the 3rd Warning Letter will be issued, the school will ask the *parent / guardian* to meet the *Vice Principal* or the *Vice Principal's appointed representative* in person. If there is no local guardian, the *parent / guardian* will have to speak to the *Vice Principal* or the *Vice Principal's appointed representative* via an overseas call. The school will at the same time, issue a Pre-Termination Letter to the student. The student will be required to write and sign an undertaking to promise that he/she will not commit another offence again. A copy of the 3rd Warning Letter, student undertaking and Pre-Termination Letter will be sent to the *parent / guardian* via email.

If the student commits yet another offence after receipt of the school's Pre-Termination Letter, the school will ask the *parent / guardian* to meet the *Vice Principal* in person. If there is no local guardian, the *parent* will have to speak to the *Vice Principal* via an overseas call. The student will be issued a Termination Letter and the school will cancel his/her student pass with immediate effect. A copy of the Termination Letter will be sent to the *parent / guardian* via email.

Teachers or staff that have identified students that have poor conduct or have broken the student code of conduct will inform the *Head of Junior School / Head of Middle & High School / Vice Principal*. Investigation is to be done to verify the validity of the allegation against the student, and if found to be valid, student is to be called in for counselling. The details of the counselling are to be recorded either in the Pastoral Counselling Form / Academic Counselling Record Form.

- Where, it is a minor misconduct, the school will issue a warning letter to the student and inform the *parent/guardian* if the student is under 18 years old.
- Where a student receives 3 warning letters for misconduct, the student may be liable for suspension or expulsion, at the discretion of the *Disciplinary Committee* (to be formed and chaired by the *Vice Principal*).

For major misconduct, a Disciplinary Committee Hearing is to be convened. The school has the authority to terminate the student and cancel the student's pass.

Students will be liable for disciplinary action by the school or face the possibility of expulsion from the school **without any refund** of the school fees paid after due counselling by the *Vice Principal*.

For students who have accumulated demerit points and warnings or pre-termination letters, they will be reset to zero at the beginning of each semester. Improvement points will also be reset to zero at the beginning of each semester.

Student Disciplinary Appeal Process

Student will be given a chance to appeal against the decision of the *Disciplinary Committee* within **3 working days** by submitting an appeal letter to the *Operations Manager* and the result of the appeal will be final.

- A. The School's *Vice Principal* shall act as the *Chairman of the Disciplinary Committee* and selected *Management Team Members* shall make up the members of the Committee.
- B. This includes a designated representative of the *Academic and Examinations Board* (e.g. *Chairman*), the *Head of Junior School*, the *Head of Middle & High School* and senior academic staff.
- C. The *Chairman* shall explain the reasons for initiating such a session and ask the student to respond to the Committee's queries on attendance or any other disciplinary issues.
- D. The *Disciplinary Committee* shall then discuss the outcome of the case and put forth their recommendation to the *Operations Manager* for his/her final approval.
- E. Upon approval, the *Disciplinary Committee* will issue a formal letter to the student, notifying him/her of the outcome.
- F. Appeals, if any, must be submitted within **3 working days** of receipt of letter to the *Operations Manager*. Following which, this process would follow the School's dispute resolution process.

School Library Policy

Types of Membership

The students are registered at enrolment to become library members and have to pay Library Miscellaneous Fees.

Modes of Registration

The Borrowing / Returning of library materials will be done at the Librarian's Desk.

Library users can proceed to the Librarian's desk to access any of the AAIS Library e-services such as:

- Check Your Account
- Access loan history
- Update Profile
- Place Reservations
- Register for library events
- Receive email alerts: on loans (before due-date, overdue), collection of reserved item, and payment of lost / damage item
- expiry of membership (upon termination of course of study)

Borrowing Privileges

Loan Quota

Quota	3 items
Renewals	21 days (once)

Renewal

- Books can be renewed for free for another 21 days for students and 30 days for staff. Magazines cannot be renewed. You may renew an item if:
 - the item has not been reserved by another member; or
 - the item has not been renewed before.
 - the item is not overdue.
- You can renew an item at the Librarian's Desk;

Reminder Service

Library members can sign up for e-mail reminders at the Librarian's Desk.

This exclusive service reminds you to return borrowed items on time.

Fees and Charges

Overdue Fines

- Overdue fines are charged at \$0.30 per book / magazine per day.
- Items should be returned before midnight (12.00am) for the stated due date, due items

returned after midnight (12.00am) will incur overdue charges.

- Your borrowing privileges will be suspended once charges are incurred in your library account. They will be restored once the outstanding fines are settled.

Lost items

- For every item lost / damaged, the member will have to pay the cost of the item lost/damaged, and an administrative fee of \$7.50 per item.
- Replacements for lost / damaged items will not be accepted.
- There will be no refund once payment is made even if the lost item is found later.

Loss of Membership Card

- Students who have lost their AAIS Library Membership Card will have to pay \$10 per card for a replacement.

Modes of Payment

All transactions at the library are by Cash at the Librarian's Desk. The transactions include:

- Reservation of items;
- Fines for overdue items;
- Fines for loss/damaged library items;
- Admission fee for programmes

The cost of the overdue fines are to be capped at the cost of replacing the book (including shipping price, if any) plus administrative fee.

The maximum amount a student can pay for the fines for overdue and lost / damaged library items are to be capped at a maximum of \$100 Library Miscellaneous Fees.

Terms and Conditions

Members who misuse library items will have their membership suspended until they pay the cost of replacing the item.

Members who misuse library items will have to cover the cost of replacing the item within two weeks.

Members are responsible for taking proper care of library items and any multiple parts accompanying the items, borrowing and returning them together as a set as indicated on the item.

Members are responsible for any damage to or loss of items borrowed. Members are advised to do a quick check of up to 5 minutes on the quality and condition of the item(s) before borrowing it/them. AAIS will not be responsible for any damage to the borrower's person or property resulting from the loan of library items.

STUDENT AWARDS

Best Performing Student Award

The School recognizes students' academic excellence through the conferment of the **Best Performing Student Award**, which is given to the graduating student with the highest score in each course. *Homeroom Teachers* of the graduating classes will submit the list of the students to *Academic Support Supervisor*. This list is to be presented at the *School Management*. Provided the students' academic and non-academic performance are satisfactory; at the discretion of the *School Management*. Upon approval at the *School Management*, the decision then can be finalized at the *Academic and Examination Board*.

School Values Award

School Values Award(s) will be given at the end of the year based on *Homeroom Teacher's / Teachers'* nomination of the students who meet the requirements of the learning attitude score / merit and demerit point system. Nominations will be submitted to *Academic Support Supervisor*. This list is to be presented at the *School Management*. Both learning attitude and merits must be A to be eligible to receive the award. If there are none of the students managed to achieve it, hence no awards will be given. Provided the students' learning attitude and merit points attain A; at the discretion of the *School Management*. Upon approval at the *School Management*, the decision then can be finalized at the *Academic and Examination Board*.

Student Leadership Award

Beyond academic excellence, the school also prides itself in producing graduates who possess all-round excellence. To encourage this, the School may give out the **Student Leadership Award** to the most outstanding student of each course at the **end of each Academic Year** (depending on whether the student meets the requisite high standards and requirements).

In order to qualify for this award, students must submit the Student Leadership Award Application Form to the *Homeroom Teachers* **at least a month before** the end of the Academic Year. The

applicant must detail his/her leadership positions and contributions to school activities in the past year. In addition, the application must be endorsed and supported by at least *three other students*. The *School Management* will then decide on the winners of the award based on the application and may choose not to give out any awards should there be a lack of quality applicants.

The *Academic Support Supervisor* will consolidate all applications and forward them to the *School Management* for discussion. The *School Management* will then decide on the winners of the award based on the application and may choose not to give out any awards should there be a lack of quality applicants. Upon approval at the *School Management*, the decision then can be finalized at the *Academic and Examination Board*.

Recipients of the Best Performing Student Award, School Values Award(s) and Student Leadership Award will enjoy the following benefits:

- Certificate / Letter of Recognition
- Other suitable prize(s) as deemed appropriate by the Management

ADMINISTRATIVE INFORMATION

Orientation Programme

As part of the School's admission process, all new students will be required to go through an Orientation Programme that includes briefing session(s) on the following (not limiting) information:

- School's History, include its Vision, Mission, Values & Culture
- School's Location, including Physical and Academic Facilities / Resources available to Students
- Organization Chart (Indicating Management Team)
- Introduction of Academic and Examination Board Members
- Fee Protection Scheme
- Dispute Resolution Process
- Appeal Procedures for Academic Results
- Suite of Student Support Services
- Relevant Singapore Laws and Regulations, including ICA Regulations and Attendance Requirements
- Attendance Requirements and Procedures for Taking Attendance
- School Calendar
- Course Timetable
- Leave Application Process
- Course Fees and Duration
- Course Completion and Award Criteria
- Post Course Guidance
- Deferment / Extension Criteria and Procedure
- Other Important Details in Student Handbook

Student Contract

Execution of Student Contract

- A. Execution of the student contract shall be accordance to the process below.
- B. Each enrolled student of the School will sign two copies of the standard Student Contract, where one copy will be given to the student and the other copy will be kept by the School.
- C. Each student contract is meant for admission to one course only and individual student contracts will be entered with each student admitted into the course offered.
- D. The terms and conditions of the student contract are to be explained to each student and it is the responsibility of the School to ensure that each student fully understands them.
- E. Any amendments made to the student contract must be accompanied with an acknowledgement signatory by both the school and the student.
- F. Students are given a 7 working day cooling off period from the date of signing the student contract, whereby should they decide to withdraw from the course, they will be refunded the highest percentage stated in Schedule D.
- G. If a student wishes to repeat a module, a new student contract (or addendum) has to be issued.

Availability of student contract to prospective students

- A. A copy of the student contract is made available for prospective students on the school's website.

Confidentiality of Student Data

All students' personal information will be kept strictly confidential and will not be divulged to any third party without consultation with the student.

Change of Student Particulars

Students must notify the School of any changes in their personal particulars, including their contact numbers and addresses and the contact numbers of their parents and guardians. This can be done by filling in the "Information Update Form" form.

Immigration Matters

A. The Student's Pass is strictly for the purpose of your study in our school. You are not allowed to seek any form of employment, paid or unpaid, or be involved in any business, profession or occupation. You are not to take part in any activity which is detrimental to the security, reputation and well-being of Singapore.

B. Upon the completion or termination of your course with our school, your Student's Pass must be cancelled and your Student's Pass returned to the Immigration and Checkpoints Authority (ICA).

C. Upon the cancellation of your Student's Pass card, ICA will approve your stay in Singapore on social visit status for a short period. Please adhere to the validity period of the social visit status granted to you by ICA.

D. Loss of Student's Pass

a. Report the loss of your student's pass and any other important documents (e.g. your bank card) to the police immediately. The police will issue you with a police report.

b. Report the loss of your student's pass to Ascensia as soon as possible. A letter of confirmation to state that you are currently a student of our school will be issued to you.

c. You must personally report the loss of your student's pass and obtain a replacement from ICA within seven days of its loss. In order to replace your student's pass, you need:

- One recent passport-sized photograph
- The photograph must be taken within the last 3 months.
 - The photograph should be in colour, must be taken against a white

background with a matt or semi-matt finish.

- The photograph image must show the full face (eyebrows cannot be covered by fringe) and the registrant should be without headgear (headgear worn in accordance with religious or racial customs is acceptable but must not hide the facial features)

- Your valid travel document (valid for least six months)
- A letter from the school stating that the applicant is currently a registered student (for STP card holders only)
- An original copy of the police report

d. Replacing your student's pass will cost you \$100 for the first replacement, and \$300 for subsequent replacements.

e. For further information, you can check the ICA website at <http://www.ica.gov.sg>.

Fee Protection Scheme

Fee Protection Scheme (FPS) Implementation

- A. The School shall ensure that the implementation of the Fee Protection Scheme (FPS) is in line with the requirements stated in the Fee Protection Scheme Instruction Manual by CPE.
- B. The School is required to adopt the FPS to provide protection for all fees¹ paid by all their students.
- C. The School shall only adopt FPS from the list of CPE-appointed FPS Insurance Providers.
- D. The School shall inform all prospective and enrolled students of details of the adopted FPS through its marketing collateral and student handbook.
- E. The School shall ensure that the student is advised of the insurance premium if the premium is borne by the student.
- F. The School shall ensure the students' FPS data (FPS File 1) is readily retrievable for CPE's verification upon request.
- G. The School shall submit the FPS File 1 to CPE based on the stipulated deadlines in the FPS Instruction Manual.

All fees paid by students are protected under FPS

- A. The School is to ensure that the insurance is purchased to protect the course fees paid by each student within 7 working days from the date of receipt of fees.
- B. The insurance coverage shall commence from the fee payment date till the next payment due date or the course end date, whichever earlier.
- C. The FPS details are to be updated accurately from the date of FPS purchase in the FPS File 1.
- D. The student will be notified of the insurance purchase through email.
- E. The School shall retain a copy of the student's Certificate of Insurance (COI) in the student's p-file.

Refund Policy

- A. The School's refund policy and procedure are available to all students, including prospective ones, on the following platforms:
 - o School's website
 - o Student handbook
 - o Student contract
 - o Orientation programme materials
- B. The School shall ensure a fair and reasonable refund policy is detailed for all students.
- C. The maximum processing time from the student's withdrawal / refund request to the issuance of the refund shall not exceed more than 7 working days.
- D. The School adopts the Refund Policy as per the standard Student Contract as set out by CPE. This policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:
 - o Refund for Withdrawal Due to Non-Delivery of Course
 - o Refund for Withdrawal Due to Other Reasons
 - o Cooling off Period
- E. Refund for Withdrawal Due to Non-Delivery of Course:
The PEI will notify the Student within three (3) working days upon knowledge of any of the following:
 - o It does not commence the Course on the Course Commencement Date;
 - o It terminates the Course before the Course Commencement Date;
 - o It does not complete the Course by the Course Completion Date;
 - o It terminates the Course before the Course Completion Date;
 - o It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by CPE; or
 - o The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).
- F. The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

G. Refund for Withdrawal Due to Other Reasons:

- o If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the PEI will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the standard student contract.

H. Refund during Cooling-off Period:

- o The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.
- o The Student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

I. Schedule D - Refund Table:

Percentage of total fees paid	If Student's written notice of withdrawal is received:
90%	more than 30 days before the Course Commencement Date
50%	before, but not more than 30 days before the Course Commencement Date
25%	after, but not more than 7 days after the Course Commencement Date
0%	more than 7 days after the Course Commencement Date

J. Non-Refundable Fees:

- o Application Fees
- o Fees paid to the Singapore Examinations and Assessment Board (SEAB)
- o Fees paid to external partners / examination boards
- o Fees paid to the Immigration and Checkpoints Authority (ICA)

Refund Procedure

- A. Students who would like a refund, submit the Refund Request Form to the Admissions Executive for processing.
- B. Any supporting documentations that are required to process the refund must be submitted along with the Refund Request Form. This includes the Withdrawal Request Form or Transfer Request Forms.
- C. Reasons for refund must also be clearly documented in the Refund Request Form.
- D. The *Operations Manager* is to acknowledge the receipt of the refund request by signing on the form. This is to be done **within 2 working days** from the date of application.
- E. After which, the *Admissions Executive* is to refer to the student's Student Contract to establish if a refund is to be made to the student.
- F. The *Admissions Executive* is to work out the refund amount (if any) based on the refund policy stated in the student contract. This amount is to be indicated on the Refund Request Form.
- G. Upon establishing of the refund amount, the *Admissions Executive* is to seek the approval of *Operations Manager* as part of the *Management Team* before the refund amount can be issued.
- H. The *Management* approval will be documented in the Refund Request Form.
- I. All refund amounts will strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the school's management.
- J. Upon the approval by the *Management Team*, the *Admissions Executive* is to pass the student request form to the *Finance Executive* for the final processing.
- K. The *Admissions Executive* is to contact the student to inform them on the refund status and collection of the refund payment if approved.

Transfer / Withdrawal / Deferment Policy

- A. The maximum processing time for transfer, withdrawal, deferment process, from the point of student's request to informing student of the outcome in writing, should not be more than 4 weeks.
- B. All requests must be made in writing through the submission of the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form and any supporting documents. Verbal notice is not accepted.
- C. For students under the age of 18, written consent from the parent / legal guardian must be obtained.
- D. All requests will be reviewed on a case by cases basis and the School will have the final decision on the outcome.
- E. The School's refund policy shall apply for all qualified refunds. Students are to refer to the School's refund policy and the Student Contract for further details.
- F. Communication of the school's transfer, withdrawal, deferment policies and procedures to all students will be through the following platforms:
- Student Handbook
 - Orientation Programme materials
 - School's official website
- G. 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 of the school.
 - Conditions for granting the transfer:
 - i. All outstanding fees must be settled prior to request.
 - ii. Student must fulfil the admission criteria of the new course and will be subjected to the School's student selection and admission procedures.
 - For Student's Pass holder, 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 School must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.

H. Withdrawal Policy

- The definition of withdrawal is when a student discontinues all courses with the School.
- Conditions for granting the withdrawal:
 - i. All outstanding fees must be settled prior to request.
- 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.
- A student who withdrew will have their student contract terminated.

I. Deferment Policy

- The definition of deferment is when a student delays or postpones the course (or module).
- Conditions for deferment:
 - i. Students can apply for deferment only once.
 - ii. Requests for deferment extension will be considered on a case by case basis.
 - iii. In applying for deferment, student has to take note of the course completion timelines.
 - iv. Students are to note that maximum duration allowed to complete a course should not be more than TWICE the normal registered course duration. For example, if a course is registered as 1-year duration, the maximum time allowed to complete the course successfully is 2 years.
 - v. Deferment is subjected to the availability of units / courses offered. The school reserves the right to offer similar units / courses in replacement of discontinued units / courses.
- ICA will be informed through the application of the new Student's Pass. The course deferment is subjected to ICA's approval of the new Student's Pass.
- If the student contract is still valid, an addendum would be signed to reflect the deferment. For terminated student contracts, a new student contract will be signed based on the procedures for executing student contracts.

Transfer / Withdrawal / Deferment Procedure

- A. Students who would like to transfer, withdraw or defer, submits the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form to the Admissions Executive for processing.
- B. Any supporting documentation that are required to process the request must be submitted along with the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form.
- C. In addition, the student would also fill in and submit the Refund Request Form together with the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form in case of a refund.
- D. Reasons for the request should also be documented in the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form.
- E. For students below the age of 18, the parent / legal guardian's written consent must be obtained. Written consent may be obtained through signing on the student request form or a separate email or letter correspondence would suffice. Receipt of Consent must be documented in the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form.
- F. Upon receipt of the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form (including supporting documents), the *Vice Principal / Operations Manager* is to meet with the student to find out further the student's intention of the request. This is to be done within **2 working days** upon receipt of the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form (based on the date of application).
- G. **For Course Transfers**
- a. The *Vice Principal / Operations Manager* is to inform student on the following conditions and information:
- Student must meet all minimum entry requirement of the new course they wish to transfer to
 - The standard Student Contract of the current course will be voided upon approval of the course transfer
- A new standard student contract for the new course will need to be signed upon approval of the course transfer
 - All outstanding fees must be paid
 - For Student's Pass holder, 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.
- b. After which, the *Admissions Executive* is to conduct the pre-course counselling with the student to ensure that relevant course information is communicated to the student.
- c. Both the *Admissions Executive* and the student are required to sign off Course Transfer Request Form to confirm that the former has fully communicated and the latter has understood all information communicated.
- d. Upon completion of pre-course counselling, the *Admissions Executive* to ensure that the student has met the entry requirements of the course transferred into.
- e. A Letter to Effect or Reject Transfer Request will be given to the student.
- f. For approved course transfer requests, student is to proceed with the application process of the new course.
- H. **For Course Withdrawals**
- a. If after meeting the student and possible solutions for student retention are not possible, the *Admissions Executive* is to seek approval from the *Vice Principal / Operations Manager* as part of management approval. Such Approval should be documented in the Course Withdrawal Request Form.
- b. A Letter to Effect Withdrawal Request will be given to the student.
- I. **For Course Deferment**
- a. The *Admissions Executive* is to inform student on the following conditions:
- For student's pass holders, their deferment is subject to the approval of their student's pass by ICA.
 - Approval of deferment is also subjected to availability of the course / module offered.
- b. After meeting the student and should he/she decide to proceed with the deferment, the *Admissions Executive* is to seek the approval from a member of the *Management Team*.

- c. For university partner courses, the *Admissions Executive* is to inform the university partner and seek their permission for student to defer studies.
- d. A written notification will be issued to the student to inform them of the student request status.

J. **Follow Up Actions upon Approval of Student Request**

Admissions Executive is to complete upon approval student requests are:

- a. Processing of Refunds if any
- b. Terminating existing Student Contract and Student's Pass (to be done upon signing of new contract) or issue a student contract addendum to existing student contract
- c. Informing ICA of any change in the student's status (including cancellation of current Student's Pass) that may affect the existing Student's Pass. The application for a new student's pass will be subject to the approval of ICA.
- d. Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider)
- e. Issuing past attendance records to students who are enrolling in another course in another Private Education Institute (for course withdrawals)
- f. Updating of FPS Service Provider

K. **Circumstances to inform FPS Service Provider**

Admissions Executive will update FPS Service Provider within 3 working days if:

- o Student transfers his course of study; or
- o Student withdraws from course of study; or
- o Student defers or extends his course of study; or
- o Student's fee protection status is affected other than the circumstances as listed above.

Opening a Bank Account

- Different requirements for different banks.
- Need to provide your passport and Student's Pass (green card) for identification.
- Banking hours: Monday to Friday, from 8.30am-4pm and Saturday, from 9.30am-1pm.
- Banks handle travellers' cheques and change foreign currencies.
- Passports are required when cashing travellers' cheques. A nominal commission is charged.

Transfer of Funds

- You may receive additional funds from your family using bank drafts made out in Singapore dollars and drawn from a Singapore bank.
- These can be credited to your accounts and drawn in 1-2 days.
- Telegraphic transfers may also be made indirectly through another bank to your bank account. There's a bank charge of S\$10 to S\$30 per transaction.

Student Support Services

A range of student support services are provided by the School to meet the needs of students and enhance their educational experience.

- Medical insurance coverage for hospitalisation and related medical treatment Medical Insurance coverage in accordance with the guidelines by CPE is provided to all enrolled students, via Liberty Insurance.
- Advice and recommendations for academic and career plans, accommodation options, government school placement services, and other related services.
- Course counselling
- Pastoral counselling (through our partner CARE Singapore)
- Orientation programme

List of Comprehensive Services Available in the School:

For all new students

The School will provide the following services to ensure that students make a smooth transition to Singapore:

- A. Individual and personalized long-distance calls to parents / agents to inform them on arrival arrangements
- B. Accommodation Support Service
- C. Advisory on Medical Screening
- D. Advisory on Bank Account Opening
- E. Visa / Student Pass Application
- F. Student Orientation Programme

For all Enrolled Students

The School aims to provide all enrolled students with an academic education of the highest standards through the provision of these services:

- A. E-Library
- B. Wireless internet access
- C. Student Development Committee events which include:
 - Community service project
 - Sports and recreation programmes
 - Students' outing and activities
- D. Academic assistance programmes

- E. Experiential learning through excursions and outings
- F. Graduation celebration events
- G. College Advisor
- H. Library Access for References
- I. Personalize updates to parents on admission matters / students' progress which includes:
 - Informing parents on student admission matters / services, including airport pick up, accommodation, etc.
 - Informing parents on student issues, including attendance rate, behaviour, academic performance, etc.
- J. Student Progress Reports and Student Report Card (PYP)
- K. V-Principal – Student dialogue sessions

To note: This comprehensive list of student support services is not meant to be exhaustive. The School undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points as listed.

For enhancing overall Student Experience

In ensuring that the School provides for an exceptional student experience, it undertakes to provide the following services:

- A. Monthly review of students' attendance
- B. Student Surveys (Student Satisfaction Survey / Pre-course Counselling and Orientation Satisfaction Survey)
- C. Feedback forms
- D. Dispute resolution process
- E. Student intervention

Student Feedback / Complaint Procedure

The School adopts an integrated approach to managing various feedbacks provided by any stakeholders (i.e. staff, students and general public). There are many platforms, channels and avenues whereby stakeholders can voice their issues and/or provide constructive feedback to the school.

The following are some of the channels that the School can receive Feedback / Complaint:

- Student Orientation Programme
- Pre-course counselling
- Emails
- School's Official Website
- Student Handbook
- Student Satisfaction Surveys

Students who wish to provide any official complaints to the School should adhere to the following procedure:

- A. Students are to approach the *Admissions Department* to request for a Feedback Form. Alternatively, students can fill up the Feedback Form and send it via the School's official email which will then be forwarded to the respective departments for their investigation and follow up actions.
- B. The *Admissions Department* is to acknowledge the feedback / complaint received. This should be done **within 3 working days**.
- C. *Admissions Department* will review the feedback / complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary.
- D. Relevant parties will then propose a solution for the issue raised and the *Admissions Department* will explain it clearly to the student. This should be done **within 7 working days** upon receipt of the Complaint.
- E. The student should acknowledge the situation **within 14 working days**, whether he/she accepts or is satisfied with the proposed solution.
- F. If the student is not satisfied with the proposed solution, he/she can escalate the matter up to the *Vice Principal / Operations Manager* (for non-academic issues) or the *Head of Junior School* or *Head of Middle & High School* (for academic issues). The respective person will investigate the case and take necessary actions to resolve it.
- G. If the student is still not satisfied with the outcome / decision, he/she will be referred to the *Singapore Mediation Centre (SMC)* or *Singapore Institute of Arbitrators (SI Arb)*.
- H. The entire process should not take more than **21 working days** unless otherwise specified. Students need to be informed of the reason as to why it is so and justification needs to be provided by the School. Justifications need to be recorded on the Feedback Form under the Remarks section.
- I. For suggestions and compliments, they can be generic and/or positive. This would not be covered under the Dispute Resolution Policy and Procedure and the School will have the discretion of the need to reply to students.

USEFUL INFORMATION

Secrets of Academic Success

A. DEVELOP GOOD STUDY HABITS

- Daily Revision:
Look through what was taught in class and do assigned homework daily.
- Be your own teacher:
Teach yourself. Don't rely too much on your teacher to spoon feed you every time. Get excited about learning. Learn to love your subjects.
- Develop a super-power memory - one that will astonish your friends and amaze your teacher:
Remember that there is no such thing as a poor memory – only an untrained one. Your memory is like a muscle; exercise it and it will become stronger.
- Make full use of classroom instruction:
Be prepared for your lessons; come with the appropriate books and equipment you need. Listen and concentrate in class.
- Develop a routine:
Organise your room, so that you know exactly where your books, files, writing materials, clothes, uniforms etc. are at all times. Make sure you have a table or at least a desk to sit at and write on. Do your homework straightaway; especially on Fridays when you have the whole weekend to do it.
- Work co-operatively with your friends
Form study groups of four to five persons. These groups will enable you to develop / clarify your ideas, improve your understanding of the topic under discussion and feel less anxious about your work.

B. STUDY SKILLS

- Understand what you have learnt for the day:
Read and skim through textbooks or notes for keywords, main ideas and important examples.
- Organise the information:
Using mind-mapping or note-taking, organise the topic you have just studied.

- Recall:
Write down brief points. Check with your notes to find out which are the points you have missed out.
- Mastering the information:
For subjects requiring the application of knowledge, like Mathematics, practice many problems to master the skills.

C. KEEPING A HEALTHY LIFESTYLE

- Ensure at least 7 to 8 hours of sleep every day.
- Keep a balanced diet:
Eat more vegetables and fruits and avoid oily/fried food. Take vitamins if necessary.
- Ensure an hour of exercise every day.

Do's and Don'ts in Singapore

Fines are imposed if you are caught committing the following offences:

- Spitting, Littering
- The Prohibition on Smoking in Certain Places Act prohibits smoking in public places such as: public transport, clinics, hospitals, public libraries, Changi International Airport, air-conditioned shopping centers, public queues, pedestrian underpasses, bus shelters, bus interchanges, public pools, public toilets and open-air stadiums.
- Trafficking or consuming drugs
- Working illegally
- Jay-walking
- Buying/Selling chewing gum
- Not flushing the toilet after every use.

Police Posts/Stations

If you need immediate police assistance, dial **999**. The police will answer your call within 10 seconds and will arrive within 15 minutes for urgent incidents and within 30 minutes for non-urgent ones. Alternatively, you can go to the nearest Police Station or Neighbourhood Police Centre to seek assistance or make a report. Visit **Singapore Police Force** <https://www.police.gov.sg> for full listing of Police Stations and Posts and more information.

Public Libraries

In Singapore, the public libraries provide a wide lending collection of books, magazines, newspapers and audio-visual materials, across a range of subjects for everyone to use and enjoy.

Through the NLB mobile app, it runs a highly popular 24/7 digital library which offers all members access to a wide collection of eBooks, eMagazines, eNewspapers, eComics and learning resources such as courses and videos.

Membership Registration:

You can register for membership at the customer service counter at the public libraries.

Library users will need a myLibrary username to access the NLB e-services. You can sign up for a myLibrary username at <https://account.nlb.gov.sg> using your FIN number.

Documents Required	Passport Student Pass
Registration Fee	\$10.50 (Payable again upon renewal of membership, if membership has expired for more than 6 months)
Annual Basic Membership Fee	\$42.80

Membership Privileges:

Physical Items	16 items / 21 days
eBooks (including eAudiobooks)	16 items / 21 days
Renewals	21 days for books, music scores, ebooks (including eAudiobooks) No renewal for audiovisual materials or magazines
	Books/music scores must be renewed before or on due date, for one time only.
	Ebooks can be renewed only during the last three days of the loan period.

You can return your books or AV materials through Book Drops or borrow using the self-check borrowing stations. You may refer to the National Library Board (NLB) website (www.nlb.gov.sg) for a full listing of the branches, their services and facilities and their locations.

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.

An international student in Singapore spends on average about S\$750 to S\$2,000 a month on living expenses. This amount, of course, varies depending on your individual lifestyle and course of study.

These estimated cost ranges in the Table below gives a rough guide of the basic expenditure an international student may incur per month. When planning your budget, you will need to cater for these items:

Item	Cost per Month
Accommodation	\$800 - \$1,500 (rental varies with geographical area, type of accommodation, demand, facilities provided and the number of people sharing)
Utilities	\$50 - \$80 (not applicable for boarding schools)
Food	\$450 - \$600 (Based on \$15-\$20 a day for 3 meals) Note: Included in boarding fees, Boarding Schools usually provide two meals a day. Not included in room rates, Halls of Residence normally offer meals at extra charge.
Public Transport	\$50 - \$100 (varies with types of student concession pass)
Telecommunications	From \$30 (varies with usage and promotional packages subscribed)
Books & Stationery	\$30 - \$100 (varies with course)
Medical Hospitalisation Insurance	\$30 - \$50
Personal expenses	\$100 - \$200 (varies with individuals) (clothes, toiletries, entertainment, haircut, miscellaneous)

Accommodation

Foreign students studying in Singapore can either stay with local guardians or in hostels. The cost of full-board accommodation ranges from S\$1,000 to S\$1,500 per month, inclusive of rent, meals and laundry. For further information, please enquire at our Reception Counter.

Transportation

- You may take your pick from buses, the Mass Rapid Transit (MRT) / Light Rail Transit (LRT), trains or taxis. Bus and MRT routes as well as fares can be found at: <https://www.transitlink.com.sg>
- Fares may be paid in cash or by farecard, which can be used on both the MRT/LRT and buses.
- Bus/MRT/LRT Fares range from SGD1.00 – SGD2.80

Telecommunications

Applying For A Handphone:

- Approach any mobile phone provider, Singtel, M1, StarHub to buy a handphone.
- Documents to be produced at the time of application:
 - Passport
 - Student's Pass (green card)
 - A letter from our school, certifying you are a registered student with us.
 - A deposit of S\$200 (will be refundable when your 2-year plan expires).

Health

If You Need Medical Attention, there are four modes to seek help.

- Visit a polyclinic
- Visit a private clinic near where you stay
- Admit to the Accident and Emergency Section (A&E) of any hospital if you have an emergency
- Dial **995** if you need an ambulance urgently, otherwise dial **1777**

Average Costs of Outpatient Consultation

In general, the consultation fee at a polyclinic is \$53.50 for non-Singaporeans. There are separate

charges for screenings, medical examinations and other services.

Consultation fees for private clinics vary and a minimum of \$18 is commonly charged. Dental charges at polyclinic range from \$37.40 - \$111.80.

Personal and Medical Insurance

Although occasional visits to polyclinics and private clinics are affordable to most people, hospitalisation and surgeries can turn out to be extremely costly in Singapore.

International students are therefore advised to purchase a medical insurance during their studies. Hospital and medical insurance can be purchased at insurance companies in Singapore.

All of Ascensia International School's students will be covered by the school's group medical insurance policy with Liberty Insurance.

Useful Contacts

EMERGENCY

Police	- 999
Emergency/Ambulance/Fire Brigade	- 995
Immigration and Checkpoints Authority	- 6391 6100

IMPORTANT

Police Hotline	- 1800 255 0000
Emergency/Ambulance/Fire Brigade	- 995
Non-emergency ambulance	- 1777

COUNSELLING SERVICES

Children-At-Risk Empowerment Association	- 6583 3481
Samaritans of Singapore (SOS)	- 1800 221 4444
Care Corner Counselling Centre	- 1800 353 5800

Ascensia International School

Contact No: (65) 6466 5505

Email: enquiry@ascensia.edu.sg

Website: <http://www.aais.edu.sg>

Address: 106A Henderson Crescent, Singapore 151106

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