



American Center for Education

Student Handbook

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| Current Version: | 5.6 |
| Effective Date: | 2025-06-01 |

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1. About ACE

The **American Center for Education (ACE)** is a higher education provider in Singapore established in 2007 through collaborations with university partners in the University of Wisconsin System.

ACE offers promising higher education programs with an American perspective for both local and international students in Singapore. ACE helps them to acquire the knowledge, skills, and confidence they need to succeed in today's challenging world market.

The Republic of Singapore offers a favorable social environment and a rich diversity of cultures, in a global city that is renowned worldwide for its efficiency, safety, and cleanliness.

Vision, Mission, and Core Values

Vision

To be recognized in excellence for global higher education.

Mission

To provide our students with a world-class education to enable their personal growth and success with an open-minded and global perspective.

Core Values

- Academic Excellence
- Continuous Improvement
- Engagement
- Inclusiveness
- Integrity

Our Culture

- Our 'Culture' includes the values, beliefs, and attitudes that guide and shape the behaviors and activities of everyone at ACE.
- ACE encourages a 'culture of Lifelong Learning'.
- ACE provides an engaging learning environment for our students.
- Our management team will serve as role models for our values displaying integrity, respect and care.
- The student support services that we provide to our students will create a culture and climate of fairness, care, trust, and friendliness for our students.

In line with our values and culture of our college, we wish to inculcate a culture of Lifelong Learning in the teaching environment as well as the strategic development of transforming every student enrolled in the ACE to be the best they can be. Every student regardless of their nationality, especially those from the neighboring countries, comes with one aim and that is to excel in their studies of choice. Due to their lacking proficiency in the English language, they are deemed to be slower at the beginning of the transition period but usually able to accelerate exponentially given the right learning environment. Hence, the teaching strategies adopted by the college as well as the lecturers become of paramount importance towards the academic pursuits and success of these students. Given this scenario, it is, therefore, necessary for the college to embrace the newly founded paradigm shift which greatly changes the learning landscape in the past ten years or so. Hence, it explains the urgent need for both our educators as well as learners besides acquiring knowledge but also sharpen our skills to better equip ourselves for doing a job well when entering the job market.

ACE Commitment

At ACE we are committed to providing our students with access to a quality educational experience based on both UK and US Higher Education Systems. The broad knowledge base and skills encountered in the ACE curriculum prepare students to pursue further educational opportunities and to take their place in our dynamic global society. The ongoing involvement of the ACE management, the efforts from the experienced industry professionals, and the continuous support from renowned University Partners assure the quality of the ACE academic programs.

All members of the staff at ACE are devoted to giving personal attention to each and every student. Your success in achieving your educational goals is our number one priority. We promise you that we will spare no effort in helping you realize your highest aspirations and ambitions.

ACE focuses on four areas (Guaranteed Services, Fee Collection, Security of Personal Data, and Quality Assurance) in the daily operations to ensure the quality services and high student satisfaction rates.

Please refer to ACE website for the latest Organization Chart.

Members of the Academic Board and Examination Board

Please refer to ACE website (<https://ace.edu.sg/academic-board-examination-board/>) for the composition of the Academic Board and Examination Board.

2. Introduction of the SkillFuture and EduTrust

SkillsFuture and EduTrust

Established under the Private Education Act, the SkillsFuture Singapore (SSG) a statutory board empowered with the legislative power to regulate the private education sector.

The website for the SSG, Singapore is at <http://www.skillsfuture.gov.sg/pei>.

EduTrust is a quality assurance scheme that is awarded to Private Education Institutions that have met high quality standards. ACE acquired the EduTrust award in 2021, the details of our award are as follows.

EduTrust

Cert No.: EDU-2-2141

Validity: 04/11/2021 to 03/11/2025

Aside from the quality aspect of the education we provide at ACE, one important element pertinent to students for schools that are awarded EduTrust is the protection of school fees paid. This ensures the security of the paid fees and provisions that will ensure its refund should the schools not live up to the delivery of their courses. As ACE is an EduTrust accredited school, we govern by this Fee Protection Scheme. Students therefore can rest assured that their fees are well protected. (See Fee Protection Scheme)

3. Student Contract

- 3.1 It is compulsory to sign the STUDENT CONTRACT between the student and ACE. The contract lays out the important terms and conditions governing the relationship between the student and ACE. ACE will honor all terms and conditions spelt out in the contract and in all communication materials.

Students are required to sign the Form 12 Advisory Note to Student & Standard Student Contract before paying the course fee.

You should have received your Student Contract to sign before starting your course.

You can find out more details about student contracts and signing student contracts.

<https://ace.edu.sg/student-contract-and-fees/>

<https://ace.edu.sg/step-of-signing-your-contract/>

- 3.2 The list of modules for the course the student has enrolled in is stated in the student contract. Students are encouraged to review this list carefully to ensure they are registered for the correct modules.

4. Student Fee Protection and Medical Insurance

4.1 Fee Protection Scheme

The Fee Protection Scheme (FPS) protects students' course fees if a private education institution is unable to continue operating due to insolvency and/or regulatory closure. The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts.

The private education institutions with EduTrust license are required to adopt the Fee Protection Scheme to provide full protection to all course fees paid by their students. All course fees refer to the money paid by the students to be enrolled in a private education institution based on the course fees indicated in the student contract, excluding the course application fee, miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the re-exam fee or charges for credit card payment etc.), FPS premium, GST and others being defined.

ACE is adopting the FPS Insurance Scheme to provide fee protection to all the students. ACE has entered into an agreement with Liberty Insurance to provide the Group Insurance coverage for course fees being paid to ACE.

Only after signing the Advisory Note and Student Contract, are the students allowed to pay ACE's bank account or deliver the payment to ACE finance department.

Note:

1. The FPS is mandatory for both part-time and full-time students. Students studying in an EduTrust-Certified private education institution can pay course fees of up to a maximum of 12 months of their course duration.
2. Should you need more information with regards to this Fee Protection Scheme (FPS), please refer to the SSG's website (www.skillsfuture.gov.sg/pei) for more information.
3. Please refer to the ACE website (<https://ace.edu.sg/fee-protection-scheme-fps/>) to view our latest FPS Certificate.

4.2 Medical Insurance

All ACE enrolled students are protected by a Medical Insurance (MI) Scheme, which is additional protection for students. If you choose to opt out of the insurance scheme, please notify us before you sign the student contract.

Please refer to the ACE website (<https://ace.edu.sg/medical-insurance/>) for details of Medical Insurance.

Please note the following.

- a. Medical insurance is mainly to cover the relevant portion of the medical expenses due to being hospitalized.
- b. Please contact the representative of the insurance company within 24 hours of the incident.
- c. Please purchase standard personal accident insurance (PA) if possible.

5. A Student's Pass

5.1 A Student's Pass

All the international students seeking to study in a Private Education Institution (PEI) in Singapore, must obtain a Student's Pass from the Immigration & Customs Authority (ICA). Applicants who are already in Singapore on a valid Dependent's Pass or have acquired Permanent Resident Status from ICA or on Employment Pass from the Ministry of Manpower (MOM), do not require a Student Pass.

The ICA website is at www.ica.gov.sg.

Student's Passes in digital format are provided to foreign students under strict conditions:

- A Student's Pass is issued for study in a particular course and institute only.
- You must carry your Student's Pass with you either in printed hardcopy or a digital copy in your mobile app (Singpass).
- ACE will cancel the Pass if your attendance falls below 90% or you are absent from studies for seven days without an acceptable explanation. As a Student's Pass holder, you are permitted to live in Singapore only for the purpose of study.
- **A Student's Pass holder cannot work in Singapore; it is strictly prohibited, even if you are not paid for the work.** The Police and the ICA will check regularly for foreign students working in restaurants, nightclubs, bars, KTV lounges, etc.
- You cannot be adopted by any Singaporean or Singaporean Permanent Resident if you are in Singapore on a Student's Pass.
- As a student, you cannot overstay in Singapore after the Student's Pass has expired, unless you acquire another valid pass to stay in Singapore.

5.2 Renewal of Student Pass

As an international student, it is your responsibility to ensure that you have a valid Student pass to stay in Singapore.

ACE is [not liable to compensate or be held responsible if the student has no valid pass to stay in Singapore](#). It is the student's responsibility to notify the Student Services Department at ACE at least **four weeks** before the Student's Pass expires. If the student is entitled to a new student pass for continuous study, ACE will then submit the renewal application to the ICA on the student's behalf. If the student has poor class attendance or cannot provide the required supporting documents to ICA, then ICA may reject the renewal application. Under such circumstances, the student will be granted a Social Visit Pass allowing them to remain in Singapore for a minimum of 3 days and up to a maximum of 4 weeks. You must prepare to leave Singapore before the social visit pass expires. If ICA rejects your student pass renewal, you will not be entitled to a refund of your course fees.

5.3 Loss of Passport

- International students who lost their passports are required to immediately lodge a Police Report. The police will give you a copy of the Police Report. Making a false police report is a serious offence which may result in an arrest.
- Contact your Embassy/Consulate/High Commission about the loss and enquire about the procedure for applying for a new passport.

6. Payment Methods and Schedule

6.1 **Course Fees**

Please refer to Schedule B in the Student Contract about the course fees to be paid.

You can refer to the following links for standard Course Brochures and other Course Fees

<http://ace.edu.sg/online/brochures/>

<http://ace.edu.sg/download/PriceList.pdf>

6.2 **Miscellaneous Fees**

Please refer to Schedule C on the last second page of the sample Student Contract

(<https://ace.edu.sg/student-contract-and-fees/>) for the detailed miscellaneous fees. These are non-compulsory fees that students pay only when applicable. Such fees are typically collected by the PEI as and when the need arises. These fees are non-refundable

6.3 **Payment Methods and Schedule**

Please do not make any course fees payment (except for the application fee and miscellaneous fees) to ACE before signing the Advisory Note to Student & Student Contract.

ACE's recruitment agents or education consultants or ACE's non-finance staff/managers/directors are strictly **NOT ALLOWED** to collect any course fee payments from the students. ACE will ONLY be responsible for the fees paid directly to ACE's operating bank account or Finance Department.

Please check your email for your official e-receipt on or after the course payment date.

Please refer to the following link regarding how to pay the fees to ACE.

The payment schedule is indicated as the Instalment Schedule in the Student Contract.

<http://ace.edu.sg/online/howtopay>

7. Course Transfer, Withdrawal & Deferment

7.1 Course Transfer, Withdrawal and Deferment Policies and Procedures

Please refer to the following pages to understand the Policies and Procedures for Transfer & Withdrawal & Deferment requests.

<https://ace.edu.sg/course-transfer/>

<https://ace.edu.sg/course-withdrawal/>

<https://ace.edu.sg/course-deferment/>

7.2 Leave of Absence

1. Short-Term Approved Leave Granted for urgent personal matters (e.g., family emergencies, medical issues) that do not significantly affect module attendance.
2. Deferment Required when the leave duration affects the minimum attendance requirement for one or more modules.
3. Unapproved Leave - Leave requests for non-essential reasons (e.g., leisure travel) during the semester will generally not be approved.

International students are expected to maintain regular attendance during the semester. If the leave request with valid reasons affects the module, the course deferment is recommended to apply. If the leave request with valid reasons such as urgent personal matters (e.g., family emergencies, medical issues) that do not significantly affect module attendance, the short-term leave of absence may be granted under specific circumstances, subject to approval by the institution.

8. Refund

8.1 Refund Policy and Procedures

Please refer to the following page to understand the Policies and Procedures for Refund requests.

<https://ace.edu.sg/refund-policy-procedures/>

9. Student Feedback/Complaint & Dispute Resolution

9.1 **Feedback and Complaints**

If you have any feedback or complaints, you should report the case to the Student Support Services Department by completing the online student feedback form.

FRM-202 Inquiry and Feedback Form

<http://ace.edu.sg/feedback>

FRM-130 Survey for Complaints being Resolved

<http://ace.edu.sg/online/survey-on-complaint>

9.2 **Dispute Resolution Policy**

Please refer to ACE's website.

<https://ace.edu.sg/dispute-resolution/>

10. Personal Data Protection Policy

10.1 **Purpose and Scope of the Policy and Definitions:**

- a) American Center for Education (ACE) has the policy regarding data collection, usage, disclosure, processing, and protection, which are in accordance with the Singapore Personal Data Protection Act of 2012 (PDPA).
- b) 'Personal Data' refers to any data, whether true or otherwise, about an individual who can be identified (i) from that data; or (ii) from that data and other information to which ACE has or is likely to have access, including data in ACE records as may be updated from time to time.
- c) These Personal Data include unique identifiers (e.g., passport number, NRIC or FIN number, etc.) as well as any set of data (e.g., name, age, personal email address, address, photo or video, thumbprint, DNA profile, telephone number, etc.) which, when taken together, would identify the individual.
- d) This policy supplements but does not supersede or replace any consent an individual may have previously provided or will provide to ACE regarding his or her personal data.
- e) ACE may also use, disclose, or process an individual's personal data collected before 02 July 2014 for the purposes of collection unless consent for such use is withdrawn in accordance with the PDPA or he or she has otherwise indicated to ACE, whether before, on or after the coming into force of the PDPA, that he or she does not consent to the use of his or her Personal Data.
- f) To ensure that the Personal Data Protection Policy is consistent with any changes in legal or regulatory requirements, ACE may update it at its absolute discretion.

10.2 **Collection of Personal Data:**

- a. ACE collects Personal Data in the following ways:
 - i. When an individual submits a course enrollment application or submits forms for various activities or purposes
 - ii. When an individual interacts with ACE staff (via telephone/mobile calls, instant messengers, letters, or emails or during face-to-face meetings)
 - iii. During the period of an individual's receiving ACE educational services
 - iv. When an individual submits his or her Personal Data to ACE for any other reasons
- b. If an individual provides ACE with any Personal Data relating to a third party (e.g., parents, guardian, spouse, children, family members or employer, etc.), ACE deems in his or her so doing that the consent has been obtained from the third party to provide such for the respective purposes.
- c. An individual should ensure that all Personal Data submitted is complete, accurate and up to date. The individual should update ACE about any changes to his or her Personal Data should they occur.
- d. ACE only collects reasonable and necessary Personal Data to the extent that it is required for the specific purpose for which it is collected, and which has been notified to the individual.

10.3 **Purposes of Collection/Use/Disclosure of Personal Data:**

Depending on the individual's status (e.g., as an applicant, student, alumnus, staff, vendor, or university partners) with ACE, the personal data collected are used for the following purposes:

- a. For evaluating the eligibility for admission or employment, maintaining personal records and communication purposes.
- b. For audit, administration, and emergency purposes/contact.
- c. For school or Extra Curricular Activity ("ECA") registration.
- d. Carrying out due diligence or other screening activities (including background checks) in accordance with legal or regulatory obligations or risk management procedures that may be required by law or put in place by ACE, including the obtaining of references and/or other information from prior educational institutions and employers.

- e. Supporting ACE functions include the teaching and personal and professional development of students.
- f. Monitoring the use of ACE's computer network resources, including ACE email accounts and portals.
- g. Processing application(s) for scholarships and administering and managing scholarship and other support programs, which may include disclosure of personal data to donors, external evaluators and/or external organizations for purposes including periodic reports, event invitations, surveys and/or publicity regarding ACE's related programs.
- h. Responding to requests for information from government or public agencies, ministries, statutory boards or other similar authorities or non-government agencies authorized to carry out specific Government services or duties.
- i. Investigating possible fraud, misconduct, unlawful action, or omission, and utilizing electronic access and video systems to maintain campus security of persons or property, control access and investigate suspicious or inappropriate activities.
- j. Processing and administering applications or enrollment activities related to health, life and travel insurance and service provision as well as school-related cards, and administering matters, and overseas exchange programs and other overseas activities.
- k. Taking photos and/or videos by ACE staff or authorized third party individuals during ACE events.
- l. Processing, administering, conferring and publication of awards, prizes, medals, scholarships, and other marks of distinction, and student or graduation status.
- m. Any other purposes being informed by ACE in writing, with the individual's separate consent.

10.4 **Disclosure of Personal Data to Third Parties**

ACE may disclose an individual's personal data to third parties (service providers, agents and/or ACE affiliates or related corporations, such as ECA vendors, Fee Protection Scheme insurers etc.) without first obtaining the relevant consent in certain situations, including, but not limited to, the following.

- a. Being required to be based on the relevant laws and/or regulations.
- b. The purpose is clearly in the individual's interests and consent cannot be obtained in a timely manner.
- c. Be necessary to respond to an emergency that threatens the individual's life, health, or safety or that of another individual, if ACE shall, as soon as may be practicable, notify the former of the disclosure and the purposes of the disclosure.
- d. Be necessary for any investigation or proceedings.
- e. Being disclosed to any officer of a prescribed law enforcement agency for the purposes of the functions or duties of the office.
- f. Being disclosed to a public agency as necessary in the public interest.
- g. Other cases described in the exhaustive list of exceptions to the PDPA which is available at <http://statutes.agc.gov.sg>.

ACE contributes its effort to provide adequate forms of protection within its ability to highlight confidentiality and security in the handling and administration of an individual's personal data by such third parties.

10.5 **Management of Personal Data**

By applying reasonable security measures and necessary setup, ACE protects Personal Data in possession or under its control to prevent unauthorized collection, use, access, disclosure, copying, modification, disposal, or other relevant risks.

ACE takes reasonable and appropriate measures in keeping the relevant personal data accurate, complete, and updated.

ACE is not responsible for any unauthorized use of Personal Data by third parties which are wholly attributable to factors beyond ACE's control.

ACE makes a reasonable effort to destroy the relevant documents containing Personal Data, when it is reasonable to assume that:

- a. The purpose for which the Personal Data was collected is no longer being served by retention of the Personal Data.
- b. Retention is no longer necessary for legal or business purposes.

For the updating of personal data, after the individual has submitted such a request, ACE shall process the request and undertake verification activities if necessary.

10.6 **Withdrawal of Consent**

An individual may submit a request to ACE by an official letter, an email, or a form at any time with reasonable notice to withdraw any consent already given, or deemed to have been given, to ACE under the PDPA, in respect of the collection, use or disclosure by ACE of his or her Personal Data.

On receiving the withdrawal of consent, ACE shall cease collecting, using, or disclosing the Personal Data of the individual unless such collection, use or disclosure is required or authorized under the PDPA or other written law without the consent of the individual.

On withdrawal of consent, depending on the nature of the individual's request, ACE might not be able to continue providing the relevant affected services to the individual, which in turn may result in the termination of the individual's agreements with ACE. As such, the individual might breach his or her contractual obligations or undertakings. In such an event, ACE's legal rights and remedies are expressly reserved.

11. ACE Regulations & Policies

11.1 Module Exemption

Module Exemption is available for those new students who have studied comparable or equivalent modules in other educational institutions.

Please approach the Academic Manager for the details.

11.2 Repeating a Course or Module

The affected student may have to repeat the course or module due to his or her failure to meet the passing criteria of the course or module.

A student repeating a course or module will need to have a valid Student's Pass if he or she is an international student and will have to pay the course or module fee, according to each individual program to be determined by ACE, in full before he or she is allowed to repeat the course or module.

11.3 Environmental Policy

Clean and Green Environment

- i. Food is not allowed in the classrooms.
- ii. Remember to bring a refillable water bottle and keep yourself hydrated.
- iii. Ensure that the study table and the study zone are clean always.
- iv. Remember to reuse the papers if one side has not been used.
- v. Remember to switch off the classroom lights and air conditioners if there are no other students using the classroom.
- vi. Pets are not allowed in school.
- vii. Feedback and comments regarding school issues, or suggestions about the Clean and Green Environment are always welcome.

Healthy Environment

- i. Strictly no smoking in non-smoking areas.
- ii. If mosquitoes are discovered, this must be reported to the school management immediately. No pets are allowed in the school area or inside the building.
- iii. Be aware of where the first aid facilities are.
- iv. Be sure to attend any seminars or topics organized by the school or other third parties about health issues.
- v. Be sure to attend any health check-ups organized by the school or other third parties.
- vi. Give feedback to the school about any issues, comments, or suggestions regarding Healthy Environment.

Safe Environment

- i. Ensure that the nearest fire exit is unblocked.
- ii. Ensure that the display of the fire escape route is clear.
- iii. Attend any fire drill exercise for the building.
- iv. Provide feedback to the school about any issues, comments, or suggestions about the Safe environment.

Secure Environment

- i. Give feedback to the school about any issues, comments, or suggestions about the Secure Environment.

11.4 **Award Policy for Good Suggestions**

Staff and students are encouraged to provide suggestions using various channels including the normal feedback form and emails.

A Management Team member will evaluate the suggestion to decide whether to recommend adopting the suggestion and whether to propose entitling this suggestion for an award.

The Management Team gives final approval for the recommendations with the acknowledgement from the Managing Director.

The suggestions are recorded to track the total number of good suggestions being given.

The award is to be given at the end of the year:

One good and valuable suggestion: cash S\$100 or vouchers worth S\$100.

Two good and valuable suggestions: cash S\$300 or vouchers worth S\$300.

Three good and valuable suggestions: cash S\$500 or vouchers worth S\$500.

11.5 **Quality Commitment Policy**

Guaranteed Services

1. Provide comprehensive pre-course counseling and orientation sessions.
2. Offer excellent student support services to foster a pleasant and satisfactory learning experience.
3. Provide enough teaching hours adhering to the timetable.
4. Complete refund within 7 working days for the eligible refund cases.
5. Reward and issue the graduation certificate as early as possible to the approved eligible students to avoid any inconvenience to the students.

Fee Collection

1. Ensure the fee structure is clear to all students.
2. Collect fees by following the signed student contract strictly.

Security of Personal Data

1. Students and Staff data are treated with strict confidence. Access to the data is restricted to the designated staff only.
2. A consent letter shall be sought from the student before releasing the student data for a reasonable purpose.

Quality Assurance

1. Academic and Examination Boards provide close supervision and monitoring of academic activities for quality education.
2. The Management Team ensures that the corporate work plan, department work plans, and individual work plans are adhered to for quality and performance control.

12. Class Attendance

12.1 Attendance Requirement

Students are responsible for maintaining a satisfactory attendance rate (at least 90%), demonstrating satisfactory academic and non-academic performance, exhibiting appropriate behavior, and settling all outstanding fees. Failure to meet these requirements may result in the non-renewal of the Student Pass.

Attendance in all your scheduled classes, lectures, tutorials, and practical training sessions is compulsory. Regular attendance is very important to gain the most from your program.

Be punctual and arrive before class commencement as a gesture of respect to your Lecturer and fellow classmates. You are not to leave your class before it ends. The Lecturer or school staff will take student attendance during each class/session.

Each Three-hour classes will have a short break around 10 to 15 minutes. You must return promptly to your class at the end of the break.

12.2 Student Attendance Policy

All students who are Student's Pass holders must achieve a [minimum attendance of 90% per month](#).

To qualify for the final examination, students must [achieve a minimum 75% attendance rate](#) for the module.

All students must submit valid medical certificates for such absences.

Students who need to apply for a leave of absence with a valid reason(s) must submit the application form for management approval, which is on a case-by-case basis. A written letter of consent from the parent or legal guardian is required for students below 18 years of age.

ACE shall notify the Immigration and Checkpoints Authority of Singapore (ICA) whenever the student who is on a Student's Pass is absent continuously for more than seven (7) days or if the monthly attendance is less than 90% without a valid reason. The student's pass could be cancelled for any international student who has been absent from classes for 7 continuous days.

ACE shall not hesitate to take disciplinary actions against students who do not meet the attendance requirements. The disciplinary sanctions shall be in accordance with, as set out in, the procedure to handle Student Attendance. These actions include 1st counselling, 2nd counseling, warning letter and dismissal from the school. Depending on the seriousness of the issue, the intervention measures could be adjusted on a case-by-case basis.

12.3 Absence from Assessments or Examinations

There may be make-up assessments and/or examinations if a student is absent from any assessments and/or examinations due to acceptable reasons with valid supporting documents. In cases where ACE is aware of the circumstances of a student's inability to attend assessments and/or examinations (e.g., compassionate grounds, hospitalization etc.) and endorses his or her absence, alternative arrangements, if any, will be made known to the student. In cases where additional costs are incurred for such alternative arrangements, the student will be required to pay the additional costs.

If a candidate is unable to sit for any subject due to unforeseen circumstances, he or she must inform the ACE [within 24 hours](#) after the examination. For absence due to medical reasons, ACE accepts medical certificates from a registered medical practitioner. A medical certificate (MC) produced must be dated on the day of the examination that the candidate was supposed to sit. It should also contain the doctor's certification that the candidate was unfit to sit for the examination. The MC can either be sent by post or delivered personally by the student, together with a note explaining his or her inability to attend the examination.

12.3 **Medical Leave**

If you are absent from a class or session due to medical reasons, you must submit the original Medical Certificate to ACE, the Student Services Department on the same day as your class.

The Medical Certificate must be issued by a registered hospital, polyclinic, or an approved clinic.

If the application for medical leave is approved, your 'Absent' status will be changed to with 'Medical Certificate (MC)'.

If you do not attend your scheduled classes after a holiday break or your travel outside of Singapore, ACE may not accept a Medical Certificate issued by a medical body or institute outside of Singapore and/or other reasons provided for your absence.

The submission of falsified or fraudulent Medical Certificates (MCs) is a criminal offence under Section 465 of the Penal Code (Singapore Law). Students found guilty of such misconduct will face immediate disciplinary action, including dismissal from the school and cancellation of their Student Pass. ACE has a zero-tolerance policy for document forgery and will report such cases to the relevant authorities when necessary. (Reference: Singapore Statutes Online – Section 465).

<https://sso.agc.gov.sg/Act/PC1871?ProvlDs=pr463-,pr464-,pr465->

12.4 **Traveling Outside of Singapore**

ACE cannot assume responsibility for your safety and actions when you travel during your leave. You must obtain approval from ACE if you wish to travel outside of Singapore for a holiday (only for full time international students). If you are below 18, you will need to provide supporting documentation of your parental and/or legal guardian's approval with your leave application.

If you are a Student's Pass holder, ACE must know where you will be when you are not in Singapore. You will need to provide ACE with the places of residence or accommodation where you will be staying and your contact numbers together with your leave application.

If you wish to travel in the region, you may need a visa from the country you wish to visit – you will need to apply for it at the country's embassy in Singapore.

For holiday travel, you are advised to purchase travel insurance to cover the cost of medical treatment or injury or illness, theft or loss of valuables, etc., while you are away in another country. Travel insurance can be purchased from licensed travel agents.

13. Course Administration

13.1 Orientation

ACE conducts Orientation for all new students either before the course begins or within 7 working days from the course start date.

13.2 Course Introduction

*Please refer to the ACE website to find the latest course list.

Please call us (+65 62227577) or email us (info@ace.edu.sg) if you need further information regarding the Course Synopses or Syllabus.

13.3 Course Schedule

You are required to spend **at least** (03) hours at ACE per school day, attending classes and tutorials, participating in enrichment activities, and doing self-study. The duration of lessons can range from 03 to 06 hours each day from Monday to Saturday. In addition, there may also be scheduled enrichment activities, remedial tutorials, project work, and self-study sessions.

Timetables are given in advance. There are no lessons on Singapore Public Holidays.

13.4 Assignments

Assignment Deadline

Students must hand in their assignments before or by the deadline. There will be penalties for late submission of assignments.

Any requests for the extension of the submission date must be given in writing, with acceptable reasons, to the Lecturer before the deadline, for the Lecturer's consideration. Extensions will not be granted automatically.

13.5 General Behavior

Staff and students are expected to show respect for one another. We are proud to have a school with a friendly, courteous, and studious environment; please help us to continue to maintain and improve it.

Please always behave appropriately. Your behavior reflects on you as an individual, on your parents, on your home country, and on ACE.

Lecturers have the right to exclude a student from a class for adversely affecting the learning of others or for behaving in an unsafe or dangerous way.

13.6 Presentation and Dress Code

As a student, training to become a professional and expert practitioner in your future career, it is important to consider how you present yourself to others. Personal grooming and appearance reflect your commitment to professionalism.

- Hair should be neat and tidy at all times.
- Tattoos should be covered, as they are not considered appropriate in a professional setting.
- Avoid extreme fashion trends that may be distracting or inappropriate.
- Proper attire and footwear must be worn. Collar-less t-shirts, singlets, slippers, sandals, and shorts are not allowed.

Students who are inappropriately dressed may be asked to leave the class at the discretion of the trainer, lecturer, or staff.

Preventive Actions for Enforcing Dress Code (Slippers Not Allowed on Campus)

To ensure compliance with the dress code policy, a **structured escalation framework** should be implemented. This framework ensures that students are given **fair warnings** before facing serious consequences.

Escalation Levels for Non-Compliance:

| <i>Stage</i> | <i>Preventive Action</i> | <i>Description</i> |
|--|---|---|
| 1st Instance | Written Reminder via Email/WhatsApp | The student is reminded immediately by school staff about the dress code policy and asked to comply. If they have appropriate footwear available, they are asked to change. A formal reminder is sent to the student via email and/or WhatsApp, reiterating the dress code rules and the importance of compliance. |
| 2nd Instance | Written Reminder via Email/WhatsApp | A reminder is sent to the student via email and/or WhatsApp, reiterating the dress code rules and the importance of compliance. |
| 3rd Instance | Written Reminder via Email/WhatsApp | The student receives an official warning letter stating that repeated violations may lead to further disciplinary action. |
| 4th Instance (1st Warning) | Official Warning Letter (1 st Warning) | The student receives a second and final warning, explicitly stating that further violations may result in restrictions on academic privileges. |
| 5th Instance (2nd Warning) | Official Warning Letter (2 nd Warning) Temporary Ban from School Facilities (if applicable) | If the student continues to violate the policy, they may be temporarily restricted from entering certain school areas until compliance is ensured. |
| 6th Instance (Dismissal) | Serious Offense Warning and Dismissal from the School | The student is informed that failure to comply may lead to them being barred from sitting for final examinations, potentially affecting their academic progression. If the student continuously disregards the rules despite multiple warnings, their enrolment will be terminated due to a lack of discipline and non-compliance with institutional policies. |

13.7 **Assessment Policy**

1. ACE shall conduct assessments in accordance with the standard procedures.
2. The assessment questions are strictly kept confidential.
3. All assessments administered by ACE shall encourage, reinforce, and form an integral part of teaching and learning.
4. All assessment questions are aligned to the intended learning objectives and learning outcomes.
5. Assessment practices shall be valid, reliable, and consistent.
6. Assessments shall be fair, equitable and inclusive.
7. The number of assessments shall be manageable for students and staff.
8. Assessment practices are monitored for quality assurance and improvement.
9. The students are encouraged to provide feedback about the assessment practice.
10. The students can appeal the assessment results by following the appeal process.
11. The decision of the Examination Board on the results of the appeal is final.

13.8 **Student Discipline Policy**

Any violation is referred to by ACE management, which will also be the Disciplinary Committee.

Disciplinary action may be taken for the (but not limited to) breaches of expected conduct:

- All students shall familiarize themselves with and adhere to ACE's policies and code of conduct applicable to them.
- All students should ensure that their behavior is always respectful of others and supportive of the learning environment. ACE shall not tolerate the following behaviors or offenses:
 - a. Dishonesty or fraud
 - b. Misconduct
 - c. Disruption of the academic environment
 - d. Vandalizing and/or destroying school property
 - e. Misdemeanors or other offenses against persons or things
 - f. Failure to abide by the school's regulations and policies
 - g. Failure to respect the right of others
- A student who violates any of the school policies or misbehaves will be subject to disciplinary sanctions commensurate with the seriousness of the infraction. Such disciplinary sanctions shall be in accordance with, and as set out in, the procedures to handle Student Conduct. These actions include 1st counselling, 2nd counseling, warning letter, and dismissal from the school. Depending on the seriousness of the issue, the intervention measures could be adjusted on a case-by-case basis.

14. Student Support Services

14.1 Service Guarantees

- The process is reviewed annually for continual improvement.
- The student support services provided are relevant and meet student needs.
- The holistic programs are instituted to develop the students holistically and enhance student experiences.
- To communicate to prospective students, students and/or parents and guardians about the student support services provided by the school and maintain an updated comprehensive list of the services on the school website.
- The Student Support Officers are adequately trained to provide student support services effectively.
- Please refer to the ACE website for the latest information for Student Support Services.

Note: Certain student support services will not be provided if a student has unsettled outstanding fees to clear up which may be reflected in the student's progress report. For any services that may involve service fees, students shall settle the payment within two working days after the submission of requests.

15. Student Support and Online Study Portal

Students are permitted to use ACE's digital portals (support service, online study, Microsoft office 365 with **Outlook** and **Teams**) only after they have provided either a written or an oral consent to ACE to record, store and utilize their digital data i.e., fingerprints and photos/face recognitions for ACE's internal system or online system which is provided by recognized and management approved third party suppliers.

Students shall not proceed to use or shall stop using ACE's digital portals and shall formally request ACE to remove the above digital data if they are not willing to give the above consent or want to withdraw the given consent or are not certain about whether the consent was given.

Students are not allowed to use portals to discuss/ receive/ store/ distribute any unauthorized or inappropriate contents or topics.

Students are not allowed to use Portals to conduct any inappropriate or illegal activities. Students who are found violating this school regulation might be dismissed immediately.

Students accept and agree that ACE may or will regularly monitor/check their activities inside the portals and their content being discussed/ received/ stored/ distributed using the portals.

Students shall not hold ACE liable for any unexpected incident/s or events caused by third-party software/systems failure or individuals/organizations.

Students agree to defend and indemnify ACE from all liabilities and costs incurred by any party in connection with any claim arising from their breach of this usage policy.

16. Examinations

16.1 Eligibility for Examination

- Tuition / Examination fees along with any other financial obligations to ACE must be settled prior to the Examination. ACE reserves the right to bar from the Examinations any candidate who fails to settle his/her financial obligations.
- Candidates must bring along their Student's Pass/or show the online version using SingPass, for verification by the Invigilator when attending an Examination.
- Each candidate must bring along his or her own pen, pencil, ruler, eraser and correction fluid. Candidates may bring along a non-programmable calculator, if allowed for the module.
- Candidates should ensure they arrive at the Examination Hall at least 20 minutes before the Examination begins.
- Candidates are not allowed to bring into the Examination Hall any unauthorized books, written or printed documents, pictures or drawings, notes, papers, personal dictionaries, or electronic translators, smart watches or other electronic devices.
- Candidates must refer to the seating arrangement card in the Examination Hall for the seats pre-allocated to them and sit at their assigned desks. Invigilators reserve the right to insist that candidates comply with the seating arrangements.
- Should a candidate for the Examination be taken ill or have a valid reason for not attending the Examination, he or she must notify ACE in person or by phone before or soon after the Examination commences. The candidate must provide a valid medical certificate or proof of absence document within 24 hours from the Examination date.

16.2 During Examination

- Candidates are to be seated in the Examination Hall at least 20 minutes before the Examination is due to commence. Once inside the Examination Hall, candidates must not communicate with other candidates in any way.
- Punctuality is important. Candidates who are late for the Examination by more than 30 minutes will not be allowed into the Examination Hall.
- Mobile phones should be switched off and placed in the candidates' bags along with all the other unauthorized items at the front of the Examination Hall.
- No eating, drinking or smoking is allowed in the Examination Hall.
- Each candidate must produce his or her Student's Pass for verification purposes.
- Candidates must sign the Examination Attendance Record in the presence of the Invigilator.
- Once the Examination has commenced, candidates are not allowed to leave the Examination Hall without permission from the Invigilator. Any student who leaves the Examination Hall without permission will not be allowed to return.
- All answers must be written with blue or black ink with the exception that when the answers are to be input onto a specific answer script using pencil. Diagrams may be drawn in pencil.
- No extra papers will be provided for rough work. Rough work must be shown on the writing sheets / Answer scripts provided.
- Candidates must refrain from talking during the Examination. Attempting to communicate with, receiving assistance from, or copying from the paper of another candidate or any other forms of cheating is against the school's regulations. Such acts will be recorded and dealt with seriously and may lead to the removal of the respective candidate from his/her course and from the school. Should there be an attempt to cheat during the examination, the candidate will receive a zero for the examination and will fail that module.
- If cheating or attempted cheating is detected, the respective candidate must hand over the Examination paper and answer script to the Invigilator and sign the Examination Report were indicated by the Invigilator. The candidate may then leave the Examination Hall. The Management team members will interview the candidate after the Examination. Cheating or attempted cheating is a serious breach of Examination rules and may lead to the candidate having to repeat the module or being dismissed from ACE.
- All answers must be written in pen and in English only; responses in other languages will receive zero marks.

- A candidate caught cheating in one module may continue to take the examinations for the remaining modules.
- Candidates may raise their hands to get the Invigilator's attention if any assistance is required. No question on the meaning of an examination question may be asked.
- Candidates will not be allowed to leave the Examination Hall during the first 30 minutes and the last 30 minutes of the Writing Time.
- Upon completing the Examination, candidates must return the Examination papers, answer scripts, used or unused writing papers, dictionaries or other Examination-related materials, and must follow the Invigilator's instructions for handing in these items. If the Examination is still in progress, the candidate must leave the Examination Hall and the area outside the Examination Hall quietly. Under no circumstances should a candidate remove the above-mentioned items from the Examination Hall.

16.3 **Grading System**

All grades will be moderated and issued by the Examination **Board**. **Please check your module syllabus for the Grading System of the individual module.**

The recommended assessment scheme is as follows (or any latest scheme being approved):

| Description | Percentage |
|---|-------------|
| 1. Assignment, Homework, Quizzes, Group work, Class performance & etc. (with each component under others not exceeding a maximum 25%) | 45% |
| 2. Mid-Term Examination | 25% |
| 3. Final Examination | 30% |
| Total: | 100% |

* The Project / Assignment / Homework component may have sub-components if deemed appropriate by the lecturer. These multiple assessments collectively help teaching staff to establish more reliably the abilities and competencies of the students. Lecturers may adjust the percentages for their own modules with the written approval of the Academic Head.

* Some ACE's Post-graduate courses and other courses offered by external education partners may not follow the above assessment scheme as being approved by AB and/or external partners.

16.4 **Release of Examination Results**

- The results of all course assessments and examinations shall be finalized by the Examination Board.
- The timeline required for the processing and release of exam results may take up two (02) months subject to the complexity and requirements of the academic processes.
- The students shall be notified if the release of the results is delayed.
- The results will be released to all the students through emails by the Academic Department.
- Quarterly progress reports are available to be collected from the student service counter or to be received by email.
- To protect privacy and ensure accuracy of information, results will not be released over the telephone.

16.5 **Appeals Against Results**

If a student is not satisfied with the assessment results including the final grade, the student shall submit an online service form (<http://ace.edu.sg/request>) for an appeal within 02 weeks after the assessment results or final grade has been released.

16.6 **Award of Certificates and Transcripts**

ACE adheres to the standard Procedures to Handle the Award of Certificates & Transcripts in a timely manner

to ensure that students meet the required criteria before awarding the certificates and to uphold the standards and integrity of the courses offered.

The students shall make sure that they have successfully completed all the requirements of the program within 01 year from its completion date and cleared all the course fees without any outstanding liabilities to ACE before being eligible to graduate from the courses.

The timeline to complete the awarding of certificates & transcripts for internally developed courses/programs shall be within maximum (02) two months after the completion of the entire course. For courses/programs being developed by external partners and the award to be issued by the external partners, such timeline depends on the external partners.

17. Holistic Development Activities

As a student of ACE, you are interested in participating in the school-initiated activities be they on campus or out-campus. Those who participate actively as a leader or performer will be duly recognized by the school with a certificate of appreciation and if possible, a token of appreciation. The holistic development program of the school is designed to expose you as a learner to various practical knowledge, learning or skills that you may find useful as a student, individual, or as a professional.

Students who join/participate in ACE's Holistic Development Activities shall sign a waiver or consent form. ACE shall not be responsible for any untoward incident/s, or any damage/loss caused by any individual person/s or any third-party individuals/organizations.

Students shall not be allowed to join or shall be immediately stopped from participating in any ACE's Holistic Activities if they are not willing to give the consent or sign the waiver or want to withdraw the given consent or are not certain about whether such a consent was given.

Students under 18 years of age are required to provide written consent from parents/guardians to be able to join/participate in ACE's Holistic Development activities.

18. School Facility

18.1 Personal Belongings and Lost and Found

Items belonging to students are not the responsibility of ACE. Please look after your possessions. Avoid bringing valuable items to school. You should report all losses/founds or thefts promptly to the Reception Counter by completing the relevant form, but we cannot undertake to investigate the loss or theft of expensive items.

18.2 Property of ACE

Only use a classroom when you are scheduled to be in the classroom. You must take good care of the school property, decorations, fittings, and equipment, etc. If you cause damage or loss to these items, you will need to pay the costs for repair or replacement of the damaged items to their original condition or otherwise you need to bear the consequences.

Please refer to the student service officer for other school facilities.

19. Singapore Law

- 19.1 **Relevant Singapore laws** are especially those relating to the Immigration & Checkpoints Authority (ICA) and the Ministry of Manpower (MOM). These include, but are not limited to, immigration requirements, laws on driving, drugs and alcohol abuse, employment, smoking, traffic, and littering.

Note: Ignorance of the law is not an acceptable defense in any court of law. It is the responsibility of the individual to be familiar with pertinent laws of the country. American Center for Education will terminate the contract for students caught breaking the Singapore Law.

| Categories | Relevant Law |
|---------------|---|
| Immigration | <ul style="list-style-type: none">• All international students studying in Singapore must have a valid passport and a Student Pass from the ICA (Immigration and Checkpoint Authority). |
| Employment | <ul style="list-style-type: none">• International students are not allowed to work in Singapore without a Work Pass Exemption from the MOM (Ministry of Manpower). |
| Driving | <ul style="list-style-type: none">• All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured. |
| Drugs | <ul style="list-style-type: none">• Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty. |
| Alcohol Abuse | <ul style="list-style-type: none">• Any offense committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence. |
| Smoking | <ul style="list-style-type: none">• Smoking in specific public places and indoor restaurants is prohibited. |
| Traffic | <ul style="list-style-type: none">• Jay walking is an offence. |
| Littering | <ul style="list-style-type: none">• Littering, spitting and vandalism (with graffiti) in public areas are serious offences. |

20. Contact ACE

- 20.1 We have designated staff members to assist our students on matters that pertain to courses, fees, and student welfare matters, so that our students can devote their full attention to their studies.

Important Information can be found at:

<http://ace.edu.sg/online/info-kit>

Online Forms

<http://ace.edu.sg/feedback>

<http://ace.edu.sg/request>

<http://ace.edu.sg/online/forms-students>

Address:

6 TAMPINES STREET 92, #01-07 Singapore 528893
(yo:HA@Tampines, next to SAFRA Tampines)

MRT:

The nearest MRT Station is Tampines West on the Downtown line

Tel:

+65 6222 7577 / +65 9777 8192

Email:

info@ace.edu.sg

Website:

www.ace.edu.sg

WeChat:

ACE-EDU-SG

Facebook:

international@ace.edu.sg

Office Hours:

Monday to Friday : 9:00 am to 6:00 pm
Saturdays, Sundays & Public Holidays: Closed

21. Other Useful Information for Students

21.1 Public Library

You can visit other public libraries in Singapore. Overseas students may join with a small fee. Singapore public libraries provide pleasant, air-conditioned study environments and have a comprehensive collection of books, reference materials and international newspapers, magazines, etc.

21.2 Transport

EZ-Link/SimplyGo fare cards are used to pay for bus and MRT trips. These cards can be purchased at all MRT stations and bus interchanges.

For information on EZ-link cards and concession passes, see this site:

www.transitlink.com.sg/

For detailed information, please visit the website of the Singapore Bus Service Transit:

www.sbstransit.com.sg/

To view the MRT & LRT System map of Singapore, please go to the URL shown below.

www.lta.gov.sg/content/ltagov/en/getting_around/public_transport/rail_network.html

21.3 Telecom Carrier

Singapore has 3 main local mobile/telephone service providers:

Singtel www.singtel.com

M1 www.m1.com.sg

Starhub www.starhub.com

**Be sure to bring along your passport when you purchase the mobile services.*

21.4 Banks

Singapore has 3 major local commercial banks:

DBS www.dbs.com.sg

OCBC www.ocbc.com

UOB www.uob.com.sg

There is more than 10 international banks servicing Singapore including Citibank, HSBC, Standard Chartered, CIMB, Diners Club, American Express, Trust Bank and so on.

Be sure to bring along your passport and a **Bank Account Opening Letter from ACE when you want to open a bank account.*

21.5 Useful Contact Numbers

| | |
|--|-----------|
| Embassy of the People's Republic of China | 6479 3250 |
| Embassy of the Republic of Indonesia | 6737 7422 |
| Embassy of the Socialist Republic of Vietnam | 6462 5938 |
| Embassy of the Union of Myanmar | 6735 0209 |
| Embassy of the United State of America | 6476 9100 |
| Embassy of the Cambodia | 6341 9785 |
| Embassy of the Laos | 6250 6044 |
| Embassy of Vietnam | 6462 5938 |
| Embassy of South Korea | 6256 1188 |
| Embassy of Japan | 6235 8855 |

| | |
|--|-------------------------|
| High Commission of India | 6737 6777 |
| Malaysian High Commission | 6235 0111 |
| Nepalese Consulate | 6336 1677 |
| Royal Thai Embassy | 6737 2158 |
| Sri Lanka High Commission | 62544595 |
| Immigration and Checkpoints Authority (ICA) | 6391 6100 |
| Police | 999 |
| Fire/Ambulance | 995 |
| Ambulance (non-emergency) | 1777 |
| Touchline (TOUCH Youth Service) For Youths between 12 and 19 years old, who are struggling, frustrated or depressed and badly in need of a listening ear (Daily: 10am to 10pm) | 1800 377 2252 |
| Samaritans of Singapore SOS provides a 24-hour confidential service by trained volunteers who offer emotional support to people who are in crisis or thinking of suicide (Daily: 24hr) | 1800 221 4444 |
| Taxi Services | |
| Grab | Grab Mobile Application |
| Comfort/CityCab | 6552 1111 |
| SMRT | 6555 8888 |

21.6 **Hospitals**

| | |
|----------------------------------|-----------|
| Alexandra Hospital | 6473 5222 |
| Changi General Hospital | 6788 8833 |
| KK Women's & Children's Hospital | 6293 4044 |
| NUH National University Hospital | 6779 5555 |
| SGH Singapore General Hospital | 6222 3322 |
| Tan Tock Seng Hospital | 6256 6011 |
| Drug & Poison Information Center | 6423 9119 |
| Khoo Teck Puat Hospital | 6555 8000 |
| Institute of Mental Health | 6389 2000 |
| Ng Teng Fong General Hospital | 6908 2222 |
| Woodlands Health Campus | 6363 3000 |

21.7 **Singapore Public & School Holidays**

Please refer to Ministry of Manpower Website for latest public holiday updates:

www.mom.gov.sg/employment-practices/public-holidays