



## American Center for Education

### Student Handbook

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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 focus 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 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 Committee for Private Education and EduTrust

**Committee for Private Education** Established under the Private Education Act, the **Committee for Private Education (CPE)** is an agency under the SkillsFuture Singapore (SSG) a statutory board empowered with the legislative power to regulate the private education sector.

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

### **EduTrust Certification Scheme**

EduTrust is a quality assurance certification 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 are governed 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.



## 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 to 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 Committee for Private Education (CPE)'s website ([www.skillsfuture.gov.sg/pei](http://www.skillsfuture.gov.sg/pei)) for more information.
3. Please refer to the ACE website (<https://ace.edu.sg/introduction-2/>) 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 the insurance scheme, please notify us before you sign the student contract.

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

Please note the following.

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

## 5. Student's Pass

### 5.1 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](http://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 a printed hardcopy or a digital copy in your mobile app.
- 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 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 for 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 is not able to provide the required supporting documents to ICA, then ICA may reject the renewal application. Under such circumstances, the student will be given a two to four weeks social visit pass to stay in Singapore. You must prepare to leave Singapore before the social visit pass expires. If ICA rejects your student pass renewal, you will not be entitled for a refund of your course fees.

### 5.3 Loss of Passport

- International students who lose their passport, are required to immediately lodge a Police Report. The police will give you a copy of the Police Report. Make several copies 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 on the Student Contract about the course fees.

### 6.2 Miscellaneous Fees

Please refer to Schedule C on the last second page of the sample Student Contract (download link) for the detailed miscellaneous fees.

These are non-compulsory fees which the students pay only when applicable. Such fees are normally collected by the PEI when the need arises. Such are non-refundable fees.

### 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 fee payment date.

Please refer to this link (<http://ace.edu.sg/howtopay>) regarding how to pay the fees to ACE.

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

## 7. Course Transfer, Withdrawal & Deferment

### 7.1 Course Transfer, Withdrawal and Deferment Policies and Procedures

Please refer to the following page (<https://ace.edu.sg/transfer/>) to understand the Policies and Procedures for Transfer & Withdrawal & Deferment requests.

## 8. Refund

### 8.1 Refund Policy and Procedures

ACE has the following refund policy. This refund policy only, as defined clearly in the student contract, in the following circumstances.

#### **i. Refund for Withdrawal Due to Non-Delivery of Course:**

ACE shall notify the student within three (3) working days upon knowledge of any of the following:

- i. It does not commence the Course on the Course Commencement Date.
- ii. It terminates the Course before the Course Commencement Date.
- iii. It does not complete the Course by the Course Completion Date.
- iv. It terminates the Course before the Course Completion Date.
- v. It has not ensured that the student meets the course entry or matriculation requirement as set by the organization stated in Course Details within any stipulated timeline set by CPE; or
- vi. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The student shall be informed in writing of alternative study arrangements (if any) and 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.

#### **ii. Refund for Withdrawal Due to Other Reasons:**

If the Student withdraws from the Course for any reason other than those stated in (i) to (vi), ACE will, within seven (7) working days of receiving the student's written notice of withdrawal, refund to the student an amount based on the refund table.

#### **iii. Refund for 7 days Cooling-off Period:**

ACE shall 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. The student shall be refunded 100% of the fees already paid if the student submits a written notice of withdrawal to ACE within the 7 days cooling-off period, regardless of whether the student has started the course.

#### **iv. Non-refundable Fees:**

The application fees and Banker's Guarantee costs (if applicable) are not refundable.

#### **v. Refund Table:**

% of [the amount of fees paid under Schedules B Course Fees and C Miscellaneous Fees]	If a student's written notice of withdrawal is received
[90%]	more than [28] days before the Course Commencement Date
[10%]	before, but not more than [28] days before the Course Commencement Date
[0%]	after, but not more than [7] days after the Course Commencement Date
[0%]	more than [7] days after the Course Commencement Date

#### **vi. Refund Procedures**

ACE follows the standard [Refund Process](#) to assist the students, please approach ACE student service offices to obtain the relevant forms to start the process.

## 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 (<http://ace.edu.sg/feedback>)

### 9.2 Dispute Resolution Policy

ACE has a documented closed-loop feedback and complaint management system in place to gather and address all feedback/complaints received within 14 days.

A student dispute may arise from any aspect of a student's educational experience at ACE which they believe to be unfair, unjust, or unreasonable.

ACE treats all grievances, disputes, and appeals as important feedback. ACE has staff specially assigned to manage students' welfare, including handling of their grievances and complaints by following the relevant procedures. ACE is committed to resolving any complaint within 21 working days from the time the complaint is received. If the complaint is not resolved amicably within the stipulated period, it will be channeled to CPE Mediation – Arbitration Scheme, or the Small Claims Tribunals (SCT), or student's own legal counsel.

Please refer to ACE website for the latest Student Feedback Management Process

## 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 submit 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 including 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 the 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 takes 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 Environment Policy

#### Clean and Green Environment

- i. Food is not allowed in the classrooms.
- ii. Ensure that the study table and the study zone are clean always.
- iii. Remember to reuse the papers if one side has not been used.
- iv. Remember to switch off the classroom lights and air conditioners if there are no other students using the classroom.
- v. Pets are not allowed in school.
- vi. 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 report to the school management immediately.
- iii. No pets are allowed into the school area or inside the building.
- iv. Be aware of where the first aid facilities are.
- v. Be sure to attend any seminars or topics organized by the school or other third parties about health issues.
- vi. Be sure to attend any health check-ups organized by the school or other third parties.
- vii. 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 the 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 to maintain satisfactory attendance rating (**at least 90%**), demonstrate satisfactory academic and non-academic achievements, conduct appropriate behavior, and settle all the outstanding fees. Failure to do so will 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 before the end of class. The Lecturer or school staff will take student attendance during each class/session.

Three-hour and four-hour classes will have a short break around 05 to 10 minutes for each hour. 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 consent letter 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, and as set out in, the procedure to handle Student Attendance. These actions include 1<sup>st</sup> counselling, 2<sup>nd</sup> 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 72 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.

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.

### 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 provides an orientation session within the 07 working days after the student starts a course.

### 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](mailto: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. Duration of lessons can range from 03 to 05 hours each day from Monday to Friday. 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 and school 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 to 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

You are training to be a professional and expert practitioner in your future career. This is a good time to think about how you present yourself to others. Your hair should be neat and tidy. Tattoos are not appropriate and should be hidden. Avoid the extreme limits of fashion. Wear proper attire and footwear, not collar-less T-shirts, singlets, slippers, sandals, or shorts or you may be asked to leave the class when deemed inappropriate by the trainer/lecturer.

### 13.7 **Online Class Guideline**

For purposes of confidentiality and proper use of the online platform, please always observe the following:

1. Be punctual. Log in to the meeting room at **least 05 minutes before** the scheduled lesson.
2. Guidelines in marking attendance and breaktimes during regular classes apply in online class.
3. Please sign in with your full name and NRIC/FIN number. The school will not admit anyone who signs in with unknown name into the Zoom class. It would also make it easier for us to search for your name in the student list.
4. Ensure that your Wi-Fi connection is stable to avoid disruptions during the lessons.
5. Ensure that your location is well-lighted and free from any noise pollution. If you do not have your own private space, use headphones, and pay full attention to the lectures.
6. Do not multitask on the same (or different) device while using Zoom.
7. Turn off or silence all other applications except the ones you need for your class.
8. Dress and act appropriately
9. Adjust your camera appropriately. Your camera should be set at eye level, and you should be positioned in the frame, so the camera is seeing you from the chest or waist up, instead of just focusing on your face.
10. Be mindful of what appears on camera behind you. Try to set up your computer in a neutral space that avoid distractions.

#### **Reminder:**

- Students must on their camera during the entire class duration. Their faces should be seen on the camera the whole time.
- Students must be in a well-lighted space, sitting properly and dressed appropriately.
- Students must ask for permission every time they need to excuse themselves. They must wait to be acknowledged before they can go. They must leave their camera on while they are excused.
- Students must inform immediately if they are experiencing technical difficulties so they will not be marked absent.
- Students are not allowed view other websites or engage in other activities while class is going on.
- Students who go off-air without permission before class dismissal will be considered absent.
- Students are not allowed to record or take photographs of the teaching materials unless approved by the lecturer.

### 13.8 **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 set 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. Decision of the Examination Board on the results of the appeal is final.

### 13.9 **Student Discipline Policy**

Any violation is referred to 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 shall 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 1<sup>st</sup> counselling, 2<sup>nd</sup> 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 the student experiences.
- To communicate to prospective students, students and/or parents and guardians about the student support services provided by the school and maintain 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 ACE website for latest information for Student Support Services.

**Note:** Certain student support services will not be provided if a student has unsettled outstanding fees to clear 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 Usage Policy

Students are permitted to use ACE's digital portals (support service, online study, Microsoft office 365 with outlook) 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 parties 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 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. Dictionaries will be provided by ACE if they are required or 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.
- 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 72 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 may not communicate with other candidates in any way.
- Punctuality is important. Candidates who are late for the Examination by more than 45 minutes will not be allowed into the Examination Hall.
- Mobile phones should be switched off and placed in the candidates' bags along with all 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. The Student's Pass must be placed at the top left-hand corner of their desk where it can be clearly seen before the commencement of each Examination paper.
- 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 working. Rough working must be shown on the writing sheets / answer scripts provided.
- A 30-minute Reading Time might be given at the start of an Examination unless it is not required for the module / exam paper. No writing is allowed during Reading Time.
- 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.
- 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 where 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 a semester or being dismissed from ACE.

- 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 45 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%
<b>Total:</b>	<b>100%</b>

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 Director.

### 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 emails.
- 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 student 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 be graduated 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 enjoined to participate in the school-initiated activities be they in-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 skill 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 consent was given.

Students below 18 years of age are required to provide a 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.

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

## 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.

### Online Forms

<http://ace.edu.sg/ace-email>

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

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

### Address:

6 TAMPINES STREET 92, #01-03A Singapore 528893  
(yo:HA Commercial @ 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](mailto:info@ace.edu.sg)

### Website:

[www.ace.edu.sg](http://www.ace.edu.sg)

### WeChat:

ACE-EDU-SG

### Facebook:

[international@ace.edu.sg](https://www.facebook.com/international@ace.edu.sg)

### Office Hours:

Monday to Friday : 9:00 am to 6:00 pm

Saturday : 9:00 am to 1:00 pm

Sunday & 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/](http://www.transitlink.com.sg/)

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

[www.sbstransit.com.sg/](http://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/ltgov/en/getting\\_around/public\\_transport/rail\\_network.html](http://www.lta.gov.sg/content/ltgov/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](http://www.singtel.com)

M1 [www.m1.com.sg](http://www.m1.com.sg)

Starhub [www.starhub.com](http://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](http://www.dbs.com.sg)

OCBC [www.ocbc.com](http://www.ocbc.com)

UOB [www.uob.com.sg](http://www.uob.com.sg)

There are more than 10 international banks servicing Singapore including CitiBank, HSBC, Standard Chartered, ABN, CIMB, Diners Club, and American Express 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
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 Comfort/CityCab	6552 1111
SMRT	6555 8888

#### 21.6 **Hospitals**

Alexandra Hospital	6473 5222
Changi Hospital	6788 8833
KK Women's & Children's Hospital	6293 4044
Mt Elizabeth Hospital	6737 2666
NUH National University Hospital	6779 5555
SGH Singapore General Hospital	6222 3322
Tan Tock Seng Hospital	6256 6011
Thomson Medical Centre	6256 9494
Drug & Poison Information Center	6423 9119

#### 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](http://www.mom.gov.sg/employment-practices/public-holidays)