



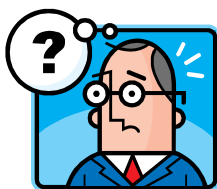
Student Handbook 2019

Name: _____

Class: _____



Cert No.: EDU-2-2021
Validity: 22/06/2015 - 21/06/2019



Email: enquiry@ascensia.edu.sg
<http://www.aais.edu.sg>



Ascensia International School
304 Tanglin Road, Phoenix Park,
Singapore 247972

Revision History

Version	Description	Effective Date
00	Initial Released	01 January 2019
01	<ol style="list-style-type: none"> 1. Added Revision History 2. Amended Orientation Program to Follow Operation Manual 3. Amended Demerit Points to Follow Operation Manual 4. Amended Refund Policy to Follow Policy Manual 5. Removed <i>"The school has no deferment policy. Students who fail to commence classes without valid reasons will be deemed to have withdrawn from the course they have registered for."</i> From Transfer / Withdrawn Policy. 6. Amended Transfer / Withdrawn Policy to Follow Policy Manual 7. Added Deferment Policy and Procedure 8. Amended the Appeal Process to Follow Operation Manual 	01 February 2019
02	<ol style="list-style-type: none"> 1. Added Revision History 2. Amended CPE website reference link 3. Amended Refund Policy to Follow Policy Manual 4. Replace the Role of Student Support Executive with V Principal in Deferment Procedure 5. Replace the Role of Principal with V Principal 6. Amended the List of Student Services to Follow Policy Manual 7. Amended the Feedback Procedure to Follow Operation Manual 	01 April 2019

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INTRODUCTION

The difference between the ordinary and the extraordinary is the little extra.



About Ascensia International School

Ascensia International School specialises in providing formal education to international students, with programmes ranging from Cambridge Primary and IGCSE, preparatory courses for Singapore government schools to GCE O-level and A-level examinations. Formerly known as Hua Business School, Ascensia International School is one of Singapore's well established International schools. It is helmed by a group of highly qualified academicians with the passion for quality education and driven by the mission to transform lives and empower minds.

With a history dating back to 1993, Ascensia International School has over the years built up a reputation in Asia for its proven success in preparing international students for study in the Singapore government schools and for the GCE O-level and A-level examinations conducted by the University of Cambridge. Its consistency in producing good results year after year has transformed many lives and accounted for numerous success stories. Today, Ascensia International School is the recognised name in this region for those wishing to have a good foundation in Singapore's world renowned education system or simply to have a good grounding in the English Language.

Ascensia's success is the result of a commitment to providing a good quality education for every child that passes through its doors. To this end, it invests in a state of the art technology that allows for interactive curriculum to be developed to make learning more interesting. Our teachers are encouraged to explore innovative ways of delivering lessons, making use of the technology to provide interactive learning in and outside the classrooms. Ascensia International School draws out the best in each student by encouraging him to be curious, to explore and to discover through a well-integrated curriculum of lessons and fun activities.

Since we started international school courses and preparatory courses for international students, a significant percentage of our students have passed through our doors successfully before entering local schools. Similarly, a large number of our students have been successfully prepared for the O-level examinations and then onward to tertiary education both locally and abroad. We are proud to play a role in making available quality Singapore education to thousands of students from our neighbouring countries and from China.

Our Mission

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

Our Vision

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

Our Values

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

Culture Statement

To exemplify our core values whole-heartedly.

Service Guarantee

We are committed to provide the following:

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

Milestones

- Established in 1992.
- Located at 304 Tanglin Rd, Phoenix Park, 247972
- Registered with the Committee for Private Education, SkillsFuture Singapore (CPE).
- Started since 1995 to conduct preparatory courses for international students who are enrolling into government schools in Singapore.
- Awarded the Singapore Quality Class (SQC) for Private Education Organisations (PEOs).
- Among the first 13 Private Education Institutions awarded EduTrust Certification in May 2010.
- Won inaugural Singapore Education Awards (Best Enrichment Programme) in 2007.
- Attained the prestigious EduTrust Certification (4-year validity) in June 2011 and subsequently renewed in June 2015 for another 4 years.
- All teachers are registered with CPE and have a wealth of teaching experience.
- Awarded the bizSAFE Level 3 Certification by the Workplace Safety and Health (WSH) Council in September 2013 and subsequently renewed in August 2016 for another 3 years.
- Awarded Cambridge International School status in May 2018.
- Average teacher: student ratio → 1:20.

ASCENSIA INTERNATIONAL SCHOOL, your obvious choice:

- ✓ *A Cambridge International School*
- ✓ *A noted school for 'O' level as well as other preparatory courses.*
- ✓ *A strong team of education professionals*
- ✓ *Well-devised curricula*
- ✓ *A long list of satisfied clients*

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



School Location

Address	304 Tanglin Rd, Phoenix Park, 247972
Contact No.	(65) 6466 5505
Email	enquiry@ascensia.edu.sg
Business Hours	Mon-Fri, 8.00am–5.00pm

Getting to School Location

By MRT

- 10 minutes' walk from Redhill MRT station

By Bus

- SBS Transit Bus Services (111 and 132)

School Facilities

- 15 air-conditioned classrooms (8 classrooms in Blk 304 and 7 classrooms in Blk 318)
- 2 multi-purpose rooms/halls
- Wireless internet
- Hot/Cold Water Cooler
- Vending Machines
- 1 Computer Lab
- 1 Science Room
- 2 Libraries
- 2 Art Rooms
- Music Rooms
- Basketball/Volleyball/Badminton court
- Football field
- Playgrounds
- Garden

Nearby Amenities

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

School Information

The beginning of knowledge is the discovery of something we do not understand.

– *Frank Herbert*



Fee Protection Scheme

The Fee Protection Scheme (FPS) serves to protect the students' fees in the event a Private Education Institution (PEI) is unable to continue operations due to insolvency, and/or regulatory closure. Furthermore, the FPS protects the student if the PEI fails to pay penalties or return fees to the student arising from judgements made against it by the Singapore courts.

We have in place the Fee Protection Scheme (FPS) that adheres to the guidelines set by the Committee for Private Education, SkillsFuture Singapore (CPE) by way of an insurance facility.

PEI – appointed FPS provider: Liberty Insurance Pte Ltd.

The insurance scheme protects the students' tuition fees and other fees except the Application fee which is non-refundable.

For more information on the FPS, please refer to **www.ssg-wsg.gov.sg**.

Student Contract

It is our standard operating procedure to enter into a Student Contract with the Student prior to confirmation of enrolment.

Orientation Programme



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

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

Course & Exam Information

Perseverance is not a long race; it is many short races one after another.

- *Walter Elliot*



Course Assessment Mode

In Ascensia International School, the student's performance is assessed based on written tests and exams. At least one week before the commencement of the test/exam, students will be given a test/exam notice to inform them of the details including the time and venue of the test/exam.

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

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

Marking and Grading Scheme

For the Cambridge Primary, the grading scheme for the tests and examinations is as follows:

Range of Marks	Grades
80 and above	A
70-79	B
60-69	C
50-59	D
49 and below	F

For the Cambridge International General Certificate of Secondary Education (IGCSE), the grading scheme for the tests and examinations is as follows:

Range of Marks	Grades
90 and above	A*
80-89	A
70-79	B
60-69	C
50-59	D
40-49	E
30-29	F
20-29	G
19 and below	Ungraded

For the Preparatory Course for Admission to Government Schools (Primary/Secondary), the grading scheme for the tests and examinations is as follows:

Range of Marks	Grades
80 and above	A
70-79	B
60-69	C
50-59	D
49 and below	F

For the Preparatory Course for Singapore-Cambridge General Certificate of Education (Ordinary Level) Examination, the grading scheme for the tests and examinations is as follows:

Range of Marks	Grades
75 and above	A1
70-74	A2
65-69	B3
60-64	B4
55-59	C5
50-54	C6
45-49	D7
40-44	E8
39 and below	F9

For the Preparatory Course for Singapore-Cambridge General Certificate of Education (Advanced Level) Examination, the grading scheme for the tests and examinations is as follows:

Range of Marks	Grades
70 and above	A
60-69	B
55-59	C
50-54	D
45-49	E
35-44	S (Sub-pass)
Below 35	Ungraded

SCHOOL SCHEDULE:

Cambridge Primary / Preparatory Course for Admission to Government Schools (Primary)

Semester 1 : 7 January – 14 June 2019 (22 weeks)

Semester 2 : 5 August – 29 November 2019 (16 weeks)

School Holidays

Chinese New Year Eve	4 February 2019
Spring Break	2 – 10 February 2019
Summer Holiday	15 June – 4 August 2019
Youth Day	8 July 2019
Teachers' Day	6 September 2019
Fall Break	28 September – 6 October 2019
Winter Holiday	30 November 2019 – 5 January 2020

Public Holidays

New Year's Day	1 January 2019
Chinese New Year	5 – 6 February 2019
Good Friday	19 April 2019
Labour Day	1 May 2019
Vesak Day	20 May 2019
Hari Raya Puasa	5 June 2019
National Day	9 August 2019
Hari Raya Haji	12 August 2019
Deepavali	28 October 2019
Christmas	25 December 2019

**CAMBRIDGE PRIMARY / PREPARATORY COURSE FOR ADMISSION TO
GOVERNMENT SCHOOLS (PRIMARY)
SCHEDULE FOR YEAR 2019
(Semester 1)**

Semester	Week	Schedule
Sem-1 (7 Jan – 14 Jun)	Wk 1	Commencement of Course Orientation Programme Confirmation of class allocation for students Registration for S-AEIS Exam
	Wk 2	Class Bonding / Class Outing
	-	Spring Break (2 – 10 February)
	Wk 5	Class Tests Class Deco cum CNY celebration
	Wk 6	S-AEIS Exam (19 – 20 Feb)
	Wk 10	Mid Semester Exam
	Wk 11	School Outing Progress reports of students for Exam
	Wk 14	<i>Good Friday (Public Holiday) (29 Mar)</i>
	Wk 15	Class Tests School Activity (Egg Hunting)
	Wk 16	<i>Labour Day (Public Holiday) (1 May)</i>
	Wk 17	School Values Arts Festival
	Wk 19	<i>Vesak Day (Public Holiday) (20 May, in lieu of 19 May)</i>
	Wk 20	School Outing (Marina Regatta)
	Wk 21	Semester 1 Exam <i>Hari Raya Puasa (Public Holiday) (5 Jun)</i> Dragon Boat Festival Celebration
	Wk 22	Progress reports of students for Semester Exam Teachers-Parents Meeting End of Semester 1
Summer Holiday (15 June – 4 August)		
Summer Holiday Class Programme (1 July – 2 August)		

**CAMBRIDGE PRIMARY / PREPARATORY COURSE FOR ADMISSION TO
GOVERNMENT SCHOOLS (PRIMARY)
SCHEDULE FOR YEAR 2019
(Semester 2)**

Semester	Week	Schedule
Sem-2 (5 Aug – 29 Nov)	Wk 23	Orientation Programme Confirmation of class allocation for students Registration of AEIS Exams International Friendship Day / National Day Celebration <i>National Day (Public Holiday) (9 Aug)</i>
	Wk 24	<i>Hari Raya Haji (Public Holiday) (12 Aug, in lieu of 11 Aug)</i> Class Test
	Wk 25	Reading Week
	Wk 27	Mid Semester Exam Teachers' Day Celebration <i>Teacher's Day (School Holiday) (6 Sep)</i>
	Wk 28	Mid-Autumn Festival Celebration (tentative) Progress reports of students for Exam
	Wk 29	AEIS Exams (tentatively on 18 - 20 Sep)
	-	<i>Fall Break (28 September – 6 October)</i>
	Wk 31	School Outing
	Wk 32	Class Test
	Wk 34	<i>Deepavali (Public Holiday) (28 Nov, in lieu of 27 Nov)</i>
	Wk 36	Semester 2 Exam Community Service
	Wk 37	Progress reports of students for Exam
	Wk 38	Teachers-Parents Meeting Graduation & Award Ceremony Certificates for Graduating Students Awards for Top Students End of Semester 2 / Completion of Course
<i>Winter Holiday (30 November 2019 – 5 January 2020)</i>		
<i>Winter Holiday Class Programme (2 – 13 December)</i>		

SCHOOL SCHEDULE:**Cambridge International General Certificate of Secondary Education (IGCSE) (Year-1/2/3) / Preparatory Course for Admission to Government Schools (Secondary)****Semester 1** : 7 January – 14 June 2019 (22 weeks)**Semester 2** : 22 July – 29 November 2019 (18 weeks)**School Holidays**

Chinese New Year Eve	4 February 2019
Spring Break	2 – 10 February 2019
Summer Holiday	15 June – 4 August 2019
Youth Day	8 July 2019
Teachers' Day	6 September 2019
Fall Break	28 September – 6 October 2019
Winter Holiday	30 November 2019 – 5 January 2020

Public Holidays

New Year's Day	1 January 2019
Chinese New Year	5 – 6 February 2019
Good Friday	19 April 2019
Labour Day	1 May 2019
Vesak Day	20 May 2019
Hari Raya Puasa	5 June 2019
National Day	9 August 2019
Hari Raya Haji	12 August 2019
Deepavali	28 October 2019
Christmas	25 December 2019

**CAMBRIDGE INTERNATIONAL GENERAL CERTIFICATE OF SECONDARY
EDUCATION (IGCSE) (YEAR-1/2/3) / PREPARATORY COURSE FOR ADMISSION TO
GOVERNMENT SCHOOLS (SECONDARY)
SCHEDULE FOR YEAR 2019
(Semester 1)**

Semester	Week	Schedule
Sem-1 (7 Jan – 14 Jun)	Wk 1	Commencement of Course Orientation Programme Confirmation of class allocation for students Registration for S-AEIS Exam
	Wk 2	Class Bonding / Class Outing
	-	Spring Break (2 – 10 February)
	Wk 5	Class Tests Class Deco cum CNY celebration
	Wk 6	S-AEIS Exam (21 Feb)
	Wk 10	Mid Semester Exam
	Wk 11	School Outing Progress reports of students for Exam
	Wk 14	<i>Good Friday (Public Holiday) (29 Mar)</i>
	Wk 15	Class Tests School Activity (Egg Hunting)
	Wk 16	<i>Labour Day (Public Holiday) (1 May)</i>
	Wk 17	School Values Arts Festival
	Wk 19	<i>Vesak Day (Public Holiday) (20 May, in lieu of 19 May)</i>
	Wk 20	School Outing (Marina Regatta)
	Wk 21	Semester 1 Exam <i>Hari Raya Puasa (Public Holiday) (5 Jun)</i> Dragon Boat Festival Celebration
	Wk 22	Progress reports of students for Semester Exam Teachers-Parents Meeting End of Semester 1
Summer Holiday (15 June – 21 July)		
Summer Holiday Class Programme (1 July – 19 July)		

**CAMBRIDGE INTERNATIONAL GENERAL CERTIFICATE OF SECONDARY
EDUCATION (IGCSE) (YEAR-1/2/3) / PREPARATORY COURSE FOR ADMISSION TO
GOVERNMENT SCHOOLS (SECONDARY)
SCHEDULE FOR YEAR 2019
(Semester 2)**

Semester	Week	Schedule
Sem-2 (22 Jul – 29 Nov)	Wk 23	Orientation Programme Confirmation of class allocation for students Registration of AEIS Exams
	Wk 25	International Friendship Day / National Day Celebration <i>National Day (Public Holiday) (9 Aug)</i>
	Wk 26	<i>Hari Raya Haji (Public Holiday) (12 Aug, in lieu of 11 Aug)</i> Class Test
	Wk 27	Reading Week
	Wk 29	Mid Semester Exam Teachers' Day Celebration <i>Teacher's Day (School Holiday) (6 Sep)</i>
	Wk 30	Mid-Autumn Festival Celebration (tentative) Progress reports of students for Exam
	Wk 31	AEIS Exams (tentatively on 18 - 20 Sep)
	-	Fall Break (28 September – 6 October)
	Wk 33	School Outing
	Wk 34	Class Test
	Wk 36	<i>Deepavali (Public Holiday) (28 Nov, in lieu of 27 Nov)</i>
	Wk 38	Semester 2 Exam Community Service
	Wk 39	Progress reports of students for Exam
	Wk 40	Teachers-Parents Meeting Graduation & Award Ceremony Certificates for Graduating Students Awards for Top Students End of Semester 2 / Completion of Course
Winter Holiday (30 November 2019 – 5 January 2020)		
Winter Holiday Class Programme (2 – 13 December)		

SCHOOL SCHEDULE:**Cambridge International General Certificate of Secondary Education (IGCSE) (Year-4)****Semester 1** : 7 January – 14 June 2019 (22 weeks)**Semester 2** : 1 July – 1 November 2019 (18 weeks)**School Holidays**

Chinese New Year Eve	4 February 2019
Spring Break	2 – 10 February 2019
Summer Holiday	15 June – 4 August 2019
Youth Day	8 July 2019
Teachers' Day	6 September 2019
Fall Break	28 September – 6 October 2019
Winter Holiday	30 November 2019 – 5 January 2020

Public Holidays

New Year's Day	1 January 2019
Chinese New Year	5 – 6 February 2019
Good Friday	19 April 2019
Labour Day	1 May 2019
Vesak Day	20 May 2019
Hari Raya Puasa	5 June 2019
National Day	9 August 2019
Hari Raya Haji	12 August 2019
Deepavali	28 October 2019
Christmas	25 December 2019

**CAMBRIDGE INTERNATIONAL GENERAL CERTIFICATE OF SECONDARY
EDUCATION (IGCSE) (YEAR-4)
SCHEDULE FOR YEAR 2019
(Semester 1)**

Semester	Week	Schedule
Sem-1 (7 Jan – 14 Jun)	Wk 1	Commencement of Course Orientation Programme Confirmation of class allocation for students Class Activity (Polytechnic Open House visit)
	Wk 2	Class Bonding / Class Outing Students' indication of subjects to register for IGCSE Exam
	-	Spring Break (2 – 10 February)
	Wk 5	Class Tests Class Deco cum CNY celebration Confirmation of subjects to register for IGCSE Mid-Year Exam IGCSE Mid-Year Exam registration
	Wk 10	Mid Semester Exam
	Wk 11	School Outing Progress reports of students for Exam
	Wk 14	<i>Good Friday (Public Holiday) (29 Mar)</i>
	Wk 15	Class Tests School Activity (Egg Hunting) Teachers-Parents Meeting
	Wk 16	<i>Labour Day (Public Holiday) (1 May)</i>
	Wk 17	School Values Arts Festival
	Wk 17-19	IGCSE Mid-Year Exam: Malay / Chinese (tentative)
	Wk 19	<i>Vesak Day (Public Holiday) (20 May, in lieu of 19 May)</i>
	Wk 20	School Outing (Marina Regatta)
	Wk 21	<i>Hari Raya Puasa (Public Holiday) (5 Jun)</i> Dragon Boat Festival Celebration
	Wk 22	Semester 1 Exam Progress reports of students for Semester Exam End of Semester 1
Summer Holiday (15 – 30 June)		

**CAMBRIDGE INTERNATIONAL GENERAL CERTIFICATE OF SECONDARY
EDUCATION (IGCSE) (YEAR-4)
SCHEDULE FOR YEAR 2019
(Semester 2)**

Semester	Week	Schedule
Sem-2 (1 Jul – 1 Nov)	Wk 23	Orientation Programme Final confirmation of subjects to register for IGCSE End-Year Exam IGCSE End-Year Exam registration
	Wk 24	<i>Youth Day (School Holiday) (8 Jul)</i> Teachers-Parents Meeting
	Wk 25	School Outing
	Wk 28	International Friendship Day / National Day Celebration <i>National Day (Public Holiday) (9 Aug)</i>
	Wk 29	<i>Hari Raya Haji (Public Holiday) (12 Aug, in lieu of 11 Aug)</i> Class Test
	Wk 30	Reading Week Career Guidance
	Wk 32	Teachers' Day Celebration <i>Teacher's Day (School Holiday) (6 Sep)</i>
	Wk 33	Mid-Autumn Festival Celebration (tentative)
	Wk 35-36	Preliminary Exam
	Wk 37-38	Final revision Progress reports of students for Preliminary Exam
	Wk 38	Graduation Celebration cum Lunch Certificates for Graduating Students Awards for Top Students
	Wk 39-40	<i>Deepavali (Public Holiday) (28 Nov, in lieu of 27 Nov)</i> IGCSE End-Year Written Exam Period
Completion of Course		

SCHOOL SCHEDULE:**Preparatory Course for Singapore-Cambridge General Certificate of Education (Ordinary Level) and (Advanced Level) Examination (SENIORS)****Semester 1** : 7 January – 14 June 2019 (22 weeks)**Semester 2** : 1 July – 29 November 2019 (22 weeks)**School Holidays**

Chinese New Year Eve	4 February 2019
Spring Break	2 – 10 February 2019
Summer Holiday	15 June – 4 August 2019
Youth Day	8 July 2019
Teachers' Day	6 September 2019
Fall Break	28 September – 6 October 2019
Winter Holiday	30 November 2019 – 5 January 2020

Public Holidays

New Year's Day	1 January 2019
Chinese New Year	5 – 6 February 2019
Good Friday	19 April 2019
Labour Day	1 May 2019
Vesak Day	20 May 2019
Hari Raya Puasa	5 June 2019
National Day	9 August 2019
Hari Raya Haji	12 August 2019
Deepavali	28 October 2019
Christmas	25 December 2019

**PREPARATORY COURSE FOR SINGAPORE-CAMBRIDGE GENERAL CERTIFICATE
OF EDUCATION (ORDINARY LEVEL AND ADVANCED LEVEL) EXAMINATION
(O-LEVEL & A-LEVEL SENIORS)
SCHEDULE FOR YEAR 2019
(Semester 1)**

Semester	Week	Schedule
Sem-1 (7 Jan – 14 Jun)	Wk 1	Commencement of Course Orientation Programme Confirmation of class allocation for students Class Activity (Polytechnic Open House visit)
	Wk 2	Class Bonding Students' indication of subjects to register for GCE 'O'/'A' Level Exam
	Wk 3	Community Service
	-	Spring Break (2 – 10 February)
	Wk 5	Class Tests Class Deco cum CNY celebration
	Wk 10	Mid Semester Exam Final confirmation of subjects to register for GCE 'O'/'A' Level Exam Registration of GCE 'O'/'A' Level Exam
	Wk 11	School Outing Progress reports of students for Exam
	Wk 14	<i>Good Friday (Public Holiday) (29 Mar)</i>
	Wk 15	Class Tests School Activity (Egg Hunting) Teachers-Parents Meeting
	Wk 16	<i>Labour Day (Public Holiday) (1 May)</i>
	Wk 17	School Values Arts Festival
	Wk 19	<i>Vesak Day (Public Holiday) (20 May, in lieu of 19 May)</i>
	Wk 20	School Outing (Marina Regatta)
	Wk 20-22	GCE 'O'/'A' Level Mid-Year Written Exam: Chinese/Malay (tentative)
	Wk 21	<i>Hari Raya Puasa (Public Holiday) (5 Jun)</i> Dragon Boat Festival Celebration
	Wk 22	Semester 1 Exam Progress reports of students for Semester Exam End of Semester 1
Summer Holiday (15 – 30 June)		

**PREPARATORY COURSE FOR SINGAPORE-CAMBRIDGE GENERAL CERTIFICATE
OF EDUCATION (ORDINARY LEVEL AND ADVANCED LEVEL) EXAMINATION
(O-LEVEL & A-LEVEL SENIORS)
SCHEDULE FOR YEAR 2019
(Semester 2)**

Semester	Week	Schedule
Sem-2 (1 Jul – 29 Nov)	Wk 23	Orientation Programme Teachers-Parents Meeting
	Wk 23-25	GCE 'O' / 'A' Level Oral Exam (Chinese/Malay) (tentative)
	Wk 24	Youth Day (School Holiday) (8 Jul) Teachers-Parents Meeting
	Wk 25	GCE 'O' / 'A' Level Listening Comprehension Exam (Chinese/Malay) (tentative) School Outing
	Wk 28	International Friendship Day / National Day Celebration National Day (Public Holiday) (9 Aug)
	Wk 29	Hari Raya Haji (Public Holiday) (12 Aug, in lieu of 11 Aug) Class Test
	Wk 30	Reading Week Career Guidance
	Wk 29-31	GCE 'O' Level Oral Exam (English) (tentative)
	Wk 32	Teachers' Day Celebration Teacher's Day (School Holiday) (6 Sep)
	Wk 33	Mid-Autumn Festival Celebration (tentative)
	Wk 35-36	Preliminary Exam
	Wk 37-38	Final revision Progress reports of students for Preliminary Exam
	Wk 39	GCE 'O' / 'A' Level Science Practical Exam Graduation Celebration cum Lunch Certificates for Graduating Students Awards for Top Students
	Wk 40-44	Deepavali (Public Holiday) (28 Nov, in lieu of 27 Nov) GCE 'O' Level Listening Comprehension Exam (English) GCE 'O' / 'A' Level Written Exam
Completion of Course		

SCHOOL SCHEDULE:**Preparatory Course for Singapore-Cambridge General Certificate of Education (Ordinary Level) and (Advanced Level) Examination (JUNIORS)**

Semester 2 : 8 July – 29 November 2019 (20 weeks)

School Holidays

Youth Day	8 July 2019
Teachers' Day	6 September 2019
Fall Break	28 September – 6 October 2019
Winter Holiday	30 November 2019 – 5 January 2020

Public Holidays

National Day	9 August 2019
Hari Raya Haji	12 August 2019
Deepavali	28 October 2019
Christmas	25 December 2019

**PREPARATORY COURSE FOR SINGAPORE-CAMBRIDGE GENERAL CERTIFICATE
OF EDUCATION (ORDINARY LEVEL AND ADVANCED LEVEL) EXAMINATION
(O-LEVEL & A-LEVEL JUNIORS)
SCHEDULE FOR YEAR 2019
(Semester 2)**

Semester	Week	Schedule
Sem-2 (8 Jul – 29 Nov)	Wk 1	Youth Day (School Holiday) (8 Jul) Commencement of Course Orientation Programme Confirmation of class allocation for students
	Wk 2	School Outing
	Wk 4	International Friendship Day / National Day Celebration <i>National Day (Public Holiday) (9 Aug)</i>
	Wk 6	<i>Hari Raya Haji (Public Holiday) (12 Aug, in lieu of 11 Aug)</i> Class Test
	Wk 7	Reading Week
	Wk 9	Mid Semester Exam Teachers' Day Celebration <i>Teacher's Day (School Holiday) (6 Sep)</i>
	Wk 10	Progress reports of students for Exam
	-	Fall Break (28 September – 6 October)
	Wk 13	School Outing
	Wk 14	Class Test
	Wk 16	<i>Deepavali (Public Holiday) (28 Nov, in lieu of 27 Nov)</i>
	Wk 18	Semester 2 Exam Community Service
	Wk 19	Progress reports of students for Exam
	Wk 20	Teachers-Parents Meeting Progress reports of students for Semester Exam End of Semester 2
Winter Holiday (30 November 2019 – 5 January 2020)		
Winter Holiday Class Programme (2 – 13 December)		

Regulations for Examinations

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

School Rules

If we crave respect in our old age, it may be advisable to begin earning it in our youth.



Code of Conduct for Students

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

- 1. Strive for excellence in my behaviour and studies.**
- 2. Be attentive in class.**
- 3. Observe and comply with the ban on mobile phone in school during school hours.**
 - The teacher of the first lesson will collect all mobile phones from the students at the start of the first lesson every morning and the teacher of the last lesson will return the phones to the students only at the end of the last lesson of the day.
 - Students found in possession of mobile phones during school hours will be penalized, and their mobile phones will be confiscated. The phones may be returned at the discretion of the V Principal.
- 4. Bring all the necessary books including my dictionary for the lessons every day.**
- 5. Complete all assignments and submit them on time.**
- 6. Attend classes regularly.**
 - I must achieve 90% attendance (for STP students) or 75% attendance (for non-STP students) in order to complete the course and be awarded with a certificate.
 - Medical Certificates (MCs) from certified health practitioners must be produced if I am not able to attend school because I am unwell.
 - Sick leave application (without MC) may be approved. Condition must be verified by the Form Teacher or V Principal.
 - Leave application (for reasons other than illness or injury) may be approved. The leave application must be based on genuine reasons and I must seek prior approval from the Form Teacher or V Principal.
 - MCs and leave application forms must be submitted within the same day that I next turn up for school.

My Student's Pass will be cancelled if I fail to:

- attend classes for a continuous period of 7 days or more without any valid reason
- achieve 90% attendance

- 7. Be punctual at all times.**
- 8. Maintain a neat and presentable personal appearance at all times.**
 - Put on the school uniform. Shorts & mini-skirts, slippers, casual sandals, rings, earrings, putting on make-up and dyeing of hair are strongly discouraged.
- 9. Refrain from smoking within the school premises (including the toilets) or in the surrounding areas of the school premises.**
 - No cigarettes should be found in my possession when I am in school.
- 10. Be quiet and orderly at all times.**
 - I will not shout, scream, push or run within or around the school compound.
- 11. Be honest.**
- 12. Be courteous, respect all school authorities, including my teachers, obey their instructions and heed their advice.**
- 13. Uphold the good reputation of my school.**
- 14. Take good care of public and school property.**
- 15. Keep my classroom clean and tidy.**
 - I will not bring any food or drinks into the school compound. Only plain water is allowed.
 - I must not leave my textbooks/course materials and school t-shirt in class at the end of the lesson.
- 16. Refrain from bringing valuables (such as electronic dictionaries, tablets, large sums of money, etc.) to school.**
 - If I do and I lose the item, it is solely my responsibility.

Student Behaviour

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

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

Demerit Points

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

When the student accumulated 50 demerit points, a warning letter will be issued and sent to the guardian / parent. Accumulation of 100 demerit points, a warning letter as well as a pre-termination letter will be issued and sent to the guardian / parent.

When the student accumulated a total of 150 demerit points, a termination letter will be issued and sent to the guardian / parent. The school will proceed to cancel his / her Student's Pass with immediate effect.

Should a student commit a very serious offence (according to the discretion of the V Principal), the school has the authority to terminate the student and cancel the student's pass.

Students will be liable for disciplinary action by the school or face the possibility of expulsion from the school without any refund of the school fees paid after due counselling by the V Principal if they fail to achieve the **90% attendance (for STP students) or 75% attendance (for non-STP students)** requirement monthly at school, display a negative attitude towards their studies, defy the school authorities or commit serious misconduct.

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

Administrative Information

One must fight for a life
of action, not reaction.

- *Rita Mea Brown*



Confidentiality of Student Data

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

Change of Student Particulars

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

Refund Policy

The School adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:-

- Refund for Withdrawal Due to Non-Delivery of Course
- Refund for Withdrawal Due to Other Reasons
- Cooling off Period

School Refund Policy as per clauses in the Standard Student Contract: -

Refund for Withdrawal Due to Non-Delivery of Course:

The school notifies the student within 3 working days upon knowledge of any of the following:

- (i) The school is unable to commence the course on the Commencement Date;
- (ii) The school terminates the course prior to the commencement of the course;
- (iii) The school is unable to complete the course by the Completion Date;
- (iv) The school terminates the course prior to the completion of the Course;
- (v) The school does not ensure that the student meets the course entry or matriculation requirements as set by the organization stated in Schedule A within any stipulated timeline set by CPE;
- (vi) The Student's Pass application is rejected by ICA.

The school informs the student in writing of alternative study arrangements (if any), and also refunds the entire Course Fees and Miscellaneous Fees already paid should the student decide to withdraw, within 7 working days of the above notice.

Refund for Withdrawal Due to Other Reasons:

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

For students who have already commenced their studies in our school, the transfer / withdrawal application must be approved by the school management before they may submit a refund request. In transfer cases when the fees for the new course are less than the fees for the current course, the school refunds the difference in the course fees.

Refund during Cooling-off Period:

The school provides the student with a 7-working day cooling-off period from the date of signature of the contract by both parties. The student will be refunded 90% of the fees already paid if the student submits a written notice of withdrawal to the school within the cooling-off period, regardless of whether the student has started the course or not.

Percentage of total fees paid (excluding application fee)	If Student's written notice of withdrawal is received
90%	More than 30 days before the Course Commencement Date
50%	Before, but not more than 30 days before the Course Commencement Date
25%	After, but not more than 7 days after the Course Commencement Date
0%	More than 7 days after the Course Commencement Date

The following are non-refundable:

- Application Fees
- Fees paid to SEAB (Singapore Exams and Assessment Board)
- Fees paid to ICA (Immigration and Checkpoints Authority)

Refund requests must be made in writing, by completing our school's Refund Request Form.

Refund requests must be made in writing by the parent or guardian (the guardian must be 18 years old and above).

For students who have already commenced their studies in our school, the transfer / withdrawal application must be approved by the School Management before they may submit a refund request. In transfer cases when the fees for the new course are less than the fees for the current course, the school refunds the difference in the course fees.

The time taken to process a refund request will not be more than 7 working days from the date of submission of the Refund Request Form.

Refund Procedure

Submission of Refund Request Form

The Refund Request Form signed by the parent or guardian (if the student is below 18 years old) is submitted.



Management Evaluation of Refund Request

The management evaluates the refund request based on the refund policy.



Notification of Outcome

Parent/guardian and student are notified in writing of the outcome of the refund request.

- If the refund request is not approved, no refund will be made.
- If the refund request is approved, the refund request is sent to the Finance Department for processing.



Issuance of Refund

Finance Department issues the refund.

- If by Cash/Cheque - the parent/guardian/student will be informed to collect the refund.
- If refund by Telegraphic Transfer - a copy of the telegraphic transfer advice will be emailed to the parent/student/guardian.



Collection of Refund Cash/Cheque

The refund cash/cheque is collected by the parent/guardian/student in person.

- If the parent/guardian/student is not able to collect the refund in person, a letter of authorisation must be provided.
- The person collecting the refund shows his/her identity document (NRIC Card or Passport) and signs an acknowledgement of receipt for the cash/cheque.

* The time taken to process a refund request will not be more than 7 working days from the date of submission of the Refund Request Form.

Transfer / Withdrawal Policy

Transfer means that the student changes the course of study but remains in our school.

Withdrawal means that the student ceases to study in our school.

Transfer / Withdrawal requests must be made in writing and signed by the parent or guardian (the guardian must be 18 years old and above). A student who is 18 years old and above does not need a parent or guardian to sign the request form.

Conditions for granting transfer and withdrawal:

- All outstanding fees must be settled prior to request for withdrawal and/or transfer
- Student to fill in Course Transfer / Course Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

A student who request for an internal course transfer within the School must have their existing contract terminated. This includes students who changes the course of period of study (from full-time to part-time or vice versa). A new student contract will be signed based on the procedures for executing student contracts. The refund policy shall apply unless as otherwise agreed between the School and the Student.

The student must also fulfil all the admissions criteria of the new course and will be subjected to the School's student selection and admission procedures.

A transfer application will be approved if the student is unable to cope with the course he/she had enrolled in and requests for a transfer to another course.

Other reasons for transfer / withdrawal will be evaluated on a case-by-case basis by the Management.

A transfer fee of S\$107 (including 7% GST) is applicable upon the approval of the transfer request. This excludes any other fees that may be required by the Immigration and Checkpoints Authority (ICA). Besides these fees, there are fees to refund or top-up due to the difference in the course fees.

A withdrawal application will be approved in the following circumstances:

- The student has been proven to be medically unfit to continue his/her studies here by a certified medical practitioner.
- The student has been offered a place to study in a government school in Singapore.

The relevant documents to prove the above must be submitted with the withdrawal request.

Upon the approval of the withdrawal request due to the above circumstances, the conditions for refund will be subject to our Refund Policy.

The V Principal is the approving authority for the withdrawal and transfer application.

The transfer / withdrawal request will be processed within 14 working days from the date of submission of the written request.

For international students, withdrawal from the school implies the termination of the Student's Pass. Upon the approval of the student's withdrawal from the school, Ascensia International School will cancel the Student's Pass and return the Student's Pass card to ICA.

The students' studies may also be terminated by our school when the student receives our third (final) warning letter or when the student has been caught breaking Singapore's law. In such cases, the Student's Pass will be cancelled and the Student's Pass card returned to ICA with immediate effect.

Transfer / Withdrawal Procedure

Submission of Transfer / Withdrawal Request

The written transfer/withdrawal request is submitted by the parent or guardian (if student is below 18 years old).



Management Evaluation of Transfer / Withdrawal Request

The Management evaluates the validity of the circumstances leading to the request.



Notification of Outcome

Parent/guardian is notified in writing of the outcome of the transfer/withdrawal request within 14 working days.

- If the transfer/withdrawal request is not approved, the student continues in the current course he/she has been enrolled in.
- If the transfer request is approved, the student's existing contract is terminated and a new contract is signed. A transfer fee of \$107.00 is paid by the student to the school.
- If the withdrawal request is approved, the student terminates his/her studies with our school and the school terminates the existing student's contract and cancels his/her Student's Pass with ICA.
- Past attendance records will be issued to students who are enrolling in another course in another PEI.

Deferment Policy

Deferment means that the student delay or postpones the course.

Deferment requests must be made in writing and signed by the parent or guardian (the guardian must be 18 years old and above). A student who is 18 years old and above does not need a parent or guardian to sign the request form.

A student who request for Deferment (i.e. delay or postpones the course) must either have their existing contract terminated or sign an addendum to reflect the changes.

For all terminated student contract, a new student contract will be signed based on the procedures for executing student contracts.

Conditions for Granting Deferment:

- This will be based on availability of the Schedules and Classes
- Extension of deferment period will only be considered should there be very valid reasons and additional supporting documents provided by the student
- In applying for deferment, student has to take note of the course completion timelines. Students must ensure that there is sufficient time to complete their studies according to the timeline.
- Course Completion Timeline: Students must complete their course within 2 years from date of commencement of studies.
- Offering of units / courses are subject to availability. The school reserves the right to offer similar unit(s) in replacement of discontinued unit(s).

The V Principal is the approving authority for the deferment application.

Upon the approval of the deferment request, the conditions for refund will be subject to our Refund Policy.

Any deferment application would be evaluated on a case-by-case basis and the School will have the final decision on whether the deferment is approved or rejected.

Deferment Procedure

Submission of Deferment Request

The written deferment request is submitted by the parent or guardian (if student is below 18 years old).

- Maximum Deferment Period: Equivalent duration of the course (e.g. a 12 month course will have a maximum deferment period of 12 months)



Management Evaluation of Deferment Request

The Management evaluates the validity of the circumstances leading to the request.

- Student Interview with V Principal



Notification of Outcome

Parent/guardian is notified in writing of the outcome of the deferment request within 4 weeks.

- If the deferment request is not approved, the student continues in the current course he/she has been enrolled in.
- If the deferment request is approved, the student's existing contract is terminated and a new contract is signed.

Immigration Matters

- The Student's Pass is strictly for the purpose of your study in our school. You are not allowed to seek any form of employment, paid or unpaid, or be involved in any business, profession or occupation. You are not to take part in any activity which is detrimental to the security, reputation and well-being of Singapore.
- Upon the completion or termination of your course with our school, your Student's Pass must be cancelled and your Student's Pass card returned to the Immigration and Checkpoints Authority (ICA).
- Upon the cancellation of your Student's Pass card, ICA will approve your stay in Singapore on social visit status for a short period. Please adhere to the validity period of the social visit status granted to you by ICA.
- Loss of Student's Pass
 - Report the loss of your student's pass and any other important documents (e.g. your bank card) to the police immediately. The police will issue you with a police report.
 - Report the loss of your student's pass to Ascensia as soon as possible. A letter of confirmation to state that you are currently a student of our school will be issued to you.
 - You must personally report the loss of your student's pass and obtain a replacement from ICA within seven days of its loss. In order to replace your student's pass, you need:
 - One recent passport-sized photograph
 - The photograph must be taken within the last 3 months.
 - The photograph should be in colour, must be taken against a white background with a matt or semi-matt finish.
 - The photograph image must show the full face (eyebrows cannot be covered by fringe) and the registrant should be without headgear (headgear worn in accordance with religious or racial customs is acceptable but must not hide the facial features)
 - Your passport (as proof of identity)
 - A letter from the school stating that the applicant is currently a registered student (for STP card holders only)
 - An original copy of the police report
 - Replacing your student's pass will cost you \$100 for the first replacement, and \$300 for subsequent replacements.
 - For further information, you can check the ICA website at <http://www.ica.gov.sg>.

Opening a Bank Account

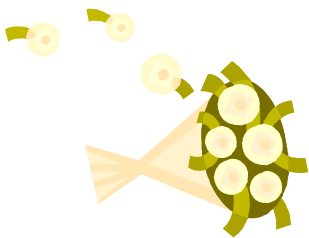
- Different requirements for different banks.
- Need to provide your passport and Student's Pass (green card) for identification.
- Banking hours: Monday to Friday, from 8.30am-4pm and Saturday, from 9.30am-1pm.
- Banks handle travellers' cheques and change foreign currencies.
- Passports are required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

Transfer of funds

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

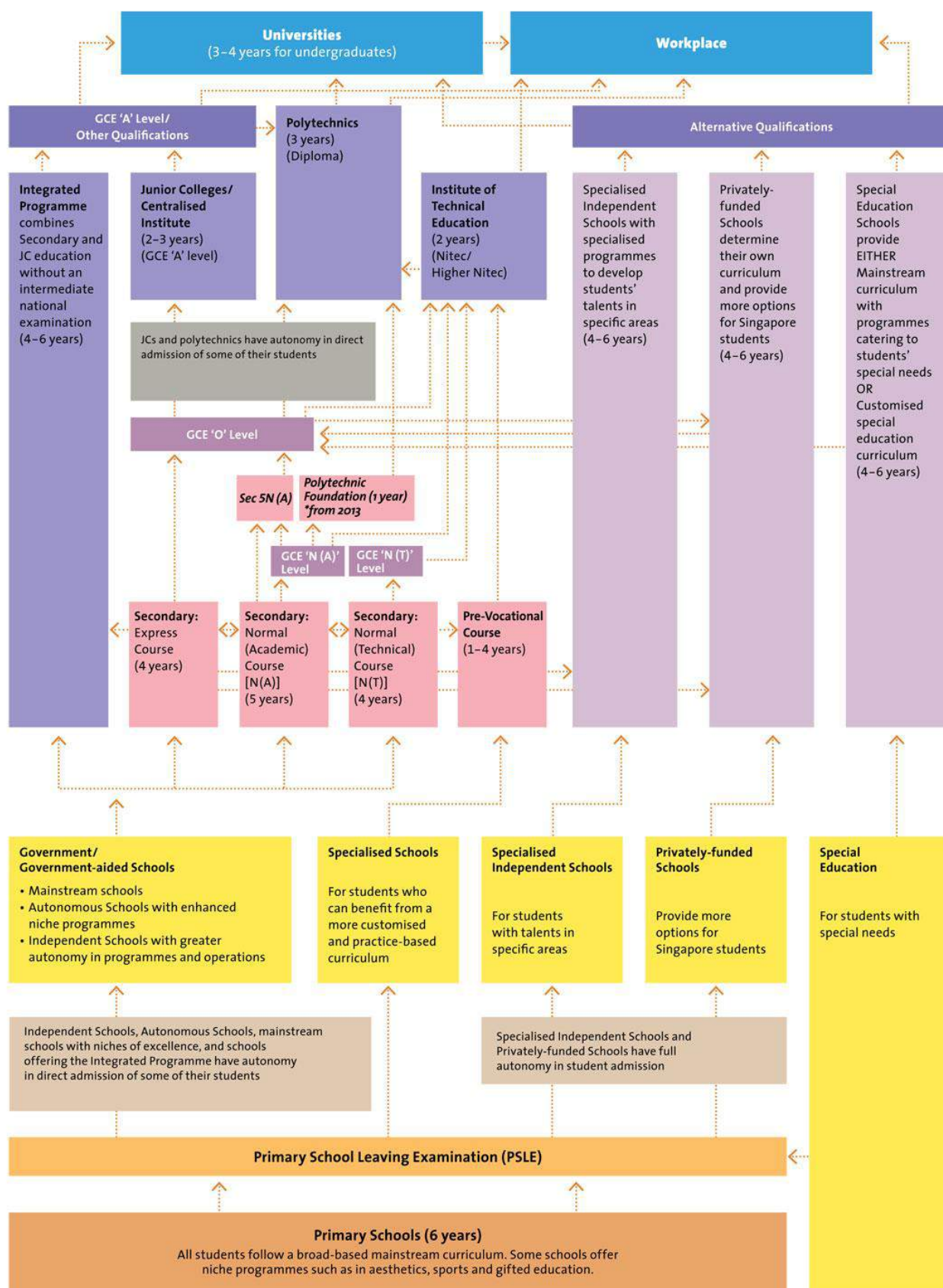
Useful Information for Foreign Students

I say try. If we never try,
we shall never succeed.
- *Abraham Lincoln*



Singapore Education System

The Singapore education journey



Age Criteria for Admission of International Students

Level	Permissible Age Range as at 1st January of Year of Admission
Primary 1	6 to 6+
Primary 2	7 to 7+
Primary 3	8 to 8+
Primary 4	9 to 9+
Primary 5	10 to 10+
Primary 6	No direct admission is allowed to this critical level as the students will not have sufficient preparation time for the Primary School Leaving Examination held towards the end of the year.
Secondary 1	12 to 12+
Secondary 2	13 to 13+
Secondary 3	14 to 14+
Secondary 4	No direct admission is allowed to this critical level as the students will not have sufficient preparation time for the GCE 'N' or GCE 'O' Level Examinations held towards the end of the year.
Secondary 5	No direct admission is allowed to this critical level as the students will not have sufficient preparation time for the GCE 'O' Level Examination held towards the end of the year.
Pre-U 1 / JC 1	16 to 16+
Pre-U 2 / JC 2	No direct admission is allowed to this critical level as the students will not have sufficient preparation time for the GCE 'A' Level Examination held towards the end of the year.
Pre-U 3	No direct admission is allowed to this critical level as the students will not have sufficient preparation time for the GCE 'A' Level Examination held towards the end of the year.

Source:

<https://www.moe.gov.sg/admissions/international-students/general-info#age-criteria>

Cost of Living

The standard of living in Singapore is amongst the highest in Asia. Compared to countries in western continents, the cost of living here is relatively low, and basic items like food and clothing are very reasonably priced.

When planning your budget, you will need to cater for these items:

- Accommodation
- Utilities
- Food
- Transport
- Clothing
- Telecommunications
- Books & Stationery
- Medical/Hospitalisation Insurance
- Personal Expenses

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

These estimated cost ranges in the Table below gives a rough guide of the basic expenditure an international student may incur per month.

<u>Item</u>	<u>Cost per month</u>
Accommodation	<ul style="list-style-type: none"> • \$500 - \$1,500 (rental varies with geographical area, type of accommodation, demand, facilities provided and the number of people sharing)
Utilities	<ul style="list-style-type: none"> • \$50 - \$80 (not applicable for boarding schools)
Food	<ul style="list-style-type: none"> • \$300 - \$450 (Based on \$10-\$15 a day for 3 meals) Note: Included in boarding fees, Boarding Schools usually provide two meals a day. Not included in room rates, Halls of Residence normally offer meals at extra charge.
Public Transport	<ul style="list-style-type: none"> • \$50 - \$100 (varies with types of student concession pass)
Telecommunications	<ul style="list-style-type: none"> • From \$30 (varies with usage and promotional packages subscribed)
Books & Stationery	<ul style="list-style-type: none"> • \$30 - \$100 (varies with course)
Medical Hospitalisation Insurance	<ul style="list-style-type: none"> • \$30 - \$50
Personal expenses	<ul style="list-style-type: none"> • \$100 - \$200 (varies with individuals) (clothes, toiletries, entertainment, haircut, miscellaneous)

*An International student in Singapore spends on average about S\$750-S\$2000 on living expenses, varies depending on individual lifestyle & course of study

(Extracted from Contact Singapore website as of 5 Dec 2014)

Accommodation

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

Transportation

- You may take your pick from buses, the Mass Rapid Transit (MRT)/Light Rail Transit (LRT), trains or taxis. Bus and MRT routes as well as fares can be found at: <http://www.transitlink.com.sg>
- Fares may be paid in cash or by farecard, which can be used on both the MRT/LRT and buses.
- Bus/MRT/LRT Fares range from SGD1.00 – SGD2.20

Postal Services

Singapore Post operates a network of more than 1,300 postal outlets conveniently located throughout the island. You may fax and send air-parcel post at all outlets.

Singapore Post opens from Monday to Friday, 8:30am to 5pm and until 1pm on Saturday. All outlets are closed on Sunday and Public Holidays.

Destination (first 20 grams)	Minimum charge
Malaysia and Brunei	SGD 0.50
Countries in Asia & the Pacific (except Australia , Japan & New Zealand)	SGD 0.70
Countries in the rest of the world (including Australia, Japan, New Zealand, Africa, America, Europe and the Middle East)	SGD 1.30

Telecommunications

Payphone services

Public payphones are operated by credit card or stored-value phonecards. They can be used to make both local and international calls. Public payphones can be found in most shopping complexes and subway stations. Local calls are charged at 10 cents per 3 minutes.

Stored-value phonecards are available in denominations of Singapore dollars 5, 10, 20, 50 and 100 at post offices and convenience stores.

To make an international call, you have to dial the access code followed by the country code, area code & telephone number.

Different telephone companies use different access codes. Dial 001 or 013 for Singtel, 002 or 021 for M1 and 008 or 018 for StarHub.

International Calling Cards from Singtel and M1 in denominations of Singapore dollars 10, 20, 50 and 100 are available at post offices, ATM's, the airport, 7-Eleven convenience stores and other retail outlets.

Applying For A Handphone:

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

Police Posts / Stations

If you need immediate police assistance, dial **999**. The police will answer your call within **10 seconds** and will arrive within **15 minutes** for urgent incidents and within **30 minutes** for non-urgent ones. Alternatively, you can go to the nearest Police Station or Neighbourhood Police Centre to seek assistance or make a report.

Visit www.spf.gov.sg (Singapore Police Force) for more information and full listing of Police Stations and Posts.

Health

If You Need Medical Attention

There are four modes to seek help.

1. visit a polyclinic
2. visit a private clinic near where you stay
3. admit to the Accident and Emergency Section (A&E) of any hospital if you have an emergency
4. Dial 995 if you need an ambulance urgently, otherwise dial 1777

Average Costs of Outpatient Consultation

In general, the consultation fee at a polyclinic is \$41.70 for non-Singaporeans. There are separate charges for screenings, medical examinations and other services.

Consultation fees for private clinics vary and a minimum of \$18 is commonly charged. Dental charges at polyclinic range from \$31.50 - \$93.90.

Personal and Medical Insurance

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

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

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

Do's and Don'ts in Singapore

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

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

Public Libraries

You can borrow a book, a magazine, a video or a CD-ROM from any of the public libraries. You can register for membership at the customer service counter at the public libraries.

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

Membership Privileges	
Basic	8 Books/Magazines for 21 days

Library Services and Facilities

The Library has a collection of English, Chinese, Malay and Tamil books, magazines, references, dictionaries, encyclopedia, fact books, biographies, atlases, music scores and audio-visual collection and a Singapore collection. In addition, the library also provides many other types of services and facilities.

You can return your books or AV materials through Book Drops or borrow using the self-check borrowing stations. Moreover, you can check your library records and make payment at the borrower's enquiry and payment station, and find your books using the catalogue stations. Alternatively, you can do these checks right from the comfort of your home via National Library Board (NLB) website (www.nlb.gov.sg). You may refer to the same website for a full listing of the branches, their services and facilities and their locations.



Student Services

There is nothing on this earth more prized than true friendship.

- *Saint Thomas Aquinas*



Student Services

1. Advice and recommendations for academic / career plans, accommodation options, government school placement services, etc.
2. Medical insurance coverage for hospitalization and related medical treatment for the entire course duration.
3. Activities including community service projects, academic assistance classes to enrich your educational experience.
4. Counselling Services:
Our school counsellors provide counselling service for students who may need help in areas other than that of academic nature.
5. Our school counsellors are:
 - Mr Wong Wai Kong
 - All Form Teachers

Students may also approach their class teachers for counselling on academic issues.

The school also has an agreement to refer to Care Singapore (Children-At-Risk Empowerment Association), any students who are in need of professional counselling.

Our school counsellors may be contacted at **6466 5505** during office hours, Mondays-Fridays. After office hours, students may call the Samaritans of Singapore (SOS) 24-hour hotline at **1800 221 4444**.

6. Students may also refer to the following organizations for support services when necessary:
 - Singapore Mediation Centre (www.mediation.com.sg, 6332 4366)
 - Singapore Institute of Arbitrators (www.siarb.org.sg, 6372 3931)
 - Singapore Small Claims Tribunal (app.subcourts.gov.sg/sct)
7. Orientation programme

The following services are provided in the orientation programme for all the newly-enrolled students of the School:

- (i) Disseminating and reiterating important course information, such as timetable, exam schedule and other relevant information (through the student handbook)
- (ii) Informing students of their rights (including internal and external grievance and dispute resolution procedures, fee protection scheme, reference to CPE's official website)
- (iii) Informing students of policies/procedures of refund, transfer/withdrawal, and appeal of exam results
- (iv) Briefing students on the School rules and student support services
- (v) Giving details of the organisation awarding the academic certificate (for programmes conducted in conjunction with external partners).

List of Comprehensive Services Available in the School:

- (a) For all new students

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

- Individual and personalized long distance calls to parents / agents to inform them on arrival arrangements
- Accommodation Support Service
- Arrangement for Medical Screening
- Arrangement for Bank Account Opening
- Visa / Student Pass Application
- Student Orientation Programme

- (b) For all Current & Enrolled Students

The following facilities and programmes are provided to enrich the students' educational experience in the School:

- E-Library
- Wireless internet access
- Community service projects
- Academic assistance programmes
- Sports and recreation programmes
- Experiential learning through excursions and outings
- Project work covering English, Mathematics and Science

- Graduation celebration events
- Certified Counselor
- Students' Outings and Activities
- Library Access for References
- Personalize updates to parents on admission matters / students' progress which includes :
 - Informing parents on student admission matters / services, including airport pick up, accommodation, etc.
 - Informing parents on student issues, including attendance rate, behavior, academic performance, etc.
- Student Progress Reports
- V Principal – Student dialogue sessions

(c) For enhancing overall Student Experience

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

- Monthly review of students' attendance
- Student Evaluation Surveys (Student Satisfaction Survey / Module Evaluation Survey / Graduate Survey / Pre-course Counselling and Orientation Satisfaction Survey / End of Course Survey)
- Feedback forms
- Dispute resolution process
- Student intervention

Student Grievance / Complaint / Feedback Procedure

* **Definition:**

A grievance is defined as dissatisfaction over any condition of study or the school that may have adverse effects on the students.

A complaint is defined as a statement that something is unsatisfactory or unacceptable.

A feedback is defined as information about reactions to the school, etc. which is used as a basis for improvement.

- * The school will make every effort to deal with grievances, complaints and feedback sympathetically.
- * The student can be assured that the grievances, complaints and feedback will be kept confidential within the grievance/complaints/feedback procedure. In some circumstances, it may be difficult for confidentiality to be respected, for instance where a criminal offence has been disclosed. In some circumstances, the demand for confidentiality may make it difficult for the School to assist with your grievance, complaints and feedback.
- * All grievances, complaints and feedback may be made in person at the school or via email at **enquiry@ascensia.edu.sg** or via telecommunication at **6466 5505**.



Student Grievance / Complaint / Feedback Procedure

Students are to approach the Marketing Executive/ Admission and Marketing Executive to request for a Feedback Form



The Marketing Executive/ Admission and Marketing Executive is to acknowledge the feedback / complaint received within 3 working days.



Marketing Executive/ Admission and Marketing Executive will review the feedback / complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary. Relevant parties will then propose a solution for the issue raised and the Marketing Executive/ Admission and Marketing Executive will explain it clearly to the student. The student should acknowledge the situation within 14 working days, whether he / she accepts or is satisfied with the proposed solution.



If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the V Principal (for non-academic issues) or the Head of Middle & High School or Head of Junior School (for academic issues). The respective person will investigate the case and take necessary actions to resolve it.



If the student is still not satisfied with the outcome / decision, he / she will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the Committee for Private Education Student Services Centre.

The entire process should not take more than 21 working days. If the process takes more than 21 working days to resolve, students need to be informed of the reason as to why it is so and justification needs to be provided by the School. Justifications need to be recorded on the Feedback Form under the Remarks section.

Student Appeal Process

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

Courses with External Partners

An appeal over an assessment result may be initiated by a student or his / her parent within 7 working days from the release of the result who then fills in the Examination Appeal Form. The initiator of appeal hands in the form and a fee of \$50.00 (subject to 7% GST) to the Administrative Office.



The Academic Support Supervisor acknowledge the receipt of the Appeal Form within 3 working days and proceed to submit the appeal to the External Partner.



All decision made by the External Partner are subjected to their appeal process and approved decisions are final.



The Examination Board will review and endorse the appeal result before the Academic Support Supervisor informs the students of the appeal outcome (to be done within 8 weeks of the date of the appeal).



Should there be changes required the Academic Support Supervisor will make the necessary amendments to the results slip and submit to the Head of Middle & High School / Head of Junior School for approval.

In-House Courses

An appeal over an assessment result may be initiated by a student or his / her parent within 7 working days from the release of the result who then fills in the Examination Appeal Form. The initiator of appeal hands in the form and a fee of \$50.00 (subject to 7% GST) to the Administrative Office.



The Academic Support Supervisor acknowledge the receipt of the Appeal Form within 3 working days and proceed to submit the appeal to the Head of Middle & High School / Head of Junior School.



The Head of Middle & High School / Head of Junior School is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to re-mark the paper. Comments in relation to the re-mark must be stated in the Appeal Form, which would be circulated to the Examination Board Chairman for his / her review and approval.



All decision made by the Examination Board are final and the Academic Support Supervisor will inform the student of the final decision within 1 month from the date of appeal.



Should there be changes required the Academic Support Supervisor will make the necessary amendments to the results slip based on the appeal result.

Secrets of Academic Success

A. DEVELOP GOOD STUDY HABITS

1. Daily Revision

- ✓ Look through what was taught in class and do assigned homework daily.

2. Be your own teacher

- ✓ Teach yourself. Don't rely too much on your teacher to spoon feed you every time. Get excited about learning. Learn to love your subjects.

3. Develop a super-power memory - one that will astonish your friends and amaze your teacher.

- ✓ Remember that there is no such thing as a poor memory – only an untrained one. Your memory is like a muscle; exercise it and it will become stronger.

4. Make full use of classroom instruction

- ✓ Be prepared for your lessons; come with the appropriate books and equipment you need. Listen and concentrate in class.

5. Develop a routine

- ✓ Organise your room, so that you know exactly where your books, files, writing materials, clothes, uniforms etc. are at all times. Make sure you have a table or at least a desk to sit at and write on. Do your homework straightaway; especially on Fridays when you have the whole weekend to do it.

6. Work co-operatively with your friends

- ✓ Form study groups of four to five persons. These groups will enable you to develop / clarify your ideas, improve your understanding of the topic under discussion and feel less anxious about your work.

B. STUDY SKILLS

1. Understand what you have learnt for the day

- ✓ Read and skim through textbooks or notes for keywords, main ideas and important examples.

2. Organise the information

- ✓ Using mind-mapping or note-taking, organise the topic you have just studied.

3. Recall

- ✓ Write down brief points.
- ✓ Check with your notes to find out which are the points you have missed out.

4. Mastering the information

- ✓ For subjects requiring the application of knowledge, like Mathematics, practise many problems to master the skills.

C. KEEPING A HEALTHY LIFESTYLE

1. Ensure at least 7 to 8 hours of sleep every day.

2. Do not stay up late.

3. Drink at least 6 glasses of water every day.

4. Keep a balanced diet.

- ✓ Eat more vegetables and fruits and avoid oily/fried food. Take vitamins if necessary.

5. Ensure an hour of exercise every day.

Useful Contacts

- **Ascensia International School**
 - Email: enquiry@ascensia.edu.sg
- 6466 5505

- **EMERGENCY**
 - Police
 - Emergency/Ambulance/Fire Brigade
- 999
- 995

- **IMPORTANT**
 - Police Hotline
 - Non-emergency ambulance
- 6225 0000
- 1777

- **INFORMATION**
 - Flight Information (24 hrs)
 - Singapore Tourism Board (24 hrs)
 - Directory Assistance
 - Immigration and Checkpoints Authority
- 1800 542 4422
- 1800 736 2000
- 6777 7777 or 100
- 6391 6100

- **DIAL-A-CAB**
 - Comfort Cablink
 - SMRT Taxis
 - Yellow-top Cab
 - TransCab
 - Silver Cab
- 6552 1111
- 6555 8888
- 6552 2828
- 6555 3333
- 6363 6888

- **COUNSELLING SERVICES**
 - Children-At-Risk Empowerment Association
 - Samaritans of Singapore (SOS)
 - Care Corner Counselling Centre
 - Care Corner Mandarin Counselling Centre
 - Counselling and Care Centre
 - Student Line
 - Tinkle Friend
- 6583 3481
- 1800 221 4444
- 6353 1180
- 1800 353 5800
- 6536 6366
- 6536 1106
- 1800 274 4788

Embassies & Consulates in Singapore



Embassy of the People's Republic of China (Mon -Fri, 9am-12pm and 2.30pm-5pm) 150 Tanglin Road Singapore 247969 Tel: (65) 6418 0251, 6418 0224 Fax: (65) 6734 4737 E-mail: chinaemb_sg@fmprc.gov.cn www.chinaembassy.org.sg	Embassy of the Republic of Indonesia (Mon -Thur, 9.30am-1pm and 2pm-4pm) (Fri, 9.30am-12.30pm and 2.30pm-4pm) 7 Chatsworth Road Singapore 249761 Tel: (65) 6737 7422 Fax: (65) 6737 5037, 6235 5783 E-mail: info@kbrisingapura.com www.kbrisingapura.com
Malaysian High Commission (Mon -Fri, 8am-1pm and 2pm-5.15pm) 301 Jervois Road Singapore 249077 Tel: (65) 6235 0111 Fax: (65) 6733 6135 E-mail: mwspore@singnet.com.sg http://www.kln.gov.my/web/sgp_singapore/home	Embassy of the Union of Myanmar (Mon-Fri, 9am-1pm and 2pm-5pm) 15 St. Martin's Drive Singapore 257996 Tel: (65) 6735 0209 Fax: (65) 6735 6236 E-mail: ambassador@mesingapore.org.sg www.mesingapore.org.sg
Royal Thai Embassy (Mon-Fri, 9.15am-12pm and 2pm-4.30pm) 370 Orchard Road Singapore 238870 Tel: (65) 6737 2158, 6737 2475 Fax: (65) 6732 0778 www.thaiembassy.sg	Embassy of the Socialist Republic of Vietnam (Mon-Fri, 8.30am-12pm and 2.30pm-5.30pm) 10 Leedon Park Singapore 267887 Tel: (65) 6462 5938, 6462 5994 Fax: (65) 6462 5936 www.vietnamembassy-singapore.org/en
Embassy of Japan (Mon-Fri, 8.30am-12pm and 1.30pm-4pm) 16 Nassim Road Singapore 258390 Tel: (65) 6235 8855 Fax: (65) 6733 1039 E-mail: eojsingfv@vsystem.com.sg www.sg.emb-japan.go.jp	Embassy of the Republic of Korea (Mon-Fri, 9am-12.30pm and 2pm-5pm) 47 Scotts Road #08-00 Goldbell Tower Singapore 228233 Tel: (65) 6256 1188 Fax: (65) 6254 3191 E-mail: info@koreaembassy.org.sg www.koreaembassy.org.sg
Embassy of the Republic of the Philippines (Sun-Thur, 9am-12pm and 1.30pm-5pm) 20 Nassim Road Singapore 258395 Tel: (65) 6737 3977 (consular/admin) Fax: (65) 6733 9544 E-mail: php@pacific.net.sg www.philippine-embassy.org.sg	Consulate General of Mongolia 600 North Bridge Road #24-08 Parkview Square Singapore 188778 Tel: (65) 6348 0745 Fax: (65) 6348 1753 Email: consulmn@singnet.com.sg