



ACESTAR INTERNATIONAL COLLEGE

STUDENT HANDBOOK
VERSION 05

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About the School

Acestar International College is a Private Education Institution (PEI) registered under the Private Education Act 2009 and the Enhanced Registration Framework (ERF) governed by Skills & Workforce Development Agency (SWDA). The College offers high-quality, industry-relevant diploma programmes specializing in Mechanical and Electrical Engineering (DMEE), Mechanical Engineering (DME), Electrical Engineering (DEE), and Facilities Management (DFM).

Located at High Street Centre, Singapore, Acestar International College provides students with a conducive and supportive learning environment that combines classroom learning with practical, hands-on experiences designed to prepare graduates for the modern workplace.

The College's academic governance is supported by both an Academic Board and an Examination Board, which oversee academic quality, assessment integrity, and continual improvement in line with SWDA and EduTrust standards.

Through its commitment to continuous improvement and student success, Acestar International College strives to provide every learner with the skills, confidence, and professional readiness to achieve their career goals in Singapore's dynamic technical and engineering sectors.

Welcome Message from the CEO

Dear Students,

Welcome to Acestar International College. It gives me great pleasure to extend my warmest greetings to each of you as you begin your learning journey with us.

At Acestar, we believe that education is not just about acquiring knowledge, but about transforming potential into capability. Our programmes are designed to equip you with practical skills, real-world experience, and professional confidence — empowering you to build better careers and brighter futures.

As a student here, you are joining a community that values integrity, perseverance, and continuous improvement. You will be guided by dedicated lecturers, supported by caring staff, and mentored by professionals who are committed to helping you succeed both academically and personally.

Our mission is simple — to help you grow, achieve, and make a meaningful difference in your life and community. We encourage you to take full advantage of the opportunities available, participate actively in your classes, and uphold the values of Empowerment and Transformation that define Acestar International College.

I look forward to seeing you develop your strengths, challenge yourself, and emerge as confident, skilled individuals ready to contribute to Singapore's growing technical and engineering sectors.

Welcome once again to the Acestar family — your journey toward success begins here.

Warm regards,

Pandian

Chief Executive Officer / Principal

Acestar International College

Vision, Mission and Values

VISION

To be a trusted learning hub that empowers individuals with the skills and confidence to build better careers and brighter futures.

MISSION

We equip students with practical knowledge, real-world skills, and personal guidance—helping them grow, succeed, and make a difference in their lives and communities.

VALUES

Empowerment:

We believe in supporting every learner to grow with confidence, gain real-world skills, and take charge of their future.

Transformation:

We aim to spark meaningful, lasting change in each student's personal and learning journey.

Student Support Services

- 1.1 The Student Services Department would be responsible for ensuring the provision of a range of diverse student support services in meeting student needs and a good educational experience.
- 1.2 The School will institute programmes for students' holistic development and value-add to their learning experiences.
- 1.3 The School will also implement programmes and strategies to develop and promote students' education and career guidance and/or employability skills.
- 1.4 The comprehensive list of student support services and programmes that is provided by the School to meet the needs of students and enhance overall educational experience is as follow:
 - a. For New Students
 - Student Orientation Programme
 - b. For Current Students
 - Fee Protection Scheme
 - Student Counsellor (Intervention for Academic and Discipline issues)
 - Dispute Resolution Process
 - Feedback Mechanism and Channels
 - Pastoral Counselling
 - Students' Outings and Activities
 - Personalize updates to parents on students' progress which includes informing parents on student issues, including attendance rate, behaviour, academic performance, etc.
 - Student Progress Reports
 - Principal-Student Dialogue Sessions
 - Close Collaboration with parents / guardians for students under 18 years of age
 - Activities to promote student mental well-being.
 - Career Guidance Workshops (e.g., Preparing a CV, Essential workplace skills, Career Guidance seminars by Lecturers/External Speakers)
 - c. For Graduated Students
 - Alumni Support

Fee Protection Scheme

AceStar International College has appointed Great Eastern to be the FPS Provider for the protection of course fees paid by all students.

FPS protects the course fees paid by students in the event that a PEI is unable to continue operating due to insolvency and/or regulatory closure.

For more details on the adopted insurance policy, please visit the school website (<https://acestar.edu.sg>)

Course Transfer, Deferment, and Withdrawal Policy and Procedures

a. Overall Policy

1. The maximum processing time for any transfer, deferment, or withdrawal—from the date of the student's request to written notification of the outcome—will not exceed four (4) weeks.
2. Requests must be made formally using the Student Request Form, stating the reason for the request.
3. All outstanding fees must be settled before approval of a transfer, deferment, or withdrawal.
4. Students under the age of 18 must obtain written consent from a parent or legal guardian.
5. For international students, the College will inform the Immigration and Checkpoints Authority (ICA) of any change to the status of the Student Pass.

b. Definitions

1. **Course Transfer:** The student changes course or study mode (e.g., from full-time to part-time) but remains enrolled with the College.
2. **Course Deferment:** The student postpones or delays their course or module for a specified period.
3. **Course Withdrawal:** The student discontinues all courses with the College.

c. Conditions for Approval

1. Course Transfer
 - a. The student must meet the admission requirements of the new course.
 - b. The transfer will be subject to the College's student selection and admission procedures.
 - c. A new Student Contract will be issued and signed upon approval.
2. Course Deferment
 - a. Deferment is subject to course and module availability.
 - b. The maximum period of deferment allowed is 12 months; extensions may be considered on a case-by-case basis.
 - c. Students may be required to apply for a new Student Pass upon resumption of studies (subject to ICA approval).
 - d. A Student Contract Addendum reflecting the extended study duration will be signed before deferment begins.
3. Course Withdrawal
 - a. A withdrawal request will result in the termination of the existing Student Contract.

- b. For Student Pass holders, the College will cancel the pass with ICA upon approval of withdrawal.

d. Course Transfer, Deferment, Withdrawal Procedures

1. Submit the Student Request Form
 - a. Submit a completed Student Request Form to the Student Services Department.
 - b. Indicate clearly the type of request (*Transfer, Deferment, or Withdrawal*) and complete all relevant sections.
2. Provide the Reason and Supporting Documents
 - a. Clearly state your reason for making the request (for example: personal, medical, employment, or financial reasons).
 - b. Attach any relevant supporting documents such as a medical certificate, employer letter, or other proof, if applicable.
 - c. For students below the age of 18 Years Old, a written consent would need to be received from the parent / legal guardian. Evidence of consent would be through signing off on the Student Request Form.
3. Attend a Consultation (if required)
 - a. You may be asked to attend a short discussion with the Student Services Representative to clarify your request.
 - b. During this session, you will be informed of any consequences relating to course fees, refund eligibility, visa status (if applicable), and re-admission requirements.
4. Receive the Outcome in Writing
 - a. You will be notified of the outcome of your request in writing within four (4) weeks from the date of submission.
5. Sign the Required Documents (if applicable)
 - a. For an approved Course Transfer, you will be required to sign a new Student Contract and Letter of Offer before starting the new course.
 - b. For an approved Course Deferment, you will sign a Student Contract Addendum that states your new commencement date.
6. Refunds (if applicable)
 - a. If you are eligible for a refund, the Student Services representative will inform you of the computation.
7. All approved refunds will be processed within seven (7) working days of approval.

Refund Policy and Procedures

a. Refund Policy

1. The maximum processing time from student request (withdrawal / refund) to the issuance of the qualified refund amount should not exceed 7 working days from the student's withdrawal/refund request, and the Student Services Department would need to inform students on how the refund are being computed.
2. As the Student Contract can differ based on which periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is signed with the School with regards to the refund terms and conditions for
 - a. Withdrawal Due to Non-Delivery of Course
 - b. Withdrawal Due to Other Reasons
 - c. Withdrawals made during the Cooling Off Period
 - d. Refund for Withdrawal Due to Non-Delivery of Course:
3. The PEI will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a "Refund Event"):
 - a. It cannot commence the provision of the Course on the Course Commencement Date;
 - b. It cannot complete the provision of the Course by the Course Completion Date;
 - c. The Course will be terminated before the Course Completion Date;
 - d. The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
 - e. The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.
4. Where any of the Refund Events in Clause 3.1(a) to (c) of the Standard Student Contract has occurred:
 - a. The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
 - b. If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and the existing Contract shall automatically terminate on the date that such new written contract comes into effect.
 - c. If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) of the Standard Student Contract, or the Contracting Party does not accept such alternative study

arrangements, the Contracting Party may forthwith terminate the Contract by way of a written notice to the PEI.

5. Where any of the Refund Events in Clauses 3.1(d) to (e) of the Standard Student Contract has occurred, the PEI shall forthwith terminate the Contract by way of a written notice to the Contracting Party.
 - a. If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a) of the Standard Student Contract, the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
 - b. If the Contract is terminated pursuant to Clause 3.2(b) of the Standard Student Contract read with either Clause 3.1(b) or Clause 3.1(c) of the Standard Student Contract, the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
 - c. If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) of the Standard Student Contract read with Clause 3.1(a) of the Standard Student Contract, the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
 - d. If the Contract is terminated pursuant to Clause 3.2(c) of the Standard Student Contract read with either Clause 3.1(b) or Clause 3.1(c) of the Standard Student Contract, the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
6. Refund for Withdrawal During the Cooling-Off Period:
 - a. Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.
7. Refund for Withdrawal Outside the Cooling-Off Period:
 - a. Without prejudice to Clauses 3.1 to 3.8 of the Standard Student Contract, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

8. As the Refund Table can differ based on which periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is signed with the School with regards to the % of refunds as stated in the Refund Table (Schedule D of the Student Contract).

9. Refund Table

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

10. All non-refundable amounts in the Student Contract are to be highlighted. As a guide of reference for internal employees who are preparing the Student Contract, the following are references for non-refundable fees: -
- a. Course Registration Fee
 - b. Course Notes Fee

b. Refund Procedures

1. Submission of Request
 - a. Students must complete the Student Request Form and submit it to the Student Services Representative, stating the reason for refund.
2. Consultation (if required)
 - a. The Student Services Representative may arrange a brief meeting to understand the reason for the request and explain the refund computation, visa implications (if applicable), and related procedures.
3. Approval of Refund
 - a. All refund requests are reviewed and approved by the CEO.
 - b. Students under 18 years of age must provide written consent from a parent or legal guardian (attached to the request form).
4. Notification and Payment
 - a. Once approved, students will be notified in writing of the refund amount and payment method.
 - b. All approved refunds will be made within seven (7) working days from the date of withdrawal or approval.
 - c. Refunds will be issued by cheque or bank transfer to the student (or the parent/guardian, if applicable).

Student Learning

The learning support process encompasses both reactive and proactive monitoring mechanisms to ensure effective and timely interventions are carried out.

Student Learning Support Process

1. Student learning support is an on-going process that is monitored closely by all Lecturers.
2. As Lecturers are the on-going point of contact for their students, it is the role and responsibility of Lecturers to identify students at risk during class or any engagement with their students.
3. Students at risk would refer to, but not limited to, the following areas: -
 - i. Weak / Poor Academic Performance in areas of assessments, assignments and during class participation
 - ii. Persistent act of not submitting assignments
 - iii. Persistent late coming
 - iv. Inattentiveness in class
 - v. Poor attendance
 - vi. Poor conduct
4. Lecturers would need to inform the Student Services Department to arrange for Student Counselling Sessions for these identified students at risk. This is to ensure that there is early intervention taken and that pro-active mechanisms are in place as part of the on-going student learning support process.
5. In addition to the on-going learning support, for students that consistently perform poorly in their academic / results, formalized additional learning support would include: -

Triggers	Type of Learning Support
Failing to grasp concepts (As identified by lecturer)	Academic Counselling
Failed one assignment/ test	Academic Counselling
Failed two assignments/ tests	Academic Counselling The Parent / Guardian is to be informed (if Student < 18)
Failed three or more assignments/ tests	Academic Counselling Student to be given Academic Assistance The Parent / Guardian is to be informed (if Student < 18)

6. The Student Services Department shall communicate the learning support process, including the required intervention measures and student performance expectations, to all students during student orientation and through the Student Handbook.

Progress Reports on Academic and Non-Academic Achievements

1. The reporting of student performance is a key component of allowing students to be aware of where they stand.
2. Graded examination papers and academic transcripts serve as the School's periodic progress reports on academic achievement. Graded examination papers are issued at the end of each assessment period upon completion of marking and approval by the Examination Board. Academic transcripts are issued at the end of the course
3. As part of continuous feedback, the following are performance reports that the School will provide to all students. They are: -
 - i. Graded Examination Papers where it will reflect the student's academic achievements, results and performance.
 - Upon completion of marking and initial approval of results by the Examination Board via the moderation form, lecturers shall return the marked assessment papers to students during the next scheduled lesson. This will allow students to review their performance, understand areas for improvement, and seek clarification where necessary.
 - All marked assessment papers must be collected back from students by the end of the same lesson after review.
 - Students are not permitted to retain the original marked examination papers.
 - In cases where the course has concluded and no further lessons are scheduled, students who wish to view their marked examination papers may do so by appointment.
 - Students are to email the Student Services Department to request an appointment to view their papers on campus.
 - The Student Services Department shall coordinate with the respective lecturer or academic department to arrange a suitable date and time for the student to review the paper.
 - All viewings shall be conducted under supervision, and no photocopying, photographing, or removal of the paper from the premises is permitted.
 - ii. Academic transcripts reflecting the student's grade for each module undertaken.

- Upon completion of the course, the Student Services Department shall prepare and issue the academic transcript together with the certificate, where applicable, to the student.
- iii. Student Awards where students who participate in selected external activities organized or recommended by the school will be awarded with a Certificate of Appreciation/Participation on a termly basis.

Student Conduct and Attendance

a. Expected Standards of Behaviour

Students are expected to demonstrate discipline, honesty, and respect for others at all times. All students must:

- Attend classes regularly and punctually.
- Treat all staff, lecturers, and fellow students with courtesy and respect.
- Uphold the reputation of the College through responsible behaviour.
- Use College facilities and resources appropriately.
- Follow all College policies and regulations.
- Abide by the laws of Singapore.

b. Misconduct

The following are considered acts of student misconduct and are not tolerated at Acestar International College:

- Frequent Lateness for Classes / Leaving Class Early / Absent from Class Without Valid Reasons
- Foul / Abusive Language / Rumours Mongering / Slandorous allegations directed at fellow Students / Staff / Office Bearers / Business Associates with the School
- Consumption of Alcohol
- Smoking on Campus Grounds
- Disruptive Behaviour / Mischief During Lessons
- Inappropriate Dress Code
- Any Criminal Offences, including but not limited to fights, theft, and drug consumption.
- Vandalism or Mishandling of Office Premises / Assets / Properties
- Falsification of Information with regards to information given to the School and/or any authorities
- Students caught signing / marking attendance for friends.
- Working while on Student Pass (for international students)
- Infringement of any School Policies or Procedures, including the Student Academic Honesty Policy.

c. Consequences of Misconduct

Depending on the severity and at the sole discretion of the school, actions can and will be taken against students with misconduct and in violation of the Student Disciplinary Policy.

d. Attendance Policy

The School requires all students to be regular and punctual for their lessons. The minimum attendance requirements and leave application policy guidelines are as follows:

- International Students on Student Pass – minimum 90% per month
- All Non-Student Pass Holders – minimum 75% per month
- Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the School whenever an International Students on Student Pass has a monthly attendance of less than 90%.
- Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8th day.
- Any student leave should be supported by Medical Certificates or justifications that need to be approved by the School. These should be submitted via the Student Leave Application Form to the Student Services Department within 3 working days of the student's return to School.

Class attendance is to be taken once at the start of each class. Students that enter the class within 15 minutes from the start of class will be considered late, while students that enter the class after 15 minutes from the start of class will be marked as absent.

Student Disciplinary Policy and Procedures

1. Any Lecturers or Support Staff that have identified students that have violated any of the student conduct related policies are to inform the Student Services Department.
2. The Student Services Department will conduct an investigation and to verify the allegations made against the student.
3. For misconduct, actions that could be taken against the student would be as follows:

No. of Offences	Type of Misconduct	Actions to be taken*
1	Student Misconduct as per the Student Conduct listed above.	a. Verbal Warning
2		b. Warning Letter c. Student to undergo Counselling

3		d. Student Expulsion
	Criminal Offences	e. Student referred to the Police f. Student Expulsion

****The Parent/Guardian is to be informed if student is below 18 years old***

4. The decision of the Student Services Department is final, and the School will not entertain any appeals. If students do not accept the outcomes, they are to go through the School's dispute resolution process.
5. For attendance related issues, the following actions may be taken against students:

Local Students

S/N	Scenario	Actions to be taken*
1	< 80% Attendance	g. Attendance Reminder Letter
2	< 75% Attendance	h. 1st Warning Letter
3	No Improvement in Attendance	i. 2nd Warning Letter j. Student to undergo Counselling
4	No Improvement in Attendance following 2nd Warning Letter	k. Student Expulsion

****The Parent/Guardian is to be informed if student is below 18 years old.***

International Students

S/N	Scenario	Actions to be taken*
1	< 95% Attendance	l. Attendance Reminder Letter
2	< 90% Attendance	m. Warning Letter n. Student to undergo Counselling
3	No Improvement in Attendance following Warning Letter	o. Student Expulsion

****The Parent/Guardian is to be informed if student is below 18 years old.***

Student Academic Honesty Policy

There is an expectation for students to be authors of their own work and to acknowledge when they use other authors' words or ideas when preparing their assignments and/or assessments.

Any examples of inappropriate use of sources or use of others' work in place of your own, will be penalised.

Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or terminated from their course.

Academic misconduct can be broken down into a few broad categories below:

1.1. Plagiarism

1.1.1. Plagiarism involves the incorporation by a student in an assessment, material which is not their own in the sense that all or a substantial part of the work has been copied without any attempt at attribution or has been incorporated as if it is the student's own work when it is wholly or substantially the work of another person.

1.2. Academic Fraud

1.2.1. Falsification of data

- Manipulating and altering of data with the intention of giving a false impression.

1.2.2. False Citation

- Falsely citing a source or attributing work to a source from which the referenced material was not obtained.

1.2.3. Collusion

- Student A copies Student B's work with B's knowledge.

1.2.4. Commission/ Contract Cheating

- Paying someone else to prepare coursework for you.

1.3. Cheating under examination

- Any form of communication with other students or external sources. Bringing unauthorised materials / technology into the examination.

This list is not exhaustive. Any other practice considered to effect in an unfair advantage for a student may be deemed as academic misconduct.

It is not always possible to find the source of the work, but a judgement may be made as to whether the work is original or not by using other evidence. The following are acceptable forms of evidence of plagiarism:

- Text from a known source
- Unusual writing structure
- Changes in font
- Work not in keeping with the student's usual standard.
- Uses American spelling when convention is English.
- Changes in referencing convention
- Old references
- Inappropriate referencing style
- Excellently written essay with poorly written introduction and conclusion
- Web addresses still attached.
- Doesn't answer the question.
- No personal views
- Student unable to discuss the work in a way that shows satisfactory understanding when asked by a lecturer in a meeting.

Assessment and Grading Criteria

a. Assessment Principles

All assessments are conducted in accordance with the following key principles:

- **Validity:** Assessment Process assesses the actual competency of the individual learners based on approved learning outcomes
- **Reliability:** The assessing of actual competency of individual learners should be based on a set of comprehensive guidelines that should be consistently applied by all assessors
- **Fairness:** The consideration of learner needs and profile, including ensuring that each learner is informed of and understands each assessment mode, while retaining the option to challenge any assessment outcomes via appeals.

b. Assessment Components

Each module includes a combination of continuous and final assessments, which may include:

- Written examinations
- Assignments and project work
- Practical or laboratory assessments
- Presentations or oral assessments

The specific assessment structure, frequency, and weightage are defined in the Assessment Plan for each course, which is communicated to students at the beginning of their studies.

c. Grading Criteria

All modules are graded on a 100-mark scale according to the following criteria:

Grades	Marks Range
HD	90 – 100
A	80 - 89
B	70 - 79
C	60 - 69
D	50 – 59
F	0 - 49

To pass a module, students must achieve a minimum of 50% for the module.

d. Course Award Criteria

To be eligible for the respective course awards, students must:

- Pass all modules in the course by obtaining at least 50% for each module;
- Achieve a minimum overall attendance of 75% for each module and the entire course;
- Have paid all course fees in full.

Successful completion of all requirements will result in the award for the respective programmes.

e. Moderation and Fairness

To ensure fairness and consistency in marking:

- All assessment papers are vetted and approved by the Examination Board before use.
- Sample moderation is carried out to review grading consistency between markers.
- Any major discrepancies identified during moderation are investigated, and grades may be adjusted by the Examination Board as required.
- All final results and awards are reviewed and endorsed by the Examination Board prior to release.

f. Notification of Results

Students will be notified of their assessment results in a timely manner after the final examinations.

Students who wish to appeal against their results may do so in accordance with the Examination Appeal Procedures outlined in the next section.

Examination Appeal Policy and Procedures

a. Eligibility

Students may submit an appeal under the following conditions:

- There is reason to believe that an error has occurred in the marking or computation of grades;
- There are valid grounds suggesting that the assessment process was not conducted in accordance with established procedures.

Appeals will not be accepted for:

- The re-grading of a paper or assessment component in which the student has already passed; or
- Disagreement with the examiner's academic judgment in the absence of procedural errors.

Each student is allowed one (1) appeal per assessment

b. Appeal Procedures

1. Filing an Appeal
 - a. Students must complete the Assessment Appeal Form and submit it to the Student Services Representative within seven (7) working days of the release of the examination results.
 - b. The appeal must clearly state the grounds for review and be supported by any relevant evidence or documentation.
2. Acknowledgement of Receipt
 - a. The Academic Department will acknowledge receipt of the appeal within three (3) working days from the submission date.
3. Review of Appeal
 - a. The Head of Academic and Corporate Services will review the request and determine if the appeal is valid.
 - b. For valid appeals, a different marker will be appointed to reassess the student's paper or coursework.
4. Examination Board Review
 - a. The Examination Board will review the remarks and recommendations made by the second marker and make the final decision regarding any grade changes.
 - b. The decision of the Examination Board is final.
5. Notification of Outcome
 - a. The student will be informed in writing of the outcome of the appeal within four (4) weeks of submission of the appeal.

Dispute Resolution Policy and Procedures

1. Students may submit feedback from various channels of communications, such as feedback forms, websites, emails, telephone calls, letters, meetings, and orientations, etc.
2. Feedback from students would be handled and recorded by the Student Services Department.
3. Upon submission of the Feedback Form, Student Services Department are to acknowledge the receipt with the person providing the Feedback within 3 working days.
4. Respective Departments will then review the feedback and discuss it with relevant parties (internally) on the feedback itself. A formal investigation will be carried out and when necessary.
5. Relevant parties will then propose a solution and/or action to be carried out for the feedback received (if any) relevant departments will need to explain this to the person giving the feedback.
6. If there are actions to be taken, it should be documented in the Feedback Form and actions taken would need to be acknowledged by the person giving the feedback.
7. If the person is not satisfied with the proposed solution / outcome, he/she can escalate the matter to the CEO. The CEO will review and provide a response.
8. If the person is still not satisfied with the outcome / decision, it will be escalated into the dispute resolution procedure.
9. The person should be notified by the relevant department of the decision and full response of the outcome of the complaint within 21 working days.

Upon any escalation of complaints to dispute cases, the school will refer the complainant to SWDA to start the Mediation-Arbitration Scheme, which generally has two stages:

- a. Stage 1: Mediation:
 - Singapore Mediation Centre (SMC) is the appointed provider for mediation services.
 - After the feedback / complaint channel has been exhausted with the School the complaint filed with SWDA, SWDA will refer your case to the SMC for mediation.
 - SMC, together with the School and complainant, will select a mediation date and time, before appointing a mediator. If mediation is successful, a settlement agreement will be drawn up by SMC and endorsed by the respective parties.
 - If mediation is unsuccessful, the complainant may opt to progress to Stage 2, which is arbitration, for a resolution.
- b. Stage 2: Arbitration:

- Singapore Institute of Arbitrators (SIArb) is the appointed provider for arbitration services.
- The complainant will be required to submit specified forms to SIArb, before SIArb appoints an arbitrator.
- The School will submit a defence and counterclaim (if any) to SIArb.
- The complainant will then submit a reply and defence to counterclaim (if any) to SIArb.
- The arbitration will be conducted via document submissions only. A hearing will be conducted only if a party specifically requests for a hearing and the appointed arbitrator determines that a physical hearing is necessary. For a documents-only arbitration, the arbitrator will publish a written award within 60 days from the commencement of the arbitration. If a hearing is held, the written award will be published within 90 days from the commencement of the arbitration.

Skills & Workforce Development Agency (SWDA)

Skills & Workforce Development Agency (SWDA) is the national regulatory authority for the Private Education Sector under the Private Education Act (2009). SWDA oversees the registration, quality assurance, and continual improvement of Private Education Institutions (PEIs) in Singapore.

SWDA's mission is to drive and coordinate the national SkillsFuture movement, promote lifelong learning, and ensure that the private education sector maintains high standards of academic quality, governance, and student protection.

For further details, students may visit this website at:

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

Immigration & Checkpoints Authority (ICA) Regulations

Student Pass Application and Validity

- International students who wish to study in Singapore are required to obtain a Student Pass issued by the Immigration & Checkpoints Authority (ICA).
- The College will assist eligible international students with their Student Pass applications through the Student's Pass Online Application and Registration (SOLAR+) System.
- The Student Pass is valid only for the course and duration stated in the In-Principle Approval (IPA) letter issued by ICA.
- Students must not commence classes until the Student Pass has been formally issued.

Conditions of a Student Pass

All Student Pass holders must observe the following conditions prescribed by ICA:

1. The Student Pass is issued for the purpose of full-time study only at Acestar International College.
2. Students must not engage in any form of employment, whether paid or unpaid, without prior written permission from ICA.
3. Students must maintain a minimum monthly attendance of 90% and must not be absent from classes for seven (7) consecutive days without valid reason.
4. Students must reside at the residential address registered with ICA and report any change of address within 14 days of moving.
5. The Student Pass is not transferable and must be surrendered to ICA for cancellation upon completion, withdrawal, or termination of studies.
6. Students must carry their Student Pass card at all times as proof of legal stay in Singapore.

Failure to comply with these conditions may result in the revocation of the Student Pass by ICA and/or termination of enrolment by the College.

Attendance and Reporting Requirements

- The College is required to submit monthly attendance reports for all international students to ICA.
- The College will notify ICA immediately if a Student Pass holder:
 - Has an attendance rate of below 90% for the month; or

- Is absent from classes for seven (7) consecutive days without approval.
- Students are responsible for ensuring their attendance records remain compliant throughout their study period.

Renewal and Extension of Student Pass

- Students who wish to continue their studies beyond the expiry date of their current Student Pass must apply for renewal at least one month before expiry.
- Renewals are subject to approval by ICA. The College will assist students in submitting the renewal application through the SOLAR+ system.
- Any changes to the student's course, study duration, or personal particulars must be reported to ICA through the College.

Cancellation of Student Pass

A Student Pass will be cancelled in the following situations:

- Completion of course of study;
- Withdrawal from or deferment of the course;
- Expulsion from the College; or
- Breach of ICA regulations or College policies.

Students are required to return their Student Pass card to ICA for cancellation before leaving Singapore.

Compliance with Singapore Laws

All international students must observe Singapore's laws and regulations at all times. Violation of ICA regulations, misuse of the Student Pass, or engagement in unlawful activities may lead to cancellation of the Student Pass, deportation, and/or legal prosecution under Singapore law.

Support for International Students

The Student Services Representative provides guidance on Student Pass applications, renewals, and cancellations.

Students are encouraged to seek advice early to avoid breaches of ICA regulations or delays in processing.

Relevant Singapore Laws

All students of Acestar International College are required to comply with the laws of the Republic of Singapore throughout their course of study.

Non-compliance with any Singapore law may result in disciplinary action by the College and possible legal prosecution by the authorities.

Revision History

Description	Effective Date
Initial Release	1 June 2025
- Added write-up on Fee protection scheme - Added write-up on Immigration & Checkpoints Authority (ICA) regulations	19 January 2026
- Added Revision History Table - Updated write-up about course deferment is subject to course and module availability in point c) 2. Course Deferment - Updated write-up to replace Administrative Executive (Student Services) to Student Services Representative throughout the document - Updated write-up about getting consent for students below the age of 18 years old in point d) 2. Provide the Reason and Supporting Document - Added write-up about students are considered late after 15 minutes the class start under d. Attendance Policy - Amended the definition of Validity, Reliability and Fairness under section Assessment and Grading Criteria, a. Assessment Principles.	8 May 2026
- Removed 'Principal' under section Refund Procedures, 3. Approval of Refund - Updated marks range and award criteria under section Assessment and Grading Criteria, c. Grading Criteria and d. Course Award Criteria respectively	25 May 2026
Changed from 'SkillsFuture Singapore (SSG)' to 'Skills & Workforce Development Agency (SWDA)'	13 July 2026
Added 'Student Learning' section	3 August 2026