



**STUDENT HANDBOOK**  
JAN 2023

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## **WELCOME MESSAGE**

### **Welcome to Ascott Centre for Excellence**

At Ascott Centre for Excellence, your interest is our foremost priority. Our faculty staff with exemplary qualifications and accomplishments, and many years of working experience are deeply engaged in the work of connecting human lives with opportunities to learn.

Our Student Services officers are readily available to assist you in your queries concerning our courses, administrative procedures and administrative support. You are assured that your concerns will be well addressed.

Should you wish to withdraw or transfer at any time, all related policies and guidelines are clearly specified in our Student Contract.

Should you have any questions, please contact us at our Reception at (65) 6713 3333

Thank you for choosing Ascott Centre for Excellence as your education provider. We trust that you will find the course both rewarding and successful.

Warm regards,

A handwritten signature in blue ink, appearing to read 'Colleen', with a large, sweeping horizontal stroke extending to the right.

**Ms. Colleen Chin**  
**Vice President, Group Learning**

## USEFUL CONTACT INFORMATION

### Ascott Centre for Excellence

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Singapore 229956  
Telephone +65 6713 3333  
Fax +65 6500 3464  
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### Marketing Support Department

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DID: 6713 1916  
Sharifah Syed Alhady  
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### Admin Support Department

Mazinah Yusoff  
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### Operating Hours

Mondays to Fridays 9:00am to 5:00pm  
Closed on Saturdays, Sundays and Public Holidays

## **Ascott Centre for Excellence**

Ascott Centre for Excellence is the global hospitality training centre of The Ascott Limited and a Continuing Education and Training (CET) centre appointed by the SkillsFuture Singapore (SSG) specializing in training for the Hotel and Accommodation Services sector.

The twin objectives of Ascott Centre for Excellence are:

- To develop the human capital of the group, ensure consistency in learning outcome, share best practices and to forge a bond amongst our global team members.
- To share hospitality best practices with industry players and interested parties through WSQ programmes.

Ascott Centre for Excellence has more than 4 full-time and more than 6 associate trainers facilitating WSQ programmes. We have over 12,000 square meters of indoor and outdoor learning at Ascott Centre for Excellence, Ascott Centre for Excellence facilities include 5 training/seminar rooms, including breakout rooms, video-conferencing room, resource room as well an open field for interactive and outdoor learning. Situated next to Newton MRT station, Ascott Centre for Excellence is only 10 minutes away from the central business district.

### **About The Ascott Limited**

The Ascott Limited is the world's largest international serviced residence owner-operator. Visit this link to find out on the latest updates

<https://www.discoverasr.com/en/the-ascott-limited/about-us>

### **About CapitaLand**

CapitaLand is the largest s one of Asia's largest diversified real estate groups.in Southeast Asia by market capitalisation. Headquartered in Singapore, the multinational company's core businesses in real estate, hospitality and real estate financial services are focused in growth cities in Asia Pacific, Europe and the Gulf Cooperation Council (GCC) countries.

<https://www.capitaland.com/international/en/about-capitaland/who-we-are.html>

# 1. STUDENT DISCIPLINE

## CODE OF CONDUCT

- Students shall be punctual for classes. Late comers shall be indicated as “Absent” fifteen (15) minutes after class commences.
- Students are required to complete the full training hours stipulated for each day. Failing to return for class after lunch will be considered absent for that day.
- Students shall be in proper attire throughout their training period. No sleeveless shirts/t-shirts, shorts/mini-skirt and slippers are allowed.
- Students are to maintain proper conduct and to refrain from disruptive behaviour during lectures. Listening to music is prohibited during class lessons.
- Students shall not smoke, eat and drink in classrooms and toilets.
- Students shall keep the classrooms tidy. No cooked food is allowed.
- Mobile phones and electronic communication devices are to be turned to silent mode during class lessons. Students are to refrain from answering calls during class lessons. They are to excuse themselves from class if they need to attend to urgent calls.
- Ascott Centre for Excellence shall not hold itself responsible for student offences committed outside its jurisdiction.

# 2. CONFIDENTIALITY POLICY

## CONFIDENTIALITY OF STUDENTS’ PERSONAL INFORMATION

Ascott Centre for Excellence will collect personal information only when necessary. Where personal information is collected, all reasonable steps will be taken to inform students of:

- The purpose for which the information is collected.
- Any person or government agency to which Ascott Centre for Excellence usually discloses information of that kind
- Any law that requires or authorizes particular information to be collected

Ascott Centre for Excellence will take all reasonable steps to ensure that personal information collected is accurate, relevant, up-to-date, complete, and not misleading. Thus Ascott Centre for Excellence will take reasonable steps to allow individual students to correct inaccurate information as appropriate.

## STORAGE OF STUDENTS’ PERSONAL INFORMATION

Ascott Centre for Excellence will take all reasonable steps to protect records of personal information from misuse, loss, unauthorized access, modification or disclosure.

Staff access to records of personal information will be restricted to staff who need the information in order to carry out their duties and responsibilities.

Where students’ personal information is no longer needed for any legitimate purpose, it will be destroyed using a confidential method of disposal.

### 3. IMPORTANT GUIDELINES FOR STUDENTS

#### STUDENT ATTENDANCE

Students must ensure that they sign/e-sign the attendance personally for every class attended. Students caught signing the attendance on behalf of another student will be subjected to severe disciplinary action by the School.

Students are required to attend at least 75% of attendance for each module before he/she is allowed to sit for assessment. Students who fail to achieve 75% attendance may be allowed for make-up classes subject to the following eligibilities:

- Module with less than 15 Training Hours: Applicable to attendance between 74% to 70%
- Module with more than 16 Training hours: Applicable to not more than 8 make-up hours

#### **Please note:-**

- Absence for reasons covered by a medical certificate fall outside minimum attendance requirements.
- Students under the Skills Development Fund (SDF) to subsidy their studies are required to observe a 75% minimum attendance and attempt all assessments failing which, Ascott Centre for Excellence will recover the portion of the SSG grant subsidy from either the student and/or the sponsoring company.
- Students will be marked as absent in the following circumstances:
  1. Failure to attend scheduled classes
  2. Failure to attend assessments
  3. Failure to attend pre-arranged appointments with lecturers
  4. Failure to hand in assignments on time

#### **Absence with Valid Reasons**

Students with valid reasons will be given up to three (3) modules to defer. A deferment charge of S\$200.00 + GST per Diploma module or S\$50.00 + GST per Certificate module will be charged from the 4th module onwards.

Student has to:

- Obtained a medical certificate from a General Practitioner or Hospital Doctor
- Obtained other acceptable documentary evidence such as national service letter or a letter from your employer (for job assignment reasons) supporting his/her absence
- Prior approval from Ascott Centre for Excellence

Student should contact the Ascott Centre for Excellence Admin Office informing on his/her absence and must submit documentary evidence covering the period of absence to our Admin Office immediately for verification upon his/her return to the School.

#### **Absence with Invalid Reasons**

Students with invalid reasons and are not eligible for make-up hours will have to re-sit the module and join the next intake with a charge of S\$300.00 + GST per Diploma module or S\$575.00 + GST per Certificate module.

## **CHANGE OF ADDRESS**

It is the student's responsibility to keep the School informed on any personal data changes; especially current address and contact numbers. The Student Particulars Update Form is immediately available at Student Services Department for student's necessary use.

## **4. FINANCIAL MATTERS**

### **COURSE FEES**

Fees will be collected only upon a signed student contract.

### **MISCELLANEOUS FEES**

The following miscellaneous fees shall only be collected on an ad-hoc basis and as required by the student:

- Re-sit of Certificate Module	S\$300.00 + GST
- Re-sit of Diploma Module	S\$575.00 + GST
- Appeal of Assessment Results	S\$50.00 + GST
- Re-Assessment	S\$80.00 + GST
- Deferment per Certificate Module	S\$50.00 + GST
- Deferment per Diploma Module	S\$200.00 + GST

## **5. ACADEMIC MATTERS**

### **WITHDRAWAL FROM COURSE**

- I. Subject to clause 2 of the CPE PEI-student contract, the student shall be entitled to immediately withdraw from the Course by giving written notice to the PEI of his/her intention to do so if the PEI is in breach of any of its obligations under this Agreement or fails to perform its obligation(s) under the circumstances in Clause 2.1 (i) to (v) of the CPE PEI-student contract.
- II. Upon successful withdrawal, students must first sign the contract termination page in the CPE PEI-Student Contract.

### **RELEASE OF ASSESSMENT RESULTS**

Assessment results are normally released at the end of each assessment.

### **STUDENT APPEAL POLICY**

Students are allowed to appeal for review of the assessment decision made by the assessor. If a student does not agree with the outcome, he/she should not sign the Assessment Summary Record and should inform the assessor of his/her decision to appeal. Student must submit the Assessment Appeal Form obtainable from Admin Office.

*Note: Students who are re-submitting their project/assignment need not appeal to view their failed coursework, as they are already scheduled to meet up with their lecturers who will brief them on areas of improvement on the coursework re-submission.*

An administrative fee of S\$50.00 + GST charges per module will be payable together with the Assessment Appeal form.



### How to Appeal for Assessment Results

- The trainee must notify the Assessor of the intention to appeal immediately after getting the assessment result.
- The Assessor will enter the intention in the Feedback section of the Assessment Summary Record, and shall notify the Management Representative of the trainee's intention to lodge an appeal.
- The trainee must submit the Assessment Appeal Form to Ascott Centre for Excellence Co-ordinator with the fee payment of S\$50.00 + GST.
- The duration for submission of appeal is within seven (7) working days after receipt of assessment result. Late appeals after the stipulated duration will be considered on a case-by-case basis.
- Upon receipt of the request, an email or a letter is sent to the trainee within two (2) working days to acknowledge receipt of the appeal.
- The appeal will be forwarded to the Appeal Committee for their consideration. The Appeal Committee consists of 2 members of the Examination Board and 1 other trainers/support who were not involved in the assessment.
- The Appeal Committee will meet the trainee to review the application for reassessment based on the documents submitted.
- The Appeal Committee shall give their decision on the appeal within four (4) working days after the date of meeting with trainee. The decision shall be either to deny the appeal or to schedule a re-assessment on the next availability of the schedule and the decision will be final.
- The appeal will be processed after payment has been received in good order.
- If a trainee is required to re-submit the assignment(s), it must be submitted on the due dates stipulated by the lecturer.
- When the re-assessment process is completed, the results are then reported to the trainee in a written format.
- The decision made by the second Assessor will be final. Further appeal may be made only on the ground of an error in the re-assessment process.
- Trainee who fails at the second attempt will be required to repeat the entire module depending on the availability of the schedule.
- In the event that trainee has to repeat the module, full fee for the module will be charged without subsidy.

### **REFUND POLICY AND PROCEDURES**

Ascott Centre for Excellence adopts the following notification and arrangement to provide the Student with information and details of the alternative confirmed course arrangement to allow the Student to make timely and appropriate decision on the alternative arrangement. The entire amount of the Course Fees and miscellaneous fees will be refunded to students and inform the Student immediately within seven (7) working days when withdrawn under the following circumstances:

- I. Fails, for any reason, to commence the Course on the Course Commencement Date;
- II. Ascott Centre for Excellence terminates the Course, for any reason, prior to the Course Commencement Date;
- III. Ascott Centre for Excellence fails, for any reason, to complete the Course by the Course Completion Date;
- IV. Ascott Centre for Excellence terminates the Course, for any reason, prior to Course Completion Date; or

### **Refunds for the Withdrawal (With Cause)**

For circumstances mentioned above on the notification and arrangement from (I) to (V), Ascott Centre for Excellence shall within seven (7) working days after notifying the Student, refund to the Student the entire amount of the Course Fees.

Ascott Centre for Excellence shall also, as soon as practicable after receiving the Student's notice of withdrawal under Refunds for the Withdrawal (With Cause) (and in any event no later than seven (7) working days after receiving such notice) refund to the Student the amounts stated in (I) and (II) under Refunds for the Withdrawal (With Cause).

Upon successful withdrawal, students must first sign the contract termination page in the CPE PEI-Student Contract.

### **Refunds for Withdrawal (Without Cause)**

Where the student withdraws from the course for any reason other than those set out under the above mentioned circumstances, refund will be made to the student no more than seven (7) working days after receiving the student's notice of withdrawal based on the following:

<b>REFUND POLICY</b>	
<b>Percentage of Refundable Tuition Fee</b>	<b>If applicant's written Notice of Withdrawal is received</b>
100% of course fees	14 working days or more before commencement of course
50% of course fees	Less than 14 working days before commencement of course
No Refund	When student's written notice of withdrawal is received by the School upon course commencement

The following conditions must be fulfilled for refund of course fee, if any is to be considered:

- Any request for withdrawal must be submitted in writing directly to the Admin Office.
- Refund will be based on the remaining number of unconsumed module(s) from the date (of notice) of withdrawal in accordance to the stipulated timeline prior to the commencement of the next module as drawn out in the Refund Policy.
- No refund will be given for modules that have already completed and/or have commenced.
- Students with medical conditions or face genuine financial difficulties must support their claims with official documentary evidence to the School for consideration.
- In the event that a company-sponsored student withdraws, the company is liable to pay any outstanding fees incurred.
- Ascott Centre for Excellence will seek parental/guardian approval for students under 18 years of age, prior to processing the request for withdrawal.
- All requests pertaining to withdrawal matters are to be approved by the Ascott Centre for Excellence.
- Any decision relating to refund of course fee arising from withdrawal shall be made at the sole discretion of Ascott Centre for Excellence and that shall be final. Upon which, the student concerned shall be informed in writing of the Ascott Centre for Excellence's decision.

Upon successful withdrawal, students must first sign the contract termination page in the CPE PEI-Student Contract.

### **7 Day Cooling Period**

This refund policy and procedure is subject to the terms of the 7-day cooling off period as stipulated in the Standard Student-PEI Contract.

Within these 7 days and regardless whether the Course Commencement Date has passed, the Student can submit written notice with Withdrawal form to the Ascott Centre for Excellence and receive the Maximum Refund amount less any applicable bank administrative charges.

After the cooling-off period, Ascott Centre for Excellence's Withdrawal and Refund (Without Cause) will apply.

### **Refund Procedures**

1. Student to submit the following to Student Service:
  - I. Written notice of withdrawal
  - II. Withdrawal form
2. Maximum amount will be refunded to students if it is within 7 days cooling period. Student Services shall prepare refund case and seek management's approval. The refund approval procedure may take up to maximum of 7 working days upon receiving the request.
3. Student Service shall inform students of the cheque collection.

### **DEFERMENT POLICY AND PROCEDURES**

This refers to a student's request to delay his/her study of the course and to carry forward his/her paid fees to a later period. Deferral may arise due to factors such as the need to serve in national service, overseas postings, on medical grounds or for any other valid reason.

As a policy, deferral is generally not encouraged unless on official or compassionate grounds and approval is granted at the sole discretion of the School. All requests for deferral must be supported by official documentary evidence. Application for deferral is subjected to the availability of a subsequent intake of the course/module.

Student will be allowed two (2) complimentary re-modules following the original failure in that module without penalty thereafter the following re-module fees apply:

- Per Certificate module S\$50.00 + GST
- Per Diploma module S\$200.00 + GST

Deferral of course is allowed only up to a maximum period of SIX (6) MONTHS for Certificate course and up to a maximum period of THREE (3) YEARS for Diploma course, failing which student will be deemed as having withdrawn from the course.

If a student wishes to defer his/her study, he/she should adhere to the following procedures:

1. Students must complete the Request for Course Deferral/Re-sit Form and submit it to our Student Services along with a official documentary evidence
2. Students who submit their request for deferral upon or after the start of the module will not be able to carry forward his/her paid fees for the particular module to a later period, unless otherwise approved by Ascott Centre for Excellence.

3. Students who are paying their course fees via instalments has to first settle the course fee for the duration they have attended. They will continue with their instalment payments when they resume their course within the allowed 6 months deferment period.
4. Once the modules and course have been rescheduled, the student services shall inform the student.

### **RE-SIT MODULE PROCEDURES**

This refer to student's attendance not within the eligible make-up hours or who has failed with an "NYC" at the third attempt. Students who fail at the third attempt will be required to re-sit the failed module depending on the availability of a subsequent intake of the course/module.

Re-sit administrative fees for each module at each level are:

- S\$300.00 + GST per Certificate module
  - S\$575.00 + GST per Diploma module
1. Students must complete the Request for Course Deferment/Re-sit Form or submit in writing to our Student Services along with a official documentary evidence
  2. Student Services will collect the re-sit administrative fee indicated above.
  3. The request form shall be forward to Manager, Administration for approval
  4. If it is approved, Student Services will inform student once the modules have been rescheduled.

### **SUBMISSION OF ASSIGNMENTS AND PROJECTS**

All assignments/projects must be handed by the stipulated due date agreed by the trainer. Assignments/projects submitted after the due date will be graded as "Not Yet Competent" (NYC) unless an extension has earlier been granted in writing.

Where students fail with an "NYC" grade in a module, there is a provision to re-submit the module assignment/project and be re-assessed. Re-assessment of a module shall normally be restricted to a maximum of two attempts following the original failure in that module, at a time specified by the school.

A second opportunity will be given to you to complete the assignment/project (within one month from the original date) with **Re-Assessment** fee of S\$80.00 + GST charges.

In the event if the student still fails to submit the assignment/project a final opportunity with an additional admin fee of S\$80.00 will apply. The submission and assessment must be within 3 months from the end of the module.

Students who fail at the third attempt will be required to re-sit the failed module depending on the availability of a subsequent intake of the course/module. Student will need to pay S\$300.00 + GST for the Certificate module or S\$575.00 + GST for the Diploma module that they have failed i.e. the fee without subsidy. Students must submit the Request for Course Deferment Form obtainable from Admin Office.

## **ASSESSMENTS**

All students are required to take assessments for all modules. To be eligible to sit for the assessments, students must have a minimum classroom attendance of 75% for each module and have submitted assignments/projects.

### **Absence from Assessments**

A student, who is scheduled for any assessment and is absent, shall be deemed to have failed the assessment unless the School is satisfied that there is valid and acceptable reason(s) for the absence.

Submission of a valid medical certificate does not mean students automatically are eligible to sit for assessment at an alternative date/time. Reassessment of a module shall normally be restricted to a maximum of two attempts following the original failure in that module, at a time specified by Ascott Centre for Excellence.

If student is absent again for the reassessment due to unforeseen circumstances, student is deemed to have given up the chance and will be required to repeat the module. Reassessment is a privilege given to students who are genuinely unable to take the assessment and not as a repeated excuse to be used regularly.

## **EXPULSION AND DISCIPLINARY MATTERS**

The refund policy does not apply for students who are expelled by the school for the following reasons:

- Serious misconduct and/or any breach of Ascott Centre for Excellence's rules and regulation
- Poor attendance

## **6. OTHER STUDENT MATTERS**

### **GRIEVANCES**

This policy aims to conform to the Private Education Act standards for dispute resolution.

Ascott Centre for Excellence shall address students' complaints in an objective, fair and reasonable manner within 7 working days. All discussion of grievances will be confined to staff that can assist their resolution. Any form of complaint will, if possible be resolved quickly at the lowest level to avoid any unnecessary escalation.

Students can observe the following procedures:

- The student is encouraged to seek assistance and/or advice from his/her lecturer or our Student Services staff as he/she deem fit.
- The student can complete the Grievances/Feedback Form and submit it to our Student Services Office. Alternatively he/she may email our Student Services Office or choose to speak/write in to our Student Services Executive.
- An appointment will be arranged for him/her to meet with the Student Services Executive for counselling session followed by a follow up on the student's issue of grievance.
- Ascott Centre for Excellence shall inform the student on the outcome/status of the investigation - a copy of the investigation report and/or a letter from the School indicating the findings and actions taken will be forwarded to him/her.
- Our interim response is within three (3) working days. Depending on the complexity of the case, our response time is within 7 working days.

- Ascott Centre for Excellence will base on its findings to take appropriate actions to resolve the issue within the shortest time possible.

### **FEES AND PAYMENT METHODS**

All scheduled course fees are to be paid in full before commencement. For updated course fees, please visit our website or approach Student Services.

Payment of fees can be made via Cheque and should be made in Singapore Dollars to "Ascott International Management (2001) Pte Ltd"

### **COURSE EVALUATION**

As part of the Ascott Centre for Excellence commitment to provide quality courses to our students, the School regularly invites students to evaluate and provide feedback relating to the areas of teaching, staff and services.

Responses from students will be kept with STRICT CONFIDENTIALITY and will only be used by the School to make improvements to our courses and services.

### **STUDENT COUNSELLING**

Students who require psychological and emotional support can refer to our counselling service may contact our Admin Office to arrange for an appointment with our trained counsellor. All sessions conducted with the counsellor will be kept strictly confidential.