



STUDENT HANDBOOK

WELCOME MESSAGE

Welcome to Ascenda International College (AIC).

This Student Handbook provides comprehensive information about academic programmes, student services, policies, procedures, and expectations. Students are required to read, understand, and comply with all policies stated herein.

1. ABOUT ASCENDA INTERNATIONAL COLLEGE

Company Profile

Ascenda International College (AIC) is a private education institution in Singapore offering accessible, industry-relevant, and globally oriented academic pathways. The College operates under the Enhanced Registration Framework (ERF) administered by SkillsFuture Singapore (SSG).

Vision

To build a new generation of creative thinkers, innovative problem-solvers, and educated leaders.

At Ascenda International College, our vision is to help students think creatively, solve problems confidently, and lead with knowledge and purpose. We prepare learners for a fast-changing world by equipping them with the skills, mindset, and values needed for academic, career, and personal success.

Mission

Our mission is to provide quality education that develops creative thinking, encourages innovative problem-solving, and builds strong academic and life skills. We aim to guide every student along a clear learning pathway, helping them grow with confidence, purpose, and future-ready abilities.

Core Values

Creativity • Innovation • Integrity

Creativity: We encourage students to explore ideas, think differently, and express themselves with confidence.

Innovation: We help students develop the skills to adapt, problem-solve, and succeed in a changing world.

Integrity: We build responsible learners who act with honesty, respect, and strong character.



Slogan

Creatives • Innovative • Educative

Registration & Quality Assurance

Ascenda International College is registered with Skills Future Singapore (SSG) under the Enhanced Registration Framework (ERF).

2. ACADEMIC INFORMATION

Programmes Offer:

Certificate in Business, Hospitality and Logistics Foundation (Classroom / e-Learning)
Diploma in Business Administration/Logistic Management/Hospitality Management (Classroom / e-Learning)

Admission Requirements – Certificate in Business Administration

Minimum Age: 15 years old

Academic: GCE N Level (2 passes), NITEC, or equivalent

International: Completed Secondary Education / Year 9

English: IELTS 5.5 / TOEFL / TOEIC 750 / EAP

Mature Entry: ≥30 years old with 8 years of work experience

Admission Requirements – Diploma in Business Administration

Minimum Age: 16 years old

Academic: Year 10 / AIC Certificate / Equivalent

English: O Level English C6 / IELTS 5.5 / TOEFL / TOEIC 750 / EAP

Mature Entry: ≥30 years old with 8 years of work experience

Credit Exemption Policy

Students may apply for credit exemption during course application. Maximum exemption allowed is 30% of total modules, subject to Academic Director approval.

3. COURSE DELIVERY & ASSESSMENT

Modes of Delivery

Classroom-based lectures, tutorials, and workshops.

E-Learning via Zoom, Teams, or Learning Management System.

Assessment Methods

Assignments, examinations, projects, and presentations.

Grading Scheme

- 0–39 Fail (F)
- 40–49 D



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- 50–59 C
- 60–69 B

- 70–79 A
- 80+ Distinction (A*)

Attendance Requirements

Local & E-Learning Students: Minimum 75%
International STP Students: Minimum 90%

Attendance Monitoring & Intervention

Attendance is monitored daily.
Verbal warning → Written warning → Termination.
STP holders may be reported to ICA.

Graduation Requirements

Completion of all modules, passing assessments, and fulfilment of financial and administrative obligations.

4. STUDENT APPLICATION & PRE-COURSE COUNSELLING

Student Application Process

Before Application:

- Course selection and eligibility review
- Understanding fees, FPS, policies
- Mandatory pre-course counselling

During Application:

- Submission of application form and documents
- Payment of application fee

After Application:

- Issuance of Letter of Offer
- Signing of Student Contract
- ICA Student Pass application (if applicable)

Pre-Course Counselling

Pre-course counselling ensures students fully understand course structure, fees, FPS, refund policy, attendance requirements, progression pathways, and student responsibilities.

5. STUDENT SUPPORT SERVICES

Academic Support

Course Coordinators assist students throughout their studies.
Instructors respond to academic queries within 48 hours.

Workshops & Student Committees



Pastoral Care & Counselling

Confidential counselling services are available for academic or personal matters.

Career Services

Resume clinics, mock interviews, and career guidance are provided where applicable.

6. STUDENT CONDUCT & DISCIPLINE

Code of Conduct

Students must demonstrate professionalism, integrity, respect, and responsibility.

Prohibited Conduct

Plagiarism, cheating, smoking/vaping, alcohol, drugs, gambling, vandalism, disturbance, loitering, and inviting strangers onto campus.

Academic Integrity & Assessment Misconduct

Penalties include warning, module failure, or termination. Appeals are allowed.

Dress Code

Proper attire is required. Shorts, singlets, slippers, and revealing clothing are not permitted.

IT & Network Usage

No illegal downloads, inappropriate content, gaming, or activities that compromise cybersecurity.

7. POLICIES & PROCEDURES

Fee Protection Scheme (FPS)

Fees are protected in accordance with SSG requirements.

Refund Policy

100% refund for non-delivery or withdrawal within 7-working-day cooling-off period. Partial or no refund applies after cooling-off period.

Course Transfer Policy

Change of course or mode subject to eligibility, fee settlement, and ICA approval.

Course Withdrawal Policy

Withdrawal requires fee settlement and Student Pass cancellation (if applicable). Student Contract will be terminated.

Course Deferral Policy

Maximum deferral period is 12 months, subject to approval and course availability.



Appeals Policy

Appeals must be submitted within 7 working days. Outcomes communicated within 14 working days.

Student Feedback & Complaints

Feedback may be submitted via Student Services. Acknowledgement within 3 working days.

8. PERSONAL DATA PROTECTION (PDPA)

Ascenda International College complies with the Personal Data Protection Act 2012. Personal data is collected for enrolment, administration, communication, and regulatory compliance. Data will not be disclosed without consent unless required by law.

9. HEALTH, SAFETY & EMERGENCY

Fire evacuation procedures and assembly points will be briefed during orientation. All accidents or emergencies must be reported immediately.

10. INTERNATIONAL STUDENT MATTERS

Student Pass holders must maintain 90% attendance and comply with ICA regulations. Illegal employment is strictly prohibited.

11. STUDENTS BELOW 18 YEARS OLD

**Written parental or legal guardian consent is required.
Emergency contact details must be provided.**

12. DOCUMENT CONTROL

Document Title: Student Handbook

Version: 1.0

Effective Date: 2025

Approved By: Management

Review Cycle: Annually

13. ACKNOWLEDGEMENT

Students must acknowledge that they have received, read, and understood this Student Handbook and agree to comply with all institutional policies.

*******End of the Handbook*******