

Student Handbook



Ashford College of Management & Technology

Welcome to Ashford College of Management & Technology	4
1 About Our College	4
1.1 College History	4
1.2 Our Mission	4
1.3 Our Vision	5
1.4 Our Values	5
1.5 Our Culture	5
1.6 Quality Policy	5
1.7 College Facilities	5
1.8 Organisation Chart	5
2 About Singapore	6
3 Refund policies	6
3.1 Notification and Arrangement	6
3.2 Withdrawal for Cause	7
3.3 Refunds for Withdrawal for Cause	7
3.4 Refunds for Withdrawal Without Cause	7
3.5 Cooling-Off Period	7
3.6 Deemed Withdrawal	8
3.7 Change of Course	8
3.8 No Double Claim	8
4 Transfer/withdrawal policy	9
5 Fee protection scheme	9
5.1 Payment method and channels	9
5.2 Receipts	9
5.3 N.A.	9
5.4 Over or under-charging	9
6 Medical Insurance Scheme	9
7 Jurisdiction	9
8 Internal and External Grievance and Dispute Resolution Procedures	10
9 Standard PEI-Student Contract	10
10 Pertinent Information relation to our Courses	10
10.1 Admission Process & Procedure	10
10.2 Course Admission Criteria	11
10.3 Attendance Policy	11
10.4 Course Assessment Information Course	11
10.5 Completion Requirement	11
10.6 Organisation awarding the certificate	12
11 Assessment Guidelines	12
11.1 Assessment	12

11.2	Re-Take Assessment	12
11.3	Appeal Procedure	12
11.4	Certificate Award Criteria	12
12	Confidentiality and Security of Information	13
13	Student Support Service	13
13.1	Student Support Service	13
13.1.1	Pre-Course Counselling	14
13.1.2	Pastoral Counselling	14
13.1.3	Career Services	14
13.2	College Rules and Regulations	14
13.3	Relevant Singapore Rules and Government Agencies' Websites	15
13.3.1	Immigration & Checkpoints Authority (ICA) Regulations	15
13.3.2	SSG Committee for Private Education (CPE)	
13.3.3	Ministry of Education (MOE)	15
13.3.4	Ministry of Manpower (MOM)	15
13.3.5	General Healthcare Services (MOH)	16
13.4	Cost of Living in Singapore	16
13.5	Orientation Program	16
14	Self-declaration by CEO	17
15	Change of personal particulars	17
16	Mode of notification of changes	17
17	Teacher Deployment Chart	17
18	Modes of Communication	19

Welcome to Ashford College of Management & Technology

We are pleased to welcome you to Ashford College of Management & Technology (ACMT). We are sure that you will learn much during your study here, and we will certainly benefit from the experience and personal gifts you bring to our college.

To help you through a time of transition and change, we have prepared this Student Handbook (for Full-Time foreign students only) to help you acclimate to life at ACMT. The guide contains the basic outline of what you'll need to do in the coming weeks as you settle in. Our web site at www.ashford.edu.sg contains links to the information and resources you will need throughout your studies. We hope you'll become one of our regular readers and maintain contact with us throughout your time at ACMT.

We hope you will come to us with your questions or concerns—and just to let us know how you're doing as you proceed toward your academic studies. ACMT stands ready to help. Please visit us regularly.

I About Our College

1.1 College History

Ashford College of Management & Technology (formerly known as AMGT Management School from 2002 to 2010) was established to provide quality educational and training services for individuals and organisations. Our aim is to provide a lifelong learning centre for our students to learn and share a commonwealth of knowledge with other members of the College.

In 2005, we were amongst the first few private institutions to receive the CaseTrust for Education accreditation. In May 2010, we were the first batch of private education institutions registered with the Council for Private Education under the Private Education Act (2009).

Since inception, Ashford has actively tied up with the Society of Business Practitioners (SBP, UK) to offer a wide range of educational and training programmes in business management and other areas. Our curricula meet the needs of our students, equipping them well for future academic studies and career development.

At Ashford College of Management & Technology, our commitment is always to provide top-notch education and hence offer wide choices to gain prestigious qualifications.

1.2 Our Mission

We Are Committed To High Quality Educational Courses

For every educational programme, we truly understand the students' needs and requirements

***We Pledge Our Mission
to
Do It Right. The First Time. Every Time.***

1.3 Our Vision

Our vision is to become a recognised leader in quality educational and training services for both individuals and organisations.

1.4 Our Values

Academic Excellence

Sharing Experience

Holistic Education

Freedom

Objectivity

Respect

Diversity

1.5 Our Culture

Focus on the needs of our students and customers.

1.6 Quality Policy

We guarantee that our services and course delivery system is suitable, adequate and effective through

CONTINUAL IMPROVEMENT

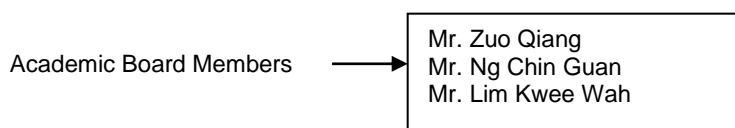
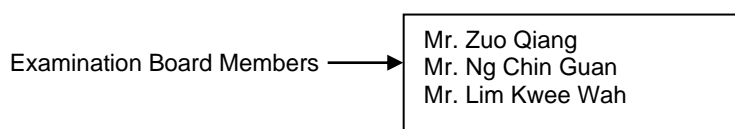
We will conform to applicable statutory and regulatory requirements without exception.

1.7 College Facilities

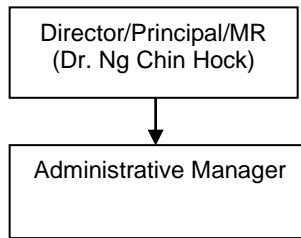
Our College is located at the central business district of Singapore, our training facilities include classrooms and a resource area. All the classrooms are equipped with audio visual aids. The rooms are networked and students have access to the Internet through wireless broadband Wifi network.

1.8 Organisation Chart

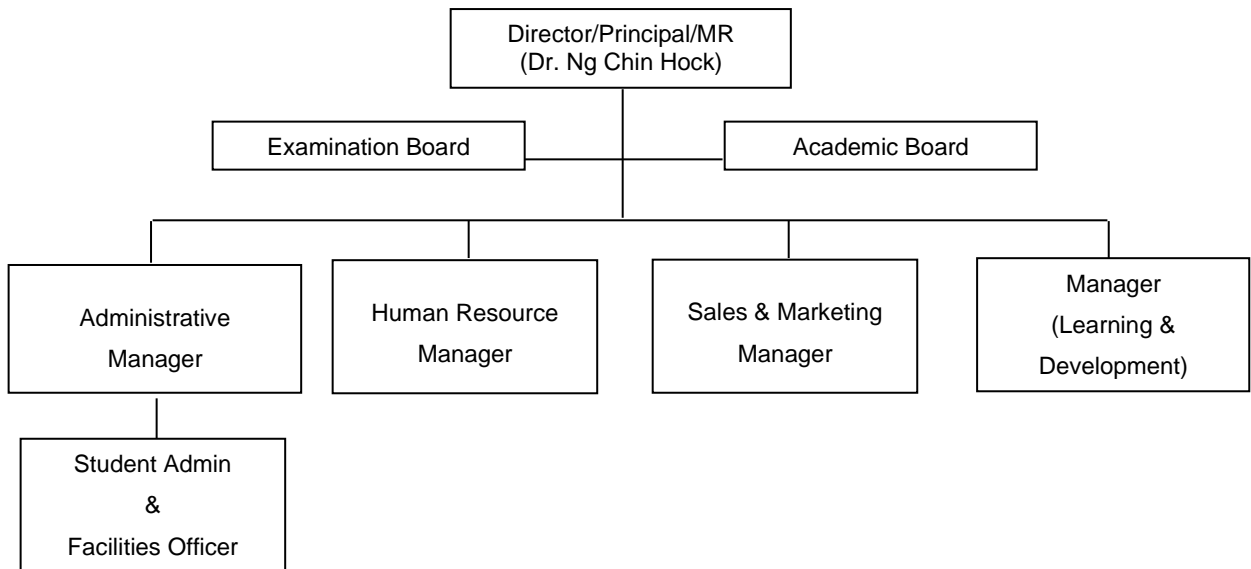
Examination Board & Academic Board Members



Management team



Management and staff



2. About Singapore

Singapore is one of the leading financial centres in the world and a cosmopolitan world city, playing an important role in international trade and finance. Singapore is also a knowledge-based environment highly conducive for the pursuit of higher level of education. The education system in Singapore aims to bring out the best in all students. Both public schools and private education institutions (PEIs), including Ashford College of Management Technology, are conducting a wide range of internationally-recognised qualifications.

3 Refund policies

3.1 Notification and Arrangement

ACMT shall inform the Student immediately within three (3) working days if

- (i) ACMT fails, for any reason, to commence the Course on the Course Commencement Date;
- (ii) ACMT terminates the Course, for any reason, prior to the Course Commencement Date;
- (iii) ACMT fails, for any reason, to complete the Course by the Course Completion Date;
- (iv) ACMT terminates the Course, for any reason, prior to Course Completion Date; or

ACMT shall, within seven (7) working days of notifying the Student in writing of above circumstances (i) to (iv), 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.

3.2 Withdrawal for Cause:

Subject to Force Majeure, the Student shall be entitled to immediately withdraw from the Course by giving written notice to ACMT of his/her intention to do so if ACMT is in breach of any of its obligations under this Agreement or fails to perform its obligation(s) under the circumstances in Clause 3.1 (i) to (iv).

3.3 Refunds for Withdrawal for Cause:

For circumstances under Clause 3.1, ACMT shall, within seven (7) working days after notifying the Student, refund to the Student:

- (i) The entire amount of the Course Fees; and
- (ii) The Miscellaneous Fees*.

ACMT shall also, as soon as practicable after receiving the Student's notice of withdrawal under Clause 3.2 (and in any event no later than seven (7) working days after receiving such notice) refund to the Student the amounts stated in this Clause 3.3.

3.4 Refunds for Withdrawal Without Cause:

Where the Student withdraws from the Course for any reason other than those set out in Clause 3.2 or Force Majeure, ACMT shall, subject to Clause 3.8, as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice) refund to the Student the following sums (less any applicable bank administrative charges properly paid/payable under Clause 5):

% of the aggregate amount of the Course Fees and Miscellaneous Fees Paid	If Student's written notice of withdrawal is received
[70]	("Maximum Refund") More than [21] days before the Course Commencement Date
[50]	Before, but not more than [7] days before the Course Commencement Date
[20]	After, but not more than [3] days after the Course Commencement Date
[10]	More than [3] days after the Course Commencement Date, but not more than [7] days after the Course Commencement Date
[0]	More than [7] days after the Course Commencement Date

3.5 Cooling-Off Period

ACMT shall provide the Student with a cooling-off period of [7] working days after signing Student Contract. Within these [7] days and regardless whether the Course Commencement Date has passed, the Student can submit written notice of withdrawal to ACMT and receive the Maximum Refund amount stipulated by ACMT under Clause 3.4 (less any Course Fees consumed by the Student if the withdrawal date is later than the Course Commencement Date

and the Student has started the Course, any ACMT administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable under Clause 5). Any dispute in respect of how much Course Fees have been consumed pursuant to this clause shall be referred to mediation at the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre pursuant to Clause 7, and only in respect of such decision, the decision of the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) shall be final and binding on all parties.

ACMT shall also bring to the Student's notice **Student's Rights to Cancel Agreement** by notifying the student of his rights under the cooling-off period, and receive written acknowledgement as provided therein by the Student that **Student's Rights to Cancel Agreement** has been brought to his notice. In the event that the notice in **Student's Rights to Cancel Agreement** has not been brought to the Student's attention, the cooling-off period of [7] working days shall only commence from the date that **Student's Rights to Cancel Agreement** has been brought to the Student's notice, and the Student has acknowledged the same. The Student shall have the right to withdraw from the Course and receive a refund as stated in this Clause 3.5 anytime before the notice in **Student's Rights to Cancel Agreement** has been brought to the Student's attention.

This Clause 3.5 takes precedence over ACMT's refund policy stated in Clause 3.4.

3.6 Deemed Withdrawal:

A Student who transfers from the Course to another course with ACMT shall, for the purposes of this Clause 3, be deemed to have withdrawn from the Course and the provisions of Clause 3.4 shall apply save as otherwise agreed between ACMT and the Student.

3.7 Change of Course:

Further to Clause 3.6, a fresh ACMT-Student Contract under this format shall be executed between ACMT and the Student for any change of Course, whether with the same PEI or otherwise.

3.8 No Double Claim:

For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from ACMT in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against ACMT for the same payment in respect of the same matter or damage pursuant to any other provision of Student Contract.

Note:

- The above refund policies were extracted from Standard CPE-PEI Student Contract Clause 2.
- Refund will be paid to student by Cashier Order.
- If the student is terminating the course and returning to home country, his/her Student's Pass needs to be cancelled.

4 *Transfer/withdrawal policy*

A Student who transfers from the Course to another course with ACMT shall, for the purposes of this Clause 3, be deemed to have withdrawn from the Course and the provisions of Clause 3.4 shall apply save as otherwise agreed between ACMT and the Student. The student is required to submit a new application for another course and sign a new contract. Request of transfer will only be considered if the student meets all pre-requisites of the course intend to transfer to.

A Student who withdraws from ACMT to enrol with another school shall be deemed to have withdrawn from ACMT.

5 *Fee protection scheme*

Industry-Wide Course Fee Protection Scheme

5.1 Payment method and channels

Payment of fee is by cash, bank draft, cashier order, cheque or Telegraphic Transfer in Singapore dollar. A receipt will be issued for the amount paid.

5.2 Receipts

Receipts issued by us to you to acknowledge payment made shall contain the following information:

- College's name and address
- Date of payment
- Course enrolled and Course identification number.
- Student ID Number
- Qualification awarding body
- Course fees
- Instalment Amount

5.3 N.A.

5.4 Over or under-charging

ACMT is committed to avoidance of over or undercharging.

List of course fees used are clear and legible, reflecting the total amount payable and its breakdown.

The total amount of course fees payable and the breakdown are clearly defined in the Standard PEI-Student Contract, payment schedules, payment vouchers and communication materials.

6 *Medical Insurance Scheme*

6.1 Nil

7 *Jurisdiction*

The parties hereby irrevocably agree that the courts of Singapore are to have jurisdiction to settle any disputes which may arise out of or in connection with Standard PEI-Student Contract which cannot be settled successfully through the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) and that, accordingly, any legal action or proceedings

arising out of or in connection with Standard PEI-Student Contract (“Proceedings”) may be brought in those courts and the parties irrevocably submit to the jurisdiction of those courts PROVIDED THAT nothing in this Clause shall limit the right of any party to take Proceedings in any other court of competent jurisdiction nor shall the taking of Proceedings in one or more jurisdictions preclude that party from taking Proceedings in any other jurisdiction, whether concurrently or not.

8 Internal and External Grievance and Dispute Resolution procedures

We welcome your feedback anytime and should you have any issue of concern, please contact us immediately. Our feedback channels include:

- Face-to-face feedback
- Telephone communication at 65-6338 1522
- Mondays to Fridays from 10:30am to 5:00pm.
- Written feedback via email to our email address mktg@ashford.edu.sg

We treat students’ grievances, disputes as our important feedback. We have staff specially assigned to manage students’ welfare, including the handling of their grievances and complaints according to our procedures. Our interim response is within 3 working days receipt of complaint. Depending on the complexity of the case, we are committed to resolving any feedback/complaint within a maximum of 21 working days upon receipt of complaint. If the College is unable to solve the complaint amicably, students will be recommended to seek redress through CPE or other external mediation agencies.

Notes:

- All feedbacks and complaints received must be recorded. This shall include any feedback received via formal or informal (verbal), complaint forms

9 Standard PEI-Student Contract

It is our standard operating procedure to enter into a Standard PEI-Student Contract with International and Local Students prior to confirmation of enrolment and this policy is communicated to the student through our various communication channels, including our website.

Student can refer to the CPE website: www.ssg-wsg.gov.sg for more details of Standard PEI-Student Contract

10 Pertinent Information relation to our Courses

10.1 Admission Process & Procedure

- All Applicants will be given a pre-course counselling by the student recruitment staff if he/she intends to enrol for a course with ACMT.
- Applicants will be provided with ACMT Student Application form
- All internationals who require a Student Pass are classified as **International Students**. Singapore Citizen, Singapore Permanent Resident, Work Permit Holder, S-Pass Holder, Employment Pass Holder, Dependent Pass Holder and Diplomat Pass Holders are considered **Local Students** who do not require a Student Pass.

- Applicants are to return the ACMT Student Application form duly filled in with the required supporting documents for application.
- Please note that the originality of the Educational Certificates and Transcripts must be verified through sighting of the original documents.
- International Students without proof of English proficiency (IELTS or TOEFL) are to sit for a **ACMT English Placement Test**.
- Local and International Students who do not meet any other standard Entry Requirements, may request for **Special Consideration** and be subjected to approval by the Academic Board.
- An Application will only be processed when the **ACMT Student Application form** is collected from the Applicant.
- If the Application is approved, a **Letter of Offer** will be issued to the Applicant.
- If the Application is rejected, a **Letter of Rejection** will be issued to the Applicant.

10.2 **Course Admission Criteria**

The course entry requirement is a set of primarily academic standards a student must attained before he/she is permitted to enrol in the course concerned. The requirements are determined and approved by our Academic Board.

The pre-requisites and requirements for courses are clearly defined in the Standard PEI-Student Contract and in College website.

10.3 **Attendance Policy**

Class Attendance

For students to achieve full potential and receive maximum learning with College, all students must attend to class regularly. The attendance requirement for all the students is:

- Local / PR & Non Student Pass Holders $\geq 75\%$
- International Students on Student-Pass $\geq 90\%$

Absence from Class

Students who are taking a long leave from College must fill up a leave form and submit the form to College.

For Student Pass holders, who are taking medical leave, you need to produce a Medical Certificate and submit it to College.

10.4 **Course Assessment Information**

Such information is available in the Course handbook. Typical information found in the Course handbook includes Course Structure and Information, Assessment, Pass Criteria and Grades, and other Examination regulations.

Students are advised to read and understand the course assessment requirements and to consult the lecturer concerned if they have any queries.

10.5 **Course Completion Requirement**

A student will be deemed to have completed a course when he/she has successfully met all the academic and other essential requirements as indicated in the Course Handbook. Upon the successful completion of the course, the student will then be awarded the relevant certificate. This will include admission to higher level course(s).

10.6 **Organisation awarding the certificate**

Our college have two organisation which awards the certificate: Ashford College of Management & Technology (Singapore) and the Society of Business Practitioners (UK)

For the details of Ashford College of Management & Technology (Singapore), please refer to section 1.

The Society of Business Practitioners (SBP, UK) was formed by a number of experienced educationalists and business executives to fulfill a need to set standards and principles in business practice which could best be achieved by examination processes. They determined that both inexperienced and mature students should be able to follow a career in further education or be proficient in employment.

For more details about The Society of Business Practitioners (SBP), please refer to www.mamsasbp.com/sbp/

11 **Assessment Guidelines**

11.1 **Assessment**

- All courses are assessed by written assignments after studying all the modules.
- Students must achieve a minimum of 50% scores in all the assignments.

11.2 **Re-Take Assignment**

- Students are allowed to re-take assignment of each of the module if they failed in their first attempt.
- Student will have to register with the Administrative Officer and pay a fee of S\$100 per re-take per module.
- If students failed again in the re-take assignment, students will have to re-take the same module again (Retake module-there will be tuition fee and others fee involved, please check with the Administrative Officer)

11.3 **Appeal Procedure**

This policy governs the appeal for students against their official results which apply to ACMT and The Society of Business Practitioners courses only.

ACMT shall release appeal results within four weeks (for in-house courses) and not later than eight weeks (for courses administered by partner organisation) from the date of appeal.

All appeals will be considered upon payment of an appeal fee S\$100.

100% of the Appeal Fee paid will be refunded upon the successful outcome of the appeal.

To discourage frivolous appeals, there will be no refund for unsuccessful appeals.

11.4 **Certificate Award Criteria**

- Students must achieve a minimum of 50% scores in all assignments and an attendance of at least 90% (for Student Pass Holders) or 75% (Local / PR & Non Student Pass Holders).

12 Confidentiality and Security of Information

We will safeguard, according to strict standards of security and confidentiality, any information our students share with us. We will limit the collection and use of student information to the minimum required to deliver superior service to our students, which includes advising our students about our academic services and other opportunities. Every effort shall be made to ensure that the integrity of your personal particulars and confidential information entrusted to us are not compromised unless required by law. We also undertake not to divulge any of the student's personal information to any unauthorised third party without the prior written consent of the Student.

13 Student Support Service

13.1 Student Support Service

- 1 Refund policy
- 2 Transfer/withdrawal policy
- 3 Orientation programmes and support program
- 4 Student Feedback/Complaint procedure
- 5 Fee Protection Scheme
- 6 Medical Insurance Coverage
- 7 Standard PEI-Student Contract
- 8 Student's Pass Information
- 9 Pre –Course Counselling
- 10 Student Pastoral Counselling
- 11 Cross–Cultural Awareness Programme
- 12 Accommodation Services
- 13 Banking Services
- 14 Public Transportation
- 15 Postal & Telecommunication
- 16 Quality assurance of delivery of course
- 17 Student Welfare
- 18 Wireless Internet Connections
- 19 Library
- 20 Career Services

13.1.1 Pre-Course Counselling

Pre-course counselling refers to the information that students should be briefed on and provided with pertaining to their intended course application to ACMT. The information includes program information, academic pathway, award and fee information, refund, withdrawal and

transfer policies, Immigration rules and Singapore laws especially for International students and the student services available for students in ACMT, for example the airport pickup and accommodation placement services.

13.1.2 Pastoral Counselling

The Counselling Service for students aims to assist students to gain balance in their academic and personal well-being. The Counselling Service provides information, prevention, intervention and referral services on psychological, educational and emotional issues and concerns. The service provides guidance to both academic and non-academic staff to assist them in addressing any psychological issues which affect students' academic performance.

13.1.3 Career Services

ACMT offers you career guidance as you prepare for your job search and equip you with the necessary skills needed to gain a competitive advantage in entering the workforce including Interview Skills, Personal Grooming, Resume Writing and much more.

13.2 College Rules and Regulations

- Students who are late for College for more than 30 minutes will not be permitted to attend lesson for that particular session of the day and will be taken as a day of absence.
- Students who are late for class for less than 30 minutes, five consecutive times successively will be taken as a day of absence without valid reasons. A warning letter will be issued to the latecomer.
- All students must observe the basic class discipline at all times and be attentive for all classes and tutorials.
- Students must be properly attired while in the College. Vest, Slippers and short pants are not allowed in classroom and at College premises.
- Smoking is strictly prohibited By Law within the College's premises. Failure to comply with this law will result in disciplinary action being taken against them and which may lead to suspension or expulsion.
- All mobile phones must be turned off or switched to the silent mode during lessons. Student who fails to comply with the College's rules will be asked to leave the class.
- All students must take good care of the College's property, such as chairs, tables, whiteboards, all teaching aids / equipment, etc. Any of the facilities that has been vandalised, the student concerned will have to compensate for it accordingly.
- All students are expected to work closely with the college staff in a joint effort to further improve the services and teaching quality of the College. In class, they should respond readily to the relevant survey feedback forms.
- Students must make inform the College's Admin Officer within 24 hours upon losing their Student's Pass.
- Working in any part time job for Student's Pass holders during Student's Pass period is **STRICTLY NOT ALLOWED.**
- Any student, who is absent, must fill in a leave form and attach it with a certification letter, e.g. medical certificate, flight ticket.
- In the event that the student has been absent for **three (3) days** without giving any notice, School shall reserve the right for take action in serving a **warning letter** to the Student. However, School also reserves the right to terminate the study of any Student if absence

has been exceeding **more than seven (7) days** without receiving any official notice from the Student.

- All Students' Pass holders must achieve an attendance rate of **90%** and above to qualify for the ICA's renewal. For students whose attendance rate is below 90%, the College will not be responsible for their failure to get a renewal of their Student's Pass.
- All local students must attain a minimum class attendance of **75%**.
- If the student wishes to transfer to another College/School, the College fees will be refunded according to its refund policy.
- Students must be aware of the expiry dates of their Student's Pass. They must inform the Operations Department at least one week before the expiry date for necessary processing of renewal.
- The College will not be responsible for any loss of students' personal belongings or any valuables in its premises.
- All International Students must surrender their Student's Pass to College within 7 days upon completion of study or due to other reasons for cancellation by the ICA.
- Students must not make any noise outside the classroom. No running around the College premises. If you encounter any problem outside the college, he/she may contact our Administrative Officer for assistance.
- Students are not allowed to enter the staff room without permission.

13.3 Relevant Singapore Rules and Government Agencies' websites

13.3.1 Immigration & Checkpoints Authority (ICA) Regulations

All international students with Student's Pass must meet all the following requirements:

- The student is only permitted to attend the course at the College as stated in this In-Principle Approval Letter;
- The student shall attend the class regularly i.e. where the percentage of attendance is not less than 90% in any month of the course
- The student shall surrender the Student's Pass for cancellation within 7 days of the date of cessation or termination of studies;
- The Student is not allowed to engage in any undesirable or work-related activities for the duration of study in Singapore.

For more details of ICA regulations, please refer to the **ICA Website: www.ica.gov.sg**

13.3.2 SSG/Committee for Private Education (CPE)

Students can refer to the SSG/CPE website for information on the following:-

- a. Fee Protection Scheme
- b. Standard CPE-PEI Student Contract

CPE Website: <https://www.ssg-wsg.gov.sg/>

13.3.3 Ministry of Education (MOE)

For more details on the Singapore Education System, please refer to the MOE website:

www.moe.gov.sg

13.3.4 Ministry of Manpower (MOM)

For more details on the Manpower policies, please refer to the MOM website:

www.mom.gov.sg

13.3.5 **General Healthcare Services**

For more details of the General or Specialist Health Services in Singapore, please refer to the MOH website: www.moh.gov.sg

13.4 **Cost of Living in Singapore**

Compared to countries in western continents, the cost of living in Singapore is relatively low, and basic items like food and clothing are very reasonably priced. An international student in Singapore spends on average about **S\$1500 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.

Item	Cost per month
Accommodation	\$500 - \$1,500 (rental varies with geographical area, type of accommodation, demand, facilities provided and the number of people sharing)
Utilities	\$50 - \$80 (not applicable for boarding schools)
Food	\$450 - \$750 (Based on \$15-\$25 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	\$60 - \$100 (varies with types of student concession pass)
Telecommunications	From \$30 (varies with usage and promotional packages subscribed)
Books & Stationery	\$50 - \$200 (varies with course)
Medical Hospitalisation Insurance	\$10 - \$20
Personal expenses	\$500 - \$800 (varies with individuals) (clothes, toiletries, entertainment, haircut, miscellaneous)

13.5 **Orientation Program**

In our orientation program, we will disseminate and reiterate important course information and other information such as about our college systems, examinations, management team, teachers and support team. We will inform students of their rights including internal and external grievance and dispute resolution procedures, fee protection scheme, reference to CPE's official website.

Students will know the details of the organisation awarding the certificate. All the courses information are clearly defined in our “Course Handbook”. Student can download it from our college website www.ashford.edu.sg.

Each student will receive a copy of “Student Handbook” for reference. There will be Q&A session for the students.

14 Self-declaration by CEO

The CEO declares the important information:

- Student-teacher ratio: 16:1
- Student redress policies: student complaint resolution procedure
- Capacity: 24
- Size and number of classrooms: 2 classrooms of size 8 to 16
- All types of fees payable in enrolment and course:
 - Registration Fee
 - Administrative Fee
 - Course Fee
 - Course Material Fee
 - Examination Fee
 - Miscellaneous Fee (if necessary)
- Number of full-time teachers: 1
- Number of contract teachers: 4

15 Change of personal particulars

It is important to inform the College of any changes to your address and contact (both local and natives) to enable the College to keep in touch with you.

16 Mode of notification of changes

In the event of any changes that affect the student, ACMT will inform the student in writing.

17 Teacher Deployment Chart

No.	Teacher Name	Courses & Subjects
1	DR. NG CHIN HOCK (Full-time) <u>Qualifications:</u> DBA (Southern Cross), MBA (Hull), MSc (Nottingham), CEng, MIET	Diploma in Business Studies <ul style="list-style-type: none"> • Principles of Marketing • Principles and Practice of Selling • Economics for Business • Business Organisation & Management • Communication in Business Diploma in Business Administration <ul style="list-style-type: none"> • Principles and Practice of Selling • Economics • Business Administration/ Management • Communication in Business Diploma in Marketing Management <ul style="list-style-type: none"> • Elements of Marketing • Professional Salesmanship • Behavioural Practice in Marketing Executive Diploma in Accounting & Finance <ul style="list-style-type: none"> • Organizational Control • Economic Principles

		<p>Diploma in Computer Studies</p> <ul style="list-style-type: none"> • Networking & the Internet • Management Information Systems • Information Technology Management • Desktop Publishing • Practical Database <p>Advanced Diploma in Computer Studies</p> <ul style="list-style-type: none"> • Strategic Business Management • E-Commerce Marketing & Technology • Computer Systems Management • Systems Analysis & Design • Software Engineering <p>Advanced Diploma in Business Studies</p> <ul style="list-style-type: none"> • Operations Management • Quantitative Methods • Human Resource Management • Information Technology Management • Consumer Behaviour • Marketing Research • Managerial Economics <p>Advanced Diploma in Business Administration</p> <ul style="list-style-type: none"> • Production & Operations Management • Statistics • Marketing Management • Management of Human Resources <p>Postgraduate Diploma in Business Administration</p> <ul style="list-style-type: none"> • Corporate Strategic Planning • Organisational Behaviour • International Marketing • Entrepreneurship <p>Graduate Diploma in Business & Management</p> <p>(i) Business Organisation & Administration</p> <ul style="list-style-type: none"> • Management Principles & Practice • Marketing Management • Management Information Systems • Human Resource Management • Managerial Economics • Organisational Behaviour • Organisational Development & Change • International Business Management • Strategic Management <p>Diploma in Modern Management (E-learning)</p> <ul style="list-style-type: none"> • Business Research • Contemporary Marketing • Operations Management • Business Strategy
2	MR.TOH KENG PIN (Part-time) <u>Qualifications:</u> BSc (Uni Singapore), DipBA, DipAM	<p>Certificate in Foundation & General English (Beginner Level – Intermediate Level)</p> <ul style="list-style-type: none"> • English
3	MR LIM KWEE WAH (Part-time) <u>Qualifications:</u> BA (Nanyang U), GradDipPM	<p>Executive Diploma in Tourism and Hospitality Studies</p> <ul style="list-style-type: none"> • Restaurant & Institutional Food Service Careers • Introduction to Hospitality & the Hospitality Career Field • Lodging Industry • Tourism and Leisure Industry • Management in the Hospitality Industry <p>Diploma in Business Administration</p> <ul style="list-style-type: none"> • Business Administration/Management

		<p>Diploma in Business Studies</p> <ul style="list-style-type: none"> • Business Organisation & Management <p>Advanced Diploma in Business Administration</p> <ul style="list-style-type: none"> • Management of Human Resource <p>Advanced Diploma in Business Studies</p> <ul style="list-style-type: none"> • Human Resource Management <p>Graduate Diploma in Business and Management</p> <ul style="list-style-type: none"> • Business Organisation & Administration • Human Resource Management <p>Diploma in Modern Management (E-learning)</p> <ul style="list-style-type: none"> • International Human Resource Management
4	<p>MR NG CHIN GUAN (Part-time) <u>Qualifications:</u> MSc (NTU), BEng (NUS), PGDipBA</p>	<p>Diploma in Marketing Management</p> <ul style="list-style-type: none"> • Quantitative Methods • Economics <p>Graduate Diploma in Business & Management</p> <ul style="list-style-type: none"> • Quantitative Methods for Decision-Making • Organisation Analysis & Control • Production & Operations Management
5	<p>MR BASHEER AHMAD S/O ADBUL RAVOOF (Part-time) <u>Qualifications:</u> BA in Accounting (Hons), (Bedfordshire), Dip in Taxation</p>	<p>Diploma in Business Studies</p> <ul style="list-style-type: none"> • Principles of Accounting <p>Diploma in Business Administration</p> <ul style="list-style-type: none"> • Principles of Accounting <p>Executive Diploma in Accounting & Finance</p> <ul style="list-style-type: none"> • Accounting Principles • Business Finance • Business Costing • Organisational Control <p>Advanced Diploma in Business Studies</p> <ul style="list-style-type: none"> • Business Finance <p>Advanced Diploma in Business Administration</p> <ul style="list-style-type: none"> • Financial and Management Accounting <p>Postgraduate Diploma in Business Administration</p> <ul style="list-style-type: none"> • Advanced Management Accounting <p>Graduate Diploma in Business and Management</p> <ul style="list-style-type: none"> • Financial and Management Accounting • Organisation Analysis and Control • Financial Management

18 Modes of Communication

Student can get in touch with the College via the following ways:

Mail : No.3, Coleman Street,
#04-06
Peninsula Shopping Centre
Singapore 179804

Telephone: (65) 6338 1522

Email : mktg@ashford.edu.sg

Website : www.ashford.edu.sg