

Student Handbook

Version 1.0



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Welcome Message

Dear students,

Welcome to Global School of Technology & Management

AEG International College, established in 2021, was set up for the paramount purpose of providing education to candidates of all races and nationalities. We are specialized in offering a variety of professional courses. Located in the 134 Jurong Gateway Road, at near Jurong East MRT.

AEG has more than hundreds of student from different industries, taking up various Advanced Diploma and Short Courses

You are welcome to come on board!

Contact Information

Our school is located

134 Jurong Gateway Road,

#04-307C Singapore 600134

Tel: [8049-8405](tel:8049-8405)/ 8894-4048

Fax: 6423 0708

Website: www.aegcollege.edu.sg

Feedback Channel

info@aegcollege.edu.sg

SkillsFuture Singapore (SSG) Formally CPE

SSG took on direct responsibilities for overseeing the private education sector as per the Private Education Act of 2009. All courses provided by AEG International College (AEG) are registered with SSG (Registration No: 201830980Z)

website <https://www.skillsfuture.gov.sg/>

Enhanced Registration Framework (ERF)

The Enhanced Registration Framework (ERF) ensures that all Private Education Institutions (PEIs) meet the required quality and regulatory standards.

Advisory Note to Students

Before signing the Student Contract with AEG, you must read and sign the Advisory Note to Students

1.0 School History

AEG International College (AEG) was set up for the purpose to conduct and deliver Advanced Diploma courses for working adults diploma courses in Singapore.

It was incorporated into a private limited company as per the CPE regulations, on the 2010. The shareholders and Directors of AEG are also the shareholders of Trent Global College of Technology & Management.

AEG International College Pte Ltd (AEG), currently offers courses in Short Certificate Courses, Advanced Diploma. Students have the options to choose elective modules on Facilities Management, Civil Engineering, Mechanical & Electrical Engineering, Electrical Engineering and Care Giving. All courses are designed and awarded by AEG.

2.0 Vision and Mission

We strive to be a trusted institution that empowers individuals through high-quality, industry-relevant education. By providing a supportive learning environment and equipping our students with practical skills, we aim to develop competent graduates who contribute meaningfully to their professions and the community.

2.1 Vision

To be a trusted college committed to delivering growth and development for the nation.

2.2 Our Mission

- *To provide a supportive and professional learning environment.*
- *To offer quality, industry-relevant courses that meet workforce needs.*

- *To produce competent and career-ready graduates who contribute effectively to the industry.*

2.3 Core Values

A – Assurance: Commitment to quality and reliability.

E – Ethics: Integrity and fairness in all we do.

G – Growth: Continuous learning and development.

3. Student Support Contact hours

Monday – Friday: 11:00 am to 08:00 pm

Saturday – Saturday & Sunday: 9:00 am to 7:00pm

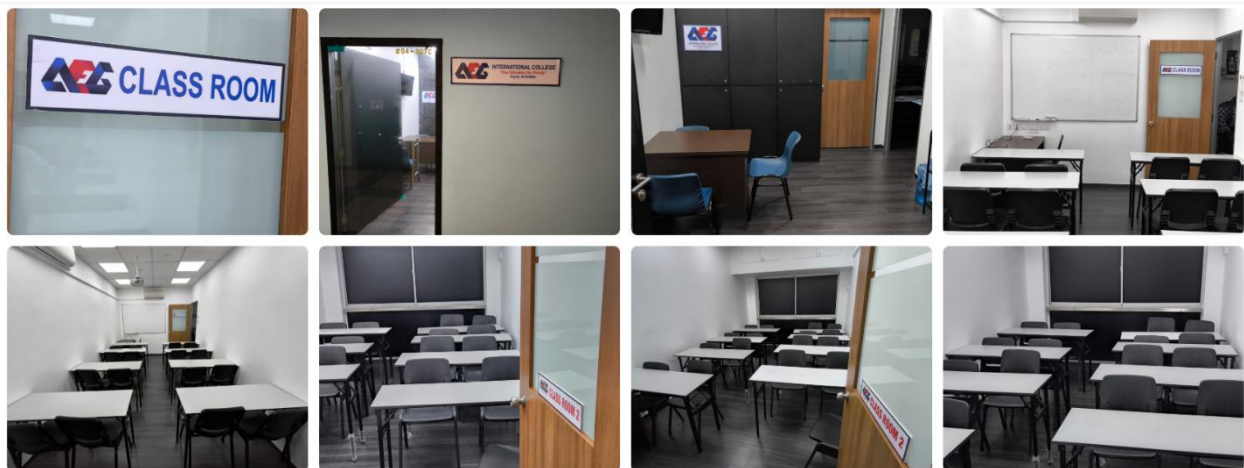
Phone: +65 8049-8405 / +65 8894 4048

Course Counselling: +65 8891-5527

Campus: 134 Jurong Gateway Road #04-307C, Singapore 600134

Email: info@aegcollege.edu.sg

4. Campus and Facilities



5. Attendance and Absence

5.1 International students must maintain minimum 90% monthly attendance for immigration compliance.

5.2 Domestic students require minimum 75% attendance.

5.3 Requirements are explicitly communicated during orientation and through institutional documents.

5.4 Administrative staff maintain meticulous attendance records and report behavioural concerns.

5.5 The Administration Manager conducts absence follow-up and documents student explanations.

5.6 Students below 75% attendance receive mandatory counselling with escalation to formal warnings.

5.7 Unexcused absence exceeding 7 days constitutes automatic withdrawal, triggering visa cancellation procedures.

5.8 Leave requests require advance application using institutional forms.

5.9 Monthly attendance reports are submitted to immigration authorities. Part-time student attendance is systematically monitored and reported.

6. Student Discipline Policy

6.1 Academic achievement requires dedicated commitment from students, who must refrain from disruptive conduct that compromises the institutional environment. Behavioural infractions may result in disciplinary measures.

6.2 The following represents non-exhaustive examples of prohibited conduct:

- Substance possession or consumption
- Property vandalism
- Academic plagiarism
- Assessment misconduct
- Physical or verbal harassment
- Institutional property misuse
- Theft

- Violence or extortion
- Unexcused absence exceeding 7 consecutive days
- Deliberate policy violations
- Serious legal infringements

6.3 Alleged misconduct triggers formal investigation by the MR.

6.4 The MR, in consultation with Directors, determines appropriate disciplinary responses that are both educational and equitable.

6.5 Disciplinary measures may include:

- Counselling sessions
- Formal warnings
- Item confiscation
- Academic penalties
- Temporary suspension
- Permanent expulsion
- Financial penalties
- Visa cancellation (international students)

6.6 No fee reimbursement applies during suspension or following expulsion.

6.7 Offenders may bear financial responsibility for damages or legal costs.

7. Confidentiality and Security Policy

AEG respects and protects the privacy of all students and staff. Personal data is handled carefully and kept secure at all times.

7.1 Confidential Information: All student and staff information is treated as confidential and used only for school purposes. Student data will only be used for the reason it was collected. If the school needs to use your data for any other purpose, your written consent will be obtained, unless required by government authorities.

7.2 Storage and Security: Student records and assessment results are stored safely in locked cabinets and secure computer systems. Electronic data is protected by passwords and access controls. Only authorized staff can access student information for work purposes.

7.3 Access and Use: Student records are not allowed to be taken out of the school unless approved by the Records Manager or Principal. Information about students will not be shared with anyone outside the school without permission.

7.4 Staff Responsibility: All staff are trained to keep student information private and to follow AEG's confidentiality rules.

7.5 Policy Compliance: AEG takes data protection seriously. Any misuse or unauthorized sharing of information will result in disciplinary action.

7.6 Physical student records are secured in locked cabinets outside operating hours. During business hours, access is limited to designated staff for legitimate work purposes.

8. Fee Protection Scheme

AEG protects all student fees through an FPSG insurance scheme with Liberty Insurance, approved by the SSG.

- All students, whether local or international, full-time or part-time, are covered.
- Insurance is arranged after your payment has been received by the school.
- Insurance Policy Number: FPS055Y25

This scheme ensures that your fees are safe and fully protected.

9. Transfer Policy

9.1 Internal Transfers: Changing to another course within AEG is treated as a withdrawal and re-enrolment. Fees may be adjusted based on the portion of the previous course that was unused.

9.2 External Transfers: Moving to another institution is considered a formal withdrawal from AEG.

9.3 Approval Requirements: Transfers are subject to admission eligibility and course availability. Students under 18 years old must obtain written consent from parents or guardians.

9.4 Processing Time: Transfer requests are initially assessed within 7 working days. Final approval is usually completed within 4 weeks.

9.4 Information for Students: Students are briefed on the transfer process during orientation and counselling. International students receive additional guidance regarding Student Pass implications

10. Withdrawal Policy

10.1. Submitting a Withdrawal: Students who wish to withdraw must provide formal written notice and attend a counselling session.

10.2. Management Review and Administrative Steps: Once a withdrawal request is submitted, the school will:

- Review the request and complete exit procedures
- Process official withdrawal documents
- Cancel Student Passes (for international students)
- Notify the Fee Protection Scheme (FPS) provider
- Conduct financial reconciliation and refunds, if applicable
- Issue records or transcripts for transfers

10.3 Automatic Withdrawal:

- Students with unexcused absences exceeding 7 days will be automatically withdrawn.
- Students with delinquent payments may be withdrawn if no approved deferment exists.

10.4 Parental/Guardian Consent: Students under 18 years old must obtain written consent from a parent or legal guardian to withdraw.

10.5 Processing Time: Withdrawal requests are reviewed promptly, and all procedures are typically completed within 7 working days.

10.6 Information for Students: Policies and procedures are explained during counselling and orientation, and students confirm understanding through the orientation checklist.

11. Refund Policy

11.1. Refunds When a Course is Not Delivered: Students are entitled to a full refund if the course cannot be delivered as planned. This includes situations where:

- The course does not start on the scheduled date.
- The course is cancelled before it begins.

- The course does not finish by the scheduled completion date.
- The course is terminated before completion.
- You do not meet the entry requirements within the required timeline.

How it works: The school will notify you in writing within 3 working days if any of the above happens. You may withdraw within 7 working days of the notice and receive a full refund of all course and other fees paid.

11.2. Refunds for Other Reasons: If you withdraw for other reasons, your refund will be calculated according to the student contract (Schedule D). Refunds will be processed within 7 working days of submitting your written withdrawal notice.

**SCHEDULE D
REFUND TABLE**

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedul Band C]	If the Contracting Party’s written notice of withdrawal is received:
100 %	more than [14] working days before the Course Commencement Date
75 %	on or before, but not more than [14] working days before the Course Commencement Date
30 %	after, but not more than [15 to 40] working days after the Course Commencement Date
0 %	more than [40] working days after the Course Commencement Date

12. Deferment Policy

12.1. Students may apply for deferment in cases of compassionate or valid reasons, such as:

- Serious family circumstances
- Documented medical conditions
- Changes in employment status

12.2. Application Process: Submit a written request with supporting documents. Students under 18 years old must provide parental or guardian consent. Requests are reviewed by management and the academic team and assessed within 7 working days.

12.3 Deferment Conditions: Academic activities are temporarily suspended. Fee payments may be paused. Program timelines are adjusted accordingly. Part-time students may defer for a maximum of one year.

12.4. Notification: Students will receive a formal response with any required contract updates. Regulatory authorities will be notified if required.

13. Dispute Resolution System

13.1 Providing Feedback or Complaints

13.1.1 Students, staff, and the public can submit feedback or complaints via letters, email, or the online portal.

13.1.2 The Management Representative (MR) will assign a relevant staff member or manager to handle the matter.

13.2 Complaint Handling

13.2.1 The designated officer will:

- Acknowledge receipt within 3 business days.
- Investigate the issue thoroughly.
- Work with the MR to provide a resolution within 7 working days.

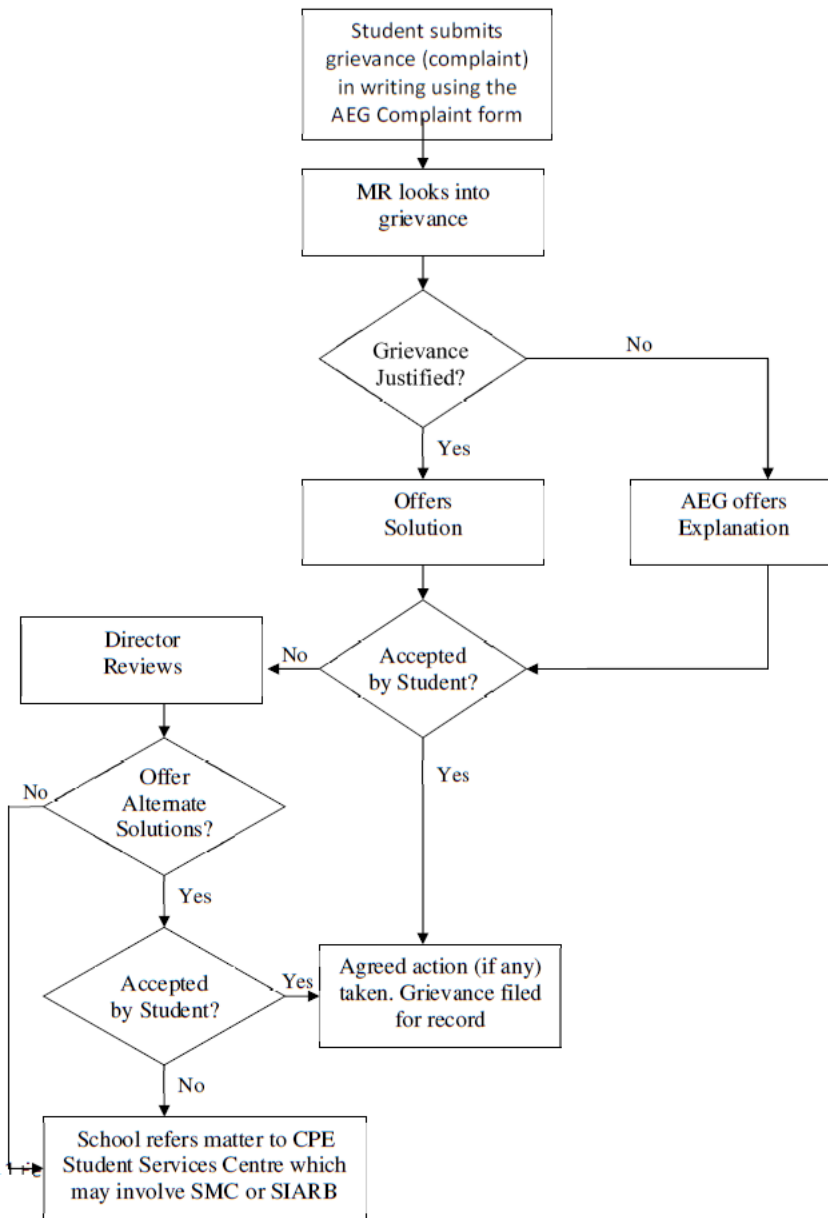
13.3 The MR may consult directors to identify key learning points and improve processes.

13.4 Corrective or preventive actions will be implemented, and the MR ensures the issue is fully resolved.

13.2 Dispute Resolution

- AEG aims to resolve disputes fairly and amicably.
- Students must submit disputes in writing.
- The MR assigns a manager to investigate and:
 - Acknowledges receipt within 3 days
 - Completes the investigation within 7 working days

- Proposes a resolution to the student
- If the student agrees, the matter is closed and documented.
- If the student disagrees, the MR will review and propose a secondary solution within 14 days.
- If unresolved, the matter may be referred to the CPE Student Services Centre for mediation under the Dispute Resolution Scheme, which may involve the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIARB).
- All proceedings are aimed to be completed within 21 days.



14. Code of Conduct

Code of Conduct Policy

1.0 Purpose

The purpose of this Code of Conduct is to establish clear expectations of student behavior that promote a safe, respectful, and inclusive learning environment at AEG International College.

All students are expected to conduct themselves with **integrity, responsibility, and professionalism**, both within and outside the College.

2.0 General Principles

All students of AEG International College are required to:

- Uphold the values of **honesty, respect, discipline, and integrity**.
- Comply with all College rules, regulations, and policies.
- Observe all laws and regulations of Singapore.
- Respect the rights, safety, and well-being of others in the College community.
- Maintain the good reputation of AEG International College at all times.

3.0 Standards of Conduct

Attendance and Punctuality

- International students must maintain a **minimum of 90% monthly attendance** for immigration compliance.
- Domestic students must maintain a **minimum of 75% attendance**.
- Attendance requirements are communicated clearly during orientation and in institutional documents.
- Administrative staff maintain accurate attendance records and report behavioural concerns.
- The Administration Manager follows up on absences and documents student explanations.
- Students falling below 75% attendance will receive **mandatory counselling**, with possible escalation to formal warnings.
- **Unexcused absence exceeding seven (7) days** will result in automatic withdrawal and Student Pass cancellation.
- Leave requests must be submitted in advance using the prescribed College forms.
- Monthly attendance reports are submitted to immigration authorities, and part-time student attendance is also monitored.

Dress Code and Personal Appearance

- Students must dress **neatly and appropriately** at all times.
- Male students must not wear sleeveless shirts or singlets.
- Female students should avoid wearing revealing clothing.
- Slippers are not permitted on campus.
- Brightly dyed hair or inappropriate hairstyles are not allowed.

Academic Integrity

Students must demonstrate **honesty and integrity** in all academic work. The following are strictly prohibited:

- **Plagiarism:** Presenting another person's work as one's own.
- **Cheating:** Using unauthorized materials, technology, or assistance during assessments.
- **Fabrication:** Falsifying or inventing information or citations.
Violations of academic integrity may result in **disciplinary action**, including suspension or dismissal.

Respectful Behavior

- Treat all lecturers, staff, and fellow students with **courtesy and respect**.
- Avoid harassment, bullying, discrimination, or intimidation.
- Maintain appropriate behavior in classrooms and shared spaces.
- Mobile phones must be turned off or set to silent mode during lessons.

Use of Facilities

- Use all College property and resources **responsibly**.
- Do not damage, misuse, or remove College equipment.
- Computer facilities are for **academic purposes only**.
- Accessing or distributing offensive, illegal, or inappropriate material is prohibited.
- Report any damage or malfunction immediately to the College office.

Cleanliness and Environment

- Keep all classrooms, rest areas, and toilets clean.

- **Spitting, littering, and vandalism** are strictly prohibited.
- Food and drinks are not allowed in classrooms or computer laboratories.

Smoking, Alcohol, and Drugs

- Smoking is **prohibited** within College premises, in compliance with Singapore's *Smoking (Prohibited in Certain Places) Act*.
- Consumption of alcohol is allowed **only for students of legal drinking age** and **with prior approval** in designated areas.
- Possession, use, or distribution of illegal drugs or controlled substances will result in **immediate disciplinary action** and possible **police referral**.

Gambling and Prohibited Activities

- Gambling and playing card games on campus are strictly prohibited.
- Students must not engage in **fighting, theft, vandalism, or criminal activities**.

Social Media and Public Conduct

- Students are accountable for their conduct on social media.
- Posting offensive, defamatory, or misleading content about AEG, its staff, or students is prohibited.
- Students should maintain **professional and respectful online behavior** that upholds the College's reputation.

Compliance with Singapore Laws

All students must comply with Singapore's laws, including but not limited to:

- *Immigration Act*
- *Road Traffic Act*
- *Smoking (Prohibited in Certain Places) Act*
- *Private Education Act 2009*
- *Misuse of Drugs Act*

International students are not permitted to engage in **any employment or business activities** (paid or unpaid) without official authorization.

4.0 Disciplinary Procedures

- **Reporting:** Any violation of this Code may be reported by staff or students.
- **Investigation:** All reports will be handled fairly and confidentially.
- **Hearing:** The student will be given an opportunity to present their case.
- **Sanctions:** Depending on severity, disciplinary actions may include:
 - Verbal or written warning
 - Suspension from classes
 - Termination of enrolment
 - Notification to relevant authorities (e.g., ICA or SSG)

Students' Rights and Responsibilities

Students have the right to:

- Be treated fairly, respectfully, and without discrimination.
- Learn in a safe and supportive environment.
- Appeal disciplinary decisions through the proper channels.

Students are responsible for:

- Understanding and following all College rules, policies, and regulations.
- Demonstrating conduct that upholds the integrity and reputation of AEG International College.
- Contributing positively to the learning community.