

STUDENT SUPPORT SERVICES

Upon Arrival in Singapore

Airport Reception and Accommodation Arrangement services

Student Recruitment agents or guardians normally do these for the students.

Collection of Student Pass

The College will make e-Appointment for the students and bring the students to ICA to collect student pass.

Opening of Bank Account

The College will assist the student in preparing a Bank Account Opening letter if necessary.

Course Commencement

Student Orientation

A general briefing is done with new students (a session is in place on a weekly basis). This is done by both the Academic and staff from the Student Services. A student handbook is given to students upon their arrival at the College.

Medical Insurance Coverage During Studies

All students are covered under a medical insurance coverage or students' hospitalisation, surgery and treatment costs throughout their course duration. Students (other than international students holding a student pass) can opt out of the Medical Insurance Scheme if they have their own coverage, and are required to sign a declaration. The College requires all full-time students to purchase medical insurance.

In the case of the need to make claims, forms can be obtained from the Office (Student Services) and the Office will submit the claims to the insurer. Please do refer to "Medical Coverage" section of this handbook for more details.

Student Care During Studies

Pastoral Care

The College has a Student Counsellor who offers pastoral care and student care during their studies. Students would also be referred to professional counselling bodies should there be a need to.

Dispute Resolution (Feedback and Complaints)

Students who wish to give their feedback are able to do so through the feedback channels, indicated in the Student Handbook and advised during Student Orientation. Please refer to the "Dispute Resolution – Feedback/ Grievance" section in the student handbook for more details.

Course Progression

Students will be informed of their course progression during the course. Parents and guardians will be updated as well when necessary.

Exam Registration

The College will assist the students to register for external examinations e.g. GCE O Levels. AEIS.

Course Transfer

The College will assist students to transfer between courses to best suit their education progression. Please refer to the “Transfer and Withdrawal Policy / Procedure” section in the student handbook for more details.

Going to Australia

The College shall provide advice on continuation of course in other colleges within the Group in Australia. The College will liaise with the Head Office in Sydney for detailed arrangements.

Post-Graduation Support and Advice

The College can offer advice to students on progression pathways to other articulated institution and provide admission support to Academies Australasia Group of Colleges in Australia.

The College puts in efforts to maximise usage of resources to the best of our abilities to enrich the learning experience for our students.

Staff and lecturers approach the HODs when they have ideas to implement towards this.

Other student support services in AAC include:

- Information on Accommodation in Singapore
- Administrative Services (e.g. Application for Leave)
- Student Activities
- Facilities (e.g. Classrooms, Computer Lab, Library, Vending Machines, Free Wi-Fi)
- Academic assistance to students