



## *Vision*

We aim to be the epitome of the beauty industry,  
setting the benchmark for quality aesthetic education.

## *Mission*

We are committed to impart and provide only quality aesthetics education.

## *Values*

A – Achievement

E – Enthusiasm

S – Sincerity

## *Culture*

We are approachable and communicable to understand each other needs and  
expectations for motivation together with improvement

Student's Name: \_\_\_\_\_

Student's ID: \_\_\_\_\_

<b>Contents</b>	<b>Page</b>
<b>Message from Principal</b>	<b>2</b>
<b>About Us</b>	<b>3</b>
Staff Information	3
Service Guarantee	3
Service Commitment	3
<b>Course &amp; Examination Information</b>	<b>3 - 12</b>
Attendance Rules and Policies	4-6
Make up Session	6
Consultation	6
Course Assessment & Examination	6-8
Examination Information	9-12
<b>Administrative Matters</b>	<b>12 - 19</b>
Fee Protection Scheme	12
Withdrawal and Refund Policies and Procedures	13-16
Transfer Policy	16-17
Deferment Policy	17-18
Course Termination Policy	18-19
Payment Policy	19
<b>Code of Conduct</b>	<b>20 - 23</b>
Professional Image Regulations	21
Conditions for use of school materials	22
Discipline	22-23
Treatment of Misconduct	23
Emergency Evacuation Procedure	23
<b>General Information</b>	<b>23 - 26</b>
Update of Personal Particulars	23
Student Privacy Information	24
Non-Discriminatory Policy	25
Grievance Policy	25 - 26
<b>Student Welfare</b>	<b>27 - 33</b>
Welfare and amenities for students	27
Green Engagement Group	27
Medical Insurance	27-28
Freshman Orientation	28
Pastoral Counseling Framework	28
For International Student	29 - 30
Information on Student Pass application	30 - 33

## MESSAGE FROM THE PRINCIPAL



Dear Students,

A warm welcome to the academy, where your journey of fun and enriching learning experience begins

Aesthetics International Academy (AES) is an academy which offers beauty and wellness programs for both local and international students. Established since 1978, we have a proven track record, having trained and produced many professional aestheticians for the beauty industry.

At Aesthetics International Academy, we aim and pride ourselves on the provision of excellent training skill programs to meet the needs of the individual learner so as to bring your knowledge and skills to a greater height. As we are committed to your success in the beauty fields, each of our professional courses is being carefully designed to impart theoretical and practical skills to our student.

Our tutorial team comprises of in-house experienced practitioners with accredited qualifications and professional competence. Course contents will be continuously reviewed in terms of its relevance to their respective fields, thereby preparing our students to achieve professional excellence through continuous training and learning at Aesthetics International Academy.

Enjoy your studies, make friends and adopt a positive attitude towards learning. I shall end this note with a quote by the Greek philosopher Aristotle. “The roots of education are bitter, but the fruit is sweet.” Work hard and success will be waiting at the finish line. On behalf of everyone at the academy, we would like to wish you all the best to your studies.

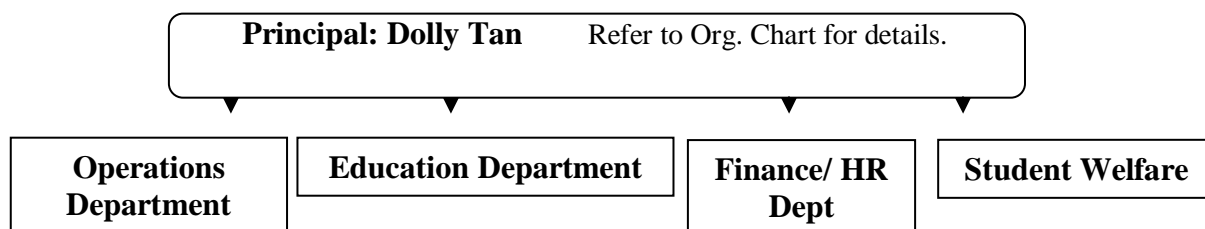
From: The Principal

A handwritten signature in black ink that reads 'Dolly' with a stylized flourish at the end.

**Ms Dolly Tan**

## About Us

### Staff Information



**Academy Contact Number: 63388339**

### Service Guarantee

All courses offered are registered with the Council for Private Education (CPE). Constant reviews and updates are done on all our brochures and marketing collaterals of AES and its programs to reflect accurate information.

### Service Commitment

Members and Staff of AES are committed to serve you with our expertise. Consistently provides quality teaching to our students by demonstrating Enthusiasm, Knowledge and Professionalism, ensuring you to excel in the world beauty fields.

---

## Course & Examination Information

### Your total payable course fees include:

All tuition fees and non-tuition fees for class:

Provision of all training materials and use of equipments;

Access to all school facilities (except for spa facilities) and equipment during school hours or by arrangement after class;

Textbooks;

Student ID card\* (Lost/Damaged Card Replacement Fee: \$20);

Individual Student Account for access to online/electronic resources;

Fee Protection Scheme insurance;

Medical Insurance (applicable);

In-house school examination

Internal & International examination fees (CIBTAC – \$450, CIDESCO – \$540, ITEC – \$290);

S/No.	Item	CIDESCO Course	CIBTAC Course	ITEC Course
1	1 set of Student Uniform	✓	✓	✓
2	1 piece of large towel (white) and bed sheet	✓	✓	✓
3	2 piece of medium towel (white)	✓	-	-
4	8 pieces of small towel (white)	✓	✓	✓
5	1 set of Facial Gown (white)	✓	✓	✓
6	1 set of Body Apron	✓	-	-

\*The Student ID card will be given to existing students with the full implementation of the computerized

system. Students will be given a unique user ID each, where they will be able to log on to the student portal to access electronic resources such as practice questions. Students will be able to track their progress on the portal, where the grades of their practice questions/quizzes will be recorded.

**Your total course fees DO NOT include:**

General stationery items and supplementary text books (if any);  
Theory/Practical Re-examination fee for CIBTAC: \$160.5/unit  
Practical Kit (if applicable);  
Materials for case studies (if applicable);  
Case Study Session;  
Locker (Optional)

All of the above mentioned items are classified under the “Miscellaneous Fees” Section of your student contract. Kindly refer to the student contract or contact our administrative staff for the amount of fees associated to each item.

All notes and training materials given during the duration of the course are the property of the school until the time when the course has been completed and all fees paid. **Notes are copyrights of the school. Any infringements will result in legal actions by the academy.**

**Attendance Rules and Policies**

AES operates from 10.30am to 7.30pm, on Mondays **and** Fridays. Extended hours for night classes are from 7.00pm to 10pm on every Tuesday, Wednesday and Thursday. Additional make-up classes are conducted on Saturday; please refer to educators for class schedules.

**Timetable and Attendance**

Timetables may vary over the term and month by month. AES takes due consideration of festive periods and strives to have fixed dates for lessons, however due to business constraints it may not be possible to strictly adhere to such arrangements. It is your responsibility to ensure that you are aware of when and where your classes are occurring.

Administrator will distribute the timetable before the start of the term. As and when there are revisions made to the timetable schedules, AES will provide the most updated timetable which adhere to student notice board.

You need to keep yourself informed of when the classes are scheduled as failure to attend and participate could jeopardise your completion of the course and eligibility to graduate. It is assumed that you will not arrange outside activities during timetabled class times.

In the event that the student is unwell, he/she should visit a doctor and acquire a Medical Certificate to cover the absence. The document should be submitted to the Educator the day the student is back to school.

It is essential that you are in your class 10 minutes before commencement of practical class to prepare the necessary setup. Students need to scan their attendance by their Student ID card.

1. Students are required to attend all lessons and industry placement (where applicable), with a minimum 90% attendance. More than 10% of absence from class is not permissible and may result in a student failing their course.  
**Note: If you do not attend the school regularly or is absent without valid reason, you may face**

## **disciplinary action and suspension from your studies.**

2. Students are required to produce a doctor's certificate if the absence is due to illness. Medical absences will towards absent hours. Students are expected to make up for the hours that they have missed. Students who are absent from class without valid reasons will not be allowed to attend make-up.
3. International students studying on a Student's Pass are required by the Immigration and Checkpoint Authority to have an attendance rate of at least 90%, failing which may result in the cancellation of the student pass. International students should note that if they do not uphold AES's required attendance of 90%, it is possible that they may not complete their studies within their Student Pass duration.

In the event that a student is unable to attend a class or is expected late for a lesson, the student shall call to inform the academy before the class begins. If a student is aware of any illness that will require a protracted absence from the academy they must notify the academy and indicate the duration of absence. Students late for practical class for more than 20 minutes or early departure may result in the student being marked absent for that particular session.

### Absence From Classes

Leave has to be applied for and, based on approval from the school; the student can proceed for making necessary travel arrangements. Leave during the term is not encouraged and approved on a case by case basis.

Students need to seek approval from the trainers by apply the Leave from Student Desktop and submit all supporting documents. Students should check with the trainer if any assessments will be due during this period. He/ she needs to seek alternative arrangement of assessment dates and secure an approval from the trainer. Students are responsible for catching up on missed work, obtaining handouts, class notes and any other information before the next class.

For Student's Pass holders who are applying for Absence from Class for more than a month, please note that the Student's pass will be cancelled as per ICA regulations. Students will need to re-apply for the Student's Pass with the necessary payments a month prior to return.

Approved Leave will be taken to consideration while calculating attendance percentage. Alternative of Leave Form can be obtained from administrator in the event of breakdown or failure of Student Desktop.

### Cancellation of Classes

If there is a need to cancel a class, every effort will be made to notify students. Please be aware that if classes are unexpectedly cancelled by trainer due to accepted reasons, it can be difficult to inform students in a timely manner.

It is the responsibility of the students to ensure that your contact details lodged with the Operation department are correct and current. Such will facilitate timely notification of students for any cancellation of classes.

### Leaving Class Early

Students need to inform and seek permission from the Trainer accordingly. Students have the responsibility not to create any disruption in class, and are responsible to find out from the lecturer or classmate what material has been missed.

## Lateness

Lateness is considered to be unprofessional and unacceptable. Stringent discipline is in place to ensure our students develop the same professionalism as practiced in the industry. Students should call and inform AES if he/she is running late. If a student arrives within 15 mins from the start of the class they will be allowed to gain entry. Students need to be aware that class attendance sheets will reflect the time that students arrive when late.

## Make up sessions

Make up sessions will be conducted on Saturdays upon availability, as arranged by the academy.

- The record of absences needs to be completed in your register and signed by the facilitating tutor.
- All class material must be caught up within 7 days of returning and it is **your responsibility** to ensure that this is done.
- Absence and make up hours are counted cumulatively for the whole duration of your course.
- It is the students' responsibility to be aware of their own position in regard to absence hours and take remedial action as required.

## Consultation

We seek our best to provide the best education on aesthetics to all our students. However, due to limited constraints on our resources, we are not able to provide any form of private tuition/coaching to any students. All educators have been instructed not to provide any private tuition/coaching to any student so as to maintain fairness. Students are encouraged to form study groups of their own and to seek help from educators as a group to save time. Consultation hours are to be arranged with the educator, subject to the educator's availability.

## Course Assessment & Examination

Eligibility for final examinations is dependent upon satisfactory progression throughout the course, number of absence hours being within the rules, fee payments being up to date, proficient standard being achieved and the completion of course work.

Registration for the international examinations will only be conducted at the recommendation of the student's educator, based on the student's performance and progress during the course of study. All International examination fees must be paid in full on registration and are not refundable once registration has taken place. A separate contract with FPS protection for the examination fees is required to complete the registration process.

All students that are registered for the international examinations are required to sit for an internal preliminary examination 1 month prior to the actual international examination. If students fail the internal preliminary examination, it will not affect the students to sit for the international examination. They will be offered the retake examination within one week. If students do not want to attend the retake, they shall not be awarded for the in house certificate. Students shall be responsible for the outcome of international exam.

The grading scheme for AES internal preliminary examination is as follows:

Grade/ Course	CIBTAC	CIDESCO	CIDESCO (Post Grad)	ITEC
Pass	60%	70%	70%	60%
Credit				
Honors	N.A.	N.A.	N.A.	N.A.

You will be assessed in both Theory and Practical examinations. You must receive a **minimum of 60% (CIBTAC, ITEC) , 70% (CIDESCO, CIDESCO Post Grad)** in **both** Theory and Practical examinations in order to be considered to have passed the internal examination.

Example based on CIDESCO course:

Example 1:

Theory Score = 70% Practical Score = 80%      Average = 75%

**Outcome = Pass**

Example 2:

Theory Score = 68% Practical Score = 90%      Average = 78%

**Outcome = Fail** (minimum of 70% not achieved in Theory Paper)

#### Re-Sitting of Internal Preliminary Examination

If you fail to reach the minimum score in either the theory or practical (or both) component of the internal exam, you will be given another opportunity to re-take the whole examination or component of it at the sole discretion of the academy.

The re-take must be done within 1 week following the failure of the internal assessment.

Any appeals on the sitting for the international exam shall be directed to the examination board. The decision from the examination board is final and no further appeal will be entertained

International examinations are assessed by external examiners provided by the International examinations bodies. Policies and fees for International exams are governed by the individual International Examining Boards.

International examinations for CIBTAC and ITEC will take place in January, April, July and November of every year. The academy organize about 3-4 examinations in a year for the CIBTAC and ITEC courses. An official exam notification will be given to candidates at least 1 month prior to the examination. The exam schedule will consist of information such as exam date, time, venue, items to bring etc.

International examinations for CIDESCO, CIBTAC and ITEC will be conducted at the end of the course or the next nearest exam date, whichever is later.

#### Absence from examinations

Students who are absent from examinations must have valid reason. They must produce valid medical certificate or supporting documentation to the school within **seven (7) working days** of the exam date.

#### Confederation of International Beauty Therapy and Cosmetology (CIBTAC) Course:

The total number of hours required for this course is 352 hours.



An Examiner from CIBTAC examines your practical exam and invigilates all theory papers. The passing mark for CIBTAC is set at 60% and all results are forwarded to the school within 12 weeks of the end of the final exam. Achievements of Pass, Credit or Honours can be awarded for the theory, practical exams and the final grade. CIBTAC examinations are designed such that individual therapists would be able to enhance their careers by gaining extra qualifications with courses such as Nail Technology, Spa Diplomas, Holistic Therapies and a variety of Massage Diplomas. All costs for these exams are included in your fees and the amounts may differ according to the currency rate at the time of payment.

Students are advised that it may take up to 3 months after the examination has taken place before the examination board releases the results to the academy. The academy will contact the students once the results have been released. Please kindly update your particulars to ensure that the academy is able to contact you. Students who are un-contactable will need to contact AES to find out their results.

#### Comite International D'esthetiques et de Cosmetology (CIDESCO) Course

The total number of hours required for this course is 1200 hours.

A CIDESCO examiner will examine all practical and theory examination alongside an AES examiner. The practical exam consists of Facial and Body components which will be completed in one day. CIDESCO theory examination will take place on a separate day. Results will be given immediately following the marking of the examination scripts. The CIDESCO passing mark is set at 70%. A thesis on a subject of your choice is required as additional research, as well as a demonstration of a specialized treatment (can be related to the thesis topic) will count towards the final score. An additional 600 hours of work in the beauty salon or spa is required within 2 years of their graduation before a candidate will be awarded the full CIDESCO Diploma. Failure to do so may result in the revoke of the qualification awarded, and the student will be required to sit for the certification examination again. Alternatively, students can opt to accumulate 1800 hrs of course duration. All costs for these exams are not included in your fees and the amounts may differ according to the currency rate at the time of application. However, the new fees shall be reflected in the miscellaneous fees section of the contract/on the website once it's revised.

#### CIDESCO (Post Grad) Course

This is the course for experienced aesthetician who have at least 3 years of working experience in the related industry. The total number of hours required for this course is 720 hours. The examination format and grading scheme is similar to the CIDESCO course.

#### International Therapy Examination Council (ITEC) Course

The total number of hours required for this course is as followed:

- 300 hours for level 2 Diploma in Beauty Specialists.
- 160 hours for level 3 Diploma in Nail Technology.
- 150 hours for level 3 Diploma in Holistic Massage.
- 150 hours for level 3 Diploma in Facial Electrical Treatments.
- 50 hours for level 3 Diploma in Anatomy & Physiology.

An Examiner from ITEC examines your practical exam and invigilates all theory papers. The passing mark for ITEC is set at 60% and all results are forwarded to the school within 12 weeks of the end of the final exam. ITEC examinations are designed such that individual therapists would be able to enhance their careers by gaining extra qualifications with courses such as Nail Technology, Spa Diplomas, Holistic Therapies and a variety of Massage Diplomas. All costs for these exams are not included in your fees and the amounts may differ according to the currency rate at the time of payment.

Students are advised that it may take up to 3 months after the examination has taken place before the examination board releases the results to the academy. The academy will contact the students once the results have been released. Please kindly update your particulars to ensure that the academy is able to contact you. Students who are un-contactable will need to contact AES to find out their results.

## Examination Information

1. All CIDECO Exam Students must be dressed in **White Top, White Pants, White Socks, White shoes (Covered), Uniform** with their **name tags** pin onto the uniform.
2. Candidates have to bring their **Passport / IC / Student Pass, pencil, eraser, theory note and file.**
3. Student with long/medium hair must tie their hair up neatly in a bun with a **black net**. Fringe must be clipped up neatly. Please bring along **black hair clips** and **hairspray/ gel** for touch-up purposes. No fancy accessories are allowed.
4. Students are to put on **light make up**.
5. All students/ models are not allowed to bring any communication devices (e.g. handphone) into the examination room.
6. All **models** must put on **light make up** and apply **light-coloured nail polish**. Please ensure that the model has axillaries, bikini/leg hair for waxing.
7. All students are required to bring **eye drop, alcohol, baby powder** and **Vaseline**.
8. Student/ Model must remove all accessories and jewelleryes
9. Wipe the trolley with alcohol before and after your examination.
10. Please keep your working area clean and tidy.
11. Ensure your **uniform, bed sheet, towels, make-up apron** are neatly ironed. Towels must be clean and white. Standard uniform should be worn. No form of any alteration to the uniform is allowed.

## Performance Incentives

Performance incentives are offered to encourage students to put in their best effort for their course of study. The top 3 students for the CIBTAC course shall receive gift voucher\* of \$2000, \$1000, \$200 respectively to recognize their effort and performance. For the CIDESCO course, 3 commendation certificates will be awarded to holders of the “Best Student- in Thesis”, “Best Student- in Theory” and the “Best Student- in Practical”. Any additional prizes may be awarded at the sole discretion of the academy.

\*Terms and conditions apply on the usage of the gift voucher. Please contact the administrative team for more information.

## Extension of course

Students who are unable to complete the course in the stipulated time in the contract will have to request for an extension of course if they wish to continue their course in the academy. Failure to complete course refers to cases when a student:

- (i) Fail the international examination,
- (ii) Fail to complete the required number of hours of lesson time

Students will be required to sign a new student contract in which a new course fee (30% of the original course fee) shall apply. Students will also be required to purchase new FPS insurance for the extended course. Student will be provided additional training of 80 hours for CIBTAC course, 320 hours for CIDESCO course. Please refer to the miscellaneous fees section of your student contract or the website for associated fees with regards to course extension.

## Appeal/Moderation

Students sitting for the international examination shall be examined by foreign examiners. Prior to the release of the results, moderation of results may take place at the sole discretion of the foreign examiner, subjecting to the student’s overall performance and conduct in the academy.

Kindly refer to table as below:

## Examination Types

### CIBTAC

<b>Sections</b>	<b>Remarks</b>
Communication / Time Frame	<ul style="list-style-type: none"><li>- AES will call in person for the release of results</li><li>- Time-frame: 4 – 6 weeks after examinations</li><li>- Diploma issuance: 12 weeks after examinations</li></ul>
Appeal	<p>Appeal against any examination questions:</p> <ul style="list-style-type: none"><li>- Within 24hours of examination.</li><li>- Through AES to the Examiner</li><li>- Examiner holds all rights to amend or remove questions if appeal is successful.</li><li>- S\$100 deposit will be charged for appeal</li></ul> <p>Appeal against results:</p> <ul style="list-style-type: none"><li>- Within 5 working days or receipt of the results</li><li>- Through AES to CIBTAC</li><li>- Results of appeal will be direct to Student within 30 working days of receiving the initial appeal. Appeal results are final and no further actions will be taken.</li></ul>
Awards	<ul style="list-style-type: none"><li>- Based on the results to award the top 3 students of the cohort.</li><li>- Endorsed by Examination Board</li></ul>

### CIDESCO

<b>Sections</b>	<b>Remarks</b>
Communication / Time Frame	<ul style="list-style-type: none"><li>- Letter issued by AES, endorsed by the Principal and External Examiner.</li><li>- Time-frame: Same day release</li><li>- Diploma issuance: 2 – 4 weeks after official letter of completion of designated internship hours has been received by AES, and forwarded to CIDESCO.</li></ul>
Appeal	Not Applicable
Awards	<ul style="list-style-type: none"><li>- Based on the results to award the top 3 students of the cohort.</li><li>- Endorsed by Examination Board</li></ul>

### ITEC

<b>Sections</b>	<b>Remarks</b>
Communication / Time Frame	<ul style="list-style-type: none"><li>- AES will call in person for the release of results</li><li>- Time-frame: 4 – 6 weeks after examinations</li></ul>

	<ul style="list-style-type: none"> <li>- Diploma issuance: 12 weeks after examinations</li> </ul>
Appeal	<p>Appeal against any examination questions:</p> <ul style="list-style-type: none"> <li>- Within 24hours of examination.</li> <li>- Through AES, to the Examiner</li> <li>- Examiner holds all rights to amend or remove questions if appeal is successful.</li> <li>- \$100 deposit will be charged for appeal</li> </ul> <p>Appeal against results:</p> <ul style="list-style-type: none"> <li>- Within 30 working days or receipt of the results</li> <li>- Through AES to ITEC</li> <li>- Results of appeal will be direct to Student within 30 working days of receiving the initial appeal. Appeal results are final and no further actions will be taken.</li> <li>- \$100 deposit will be refundable if appeal is successful.</li> </ul>
Awards	<ul style="list-style-type: none"> <li>- Based on the results to award the top 3 students of the cohort.</li> <li>- Endorsed by Examination Board</li> </ul>

### **IN-HOUSE**

<b>Sections</b>	<b>Remarks</b>
Communication / Time Frame	Immediate
Appeal	Not applicable.
Awards	Not applicable.

### **Re-sitting of International Examination**

In the unfortunate event that you should fail the international examination, you are given the opportunity to re-take the examination of the failed component within 6 months following the failure of the exam. Additional costing such as extension of course, examination fees will apply and be borne by the student. Please seek advice from your educator for more information.

The re-take must be done within 6 month period (subject to the availability of exam dates) following the failure of the examination, e.g.: failed exam in December, eligible for a re-take until June of the following year. Re-takes are not eligible for credit or honour grades (CIBTAC course).

Any candidate that was unsuccessful at the first attempt of any examination will be granted supplementary examination of not more than twice within the next 3 years. If they are still unsuccessful after that, the candidate must re-register and complete the whole course of study again, before sitting for the full examination. (i.e. practical and theory)

It is the responsibility of the student to liaise with the academy when they intend to sit for the re-take. It is at the discretion of the Principal of the times and dates which are available for the re-take of the examination.

## Re-examination Fee

Course	Theory	Practical
CIBTAC	S\$160.50/unit	S\$160.50/unit
CIDESCO	NA	NA
CIDESCO (Post-graduate)	NA	NA
ITEC	1 unit - S\$90 2 units - S\$103 3 units - S\$114 4 units - S\$125 5 units - S\$140	S\$137

## **Administrative Matters**

The academy is currently working towards EduTrust Certification. This scheme is a build up based on Case Trust's coverage on the protection of fees paid by students and involving additional requirements such as academic processes, corporate governance and administration processes, management of marketing agents and student support matters. This voluntary certification scheme serves to distinguish higher quality operators in the private education industry.

As required under the EduTrust scheme, the academy has in place the Fee Protection Scheme (FPS) to provide full protection to all fees paid by our students. Medical Insurance scheme is also in place to ensure that all students are covered by medical insurance. Important information such as the payment schedule, course details have been covered in the student contract. Please refer to your copy of the student contract or kindly contact our administrative team for details.

### Fee Protection Scheme (FPS)

AES has selected **LONPAC Insurance BHD** as the insurance provider for the fee protection scheme. A student should have received the FPS insurance certificate on the day when the student contract has been signed. The FPS insurance fees will be incorporated into the total course fees that will be broken down according to the instalment schedule listed in the student contract. The insured period is for the entire duration of the course as stated in the contract. Students who seek deferment or re-enrolment resulting in extension of the course duration may have to pay additional premium for the course fees applicable to the extended period.

### Procedure To Check FPS Status From Website

Step 1: Go to [www.cpe.gov.sg](http://www.cpe.gov.sg)

Step 2: Go to the Tab "For Students"

Step 3: Select "Fee Protection Scheme"

Step 4: You will be directed to another page for data input

Step 5: Enter our NRIC or FIN at the space provided

Step 6: Select "AESTHETICS INTERNATIONAL ACADEMY PTE LTD"

Step 7: If search is successful, FPS details will be shown. Student may check with AES if that data shown differs from what he/she knows or sees in the documents. Or if search is unsuccessful, try keying in another identification number.

Contact AES Administration if there is no match with the data entered.

## **Withdrawal and Refund Policies and Procedures**

### **Notification and Arrangement**

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

- (i) It fails, for any reason, to commence the Course on the Course Commencement Date;
  - (ii) It terminates the Course, for any reason, prior to the Course Commencement Date;
  - (iii) It fails for any reason, to complete the Course by the Course Completion Date; or
  - (iv) It terminates the Course, for any reason, prior to Course Completion Date; or
  - (v) The Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA)
- AES 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 Student to make timely and appropriate decision on the alternative arrangement.

### **Withdrawal**

Students can choose to withdraw from the course anytime they wish subjected to approval from top management.

In the event where the students are caught breaking Singapore's law, the students will be forced to withdraw from the school.

In the event where the students are caught breaking AES's rule, the decision to ask the students to withdraw will lie with the top management.

For international students, the student's pass will be cancel once the student withdraws from AES.

A maximum of not more than 4 weeks is needed in assessing and replying to the request by the student for transfer/withdrawal case.

### **Withdrawal For Cause:**

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

### **Refunds For Withdrawal For Cause:**

For circumstances under Clause Notification and Arrangement, AES shall, within seven (7) working days after notifying the Student, refund to the Student:

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

(\*Miscellaneous Fees refer to any non-compulsory and non-standard fees which the student will pay only when necessary or applicable. Such fees are normally collected on an ad-hoc basis by AES when the need arises.)

AES shall also, as soon as practicable after receiving the Student's notice of withdrawal under Clause Withdrawal For Cause (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.

### **Refunds For Withdrawal Without Cause:**

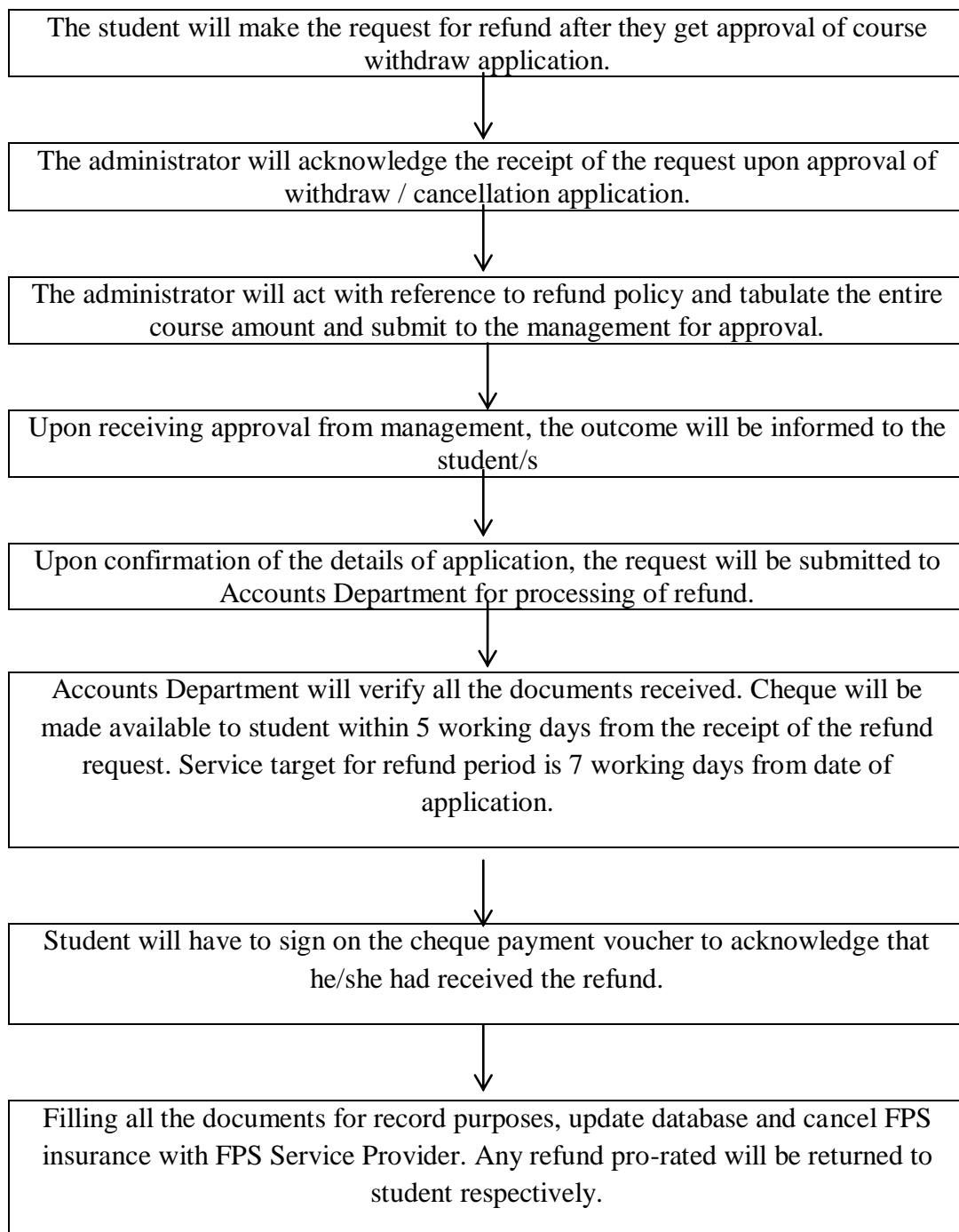
Where the Student withdraws from the Course for any reason other than those set out in Clause Withdrawal For Cause or Deemed Withdrawal, AES shall, subject to Clause Force Majeure, as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than seven (7)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

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[100%]	<b>(" Maximum Refund")</b> more than [30] days before the Course Commencement Date
[70%]	before, but not more than [30] days before the Course Commencement Date
[50%]	after, but not more than [10] days after the Course Commencement Date
[0%]	more than [10] days after the Course Commencement Date,

### Refund Procedure

1. The refund procedures are clearly communicated to students via website, student handbook.
2. Student will be refunded after getting approval on withdraw\* application.  
\*AES do not have transfer case. All transfer case are treated as withdrawal.
3. The administrator will act accordingly with refund policy and tabulate the entire amount of the course (where applicable), FPS and Medical Insurance fee (amount of refund will be pro-rated) submit recommendation to Management for final approval.
4. Management approves refund request, 1<sup>st</sup> level is Principal, 2<sup>nd</sup> is HOD Operation.
5. The administrator will pass the refund request to Accounts Department for processing of refund. If there is no refund, give notice to student that no refund is given. Cheque will be issued to student within 5 working days.
6. Student acknowledges refund by signing on the payment voucher.
7. The administrator files all the related document/s for recording purposes, update database and FPS Service Provider within 3 working days. Administrator will also update via the Academy's AEMS.
8. Service target for refund period is within 7 working days from the date of withdrawal application.

### Flowchart to explain the refund procedure as follow



### Cooling Off period

The Academy (AES) shall provide the Student with a cooling-off period of [7] working days after signing the Agreement.

Within these [7] working days and regardless whether the Course Commencement Date has passed, the Student can submit written notice of withdrawal to the AES and receive the Maximum Refund amount stipulated by AES under clause Refunds For Withdrawal Without Cause (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 administrative charges which are stipulated in the Miscellaneous Fees and any



applicable bank administrative charges properly paid/payable under Clause Fee Protection Scheme).

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 Withdrawal For Cause, 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.

AES shall also bring to the Student's notice Schedule 3 (As written in the Student Contract) by notifying the student of his rights under the cooling-off period, and receive written acknowledgement as provided therein by the Student that Schedule 3 (As written in the Student Contract) has been brought to his notice. In the event that the notice in Schedule 3 (As written in the Student Contract) has not been brought to the Student's attention, the cooling-off period of [7] working days shall only commence from the date that Schedule 3 (As written in the Student Contract) 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 Cooling Off Period any time before the notice in Schedule 3 has been brought to the Student's attention.

This Clause Cooling Off Period takes precedence over the PEI's refund policy stated in Clause Refunds For Withdrawal Without Cause.

#### No Double Claim

For the avoidance of doubt, if the Student and / or his / her parent / guardian receives any payment from Aesthetics International Academy or from Lonpac Insurance Bhd pursuant to a provision of this Agreement or Master Insurance Policy in respect of any matter or damage, then the Student and his / her parent / guardian shall not be entitled to claim against Aesthetics International Academy or Lonpac Insurance Bhd for the same payment in respect of the same matter or damage pursuant to any other provision of this Agreement or the Master Insurance Policy.

#### Deemed Withdrawal

A Student who transfers from the Course to another course AES shall, for the purposes of this Clause Transfer of Courses, be deemed to have withdrawn from the Course and the provisions of Clause Course Fee shall apply save as otherwise agreed between AES and the Student.

#### Change of course

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

#### **Transfer policy**

##### Transfer Of Courses

Regardless the students' intentions to transfer between courses (e.g. from CIBTAC to CIDESCO or vice-versa) or within courses (e.g. from Body Massage to Facial Massage), all transfer cases will be treated as withdrawal cases as the students are advised to withdraw from the current course before enrolling for the new course. A fresh PEI-Student Contract under this case shall be executed between AES and the Student for any transfer of Course. AES will not initiate cancellation and change of courses under any circumstances. However in the event of a cessation of course (Management of External Partners Policy,

Clause No Double Claim). Transition plan may apply.

#### Course Fee

The students are deemed as withdrawal without cause and hence the refund policy for withdrawal without cause will be adhered to. Students do not need to pay any extra amount as AES do not charge for any administrative, transfer or application fee other than the materials fee which the students might have consumed.

#### Local Students Requesting For Transfer

Local students are defined as students who do not require a Student's Pass for study. Time frame for local Students' submission has to be submitted and received at least (7) Seven working days from date of next available lesson.

#### International Students Requesting For Transfer

Re-application for Students' Pass when a course transfer is not applicable, however, AES will update ICA about transfer of course and for ICA to issue a new student pass to the affected student. Course Transfer applicability will be at the sole discretion of ICA. Time frame for submission has to be received at least (2) Two weeks from date on next available lesson. (Time frame is dictated by ICA).

#### Transfer of Study Mode

Changing from full time study to part time study or vice versa is possible for local students only. International students are only allowed for full time study. Students who wish to change their study mode are required to fill in Transfer of Course Mode Form. They will be informed by the school on the class/lesson schedule once all administrative formalities for the transfer are completed. (within 7 working days)

#### Transfer to Another School

For students (regardless of local or international) who wish to transfer to another school are deemed as withdraw from the course and from AES. Hence the student contract is terminated and the student is no longer a student of AES.

#### Course Fee

The students are deemed as withdrawal without cause and hence the refund policy for withdrawal without cause will be adhered to.

#### Student Pass

For international students, AES will notify ICA and cancel the Student Pass. The new School is required to apply for the Student Pass. The students are required to fill in the Course Withdrawal form. AES will process the withdrawal within 3 working days. Upon cancellation of the Student Pass, the students are required to return their Student Pass card to ICA.

#### **Deferment Policy**

Deferment refers to a student delaying his/her study of the course and to carry forward his/her pre-paid fees to a later period.

A deferment period of up to six months may be granted. All deferment requests must come with supporting documentation. Under special circumstances, the deferment can be extended. The general conditions that are taken into consideration for deferment are:

1. Compassionate grounds (accompanied by a certificate from an appropriate Aesthetics counsellor, minister of religion, medical practitioner or other appropriate person)
2. Medical grounds (certificate from a medical practitioner)

### 3. Psychological grounds (certificate from a registered psychologist)

Please fill in the Course Deferment Form and submit it along with supporting documents for approval. You will be notified of the outcome within 7 working days.

## **Course Termination Policy**

### General

Over the years, Aesthetics International Academy enjoyed growth and nurtured many aspiring individuals to be successful aestheticians, introducing them to the field of Aesthetics wellness. Through hardship and discipline forged along the years of becoming, it is necessary that the new generation of trainees adhere to guidelines as set upon;

It is in view of the overall progression of the Academy and its valued students that this policy must be strictly enforced.

### Cause for termination

Termination is often the ultimatum served when no improvements are shown for areas especially;

### Absenteeism

AES will not tolerate students being absent without providing valid reasons. Educators will begin by serving warning notices, followed by in-house counseling and coaching by the Principal for compelling reasons for absenteeism. The undeterred will be served with telephone enquiries to parents / guardians before eventual termination.

Students are required to serve make-up sessions for lost time in studies where applicable. Otherwise, course extension notice and extension of course may apply.

Students will be deemed as having withdrawn from course if he/she is/had;

1. An international student, failure in achieving 90% of study duration per week may result in the above as well as eventual student pass cancellation.
2. Late in school fees for a period of more than three (3) months.
3. PEI-STUDENT contract had lapsed for more than one (1) month after expiry date with no sign of renewal.
4. Missing and/or remains stubbornly uncontactable for more than one (1) month or when contract lapse, whichever is earlier.
5. Received more than 3 warning letters during the course of study.
6. In violation of school regulations, refer to Aesthetics International Academy student Handbook.

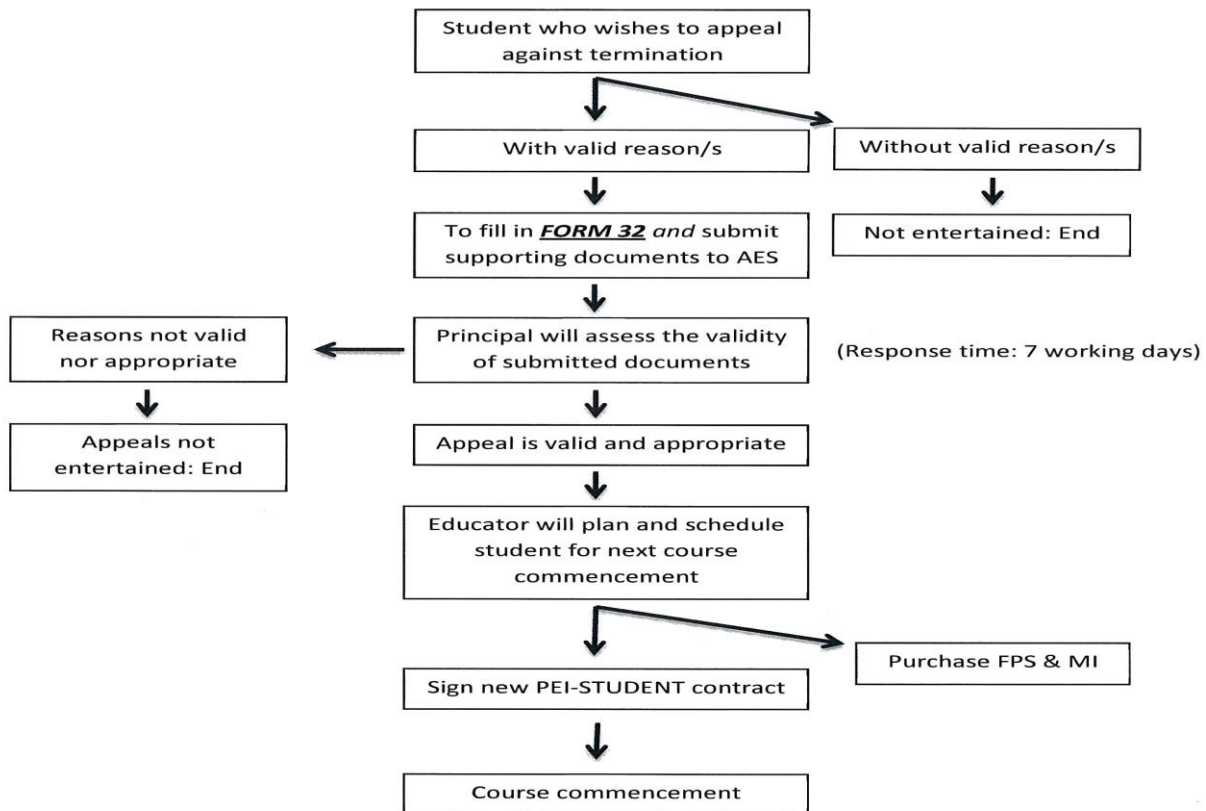
However, termination of courses would be waived and not applicable to/for students “in exceptional circumstances beyond the control of the students” Under such circumstances, students can resume course after signing a new PEI-STUDENT contract and new FPS insurance purchase. All additional insurance, where applicable will be borne by the student.

## Appeals

Students can appeal against his/her terminations if they have justification and are able to produce prove to support their claim; at the sole discretion of the Academy.

All appeals will not be entertained if the student is deemed to have withdrawn for more than a period of one (1) month.

## Appeal Procedure



## Payment Policy

Students are to pay the course fees as mentioned in the Standard Student Contract. Payments should be made as per the schedule indicated (date due) in your copy of the Student Contract. Receipts will be issued to students for every single payment transaction. Please take note that the academy is only allowed to collect fee within 1 calendar week from date due for 2nd instalment and beyond.

The various mode of payment are:

- Cash
- Cheque (payable to Aesthetics International Academy Pte Ltd)
- NETS

Please take note that we only accept payment in SGD (Singapore Dollars).

Students are expected to make timely payment of course fees to the school. A late payment fee of \$50 for CIBTAC course, \$100 for CIDESCO course may (at the academy's discretion) be imposed for late payment of each installment. A student may be barred from examination if he/she fails to pay any outstanding course fees. Advance notice will be given 1 week prior to the due date of each installment to remind students about the payment of course fees.

## Code of Conduct

As a student of AES, whether on-institute or off-institute, it is your responsibility to understand the Institute policies and be familiar with the associated rights and responsibilities.

You will be required to endorse/sign that you have read and understood all of the information. If you require clarifications or have any queries, please communicate with administrator.

The following rules and regulations have been set down to ensure and maintain a pleasant environment in which both students and educators can be assured of attaining optimum results under a harmonious atmosphere.

### Smoking

The school is a non-smoking area. If you must smoke, you must be out of the sight and further than 50 meters from the building – and you must bring a change of clothes with you to ensure you do not smell of smoke upon your return. If your hands, hair, skin, clothes, breathe smell of smoke you will be asked to leave the class until the smell is gone. It is extremely unpleasant to either work on or be worked on by someone who has the smell of smoke from a cigarette, especially in the beauty industry.

### Treatment

You are expected to have all treatments performed on you by any member of the group. This is imperative to everyone's learning. There are no exceptions to the rule as it is an important part of your training. Failure to comply may result in the student being marked absent for that particular session.

### Sale on school premises

Students are not permitted to sell item to anyone within the academy's premises for personal financial gain.

### Leaving the class

It is imperative that you seek permission to leave the class for any reason. This is because if there is a fire evacuation, we would know where you are at all times.

### Use of mobile phones

Mobile phones must be switched off and left in lockers when in class. At no time can a mobile phone be taken into class for any reason. Mobile phones will be temporarily confiscated and stored at reception until the end of the class if they are found during class time.

### Language in school premises

Any disrespectful language and/or coarse words are not allowed within the school premises at all times. Any student who was found speaking otherwise will need to stay back after class and assigned to carry out a corrective work order. Students are required to maintain the mutual respect with the tutors within the school premises at all times.

## Professorial Image Regulations

### Uniform

All students are required to wear the provided uniform at all times whenever they are in the academy premises, unless stated otherwise by the educator. Any alterations/modifications to the provided uniform are strictly forbidden. Students are reminded that all other uniforms from other institutions are not allowed to be worn within the academy's premises. If T-shirts are to be worn under tops, it must be short sleeves and should not be seen. If your uniform becomes unhygienic or marked and the problem can't be rectified, it is essential that you purchase a new one.

### Footwear

All students are required to wear white bathroom slippers whenever they are in the school compound. Students are allowed to bring their own slippers or purchase one from the academy. Students are reminded not to place their slippers in the academy's shoe cabinet for storage. They are to be placed in the lockers or in their own bag. Slippers must be replaced every 2 months for hygiene purposes.

### Hair

Your hair **must** always be neatly tied-up and off your **face and shoulders**. A short fringe is acceptable. There are no exceptions to this rule. All hair accessories should be discreet black or cream coloured.

### Make up

Students should take note that only light day makeup is allowed.

### Nails

Nails must be short and unpolished for the safety of you and your clients. If you can feel your nails over the top of your fingers, they are too long. Acrylic nails and any other types of nail extension are not permitted. There are no exceptions.

### Jewellery

No jewellery is permitted – only ONE pair of small stud earrings (no dangly earrings or sleepers) in the ear and one wedding ring if you are married. Name tag must be worn on your uniform. Wristwatches will have to be removed during practical classes for safety and hygiene reasons. **Body and facial piercing of any kind are not permitted at any time.**

Due to the unfortunate occasional occurrence of theft please do not bring any valuables into school. The school bears no responsibility for loss/damage to students due to non-compliance with this ruling.

### Personal Hygiene

Smoking is not permitted while you're in school uniform, or on the school premises or surrounding areas. No food is to be consumed in practical classrooms at all times. Students are allowed to bring in plain water to keep themselves hydrated. It is essential that you maintain a supply of the following in your locker at all times:-

Please ensure you are clean and fresh smelling at all times – this includes body, hands and breathe. **Alcohol and illegal drugs are not permitted on the premises.** Possession or usage of these items will result in immediate expulsion from the academy.

## **Conditions for use of school materials**

You have access to the best equipment and we appreciate your consideration and care at all times.

1. Please follow all instructions from the educators.
2. Do not operate any equipment unless you have been told to do so by the educator.
3. Please ensure proper usage of the equipments.
4. Kindly return the equipments to the original position after use.
5. Please ensure that the machine is clean for the next user.
6. No photo taking is allowed during Practical and Theory sessions unless permission is granted from Educator.
7. Disallow voice recording during Practical and Theory sessions unless permission is granted from Educator.

Students are liable for any damages to the equipments and may be asked to pay for the replacement/repair costs.

### **Locker usage (if applicable)**

Your locker must be kept clean and tidy at all times. Stickers and marks must be removed. Please secure your personal items in the lockers when not in use. Students are advised to label their own equipments.

The rental deposit of \$30 will be refunded when the locker is in good condition without damages after the rental period. Damages refer to burns, tears, rips, stains, glue marks and scotch tape marks. Damages will be assessed on a case by case basis.

Students who misplaced their locker key will be asked to pay a replacement fee of \$5.35.

Disclaimer: The academy holds no responsibility for any loss or damage to your personal items on its premises. Students are expected to look after their own personal belongings. However, school reserves the rights to handle with the remaining items in the locker (if) left by whoever graduate or withdraw from the course whom did not clean up the remaining items within one month.

## **Discipline**

A productive and pleasant learning environment is the result of a well disciplined teamwork from both students and educators.

Gross misconduct such as theft, cheating, verbal or physical threats, illegal substances on school property, alcohol or any indecent act may result in dismissal from the academy.

### **Removal of product / Equipment/school property from the School**

Any removal or attempted removal (placing in bags / pockets removal from practical rooms) of product or equipment from the school is regarded as theft or attempted theft and may result in his/her expulsion from the academy. Students are also reminded that all these are not allowed to be removed from the premises without permission.

### **Reception Area**

Reception is out of bounds due to the confidential nature of the material being processed here. At no time

should you be standing or sitting around the reception desk and there is absolutely no admittance behind the desk for any reason.

### **Treatment of Misconduct**

Students over 18 years of age, exhibiting behaviour contrary to the rules and regulations will be given one verbal warning. This will be given in the presence of a witness and a record of warning noted. Should the behaviour re-occur, they will be issued a written warning a copy of which will be held on the students file. If the unacceptable behaviour continues the student will be dismissed from the course. In the case of gross misconduct outlined above, dismissal may be immediate without the warning process.

You are expected to conduct yourself in a highly professional manner, both inside and outside the academy.

### **Emergency Evacuation Procedure**

Upon hearing an alert tone sounding, students are to:

1. Prepare for a possible evacuation of the academy by collecting (small) personal belongings only.
2. The delegated academy staff members who are floor and stair wardens will proceed to the front reception of the building.

If the alarm changes to an Evacuation Tone, students are required to:

1. Evacuate in a calm and orderly fashion via the nearest safety fire exit. Fire exits are clearly marked in the walkways and doors.
2. Assemble in the side street
3. Listen out for your name to be called out from the class roll by a staff member of the academy and acknowledge your presence. This is done to ensure that no student have been left behind.
4. Wait until the all clear has been given by the relevant authority and the fire department before re-entering the building.

---

## **General Information**

### **Update of Personal Particulars**

Students are required to inform the academy on any change in information on your personal contact details for the convenience of:

- a) Verification by the ICA (for our international students);
- c) Updating you on policies and procedures;
- d) Informing your family in case of emergency;
- e) General correspondences.

It is the responsibility of the students to ensure that their contact details lodged with the Operation are correct and current.

For any changes in contact details, please fill in the Form 30 Student Personal Contacts Update.



## **Student Privacy Policy**

1. Except as otherwise specifically provided for below, AES will grant access to Confidential Student Information to authorised personnel or third parties only if there is a need to know based on what is reasonably in the academy's view an official or educational interest. "Confidential Student Information" means any personally identifiable information relating to the student which is received from the student or arises out of the student's course of study in the academy or information relating to the student's whereabouts or physical or mental condition and well-being. It excludes information that:  
(i) is publicly known or available from other sources who are not under a confidentiality obligation to the source of the information; (ii) subsequently becomes public by publication or other means through no action or fault of the academy; (iii) has been lawfully received from a third party without a breach of this privacy statement; (iv) is already known by or available to the academy without a confidentiality obligation; (v) is disclosed with prior written approval of the student; or (vi) is required to be disclosed under the law or pursuant to a court order.
2. Without affecting the generality of paragraph (1) and for the avoidance of doubt, the following shall be deemed to meet the requirement for disclosure stated in paragraph (1) above:
  - a. A request for information by the Council for Private Education (CPE), Immigration and Checkpoints Authority (International Students);
  - b. Sharing of information or data with Government agencies or statutory bodies or non-government agencies authorised to carry out specific Government services or duties;
  - c. Sharing of information with third parties, including members of the student's family or medical or security personnel, in an emergency if the academy deems it necessary in order to protect the health or safety of the student or other persons; or
  - d. Release of information that is customary by other educational institutions, including but not limited to awards of classes of honours and other marks of distinction, and student or graduation status.
  - e. Sharing of information with parent company for students who are enrolled with subsidies from their parent company. Their parent company reserves the rights to know the attendance of the related student.
3. Access to Confidential Student Information for purposes other than those based on an official or educational interest may also be granted at the discretion of the academy, provided that a student has provided his or her consent for such disclosure.
4. All assessment materials and results related to the international examination sat by students shall be handled with care and locked up in a secured area only to be allowed access upon permission given by the Principal to the teaching staff only. On other instances, such as practice questions and internal examination, a student can have access to materials and results related to the student only.
5. To safeguard a student's personal data that had been provided electronically or had been converted into an electronic form, the academy has taken reasonable steps to secure all electronic storage and transmission of personal data with appropriate security technologies.
6. This Policy is subject to any applicable law mandating or otherwise requiring disclosure.
7. If you have any questions or concerns with regard to the Privacy Statement, kindly contact the Administration Team for clarifications.
8. This Policy is subject to revision at the discretion of the academy from time to time.

## **Non-Discriminatory Policy**

It shall be the policy of the academy to ensure that no prospective students or staff member is discriminated against in any aspect of training and delivery. This policy extends to all staff and students and is expected to be upheld by all staff and students. Favoritism is strictly forbidden and all educators have been instructed to treat every student equally.

Students are advised to read and abide by all the standards and protocols as set by the respective examination board in order to complete the course successful. Assessments will be conducted on a fair, open and nonbiased basis.

## **Grievance Policy**

Aesthetics International Academy cares for your welfare, please feel free to approach our Educators or you may drop a feedback form (available next to the feedback box) into the feedback box located outside Practical Room 1. All feedbacks will be kept confidential and anonymous. Alternatively, a student may lodge an official complaint to the staff member. A complaint form shall be filled and the grievance procedure shall be in effect once a member of the staff receives the complaint form. Depending on the nature of complaints, be it related to service providence or not, a separate set of reviewing standards may apply. A detailed procedure in the form of a flowchart will be included at the end of this section. In general, we practice the following procedures in principle to resolve issues/complaints.

### **Student's Grievance Procedure**

**Step 1:** Any students who believe that he/she has a grievance shall take up the matter by submitting a Feedback/Complaint Form or a written email to any our student support officer within seven (7) working days of its occurrence.

**Step 2:** The Complaint shall be entered into the student's grievance register and be acknowledged by the Principal. The principal of the academy shall assign an investigating staff to respond to the student's grievance within 7 working days. The investigating staff shall provide an opportunity for full discussion of the grievance with the aggrieved student.

**Step 3:** Investigating staff will report status of complaint and investigation to Principal. Thereafter, the Principal will meet up with the student to inform the outcome of the investigation and to discuss on the solutions. This process shall be completed within fourteen (14) working days.

**Step 4:** If the response of the principal in STEP 3 is unsatisfactory to the student and does not settle the issue, case shall be referred to CPE for further action.

### **Verbal Feedback:**

All students are encouraged to make verbal feedback as well to any member of the administrative staff or teaching staff. They will in turn, help to fill in the Feedback/Complaint Form on your behalf, following which it will be carried out in the similar fashion as the above mentioned procedure. In this instance, students can choose whether to remain anonymous or given consent for revealing their identity on the form. Students however, are strongly encouraged to make a written notice for issues that they feel are of more pressing concerns.

### **Investigation Procedures:**

1. Clarification of incident/events/issues that led to the problem.
2. Verification process that includes interview with eyewitnesses.
3. Identify the nature and cause of the complaint.

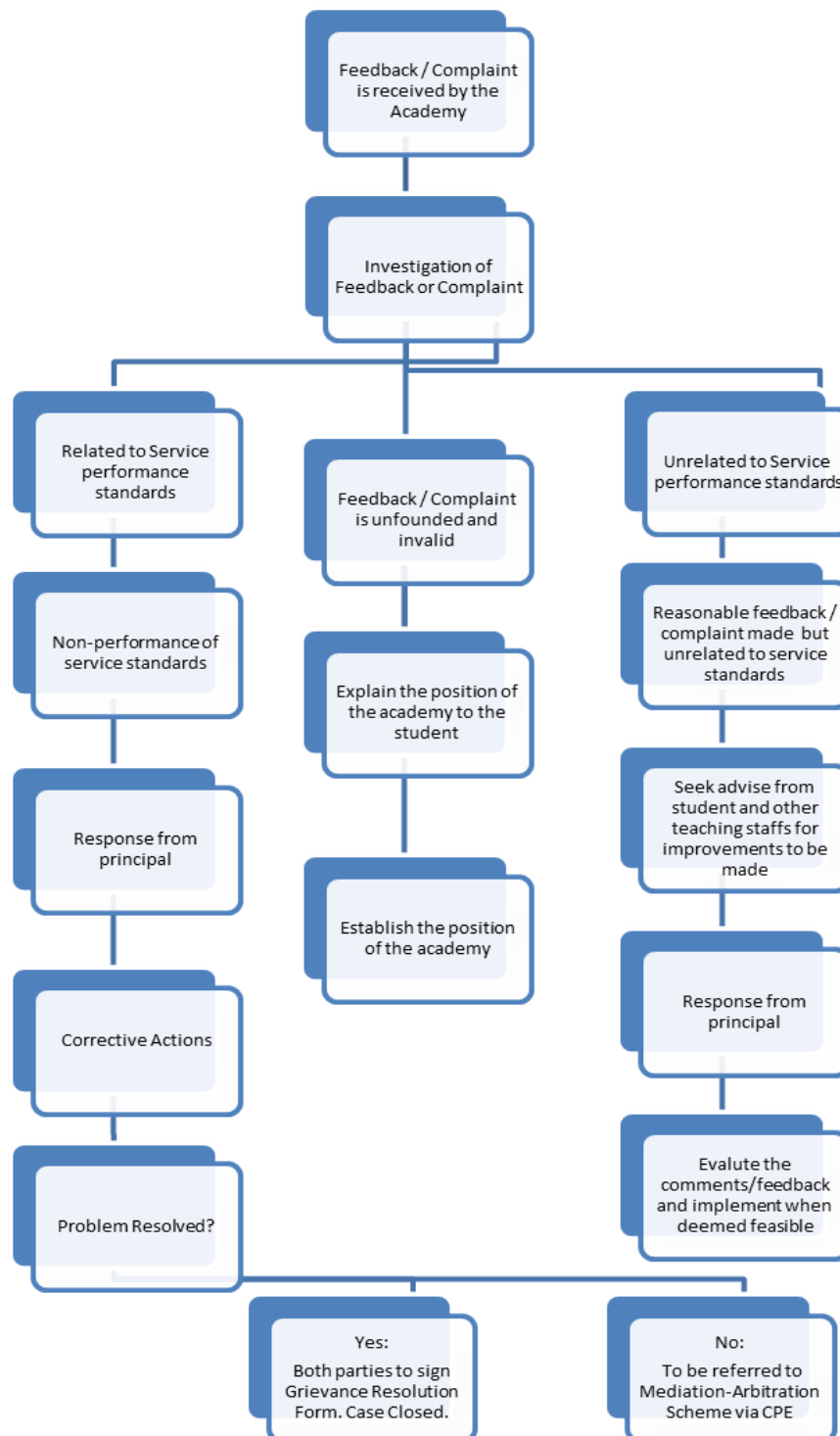
4. Immediate corrective actions to take place if complaint is found to be due to non-performance of service standards by the academy.

**Outcome of complaint:**

If complaint is deemed reasonable by the academy and that improvements may be made, the academy shall examine the suggestions given by students and act upon it accordingly.

In the event that the complaint is unfounded and invalid, the academy shall explain its position to the student, and at the same time, may assign counselling services for the affected student.

**Flowchart of Grievances and complaints procedure:**



# Student Welfare

## **Welfare and amenities for students**

Over at Aesthetics International Academy, we pride ourselves to provide welfare and amenities for all our students so that they can have a pleasant and enjoyable studying environment

1. Computer and Internet Usage- All students will be allowed to surf the internet on the computers located at the Main Hall. Students are advised to use the internet primarily for research purposes, such as information for their thesis, subjected to availability as priority will be given to students who are required to do e-papers.
2. Extra coaching/practice sessions will be conducted at the discretion of the educators in approximately 1 month running towards the international examination. Further information on the dates and commencement of these sessions will be revealed in due time.
3. Swimming/Gym facilities for students. Students who wish to use the swimming pool/gym located in the same building are to submit a request form to the administrative team. The student card will be collected in exchange for the swimming pool/gym access card. Please take note that the use of the swimming pool/gym is a privilege extended by the academy for all students. The swimming pool and gym belongs to the administration of the building; all students who wish to use the facilities must abide to the rules and regulations of the swimming pool as set by the administration of the building at all times. Students who intend to use the facilities are to use it at their own risk, for the academy shall not be held responsible for any physical damages inflicted on the property nor on the student.
4. Counseling Services- As part of the academy's effort to look after students' wellbeing, counseling services are provided upon student's request or when a counselor's presence is required in cases when third party advice may be involved.
5. Job opportunities: As one of the leading aesthetics educational institution, students graduated from the academy are highly sought after by industry-players. Upon graduation, our administration team will proceed to engage in job recommendations for all graduates.

## **Green Engagement Group**

As part of the academy's commitment towards the green-effort and caring for the society, a group known as the Green Engagement Group (GEG) has been set up to organize activities to raise awareness and promote interests in these areas. This arrangement is strictly on a voluntary basis. Students are widely encouraged to sign up for these activities whenever they are organized. Activities planned may include events such as, recycling campaigns, collection of old newspapers and clothing for charitable organizations.

## **Medical Insurance (MI)**

AES has in place a Medical Insurance (MI) scheme for all its students\* as required by CPE under the EduTrust certification scheme. This medical insurance scheme will minimally provide for an annual coverage limit of not less than S\$20,000 per student, at least B2 ward in government and restructured hospitals and 24 hours coverage in Singapore and overseas (if student is involved in school-related activities) throughout the course duration.

\*Singaporean/PR and non-Student’s Pass international students who are already covered by their own medical insurance plan (**with an annual limit not less than S\$20,000**) may be exempted from the MI scheme. Students can indicate their intention for exemption in the student contract and provide a copy of their medical insurance policy. Exemptions from MI scheme will only be granted to students who submit a copy of their medical insurance policy. The medical insurance fees will be incorporated into the total course fees that will be broken down according to the instalment schedule listed in the student contract.

**Freshman Orientation**

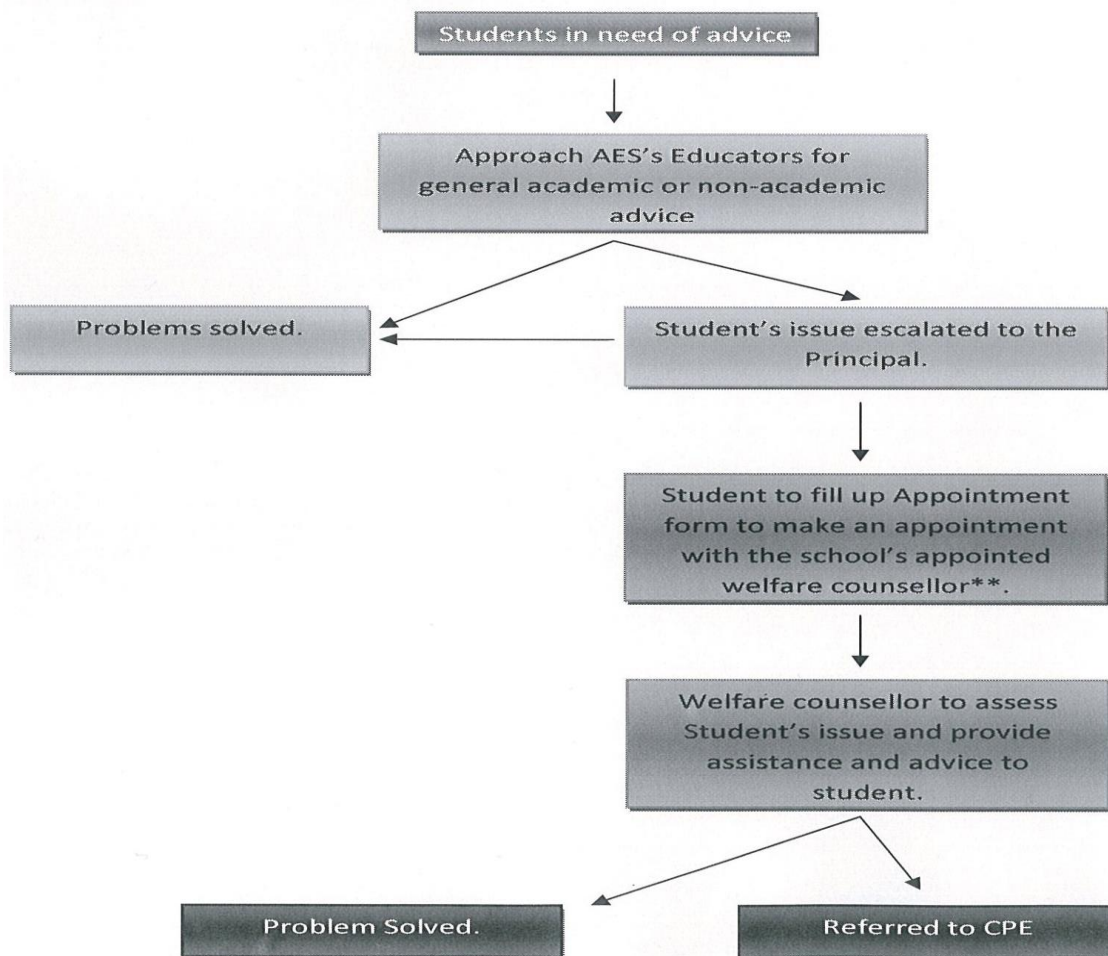
The school warmly welcome new students, introduction of relevant courses of study and the academic environment will be presented by power point.

A checklist of information will be issued to new students explained on the first day of commencement.

**Pastoral Counseling Framework**

Student involvement: Students to be encouraged to take part in the Green Engagement Group’s events and programs to bring about a sense of belonging to the school. In additional, AES may organize small gatherings during major seasonal events such as AES establishment day, Chinese New Year and Christmas.

Counseling Advice: Students of AES may approach their Educators as the first level of contact for general academic and non-academic advice. Welfare counselors are available on appointment basis, should any students need help in counseling pertaining to personal problems or career guidance.



## **For International Students**

### Loss of Student's Pass or Passport

Students who lose their Student's Pass in Singapore or overseas are to make a police report with the local police. They are required to apply for a replacement within 7 days from the date of loss. They will be required to pay for the application and visa fees accordingly.

Please refer to the ICA website for more details.

### Cancellation of Student's Pass

Student Pass issued is not transferable. Foreign students are required to surrender their Student's Pass cards to AES for cancellation within 7 days from the date of cessation or termination of their study.

AES will assist the international student on the cancellation of the Student Pass.

### Travelling Outside of Singapore

Students who would like to travel outside of Singapore should adhere to the following:

Fill in the Leave Application form with the school even during term breaks, public holidays and other holidays designated by the academy.

You are required to inform the academy on your whereabouts and contact details outside Singapore.

Students are reminded that their duration for travelling outside of Singapore should not be longer than 2 weeks.

### Employment for Foreign Student

Foreign student who are hold the student pass are not allowed to work in Singapore during term time or vacation time unless they are granted work pass exemption under the Employment of Foreign manpower (Work Pass Exemption) Notification.

### Accommodation

International students planning to pursue their studies in Singapore can choose from the various accommodation providers as AES currently does not provide any boarding services.

The various types of residence available for rental may range from an average of \$200 per month per student to \$2000 and above, per month per student, dependent on type and location.

For more information on the types of accommodation that best suit your needs, please visit

[www.singaporeedu.gov.sg](http://www.singaporeedu.gov.sg)

Listed below are some services providers extracted at random that may attend to your accommodation needs.

AES is not commissioned for referrals of students seeking accommodation. Any events or misunderstanding arising from such activities are solely coincidental.

[www.globalhomestay.com.sg](http://www.globalhomestay.com.sg)

[www.studentsnetworkservices.com](http://www.studentsnetworkservices.com)

[www.servicedapartments.org.sg](http://www.servicedapartments.org.sg)

Alternatively, you can contact the following/s; where accommodation and travel matters for foreign students can be arranged. YMCA International House 1 Orchard Road S'238824 Tel: 6336 6000 Fax: 6337 3140

YWCA National Office 254 Outram Road Tel: 6223 1227 Fax: 6227 3650

Property Agents can also assist in the rental of apartments/rooms, semi-private or private apartments. However, please practice caution and seek advice when in doubt. Listing of properties and its various agents can be found under the classified section of the Straits Times (Local papers).

If in doubt of all of the above, you can contact the Council for Private Education (CPE), Student Services Centre, located at: CPE Student Service Centre 1 Orchard Road, YMCA Building #01-01, Singapore 238824 [www.cpe.gov.sg](http://www.cpe.gov.sg) Email: [CPE\\_CONTACT@cpe.gov.sg](mailto:CPE_CONTACT@cpe.gov.sg)

The above information is strictly for reference. AES must not be held responsible for any misinterpretation or misunderstanding that may unintentionally mislead or undermine the quality & service rendered by the above-mentioned.

### **Information on Student Pass application**

Aesthetics International Academy undertakes its best efforts in assisting prospects if he/she requires a Student's Pass from the Immigration & Checkpoints Authority (ICA).

This includes, without limitation, providing the prospect with advice on obtaining such pass, verifying enrolment details and immigration status where necessary, including application of Student Pass on behalf of the applicant, including arrangement or recommendation for lodging where possible.

Actual procedure and time frame as per ICA as follows;

#### (A) New applications

New applications are to be submitted at least one month before the commencement of the course. Clear information of every intake and its course commencement date for international students will be displayed on AES website 3 months before actual commencement.

**Applicants are not required to be present in Singapore while their applications are being considered. Hence, no extension of stay will be considered while the applications are under processing.**

AES will collect all necessary data for Student pass application, including any \*fee payable.

(\*fee; solely refers to application fees collected by ICA)

Successful applicants may enter Singapore to complete the formalities after their applications have been approved. They will be issued Student's Passes within 1 month from the commencement date of the courses.

#### Submission

New applications are to be submitted via the Student's Pass On-Line Application & Registration+ (SOLAR+) system. AES will register with ICA for the use of SOLAR+, procedure was practiced during AES CASE trust accreditation period.

#### Processing Time

The processing time is 5 full working days provided all required documents are submitted. However, some cases may take a longer time to process.

#### (B) Renewal of Student's Passes

Students who are renewing their Student's Passes to continue their studies in AES must submit application

for Student's Pass renewal at least **2 weeks** before the commencement of the course. This applies for course extension due to upgrade, failure and transfer. Students waiting for examination dates may qualify.

AES will submit all applications through SOLAR+

### Submission of renewal

Applications to renew a Student's Pass are to be submitted via the SOLAR+ system 2 weeks before the expiry of the existing Student's Pass.

### Processing Time of renewal

The processing time is 5 full working days (excluding day of application and collection). However, some cases may take a longer time to process.

### (C) Fees

#### Student Pass Application Fee

An student pass application fee of SGD \$214 (7% GST included) is payable Aesthetics International Academy (AES) for every application submitted. The fee will include the initial Student's Pass Application Fee payable to the ICA. This fee is non-refundable regardless of the outcome of the application or if application is withdrawn after submission.

Payment by debit card or internet banking is required for submission via Solar+.

AES will collect application fee via travelers' cheque or via bank transfer for prospects stationed overseas.

Pre-course counseling will be conducted in person upon the receipt of student pass card and normal consultation applies when student is in Singapore. Advisory note and 7 day cooling off period will be advised accordingly.

#### Issuance Fee

A \$60 issuance fee for every student's pass issued and a further \$30 multiple-entry visa fee for visa required nationals, where applicable. The fee is payable when the successful applicant completes the formality to collect the Student's Pass.

Prior to collection of Student's Pass, applicant has to acknowledge a copy of the Terms & Conditions of Issue for Long Term Pass (LTP) Card".

#### Renewal of Student's Pass Fee

Please take note that the student pass application fee of SGD \$128.4 (7% GST included) for renewal is payable Aesthetics International Academy (AES) for the student who comes back for the re-take in practical examination within 3 months since the cancellation date of student pass card.

\* The student pass application can be applied by the applicant herself/himself.

### (D) Completion of Formalities

Foreign students issued with In-Principle Approval (IPA) letters are required to complete formalities in person at ICA office, 4th storey, ICA Building. Applicants must be in Singapore on a valid Immigration pass to collect the Student's Pass. The completion of formalities is strictly by appointment only.

Online, e-appointment facility is available at <http://eappointment.ica.gov.sg>



Applicants are required to bring along the documents required for collection of the Student's Pass as stated in the IPA letters.

(E) Other Important information

- 1) Applicant will have to furnish additional documents and information whenever necessary
- 2) Original documents may be required to be produced for verification.
- 3) Official/Notarized translation of the documents is required if they are not in the English language.
- 4) A letter of explanation must be attached to the application if any of the required additional documents cannot be produced.
- 5) All applications forms must be duly completed and signed by applicant at the relevant sections. Incomplete applications forms will NOT be accepted for completion of formalities.
- 6) ICA reserves the rights to verify the authenticity of the documents submitted in the application with the relevant issuing authorities or through the affiliated government agencies.
- 7) ICA may share your personal information with other Government agencies to process any applications you have made or to render you a service, so as to serve you in an efficient and effective way, unless such sharing is prohibited by legislation.
- 8) For transfer of school after the application has been approved, a fresh set of application forms must be submitted to ICA through Solar+ for consideration.
- 9) Information and application forms on Student's Pass application are available from the Immigration & Checkpoints Authority website at [www.ica.gov.sg](http://www.ica.gov.sg).

Cancellation of Student's Pass

AES **WILL CANCEL ALL** student passes under the following circumstances;

- If students fail to achieve 90% of the course attendance per month and without providing any valid reason/s
- Course ended
- Course terminated due to dismissal or expulsion
- Charged and convicted under the Laws of Singapore for illegal activities

Foreign students are required to surrender their Student's Passes for cancellation within 7 days from the date of cessation or termination of their study.

The student may approach the Student's Pass Unit at ICA with the following documents for the cancellation:

- a) A letter from the student / school indicating the intention to cancel the Student's Pass;
- b) Student's valid travel document;
- c) The Student's Pass Card;
- d) Student's Visit Pass and Disembarkation/Embarkation Card; and
- e) A duly completed Disembarkation/Embarkation Card (IMM Form 27A), where applicable (will be provided at ICA counters).

Change of Address

In accordance with the Immigration Regulations 19(3)(b), the foreign student is required to report any change in his/ her address in Singapore within 14 days of such change.

Students are to report the change of his/her local address to AES, updating and amendments will be filed to ICA via its e-portal respectively

## Update of Address

Alternatively, local Sponsor can now login to SOLAR+ to report a change in the student's address and an acknowledgement will be sent within minutes if the report is successfully registered by the system.

Applications for change of local address will not be accepted at the counters. However, applicants who are unable to submit online may deposit the duly completed and signed Report of Change of Address form into the drop-box located at the Student's Pass Unit near Counter 19. (The Report of Change of Address form is available at the Information Counter).

The processing time for such requests will be 2 weeks. Applicants will be notified of the outcome of their applications by post.

## **SUMMARY**

1. The Student pass issued by ICA is not transferable;
2. The Student pass will expire upon ceasing to be a Student of Aesthetics International Academy
3. Aesthetics International Academy is under an obligation to inform the ICA of the withdrawal by the Student from, or completion of his/her course of study at Aesthetics International Academy
4. The Student shall deliver to Aesthetics International Academy, within three (3) days of the Student ceasing to be a Student of the Academy, his/her passport and Student Pass so that cancellation of the Student Pass is made in accordance with statutory requirements

---

THIS HANDBOOK IS CORRECT UP TO THE DATE OF ISSUE. ANY REVIEW OR CHANGES TO THE HANDBOOK WILL BE NOTIFIED ON THE WEBSITE AND VIA THE NOTICE BOARD.

---

**Notes:**