

## 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 who is below 18 years old to go ICA to complete the E-student pass formalities.

#### Opening of Bank Account

The College will give recommendation to students and assist them for preparing of documents, if any.

#### Medical Report

The College will give recommendation to students for medical check up for E-Student Pass formalities.

### **Course Commencement**

#### Student Orientation

A general briefing is done with new students upon reporting.

#### Medical Insurance Coverage During Studies

All students are covered under a medical insurance coverage or students' hospitalization, 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. IGCSE, AEIS, if any.

### 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 maximize 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

### **AAC Disability Support**

AAC is committed to providing an inclusive and nurturing campus environment for students with disabilities and special education needs to achieve their fullest potential.

AAC recognizes the need to:

- identify and remove structural barriers to access and equity in education and training; and
- encourage the customization of training delivery which suits the needs of all students and is sensitive to cultural differences.

Whether you are a prospective, new or existing student seeking support for your special educational needs, the information in this section serves to give you an overview of the different areas in which you may be seeking support.

While we strive to facilitate support for your needs, It is equally important that you take ownership of your learning journey.

You are encouraged to contact the Student Services Department (SS) at any point in time, if you would like to seek clarity on any area of support or discuss more about how your specific needs may be met.

## **Disclosure during Application for Admission**

You are encouraged to disclose any special needs/assistance that you require upon admission. The purpose of disclosure is to ensure that any special arrangement that need to be considered are promptly looked into.

## **Students on Industrial Attachment**

Write in to us to find out if the support that you require is available.

You may also be keen to look up these categories for more information about them.

Get in touch with us

[studentservices@aac.edu.sg](mailto:studentservices@aac.edu.sg)