



Air Transport Training College

Professional Development Centre of the Singapore Institute of Aerospace Engineers

STUDENT HANDBOOK

Version 23 Issue: 27 August 2019

CONTENTS

1. About us
2. Our Vision, Mission, Values and Culture Statement
3. Our Facilities
4. Rules & Regulations
5. Environment
6. Library and Computers
7. Course Fees
8. Late Payment Policy
9. Imposition of Late Payment Fee Procedure
10. Examinations
11. Essays, Assignments, Projects & Presentations
12. Award of Certificates, Diploma & Degrees
13. Titles of Courses
14. Pre-Contract Counselling
15. Assistance to Students
16. Accommodation
17. Post-Graduation Opportunities
18. Modes of Notification of Changes
19. Inside the Classroom
20. Confidentiality of Student Data
21. Refund Policies
22. Refund Procedure
23. Transfer / Withdrawal Policy
24. Transfer / Withdrawal Procedure
25. Pre-requisites and Requirements for various courses
26. Standard Student Contract
27. Fee Protection Scheme
28. Medical Insurance Scheme
29. Payment Method and Channel
30. Over or Under-Charging
31. Miscellaneous Fees Incurred
32. Modes of Communication
33. Business Ethics
34. Quality Management System
35. Student's Pass Application Process For International Students
36. Student Complaint / Grievance Procedure
37. Student Affairs - Discipline
38. Classroom & Workshop Directory @ Level 1
39. Classroom Directory @ Level 2
40. Exam Hall Directory @ Level 3

Annex A – Campus Location Map

Annex B – Imposition of Late Payment Fee Procedure

Annex C – Refund Procedure

Annex D – Transfer / Withdrawal Procedure

Annex E – Disciplinary Inquiry Workflow

1. ABOUT US

Air Transport Training College (ATTC) was established in 1999 as the Professional Development Centre of the Singapore Institute of Aerospace Engineers (SIAE). SIAE is a non-profit organisation representing the professionals in the aerospace industry.

ATTC is a SAR-147 Approved Maintenance Training Organisation of the Civil Aviation Authority of Singapore (CAAS) to conduct aviation training and is awarded CAAS Approval No: MTO/002. ATTC is also approved by the Civil Aviation Authority of the Republic of Maldives to provide training and conduct examinations for MCAR-66 Categories “A1”, “B1.1” and “B2” basic knowledge modules. The approval awarded is MV.147.002.

ATTC is also a SkillsFuture Singapore (SSG) Approved Training Organisation as well as a CET Centre (Continuing Education and Training Centre).

Since 6th August 2010, ATTC is registered as a Private Education Institution (“PEI”) under the provisions and regulations of the Private Education Act 2009 with the Committee for Private Education, Singapore (CPE), under the Enhanced Registration Framework (“ERF”).

The College attained the full EduTrust Certification from the CPE on 28th December 2011. The EduTrust Certificate awarded is EDU-2-2031.

Since August 2013, ATTC entered into a Training Agreement with Safran Helicopter Engines whereby ATTC will form part of Safran’s international training network for the delivery of Safran Level 1 and Level 2 maintenance courses.

In October 2013, ATTC also entered into an MOU with Jet Aviation (Asia Pacific), a General Dynamics company, for the launch of a joint “ATTC – Jet Aviation Licensed Aircraft Engineer Training Program for Business Aviation” to develop a competitive pool of local Licensed Aircraft Engineers and related professionals for Business Aviation at Seletar Aerospace Park and beyond.

ATTC has been conferred the 2009 Asia Pacific Frost & Sullivan Aerospace Technical Training Institution of The Year Award.

ATTC has also been conferred the Singapore Aerospace Awards - Star Training Organisation Award by Association of Aerospace Industries, Singapore (AAIS) and SkillsFuture Singapore (SSG) (then Singapore Workforce Development Agency (WDA)) in May 2011.

2. OUR VISION, MISSION, VALUES and CULTURE STATEMENT

2.1 Vision

To be the leading Aviation Training Provider of choice in the region.

2.2 Mission

To provide quality, industry-relevant professional development and training in aerospace engineering and aviation management in a dynamic and global industry.

2.3 Values

Academic Excellence
Technical Competence
Team Spirit
Customer Focus

2.4 Culture Statement

Deliver training services of value to the customers in a transparent manner. Excellence in knowledge transfer and skills delivery to all trainees, with due respect for and care of trainees. Strive for continuous improvements and sustain academic excellence and technical competence in a caring environment.

3. OUR FACILITIES

Air Transport Training College operates its campus at the Seletar Aerospace Training Complex:

- The Seletar Aerospace Training Complex is located at 70 Seletar Aerospace View, Seletar Aerospace Park, Singapore 797564 (Refer to Annex A for location details)



- The campus comprises a 3 levels building, which houses the student centre and the administration headquarter. The Seletar Aerospace Training Complex incorporated an operational hangar with access to the runway at Seletar Aerospace Park. The Training Complex's hangar houses the Skills Centre with 3 operational aircraft.

4. RULES & REGULATIONS

4.1 Attendance and Punctuality

- Students are expected to be punctual for lessons. Any student who is expected to report late must inform the College or lecturer at least 1 day before start of class with the relevant supporting document.
- All students must sign the attendance register promptly. For full-time students, biometric attendance machine will capture your reporting IN and OUT times on a daily basis. Students must not leave the class before end of lessons. Students who leave before the lesson ends will be considered absent.
- Students are required to clock at least 85% attendance requirement for all modules / parts of approved courses to be eligible for the respective examinations and funding unless otherwise specified.
- Students who are absent from lessons or practicum must produce a medical certificate or other legal/statutory evidences to the College to support their absence.
- Students must also call the College to report leave of absence by 0830hrs.
- For international students, your attendance requirement is expected to be 100%. In the event that your attendance is less than 90% or consecutively absent from class for 7 days without valid reason, your student pass will be cancelled. You have to apply leave to be absent from class. The leave must be supported by relevant document. For sick leave, you have to support it with recognised medical leave certificate.
- Students' overall grades may be affected by poor attendance and late reporting for lessons.

4.2 Dress Code

- Students are expected to observe standards of modesty in their dress appropriate for class and to be clean in appearance.
- Shorts, miniskirts and tubes are strictly prohibited. Slippers are also strictly prohibited.
- Obscene language or symbols, or symbols of sex, drugs or alcohol on clothing are strictly prohibited.
- Students are required to put on long pants and shirt / T-shirt, dress (for female students only) or blouse and skirt (for female students only).
- Students must put on the College's polo T-shirt, long pants and safety boots during practical skills lessons. Students who fail to abide by this dress code will not be allowed to enter the skills centre.
- If a student's dress code is in violation of the above, the academic staff in charge will ask the student to make an appropriate correction. If the student refuses, the College reserves the right to bar the student from class.
- Students are also required to display their student pass at all times within the College premises. The College reserves the right to reject the student from entering the College premise if the student does not comply to the above.
- Students are required to return their student pass on the last day of the course. Certificates will only be issued after students return their pass.

In the event if the student loses his student pass, he needs to report the loss to the College immediately and pay a replacement fee. The replacement fee are as follow:

- Lanyard replacement - \$3
- Pass (with holder) replacement - \$10

4.3 Expulsion and Suspension

Students may be suspended or expelled if he commits any of the following:

- Cheating during examinations.
- Violating any terms & conditions for the issue of student pass for international students.
- Fail to attend classes for a continuous period of 7 days or more without any valid reason.
- Fail to obtain at least 90% attendance in any month of the course without any valid reason for international students.
- Any criminal offence or violation of College's expectations under Clause 4.2 Dress Code and Clause 5 Environment.

4.4 Reference to Student Handbooks of Partner Institutions

- Students of EDP (External Degree Programme) courses, such as Bachelor of Science (Hons) Aircraft Engineering with Kingston University (KU) and Foundation Degree in Aircraft Engineering with Kingston University (KU), are encouraged to refer to KU's Student handbook for information pertaining to course and assessment criteria.

5. ENVIRONMENT

To promote cleanliness and orderliness in the College and thus provide students with a pleasant learning environment, the following actions are prohibited:

- Littering
- Food and drinks in the classrooms
- Spitting
- Smoking
- Speaking loudly or shouting
- Use of hand-phones during lessons
- Gambling
- Games such as card games or computer games
- Abusive, disruptive, rude or unreasonable behaviour causing disturbance to others.

6. LIBRARY AND COMPUTERS

Students are welcomed to use the library and the computers for your reading and research. The books are carefully selected to help students gain a better understanding and knowledge of the subjects and topics taught in their courses. The library is a reference library. No books shall be removed from the library.

Students are not allowed to install any software onto the College's PCs. All software used must be licensed and do not infringe any copyright act. Any surfing of illegal, pornographic or questionable web-sites is strictly prohibited.

Playing of computer games and videos not related to the course of study are prohibited.

The following violations are liable for disciplinary action, which may include eviction from the library premises, suspension from using the library or report to the police and dismissal from the College:

- Removing materials out of the library without prior authorisation. Any library book or notes taken beyond the library's doors is considered stolen.
- Mutilating library materials and vandalising books and equipment, including computers and its peripherals.
- Abusive, disruptive, rude or unreasonable behaviour causing disturbance to others.

7. COURSE FEES

- Students must pay their course fees in advance.
- If payment is not received after the due date, the late payment policy will apply.
- Certificate/Diploma/Degree will not be issued until all fees are fully paid.

8. LATE PAYMENT POLICY

- All course fees, payable by the student, have to be received by the College by the payment due date, before the commencement of the course.
- A grace period of 7 calendar days may be granted; whereby, any payment received 8 days after the payment due date will be considered as late payment.
- The College reserves the right to impose a late payment fee. The quantum of the late payment fee will be indicated in Schedule C of the Student Contract.

9. IMPOSITION OF LATE PAYMENT FEE PROCEDURE

9.1 The procedure for imposing late payment fee is as follows:

- The Senior Manager - Admin, or her designate, will track fee payment status with respect to the payment due date/s as indicated in Schedule B of the Student Contract.
- For late payment/s, a late payment fee – in accordance with Schedule C of the Student Contract – may be imposed.
- Thereafter, payment status will continue to be monitored on a monthly basis (i.e. every 30 days) from the original payment/s due date/s.
- If payment of the course fee is still not received by the end of the month (i.e. on the 30th day, and/or 60th day, from the original payment due date), further late payment fee will be imposed on the cumulative fee payable (viz., course fee + earlier late payment fee/s).
- If the course fee is still not received by the 60th day, the student will be barred from attending classes. If – as a result of being barred from attending classes – the student is not able to meet the minimum attendance requirement to sit for the examination, the student will be required to re-module and will have to pay for the relevant re-module fee.

9.2 Student may refer to Annex B for details on the imposition of late payment fee procedure.

10. EXAMINATIONS

10.1 General Information

- Students must meet the attendance requirement before they are eligible to sit for a particular examination. For CAAS approved courses, the attendance requirement is 85%. Students who fail to meet the attendance requirement will be prohibited from sitting the particular examination.
- Students must be seated in the examination room 10 minutes before start of each paper.
- Students must read the instructions for each paper carefully.
- All answers must be written legibly.
- Handphones or mobiles are strictly prohibited in the examination rooms. Students are required to surrender their mobile phones and devices prior to the start of the examination.

10.2 Use of Calculators in Examinations

- Calculators will NOT BE ALLOWED for candidates taking examinations pertaining to Part 66 i.e. EASA/SAR papers.
- For Kingston University London examination, only the following calculator models are allowed to be used during the examinations:
 - **Casio FX83 and FX85 series (with any suffix), FX115MS, FX570ES and FX991ES**

- Candidates are responsible for bringing an approved calculator to their examinations where the usage of calculator is allowed for the particular examination. The use of other models of calculator will not be permitted.
- Candidates found using unapproved calculators during examinations will be reported as a case of attempted cheating. The candidate will be dealt with according to the procedures stated in clause 10.8 of the student handbook.
- Unapproved calculators will also be confiscated by the invigilators.

10.3 Marking and Results

- All papers will be marked within 20 working days from the date of sitting except for papers marked by CAAS and overseas universities. For CAAS basic examination papers, the marking period will be determined by the authority. For EDP (external degree programme) examination papers, the marking period will be determined by the respective universities.
- The passing mark for all examinations is 75% except for the degree courses offered by overseas universities and the Applied Diploma in Aerospace Maintenance (ADAM) course. The passing marks of the degree courses will be determined by the respective universities and may be revised by the respective universities as deem fit. The passing mark for ADAM course is 50%.
- Examination results may be released to authorised officers of candidate's sponsoring company but shall not be released over the phone and will not be released to a third party, except if authorised in writing by the candidate.

10.4 Exam Fee Refund Policy

- Where a candidate applies and paid for an examination conducted by the College and then advises in writing that he no longer requires the examination, there will be no refund of the examination fee.
- If the above written notice with valid reasons is received by the College at least 3 working days prior to the examination date, the candidate will be considered as absent and not attempted the particular examination otherwise the candidate will be considered as having failed the particular examination.
- If a candidate is unable to attend an examination due to sick leave, the candidate must provide the relevant medical certificate as proof of his condition otherwise the candidate will be considered as having failed the particular examination.
- Valid reasons for cancellation of examination include:
 - Medical disabilities (A medical certificate must be produced)
 - Compassionate circumstances
- Inadequate preparedness, work commitments, traffic delays and transport problems are not considered valid reasons for not attending an examination.

10.5 Exam Failure and Re-Module Policy

- Any candidate who fails an examination 3 times shall be ineligible to re-sit that particular examination and the affected candidate is required to re-module the particular module with the exception of Kingston University examinations of the FdEng and BSc (Hons) top-up courses.
- For FdEng and BSc(Hons) / BEng(Hons) top-up courses offered jointly with Kingston University (KU), student who failed a KU examination 2 times shall be ineligible to re-sit that particular examination and the affected student is required to re-module the particular module.
- For CAAS approved and ATTC academic courses (i.e. PCAWO, SAME, PAME, ADAM and SAR-66 portion of FdEng), if the student fails the same examination twice within a 3-month period, there will be a 3-month barring period before the student is allowed to go for his re-sit again.
- For ATTC examinations, students are required to pay a re-sit fee of S\$30 before GST upon application for re-sit. If revision class is applicable and students would like to attend the revision class, they are also required to pay an additional fee of S\$50 before GST upon application for re-sit.
- For degree courses, the examination failure and re-module policy will be determined by the respective universities. Such policy may be revised as deemed fit by the respective universities.
- For the SAME & ADAM courses, students will not be eligible to re-module if he fails more than 6 modules before the course ends. In this case, the student will be considered to have failed the course.
- All SAME & ADAM students will be given additional 1 year grace from the course end date to complete and pass all outstanding modules of the course in order to be eligible to graduate.
- FdEng students will be given additional 2 years grace from the course end date to complete and pass all outstanding modules of the SAR-66 portion of the FdEng course in order to be eligible to graduate from the SAR-66 Cat B1 portion of the course.

10.6 Late Application

- Late applications may be received after the closing date.
- A late entry application, subject to available vacancies, must be received by the College at least 6 working days before the sitting.
- The College reserves the right to decline a late entry and refund the fee if circumstances prevent the application from being effectively processed.

10.7 Appeal - Recounts and Review

- Any student, who upon release of the result of an examination, is not satisfied with his assessment, is entitled to make an appeal to the college to have the result reviewed. However, appeal requests can only be considered from candidates who have received more than 50% of the marks for the paper that they sat except for ADAM candidates.
This review can take the form of a “recount of a paper” or a more comprehensive “review of a paper” upon payment of the appropriate fee.

- “Review of a Paper” involves an independent review of questions or aspects of the paper highlighted by the candidate as unsatisfactory. The review shall check:
 - Relevance to appropriate syllabus objective.
 - Technical correctness of the question stem, and answer, and suitability of other options.
 - The language used, including grammar, syntax, level and style.
 - Instructions to candidates and any other points which the candidate may have raised.
- “Recount of a Paper” involves an independent re-marking of the questions and recounting of the marks obtained. “Recount” is not applicable for examination papers of degree courses conducted by overseas universities.
- Any student who intends to appeal should lodge the appeal within 5 working days from the date he/she receives the examination results. The appeal request must be submitted in writing to the Senior Registrar of the College with the payment of the appeal fee of:
 - \$150 plus prevailing GST for a “Review”
 - \$50 plus prevailing GST for a “Recount”.
- Upon receipt of the appeal, the Senior Registrar shall notify the Quality Manager who will start the internal review per the process for either “Recount” or “Review”.
- Result of an appeal shall be released within 4 calendar weeks (for in-house courses) and not later than 8 calendar weeks for courses administered by partner universities / partners.

10.8 Cheating or Other Unauthorised Conduct

- A candidate who is caught for cheating will have his/her marks deducted or received a zero (0) mark and will not be allowed to apply and sit for the same examination for a period of 1 year.
- Cheating includes:
 - Copying from another person.
 - Referring to any unauthorised source of information.
 - Communicating in any way with another person, except the invigilator.
 - Taking an examination on behalf of another person.
 - Removing written or printed material from the examination room unless authorised to do so.
 - The use of any device with a means of storing or storing information and/or capable of transmitting or receiving information in examinations.

11. ESSAYS, ASSIGNMENTS, PROJECTS & PRESENTATIONS

- Students must submit their essays/projects or assignments as scheduled by lecturers.
- Marks will be deducted for any late submission.
- Students are required to collect all their assignments and projects after assessment by the lecturers.

12. AWARD OF CERTIFICATES, DIPLOMAS & DEGREES

- Students must achieve a minimum attendance of 85%, unless otherwise specified, of all modules / parts of the course and achieve a pass in all examinations, essays, assignments and presentations before being awarded their certificate or diploma or degree.
- Students who fail in their examinations or were absent with valid reasons will be required to re-sit their examinations except for degree courses. For degree courses, if the students fail their examinations, the students will re-module or resit the examinations in accordance to the respective university's policy.

13. TITLES OF COURSES

ATTC offers the followings courses to the public and aviation companies In Singapore and other countries:

- Bachelor of Engineering (Honours) Aircraft Engineering – In collaboration with Kingston University London
- Foundation Degree in Aircraft Engineering (FdEng) – In collaboration with Kingston University London
- Specialist Diploma in Aircraft Maintenance & Engineering (SAME)
- Applied Diploma in Aerospace Maintenance (ADAM)
- Professional Certificate in Aerospace Workshop Operations (PCAWO)
- WSQ Higher Certificate in Aerospace (HC)
- WSQ Basic Aviation Skills - Extended
- WSQ Basic Aviation Skills - Gas Turbine (BAS-GT)
- Basic Aviation Skills (Gas Turbine)
- Airworthiness Administration (Air Legislation) (AA)
- Airworthiness Administration (Workshop) (AAw)
- Human Factor & Error Management (Managers & Engineers) (HFEM M&E)
- Human Factor & Error Management (Technicians & Operators) (HFEM T&O)
- Human Factor & Error Management (Refresher)
- An Introduction to Safety Management System
- Overview of FAR-145 Repairs Stations
- Assessment Only Pathway (AOP) and Training for WSQ Aerospace modules
- MCAR/SAR 66 Basic Knowledge Modules (Cat A, B1.1 and B2)
- SAR 66 Category B1 Basic Conversion Course

14. PRE-CONTRACT COUNSELLING

A pre-contract counselling session will be conducted for all new students and shall cover the following:

- Student Contract / Advisory Note to Students (Form 12 of Private Education Act) / Enrolment forms
- Student support programs
- Student Pass terms and conditions
- Information on various accommodation options for students (if relevant)
- Student Grievance / Complaint Procedure
- Details of the procedures and any implications of student's withdrawal from course, non-attendance, termination of course
- Refund Policy
- Details of the protection of student's fees by the Fee Protection Scheme (FPS) under EduTrust Certification Scheme.
- Information on medical insurance and pastoral counselling
- Other miscellaneous matters such as contact details

15. ASSISTANCE TO STUDENTS

ATTC provides assistance to students facing difficulties adapting to the new environment. Please contact our Senior Registrar (DID: 6603 6610) if you need any assistance.

16. ACCOMMODATION

We do not provide accommodation services to our students. Students are to look for their own accommodation needs themselves. We may provide them with a list of accommodation agencies if requested. We will not be responsible for any accommodation issues.

17. POST-GRADUATION OPPORTUNITIES

ATTC provides advice on courses and post-graduation opportunities if required. Please contact our Senior Registrar if you need any assistance.

18. MODES OF NOTIFICATION OF CHANGES

In the event of any changes that affect the student, ATTC will inform the student in writing or through emails or by phones or any such manner as the College deems efficient and fit to the last known address or information of the student in the College's records.

The student shall not hold the College liable in the event if any communications are delayed, intercepted, lost and/or failed to reach the student during delivery or transmission or in the context of such communication is disclosed to any third party during transit.

19. INSIDE THE CLASSROOM

ATTC expects students to be respectful to the lecturers. If there is any complaint / grievance, our administrator is available to listen to you. **Food and drinks are not allowed in the classrooms, workshops and library.** Hand-phones must be switched off during lectures or practical. You are to be attentive to your lecturer.

20. CONFIDENTIALITY OF STUDENT DATA

ATTC is committed to maintaining the confidentiality of the student's personal information and undertakes not to divulge any of the student's personal information to any third party without the prior written consent of the student.

The students' particulars obtained are solely for the purposes of completing course submission, and for other legitimate purposes made known to the student prior to obtaining such particulars.

Your personal particulars are secured in locked office and student database is password protected. Only authorised personnel can access the file.

21. REFUND POLICIES

21.1 Withdrawal for Cause

The student shall be entitled to immediately withdraw from the Course by giving written notice to ATTC of his/her intention to do so under the following circumstances:

- ATTC fails, for any reason, to commence the Course on the Commencement Date which includes reasons as follows:
 - Insufficient number of students to form a class
 - Lecturer's inability to commit to teaching assignment
 - Partner university decided not to commence a particular intake;
- ATTC fails, for any reason, to complete the Course by the Completion Date; or
- ATTC terminates the Course for any reason prior to the commencement / completion of the Course.

21.2 Refunds for Withdrawal for Cause

ATTC shall, as soon as practicable after receiving the student's notice of withdrawal under clause 21.1 (and in any event no more than seven (7) working days after receiving such notice and the original receipt of payment) refund to the student the entire amount of the Tuition Fees and Deposit.

21.3 Withdrawal Without Cause and Refunds

Where the student withdraws from the Course for any reason other than those set out in Clause 21.1, ATTC shall, subject to Clause 21.4, 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 in accordance with the table below:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received
100%	More than 10 days before the Course Commencement Date
50%	Before, but not more than 10 days before the Course Commencement Date
0%	After, but not more than 5 days after the Course Commencement Date
0%	More than 5 days after the Course Commencement Date

The above clause is also applicable for a student who transfers from one course to another within the College or transfer to another private school. All transfers are deemed to have withdrawn from the course. The above refund policy will apply for such transfer scenario.

21.4 No Double Claim

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

21.5 Terms and Conditions for refund

The refund policies do not apply when students:

- are asked to leave the College because of disciplinary matters
- violate the laws of Singapore
- do not fulfil the terms and conditions of student pass

- breach the Standard Student Contract
- leaving the College without returning the student pass for cancellation within 3 days

Important notes:

The student must submit the Course Withdrawal Form to ATTC before the intended withdrawal date. The Course Withdrawal Form is available from the Reception Counter. Any request for withdrawal from the course through telephone will not be entertained.

There is no refund for administrative fees (i.e. exam fees, credit card surcharge, application fees, etc) paid to ATTC.

If the student application for student's pass is not approved by the relevant authority, the refund shall apply to all types of fee payments except administrative fees (i.e. exam fees, credit card surcharge and application fees).

All claims for refund (including refund cases due to withdrawal within 7 working days cooling off period) must be accompanied by the original receipt before the refund will be processed. Copies of original receipt are not acceptable.

22. REFUND PROCEDURE

22.1 The College's refund procedure covers the following situations:

- College's non-performance
- ICA not approving the student pass
- Student changes his mind during the 7 working days cooling off period
- Student's withdrawal
- Course deferment
- Student going to a Government College for further studies

22.2 The procedure for student initiated refund (due to Student's withdrawal / change of mind during 7 working days cooling period, etc) is as follows:

- The student submits the withdrawal notice to the College;
- Senior Registrar talks to student to find out reason for withdrawal;
- If student does not change his intention, Senior Registrar processes the withdrawal by:
 - Presenting the case to Training Manager and General Manager for advice and approval
 - Forwarding a copy of withdrawal notice to Senior Manager - Admin to look into eligibility for a refund
- Upon approval of student's withdrawal, the Senior Registrar will
 - Inform student that his withdrawal is approved
 - Cancel ICA student pass if it involves an international student
- If student is eligible for refund, Senior Manager - Admin will:
 - Writes to inform the insurance company of the student's withdrawal.

- Refunds the money directly to the student, within 7 working days
- The student signs an acknowledgement form confirming receipt of refund.

22.3 The procedure for a College initiated refund (due to the College not performing / ICA not approving the student pass, etc) is as follows:

- Senior Registrar consults the General Manager / Management Team to cease the commencement of course
- Upon receipt of written confirmation that the course will not commence, Senior Manager - Admin calculates the amount of refund due to the students and obtains approval from the General Manager to give the refund.
- Upon approval by the General Manager, Senior Manager - Admin will:
 - Writes to inform the insurance company of the student's withdrawal.
 - Refunds the money directly to the student, within 7 working days
 - The student signs an acknowledgement form confirming receipt of refund.

22.4 Student may refer to Annex C for details on the refund procedure.

23. TRANSFER / WITHDRAWAL POLICY

23.1 The College allows students to withdraw from a course in accordance with its refund policy.

23.2 The College allows students to transfer from one course (course X) to another course (course Y) within the College; however, all transfers from Course X are treated as withdrawal from Course X (refund policy will apply) and a re-enrolment with the College into Course Y whereby student will sign a new student contract for enrolment into Course Y. The College may, at its discretion, give the re-enrolled student a discount on the course fee for Course Y. The discount may be up to the un-used portion of the course fee for Course X.

23.3 A transfer to another private school is regarded as a withdrawal from ATTC.

23.4 If the student is below 18 years of age, approval of the parent or guardian of the student for the transfer / withdrawal will be required.

23.5 The table below summarises the key aspects of the transfer and withdrawal policies.

	Transfer	Withdrawal
Circumstances in which request will be granted	The (new) course (Course Y) is being run, has vacancies and the student qualifies to enrol.	Senior Registrar talks to student to find out reason for withdrawal
For SSG-funded courses	For SSG-funded courses, student only pays the unfunded portion of the course fee prior to course commencement; and For transfer or Withdrawal from SSG-funded courses, students will be liable to pay back the portion of the fees that would have been funded by SSG.	
Status of student pass	Cancel existing and apply a new student pass for student	Cancel the existing student pass
Update to FPS service provider	Inform Fee Protection System (FPS) service provider within 3 days	Inform FPS service provider within 3 days
Condition for refund	As per refund policy	As per refund policy
Time frame for processing	4 weeks	4 weeks

24. TRANSFER / WITHDRAWAL PROCEDURES

24.1 The College's procedure for withdrawal/transfer to another school is as follows:

- The student submits the withdrawal notice to the College
- Senior Registrar talks to student to find out reason for withdrawal
- If student does not change his/her intention, Senior Registrar processes the withdrawal by:
 - Presenting the case to Training Manager and General Manager for advice and approval;
 - Forwarding a copy of withdrawal notice to Senior Manager - Admin to look into eligibility for a refund;
- Upon approval of student's withdrawal, the Senior Registrar will:
 - Inform student of the withdrawal approval;
 - Cancel ICA student pass if it involves international student.
- If student is eligible for refund, Senior Manager - Admin will:
 - Writes to inform the insurance company of the student's withdrawal;
 - Refunds the money directly to the student; and
 - The student signs an acknowledgement form confirming receipt of refund.

24.2 Where a student has withdrawn without informing the College through any written request (signed hardcopy withdrawal form or the student's email request), the College will treat this as an absence-for-an-extended-period case. After a continuous 7-day

absence from class, the student name will be reported to ICA, the student pass cancelled, and the FPS provider informed.

24.3 The College's procedure for transfer to another course within the College is as follows:

- When the student submits his written notice of his intention to transfer to another course, the Senior Registrar or her designated staff will:
 - Check that the student satisfies the entry requirement of the requested course;
 - Check with the student on his reason for wanting to transfer;
 - Explain to the student the implications for his transfer such as:
 - Student will be considered as withdrawn from his/her current course,
 - Student needs to apply for the course that he intends to transfer to;
 - Cancellation of the current ICA student pass and re-apply new ICA student pass under the new course (*if transfer involves an international student*); and
 - Student will be charged for all modules consumed.
- If student maintains his/her intention to transfer to the new course after the discussion, the Senior Registrar and Senior Manager - Admin will process the case as follows:

Senior Registrar or her designated staff will:

- Issue a letter to the student acknowledging and approving the withdrawal from the current course
- Issue a letter of offer to the new course
- Cancel the existing ICA student pass and apply for a new pass
- Terminate the existing contract and sign a new contract

Senior Manager - Admin will:

- Inform the FPS provider
 - Transfer the student's account to the new course (refund amount in accordance with refund policy etc)
- Local students will be notified of the outcome within 4 weeks from the receipt of the transfer request.
 - International students will be notified of the outcome of student's pass application within 4 to 6 weeks from the receipt of the transfer request (this may vary and depends on ICA processing period).
 - If there is any refund in a transfer case involving a local or international student, the student will be refunded within 7 working days.

24.4 Student may refer to Annex D for details on the transfer / withdrawal procedure.

25. PRE-REQUISITES AND REQUIREMENTS FOR VARIOUS COURSES

The pre-requisites and requirements for courses are clearly defined in the Standard Student Contract and communication material.

26. STANDARD STUDENT CONTRACT

Prospective student will enter into the Standard Student Contract with the College.

26.1 Cooling-Off Period

Student is entitled with a cooling-off period of 7 working days after signing the contract with the College.

Within these 7 days and regardless whether the course commencement date has passed, the student can submit written notice of withdrawal to the College and receive maximum refund as stated in the College's refund policy (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 and any administrative or bank charges incurred).

27. FEE PROTECTION SCHEME

ATTC hereby confirms and undertakes to the student that it has in place a Fee Protection Scheme (the "FPS") as stipulated by the Committee for Private Education (CPE) by way of insurance facility.

The Fee Protection Scheme is compulsory for all local and international students.

Students may refer to CPE's website (www.cpe.gov.sg) for details on FPS.

28. MEDICAL INSURANCE SCHEME

ATTC hereby confirms and undertakes to the student that it has in place a medical insurance scheme for all its students as required by the Committee for Private Education (CPE) under EduTrust certification scheme. This medical insurance scheme shall provide for an annual coverage of S\$20,000 per student, at least B1 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.

The relevant insurance premium incurred due to the above medical insurance scheme will be borne by ATTC.

29. PAYMENT METHOD AND CHANNELS

29.1 Course Fee

All course fees payable, except application fee and GST, will be protected under the Fee Protection Scheme (FPS) by way of an insurance facility. All fees payable are subjected to 7% GST.

Following are details of the College's insurance facility:

Insurance

Insurance Agent: Lonpac Insurance

Insurance Policy No: Z/17/BM00/000620

Students are reminded not to make any course fees payment to the College's prior to signing the student contract with the College.

29.2 Miscellaneous Fee

Miscellaneous fee refers to any non-compulsory and non-standard fee which the students pay only when necessary or applicable. These miscellaneous fees need not be fee-protected but they will be reflected clearly in the student contract. The College's miscellaneous fees payable by the student are as follows:

Purpose of Fee	Amount (S\$) and When Payable
ATTC Examination Resit fee <i>(For resit only, where applicable)</i>	S\$30 before GST (Payable prior to resit application closing date)
KU Examination Resit fee <i>(For resit only, where applicable)</i>	S\$80 before GST (Payable prior to resit application closing date)
KU Official Graded Retest fee <i>(For retest only, where applicable)</i>	S\$50 before GST (Payable prior to retest application closing date)
Revision fee <i>(For revision classes delivered prior to resit, where applicable)</i>	S\$50 before GST (Payable prior to resit application closing date)
Practical Skills Re-assessment fee <i>(For re-assessment of practical module only, where applicable)</i>	S\$450 before GST (Payable prior to re-assessment application closing date)
Retake Assignment fee <i>(For retaking of assignment, where applicable)</i>	S\$375 before GST (Payable prior to retake of assignment)
Examination Recount fee <i>(When recount is required for an exam, where applicable)</i>	S\$50 before GST (Payable together with exam recount request)

Purpose of Fee	Amount (S\$) and When Payable
Examination Review fee <i>(When review is required for an exam, where applicable)</i>	S\$150 before GST (Payable together with exam review request)
Administrative fee for Overdue Payment <i>(Applicable when student pays after payment due date)</i>	An interest of 1.5% per month (Payable together with course fee payment)
Credit Card Surcharge <i>(When student pays fee via credit card, where applicable)</i>	3.5% of fees payable to the College (Payable together with relevant fee payment)

*All fees are subject to GST

Miscellaneous fees will be paid in Singapore dollars. Types of payment accepted include cash, NETs, cheques, credit cards and Telegraphic Transfer.

30. OVER OR UNDER-CHARGING

ATTC is committed to avoidance of over or undercharging. List of course fees used are clear and legible, reflecting the total amount payable and its breakdown exclusive of GST charge.

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

31. MISCELLANEOUS FEES INCURRED

ATTC clearly states miscellaneous fees incurred.

The miscellaneous fees and its breakdown are clearly defined in the Standard Student Contract, payment schedules, payment vouchers and communication materials.

32. MODES OF COMMUNICATION

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

Main Office

Contact Person: Ms Lee Ai Li
Tel: (65) 6603 6610
Fax: (65) 6346 0115
Email: registrar@attc.edu.sg

Operating hours:

Mon – Fri: 8.30am – 7.00pm (Administrative Office)
8.30am – 10.00pm (Classroom lectures)

Hangar Operations

Contact Person: Mr Law Man Keng
Tel: (65) 6603 6618
Fax: (65) 6346 0115
Email: lawmk@attc.edu.sg

33. BUSINESS ETHICS

ATTC does not condone unethical sales practices and its staff are trained and reminded that unethical sales practices are not acceptable. If you encounter any unethical sales practices, please do not hesitate to bring the matter to the attention of the General Manager.

34. QUALITY MANAGEMENT SYSTEM

ATTC adopt the best practices in Quality Management recognised in the aerospace training industry.

We do not accept disruptions to our course programmes except when there is a national emergency such as SARS or other outbreak of diseases, force majeure, strikes, war, riot and any other causes of such nature.

In the unlikely event that the lecturer is unable to attend to a class, prior notice shall be given to the students and a make-up lesson will be arranged on another day.

35. STUDENT'S PASS APPLICATION PROCESS FOR INTERNATIONAL STUDENTS

35.1 The College will assist the student if he/she requires a Student's Pass from Immigration and Checkpoints Authority (ICA). This includes, without limitation, providing the student with advice on obtaining such pass, verifying the student's enrolment and immigration status, and doing all such things as may be necessary to procure the Student's Pass on behalf of the student.

35.2 The international student must hold a valid Student's Pass and be enrolled in a course on a full-time basis. He/She is not allowed to work on a part-time basis while holding a Student's Pass.

35.3 The College will inform the Immigration and Checkpoints Authority (ICA) of the student's withdrawal from, or completion of his/her course of study at the College, and the student shall deliver to the College within 3 working days of the student ceasing to be a student of the College, the passport and Student's Pass of the student for cancellation of the Student's Pass.

35.4 A student who withdraws from the College to enrol with another school shall be deemed to have withdrawn from the College.

36. STUDENT COMPLAINT / GRIEVANCE PROCEDURE

36.1 Feedback and Complaints Management

- The College accepts feedback / complaints in hard copy (e.g. feedback forms, letter or fax) or soft copy (e.g. email) from the public, staff or students. Upon receipt of the feedback / complaint, General Manager will direct the relevant Head of Department and/or manager or staff to look into the matter and report back to him.
- Where necessary, General Manager discusses the feedback / complaint with the Management Team to draw learning points. The relevant Head of Department and/or manager then follows up with appropriate actions to improve the College's operations.
- The College gives an acknowledgement or initial response to the feedback / complaint within 3 days.
- The College targets to resolve feedback / complaints within 21 working days.

36.2 Dispute Resolution Policy

- Grievances and/or disputes shall be resolved in an equitable and expeditious manner.
- Student should lodge their grievances / complaints by filing up a "Student Complaint / Grievance Form", which is available at the Reception Counter.
- ATTC shall acknowledge receipt such "Student Complaint / Grievance Form" shall be made within 3 working days.
- Grievances / complaints shall be resolved within 21 working days, and the student informed of the outcome.
- For complex cases, which cannot be resolved within 21 days, the student shall be informed regularly– in writing – of the progress of the case.
- In the event that the student and ATTC are unable to resolve a dispute in accordance with the grievances / complaints procedure, the student and ATTC shall refer the dispute for Third-Party Mediation, before instituting any legal action or Proceedings.
- Third-Party Mediation may be through any of the following:
 - Singapore Mediation Centre (SMC), or
 - Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre
- The student and ATTC shall agree to such procedures and to pay such fees as the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) may prescribe from time to time for the purpose of dispute resolution
- If dispute resolution cannot be settled successfully through Third-Party Mediation – i.e. through Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) – the student and ATTC shall irrevocably agree that the courts of Singapore are to have jurisdiction to settle any disputes which may arise out of or in connection with the (ATTC) PEI-Student Contract.

37. STUDENT AFFAIRS - DISCIPLINE

Disciplinary issues will be classified into 2 categories:

- Category 1 – Behaviour or actions committed by the student which is not criminal in nature. See paragraph 37.1.
- Category 2 – Behaviour or actions committed by the student that pertain to exam / assessment matters or actions that are criminal in nature. See paragraph 37.1.

37.1 Disciplinary Issues

Disciplinary issues encompass but are not limited to the following:

- Irregular attendance
- Poor punctuality
- Poor manners
- Student handbook (Violation)
 - Clause 4.2- Dress Code
 - Clause 5- Environment
 - Clause 6- Library & Computers
 - Clause 10.8- Cheating or Unauthorised Contact
- Conditions that fall under Clause 4.3 of Student Handbook – Expulsion & Suspension

37.2 Disciplinary Inquiry

For Category 1 disciplinary issues, inquiry will progress in the below order:

1st offence: Student to meet-up with College's Pastoral Care Officer (PCO). PCO files a case and counsel the student accordingly. PCO to review the case after 2 months and close the case if PCO deems appropriate.

2nd offence: Student is required to see PCO. PCO to observe any change in students in terms of behavior and attitude. PCO to counsel the student again and to inform the student of consequences of 3rd offence.

3rd offence: Issue a warning letter and Student Affairs Committee – Discipline (SAC) to recommend to Senior Registrar the appropriate disciplinary actions which can include but not be limited to suspension or doing community work.

For Category 2 disciplinary issues, inquiry will progress in the below order:

1st offence: Student to meet-up with College's PCO. PCO files a case and counsel the student accordingly.

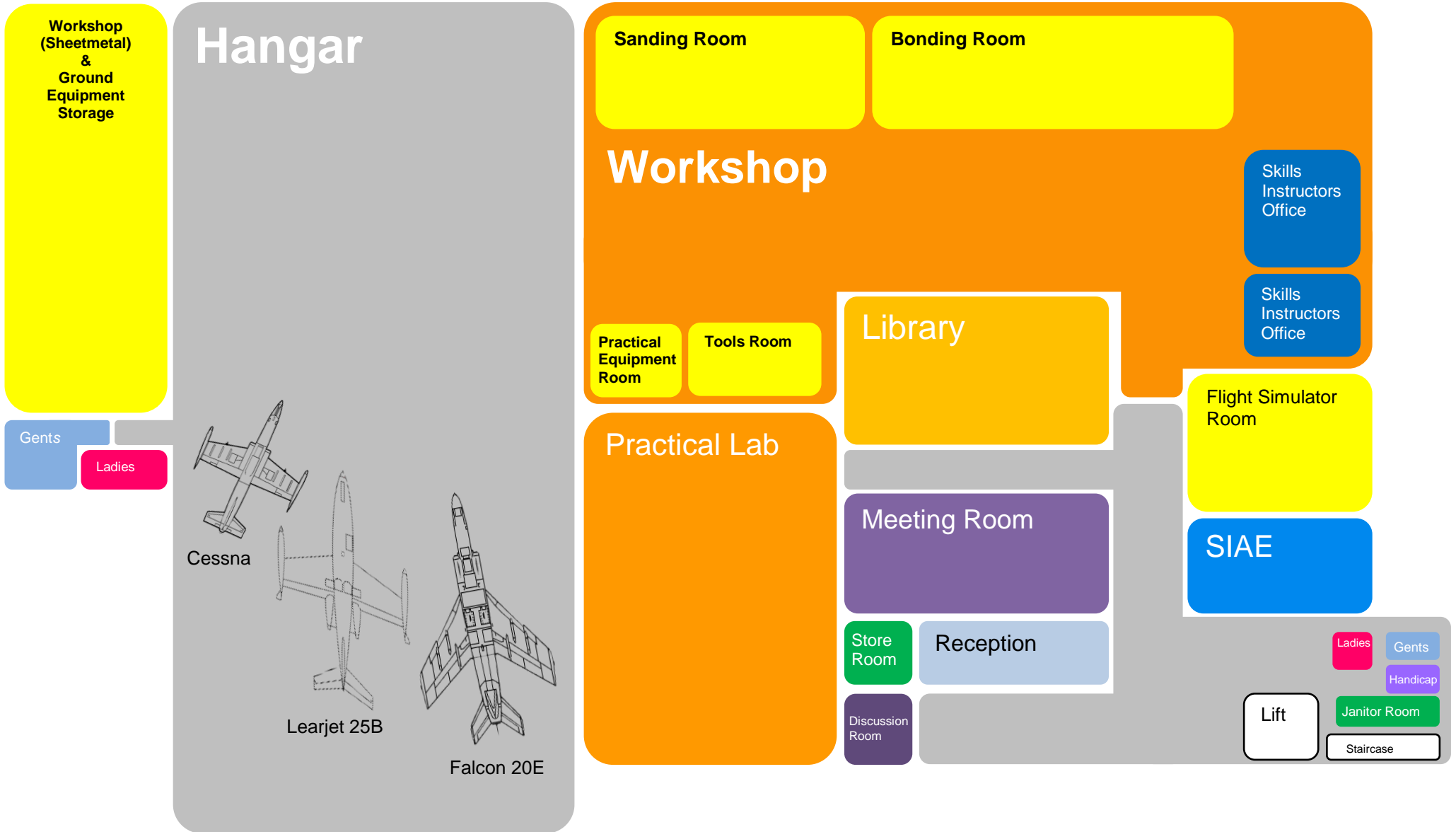
Simultaneously, SAC recommends to Senior Registrar the appropriate disciplinary actions which can include but not be limited to suspension, expulsion, doing community work or referral to external agency.

2nd offence: Student would be expelled.

37.3 Student may refer to Annex E for details on the workflow pertaining to disciplinary inquiry.

38. CLASSROOM & WORKSHOP DIRECTORY @ Level 1

70, Seletar Aerospace View, Seletar Aerospace Training Complex



*Note: Drawing is not to scale
Version: 23.0
Updated on: 27 August 2019

39. CLASSROOM DIRECTORY @ Level 2

70, Seletar Aerospace View, Seletar Aerospace Training Complex



*Note: Drawing is not to scale
Version: 23.0
Updated on: 27 August 2019

40. EXAM HALL DIRECTORY @ Level 3

70, Seletar Aerospace View, Seletar Aerospace Training Complex

Staff Offices

Stairways

Exam Hall

Ladies

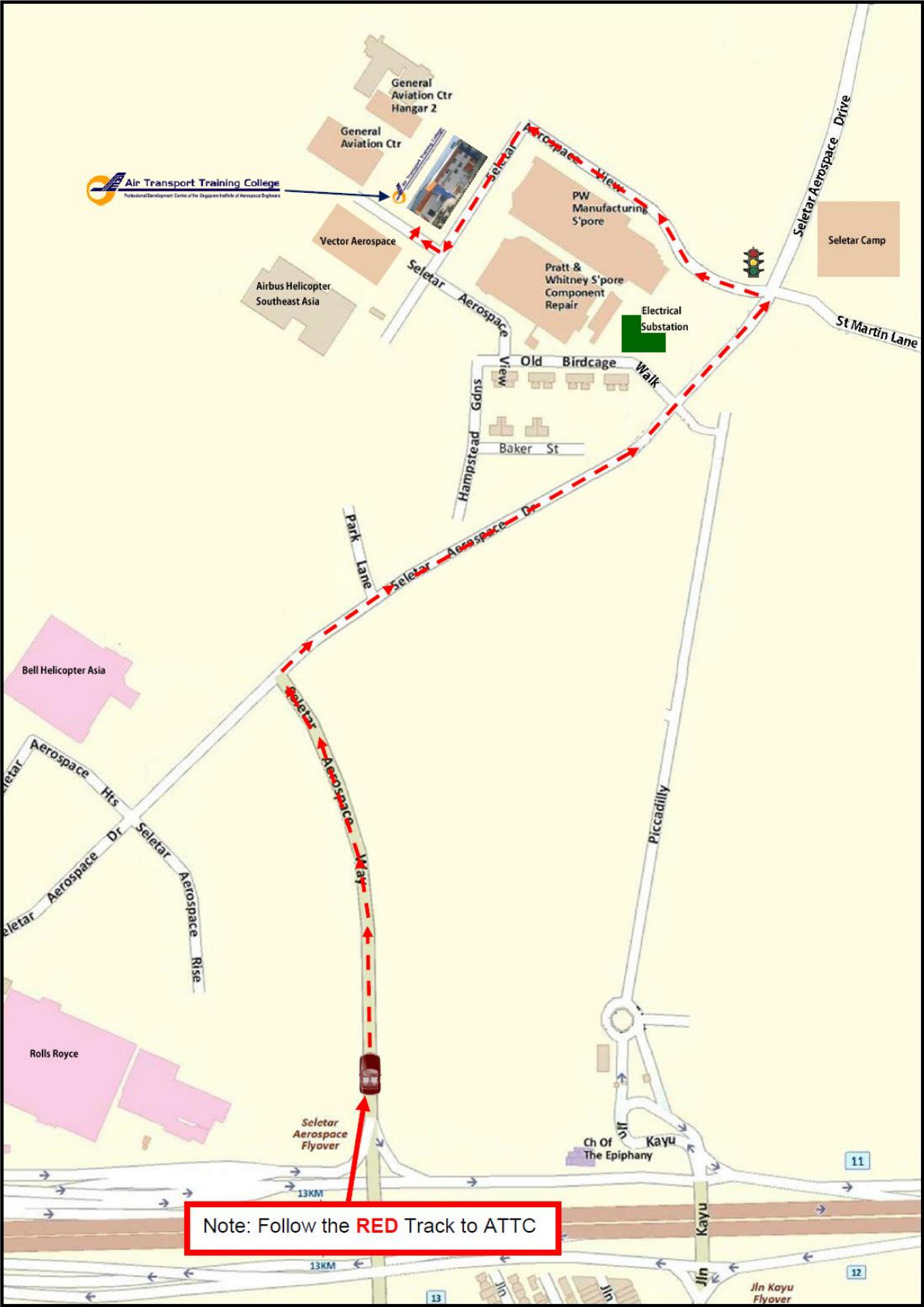
Gents

Handicap
Toilet

Lift

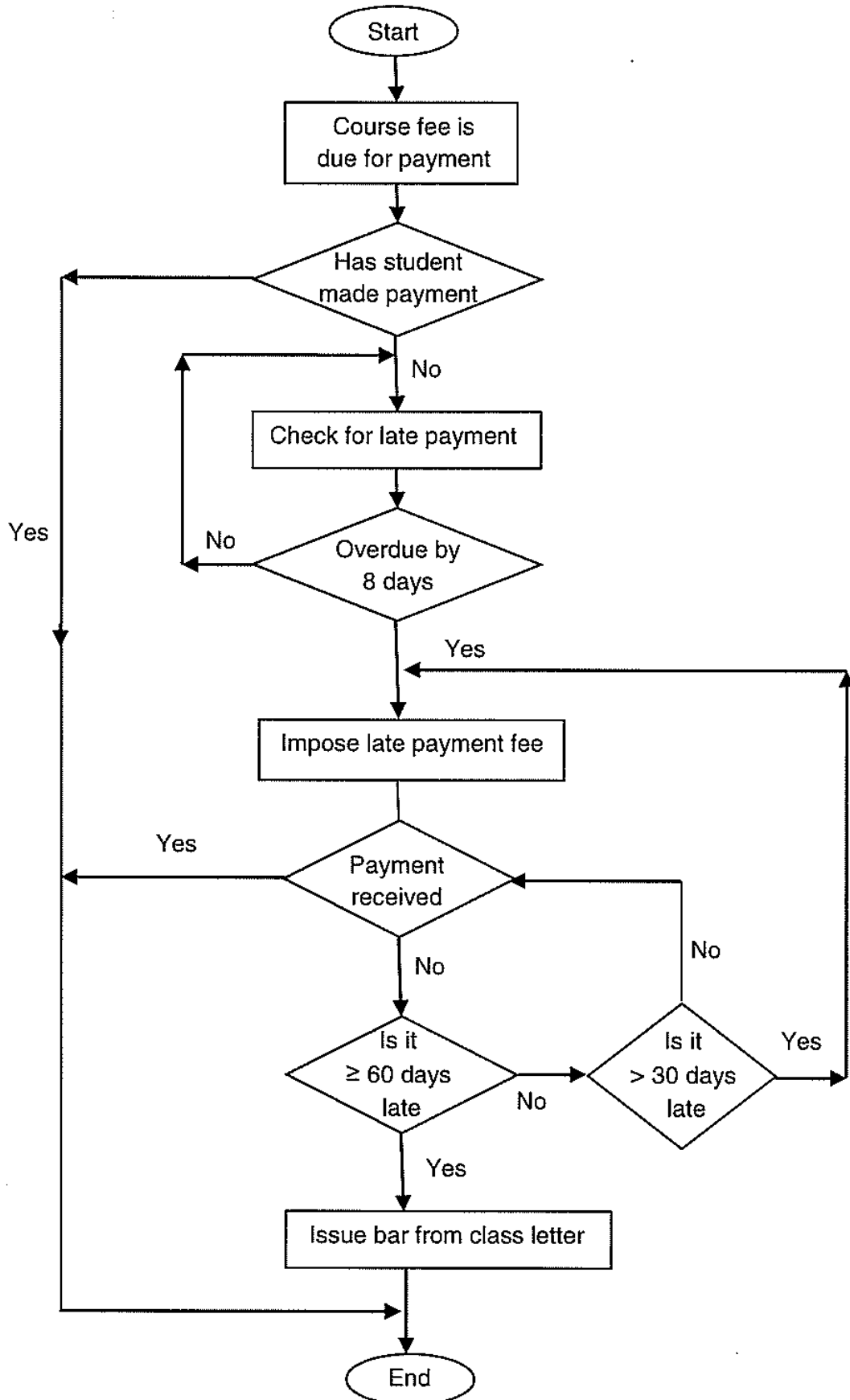
Stairways

*Note: Drawing is not to scale
Version: 23.0
Updated on: 27 August 2019

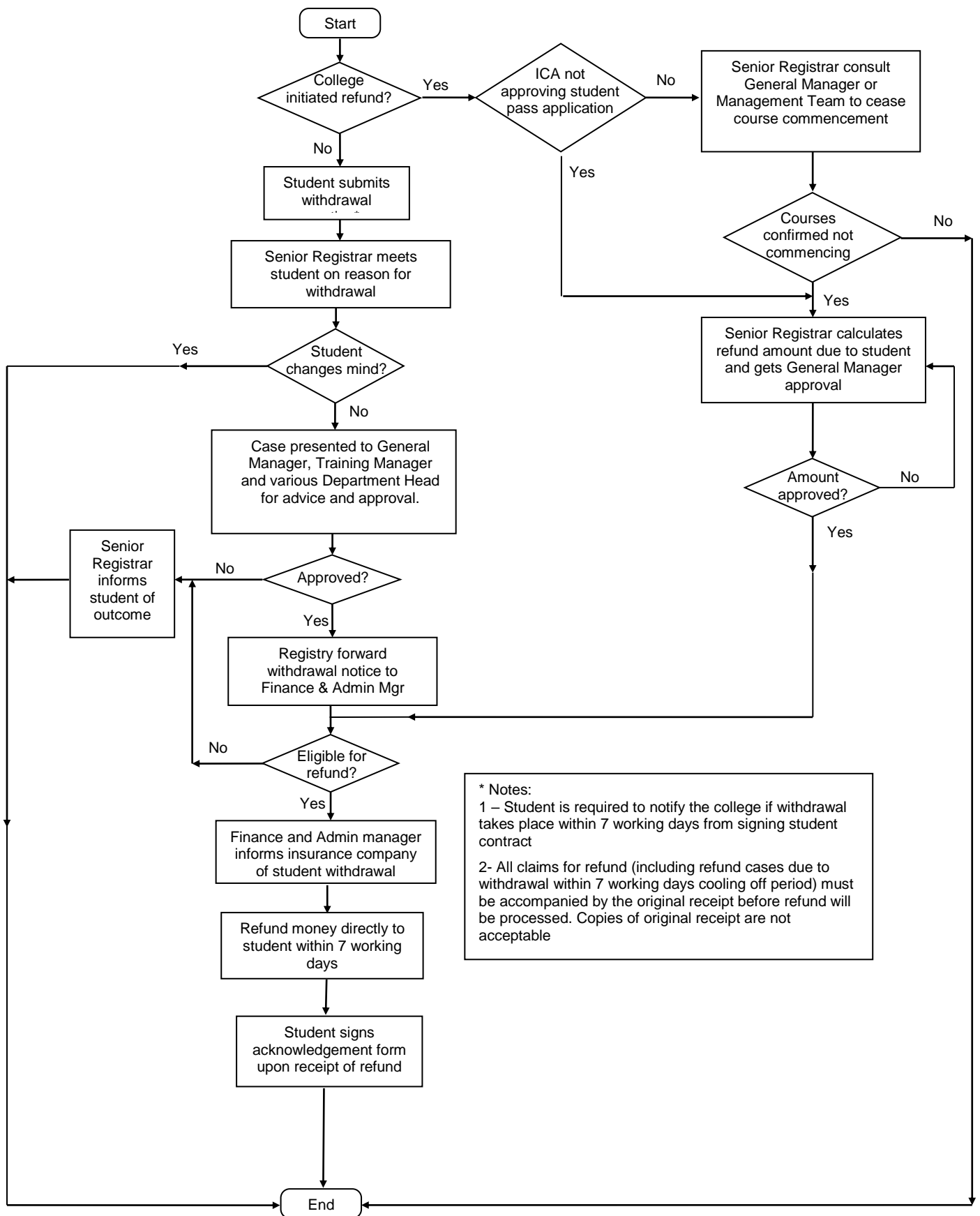


Campus Location Map

Imposition of Late Payment Fee Procedure

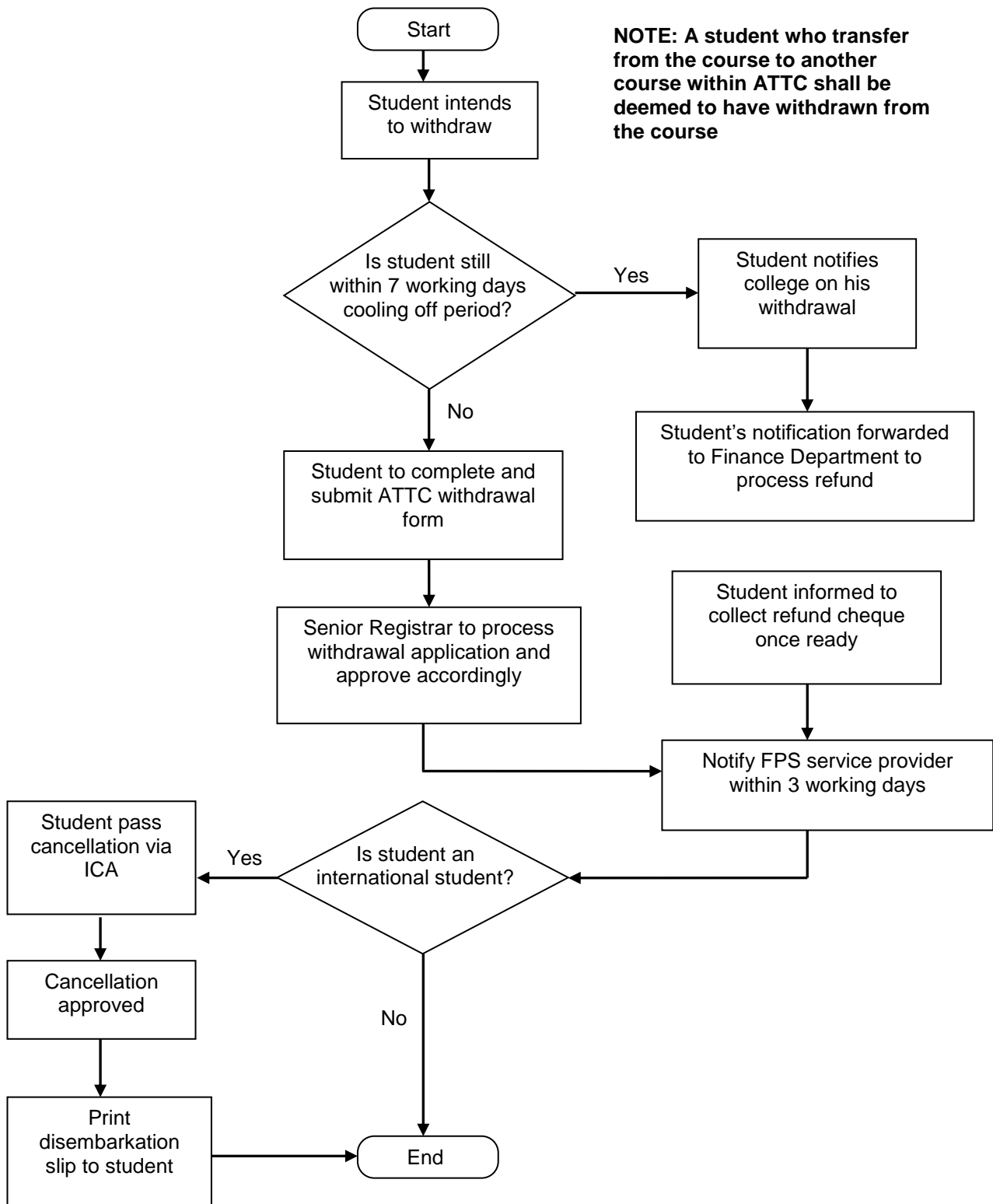


Refund Procedure



* Notes:
 1 – Student is required to notify the college if withdrawal takes place within 7 working days from signing student contract
 2- All claims for refund (including refund cases due to withdrawal within 7 working days cooling off period) must be accompanied by the original receipt before refund will be processed. Copies of original receipt are not acceptable

Transfer / Withdrawal Procedure



Disciplinary Inquiry Workflow

