



AAARYA Business College Pte Ltd

Engage • Enhance • Enable

STUDENT HANDBOOK V10

Our Academic Partners



AAARYA Business College Pte Ltd

Page 1 of 25

PEI Reg # 201530343D Validity 04/05/2019 – 03/05/2023

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Cert No: EDU-2-2148
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1. Welcome Message from Director



Dear Students,

Welcome to AAARYA Business College.

AAARYA Business College is where our students begin their lifelong learning journey. Our students are exposed to the drive towards attaining a learning mindset that enhances their knowledge, skills and attitude.

AAARYA Business College is committed towards providing quality services and courses by experienced and dedicated educators. We believe in nurturing every student and creating opportunities for career development. The learning you will receive is intended to provide you with skills and knowledge that will enable the realization of your learning goals.

At AAARYA Business College, we consistently encourage and guide our students in achieving vocational, academic and social skills applicable in their future endeavours. We aim to create a conducive learning environment through committed staff, low teacher: student ratio and up-to-date facilities and equipment.

On behalf of the Board of Directors, I warmly welcome you on board and wish you every success in your studies in AAARYA Business College.

Khiryati Bte Kairi
Managing Director



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2. About AAARYA Business College Pte Ltd

2.1 VISION, MISSION, VALUES AND CULTURE

VISION

To inspire knowledge and skills acquisition to engender employability and self-development for the workforce.

MISSION

Engage, Enhance, Enable

ENGAGE our learners through innovative curated learning journeys, to

ENHANCE their ability to perform better and more productively, to

ENABLE their personal growth and their employers' success

VALUES

To foster a happy work environment, in all our thoughts, words and actions we shall practise:

Gentle Heart – Practise forbearance, Be caring and Be mindful

Respect – Be graceful, Be appreciative and Be considerate

Integrity – Do the right thing, Own it and Be supportive



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CULTURE - THE WAY WE WORK

This is how we shall work individually and together to achieve our business goals:

Mastery – Be a Lifelong Learner, Be innovative & Creative and Be open.

Inter-dependence – Be collaborative, Be harmonious & Be humble.

Resilience – I'm possible, Persevere & Be courageous.



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2.2 Profile of AAARYA Business College Pte Ltd

AAARYA Business College Pte. Ltd. (“ABC”) was incorporated to conceptualize, develop and offer educational and vocational skills as well as the enhancement programs to upgrade the workforce in the various industries such as environmental cleaning.

This college is formed by the same group of directors who founded Training Masters Workforce Institute Pte. Ltd. (“TMWI”) and EMG Pte. Ltd. (“EMG”). While TMWI has a strong reputation in the environmental cleaning training, EMG works closely with Fortune 500 companies in offering business related, leadership and change management programs.

AAARYA Business College has established international partnerships with international awarding bodies such as City and Guilds and Institute of Leadership Management, UK. The Golden Mile campus is fully-equipped with the necessary facilities and equipment in supporting the learning of every student.

The college aims to provide career development opportunities to all graduates and at the same time equipping them to be an immediate value contributor in business and society.

2.3 The Academic Board

The primary role of the Academic Board is to guide the Management Team in policy development and strategy implementation in pursuit of excellence in all aspects of the academic process, including student enrolment, curriculum design, development and delivery, faculty teaching and student learning.

They are:

Ms. Florical Goh

Mr. P. Palaniappan

Ms. Naveena Methani

Dr. Fred Utanes



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2.4 The Examination Board

The Examination Board is responsible for matters pertaining to the conduct, administration and integrity of examinations, assessment of coursework and student academic performance. It ensures that high academic standards are maintained, comparable to those in similar institutions in the industry.

They are:

Ms. Florical Goh

Mr. P. Palaniappan

Ms. Naveena Methani

Dr. Fred Utanes

2.5 The Disciplinary Committee

The Disciplinary Committee is responsible for conducting Disciplinary Committee Hearings which will discuss and review any major misconduct committed by students. It ensures that the students have a fair hearing without any form of discrimination.

The Disciplinary Committee consists of:

Chairperson:

Mr. P. Palaniappan

Members:

Ms. Naveena Methani

Ms. Florical Goh Chin Chin



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2.6 Our Campus and Facilities

AAARYA Business College
6001 Beach Road #20-02, #20-08 & #20-09
Golden Mile Tower
Singapore 199589
Tel: 6822 2212

Office Operating Hours

Monday to Friday
9am to 6pm

Located in Golden Mile Tower, AAARYA Business College is 5 minutes away from Nicoll Highway MRT station. The college is equipped with conducive classrooms to meet students' learning needs.

Classroom 1



Classroom 2



Classroom 3



Classroom 4





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3. Student Admission and Administration

3.1. Course Materials

When you have enrolled and have paid up your course fees, you will receive your course notes on the first day of each module. You can collect your course notes from your lecturer during class.

3.2. Update of Student's Information

You can help us to contact you promptly when there is a need, by making sure you provide us your latest contact details (e.g. Telephone number, mobile phone number, residential address and email address.)

3.3. Confidentiality of Students' Details

The college is committed to the security and confidentiality of all students' information. Your student details are solely for internal use and for completing regulatory submission requirements.

3.4. Student Orientation

When you have been accepted by the college, you will receive the notice of acceptance and standard student contract, giving details of the course. You will be informed of changes made to the course through memos. These changes will also be placed on notice boards. Please visit the notice boards regularly.

4. School's code of conduct

The School's code of conduct is categorised into the following

- 4.1. Code of Conduct
- 4.2. Minor Misconduct
- 4.3. Major Misconduct

4.1. Code of Conduct

A. Behaviour in Classes

- (i) Be punctual for classes.
- (ii) Do not leave the class early or be absent from class without valid reasons.
- (iii) Do not speak loudly in class.
- (iv) Comply with the Student Academic Honesty Policy.



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B. General Behaviour in School

- (i) Be courteous to all fellow students, staff, and learning facilitators.
- (ii) Be appropriately dressed in the School. Ragged clothes, mini-skirts, revealing clothing and slippers are deemed as improper.
- (iii) Do not vandalize or mishandle the School's premises and equipment.
- (iv) Do not consume alcohol or smoke in the School.

4.2. Minor Misconduct

Warning letter and counselling shall be given to students for the following minor misconduct:

Frequent Lateness for Classes/Leaving Classes Early/Absent from Classes without valid reasons:

- C. Foul or Abusive Language directed at Fellow Students, Learning Facilitators or Staff
- A. Consumption of Alcohol
- B. Smoking on Campus Grounds
- C. Disruptive Behaviour/Mischief During Lessons
- D. Inappropriate Dress Code

4.3. Major Misconduct

Major misconduct are considered as follows:

A. Criminal Offences or Theft

Criminal offences include, but not limited to: -

- (i) Fighting or injuring another party in the School's premises.
- (ii) Conduct which is likely to endanger the life or injure other classmates.
- (iii) Drugs possession or consumption.
- (iv) International Students who work or moonlight illegally.
- (v) Stealing of School properties or student valuables.

B. Vandalism or mishandling of office premises or equipment.

- (i) In the event if the student has vandalized or mishandled the premises or equipment for whatsoever reason, the student shall compensate the Institute or replace the damaged items.



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- C. Falsification of Information
 - (i) Information provided to the school for the purpose of course application procedures, attendance administration must be accurate, complete and truthful.
 - (ii) Falsification of information is a serious offence which may result in expulsion.
- D. Cheating
 - (i) Any form of plagiarism or cheating in assignments, projects or examinations will result in a fail grade for the unit and administrative fees may apply.
- E. Students caught signing/marking attendance for friends
 - (i) Disciplinary actions shall be taken on students who are found to have cheated in their attendance taking.
 - (ii) Both students would be dealt with seriously and may be subjected to expulsion.
- F. Working while on Student Pass
 - (i) Students on Student Pass that have been caught working will be immediately expelled and reported to ICA.
- G. Infringement of Policies and Procedures
 - (i) All policies and procedures can be obtained from the Student Handbook and which will be updated regularly. Students are expected to observe strict adherence to every policy and procedure of the School.
- H. Disciplinary Committee Hearing
 - (i) Based on the discretion of the School, it can hold disciplinary hearings which will discuss and review on misconducts by the Students.
 - (ii) The School shall ensure a fair hearing for all students without any form of discrimination.



5. Attendance Policy

The school encourages all students to be regular and punctual for their classes. Please note the attendance requirement and leave application guidelines as mentioned below:

- (i) All non-student pass holders should have a minimum attendance of 75% per module.
- (ii) All students on a Student Pass should have a minimum attendance of 90% per module.
- (iii) Any absenteeism should be supported by medical certificates or approved student leave.

5.1. Attendance Requirements for non-Student Pass Holders enrolled in WSQ Courses

- (i) Local students who are attending WSQ courses must meet the 75% attendance requirement.
- (ii) Applicable for every individual module.
- (iii) Reminders will be given to students with low attendance close to 75%.

5.2. Attendance Requirements for non-Student Pass Holders enrolled in City & Guilds (C&G) and Institute of Leadership and Management (ILM) Courses

- (i) Local students who are attending C&G and ILM courses will need to adhere to the following attendance policy.

Attendance Rate	Action to be Taken (For non-student Pass Holders)
85-80%	<ul style="list-style-type: none"> • 1st Warning Letter to be Issued • To conduct Academic Counselling • The parent/guardian is to be informed (if student <18)
79-76%	<ul style="list-style-type: none"> • 2nd Warning Letter to be Issued • To conduct Academic Counselling • The parent/guardian is to be informed (if student <18)
<75%	<ul style="list-style-type: none"> • Module termination letter to be issued • Re-module (if applicable) • To conduct Academic Counselling • The parent/guardian is to be informed (if student <18)



- (ii) Approved Student Leave Application Forms should be submitted to the Staff before the start of the class that the student is being excused from, or within 3 working days of returning to class should there be extenuating circumstances.
- (iii) All MCs are to be submitted to the Staff within 3 working days of returning to class.

5.3. Attendance Requirements for Student Pass Holders

- (i) Attendance Requirements for Student Pass Holders : 90% each month to keep their Student Passes
- (ii) Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the school whenever a student on a Student Pass has a monthly attendance of less than 90%.
- (iii) International students who are holding student passes and are absent without any valid reason will be dealt with in the following manner:

Attendance Rate	Action to be Taken (For Student Pass Holders)
90 – 94%	<ul style="list-style-type: none"> • 1st Warning Letter to be Issued • To conduct Academic Counselling • The parent/guardian is to be informed (if student <18)
85 – 90%	<ul style="list-style-type: none"> • 2nd Warning Letter to be Issued • To conduct Academic Counselling (Including Cancellation of Student’s Pass reminder if attendance <85%). • The parent/guardian is to be informed (if student <18)
< 85%	<ul style="list-style-type: none"> • Final Expulsion Letter to be Issued (Including Cancellation of Student Pass) • The parent/guardian is to be informed (if student < 18)

- (iv) As set out in the Terms and Conditions of Student’s Pass, Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8th day and the letter of cancellation will be sent to student’s place of residence in Singapore as registered with the School.



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6. Student Support Services

List of Student Support Services Available in the School:

6.1. For all New Students

The School will conduct the Student Orientation Programme to facilitate the learning journey for students.

6.2. For all Current Students (where applicable)

The School aims to provide all students with suitable support services to facilitate their learning journey, including:

- (i) Academic and Pastoral Counselling
- (ii) Students' Activities
- (iii) Career and Industry Information
- (iv) Alumni Support

6.3. The School has an in-house staff member who is trained in counselling. Free and confidential counselling will be provided to help students cope with emotional and personal problems, as well as stress related to a new environment or course demands. When more serious problems are identified, the student will be referred to the appropriate support service or a professional counsellor.

7. Student Feedback, Suggestions and Complaints

AAARYA Business College Pte Ltd has a close-loop feedback and complaint management system to gather and address all feedback and complaints received from students, staff, external partners or the public. AAARYA Business College Pte Ltd shall acknowledge the feedback / complaint within 3 working days. AAARYA Business College Pte Ltd shall address and resolve feedback and complaints within 21 working days if further investigation is needed. The person giving the feedback or making the complaint shall be notified of the action taken, and where appropriate and applicable, the action taken shall be publicized on our website, especially if the matter is of public interest. Unless otherwise required by law, privacy and confidentiality shall be maintained at all times.

You can give feedback / complaints through the following channels:

- A. Feedback form (available at Admin office)
- B. Email: enquiries@ABC.edu.sg



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The system is designed to address in an objective, fair and reasonable manner grievances related to academic matters such as appeals against result, for re-instatement, suspension, expulsion, awards, etc., as well as grievances related to lapses in service standards. If Management cannot resolve the dispute, the matter will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).

7.1. Dispute Resolution Policy

- The School's Dispute Resolution Policy and Procedures, covers any students' official complaints that the School receive from any channels and will be communicated to students and aligned with the Private Education Regulations.
- The School shall respond to respective students within 3 working days of receipt of any complaints received.
- All feedbacks/complaints shall be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
- In the event that the School and the student cannot come to an agreement or the student does not accept the final decision made by the School's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) for mediation.

7.2. Dispute Resolution Procedures

Students who wish to provide any official complaints to the School should adhere to the following procedure:

- Students are to request for a Feedback / Complaint Form from the school. Alternatively, students can fill up the Feedback / Complaint Form and send it via email.
- Upon notification of the proposed solution by the School, the student is to acknowledge the situation within 14 working days, whether he / she accepts the proposed solution.
- If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the Managing Director (for non-academic issues) or the Principal (for academic issues). The respective person will investigate the case and take necessary actions to resolve it.
- If the student is still not satisfied with the outcome / decision, he / she will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).
- The entire process should not take more than 21 working days unless otherwise specified.



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8. The School's Refund Policy

The School adopts the Refund Policy as per the standard Student Contract as set out by CPE. This policy will act as a **framework** in guiding the implementation of detailed refund processes and procedures in the following areas:

- 8.1. Refund for Withdrawal Due to Non-Delivery of Course
- 8.2. Refund for Withdrawal Due to Other Reasons
- 8.3. Cooling off Period

The maximum processing time for the student's withdrawal / refund request to the issuance of the refund shall not exceed more than 7 working days.

8.1. Refund for Withdrawal Due to Non-Delivery of Course:

The School will notify the Student within three (3) working days upon knowledge of any of the following:

- It does not commence the Course on the Course Commencement Date;
- It terminates the Course before the Course Commencement Date;
- It does not complete the Course by the Course Completion Date;
- It terminates the Course before the Course Completion Date;
- It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by CPE; or
- The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

8.2. Refund for Withdrawal Due to Other Reasons

- If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the School will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the standard student contract.



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8.3. Refund during Cooling-off Period:

- The School will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.
- The Student will be refunded the highest percentage (as stated in the Refund Table and Schedule D of the Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

REFUND TABLE

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[90]	more than [30] days before the Course Commencement Date
[50]	before, but not more than [30] days before the Course Commencement Date
[0]	after, but not more than [7] days after the Course Commencement Date
[0]	more than [7] days after the Course Commencement Date

Should a course be cancelled due to, but not limited to the conditions below, the School will decide on the status of the fees paid with the students' interest in mind. Conditions where a course may be cancelled:

- The intake does not meet a minimum enrolment of students.
- The teacher is suddenly hospitalised and a substitute teacher cannot be found.

Non-Refundable Fee: -

- Registration Fee



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8.4. Refund Procedure

- (i) Students are required to submit the Student Request with any supporting documentation. Reasons for refund must also be clearly documented in Student Request for Refund Form.
- (ii) All refunded amounts need to strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the school's management.
- (iii) Upon approval by the Management Team, the School will contact the student to inform them on the refund status and collection of the refund payment.

9. Student Withdrawal, Transfer & Deferment Policy & Procedures

- a. The maximum processing time for transfer, withdrawal, deferment process, from the point of student's request to informing student of the outcome in writing, should not be more than 4 weeks.
- b. All requests must be made in writing through the submission of the Student Request Form and any supporting documents. Verbal notice is not accepted.
- c. For students under the age of 18, written consent from the parent/legal guardian must be obtained.
- d. All requests will be reviewed on a case by cases basis and the School will have the final decision on the outcome.
- e. The School's refund policy shall apply for all qualified refunds. Students are to refer to the School's Refund Policy and the Standard Student Contract for further details.

9.1. Transfer Policy

- The definition of transfer is when a student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the school.
- Conditions for granting the transfer:
 - i. All outstanding fees must be settled prior to request.
 - ii. Student must fulfil the admission criteria of the new course and will be subjected to the School's student selection and admission procedures.
- For international students, the course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.



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- A student who transfers within the School must have their existing contract terminated. A new Student Contract will be signed based on the procedures for executing student contracts.

Transfer Procedures:

- Student must meet all minimum entry requirement of the new course they wish to transfer to.
- The standard Student Contract of the current course will be voided upon approval of the course transfer.
- A new standard student contract for the new course will need to be signed upon approval of the course transfer.
- All outstanding fees must be paid.

9.2. **Withdrawal Policy**

- The definition of withdrawal is when a student discontinues all courses with the School.
- Conditions for granting the withdrawal:
 - i. All outstanding fees must be settled prior to request.
- For International Students, ICA will be informed through the cancellation of the student's pass. Student's pass holder is required to submit his/her student's pass to the school for cancellation of the student's pass with ICA.
- A student who has withdrawn will have their student contract terminated.

Withdrawal Procedures:

- The School will meet with the student and determine if solutions for student retention are possible. If no solutions are found, the School will note the reason for withdrawal on the Student Request Form to be submitted for final approval. Approval will be done within 7 working days from the student's submission date.
- A written notification will be given to the student to inform them of confirmation of their course withdrawal request.

9.3. **Deferment Policy**

- The definition of deferment is when a student delays or postpones the course (or module).
- Conditions for deferment:
 - i. Students can apply for deferment only once for any particular course.
 - ii. Requests for deferment extension will be considered on a case by case basis.



- iii. In applying for deferment, student has to take note of the course completion timelines.
 - iv. Deferment is subjected to the availability of units/courses offered. The school reserves the right to offer similar units/courses in replacement of discontinued units/courses.
- ICA will be informed through the application of the new Student's Pass. The course deferment is subjected to ICA's approval of the new Student's Pass.
 - If the student contract is still valid, an addendum would be signed to reflect the deferment. For terminated student contracts, a new student contract will be signed based on the procedures for executing student contracts.

Deferment Procedures:

- For student's pass holders, their deferment is subject to the approval of their student's pass by ICA.
- Approval of deferment is also subjected to availability of the course / module offered.
- Should the student decide to proceed with deferment, the School will note the reason for on the Student Request Form to be submitted for final approval. Approval will be done within 7 working days from the student's submission date.
- A written notification will be issued to the student to inform them of the student request status. A written notification will be issued to the student to inform them of the student request status. The maximum deferment period is 3 months per deferment request.

10. Appeal Process for Assessment

10.1. Courses with External Partners

- a. Upon release of results, students who are dissatisfied with the outcome may submit an Appeal Request Form to Student Liaison Officer/Learning Admin. This is to be done within 7 working days of the release of assessment results.
- b. The Student Liaison Officer/Learning Admin is to acknowledge the receipt of the Appeal Request Form within 3 working days, and proceed to submit the appeal to the External Academic Partner.
- c. All decisions made by the External Academic Partner are subject to their appeal processes, and approved decisions are final.
- d. The Academic and Examination Board is to endorse the appeal results before the Student Liaison Officer/Learning Admin informs the students of the appeal outcome (to be done within 8 weeks of the date of the appeal).



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- e. If changes are required, the Student Liaison Officer/Learning Admin will make the necessary amendments to the transcript and submit to the Principal for approval.

10.2. Courses with External Developer (SSG)

- a. Upon release of results, students who are dissatisfied with the outcome may submit an Appeal Request Form to the Student Liaison Officer/Learning Admin. This is to be done within 3 working days of the release of assessment results.
- b. The Student Liaison Officer/Learning Admin is to acknowledge the receipt of the Appeal Request Form within 3 working days, and proceed to submit the appeal to the Principal.
- c. The Principal is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, the Principal will re-mark the paper. Comments in relation to the re-mark must be stated in the Appeal Request Form, which would be circulated to the Academic and Examination Board for review and approval.
- d. All decisions made by the Academic and Examination Board are final.
- e. The Student Liaison Officer/Learning Admin will inform the student of the final decision within one month from the date of the appeal.
- f. If there are changes required, the Student Liaison Officer/Learning Admin will make the necessary amendments to the transcript based on the appeal result.



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11. Fee Protection Scheme

The Committee for Private Education (CPE) sets regulations to protect course fees paid by students in the form of fee collection caps and fee protection schemes.

AAARYA Business College Pte Ltd has in place a Fee Protection Scheme (FPS) to protect the course fees paid by all students for its CPE approved courses. The FPS serves to protect the student's fees in the event that the PEI is unable to continue operations due to insolvency, and/or regulatory closure. In addition, the FPS protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

AAARYA Business College Pte Ltd has appointed Lonpac Insurance Bhd, a CPE-appointed service provider, as its FPS insurance provider. Under the FPS insurance scheme, students' fees are insured by Lonpac Insurance. In the case of events, as stated above, students will be able to claim their paid fees from Lonpac Insurance. FPS applies to CPE approved courses only.

AAARYA Business College Pte Ltd has appointed Lonpac Insurance Bhd, a CPE-appointed service provider, for the Industry-Wide Course Fee Protection Insurance Scheme (IWC).

For more information on Protection of Course Fees, please refer to CPE's website: [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/protection-of-course-fees](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/protection-of-course-fees)



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APPENDIX 1 – CONTACT US

AAARYA Business College Pte Ltd

PEI Registration Number: 201530343D

Validity: 04/05/2019 to 03/05/2023

6001 Beach Road, #20-02, #20-08, #20-09 Golden Mile Tower
Singapore 199589.

Our Admin Office is open as follows:

Monday to Friday: 9.00am to 6.00pm

Closed on Saturday, Sundays and Public Holidays.

Tel: (65) 6822 2212

Email: enquiries@ABC.edu.sg

Fax: (65) 6745 3018

Website: www.ABC.edu.sg

Should you have any general enquiries or concerns, you may contact the college at (65) 6822 2212 or email to enquiries@ABC.edu.sg. For matters pertaining to your studies in AAARYA Business College, please contact the Student Service Officer on duty.

Location Map



How to get here?

A. Bus Guide
(alight at Beach Road-Opposite St. John HQ) ~ 100, 961 & 980
(alight at Beach Road-In front of St. John HQ) ~ 100

B. MRT Circle Line (CC5) ~ Nicoll Highway (Exit A)



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APPENDIX 2 – ACADEMIC PROGRAMMES

- Certificate in Cleaning Science
- City & Guilds Level 1 Award and Certificate in Cleaning and Support Service Skills
- City & Guilds Level 2 Award, Certificate and Diploma in Cleaning and Support Service Skills
- City & Guilds Level 3 Award, Certificate and Diploma in Cleaning Supervision Skills
- ILM level 4 Diploma in Leadership and Management
- ILM level 4 Diploma in Leadership and Management (Aligned Programme)
- WSQ Diploma in Environmental Services
- WSQ Certificate in Retail (Retail Operations)
- WSQ Higher Certificate in Human Resources



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APPENDIX 3 – USEFUL CONTACTS

Committee for Private Education

1 Marina Boulevard

#18-01 One Marina Boulevard

Singapore 018989

Tel: (65) 6785 5785

Website: [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis))

Submit enquiry or feedback via SSG feedback portal:

<https://portal.ssg-wsg.gov.sg/feedback>

Immigration & Checkpoints Authority

10 Kallang Road ICA Building

Singapore 208718

Tel: (65) 6391 6100

<https://www.ica.gov.sg>

Ministry of Education

1 North Buona Vista Drive

Singapore 138675

Tel: (65) 6872 2220

<https://www.moe.gov.sg>