Please read these enrolment rules and regulations very carefully. They have been designed and implemented to maximize your study opportunities at ACET and are presented here so as to fully inform you of our conditions before booking for placement testing.

1. General condition

1.1. Enrolment requirement: high school students and above.

1.2. All core course materials will be provided to students at no additional charge. If students lose the provided materials they must pay compensation in order to receive the replacement materials.

1.3. Maximum class size is: 17 students at Bich Cau and 18 students at Ocean Park.

2. ACET teachers

2.1. For PAE1-AE1b, 60% of class hours may be taught by a Vietnamese teacher, with the remaining 40% of the class hours taught by a foreign teacher.

2.2. For AE2a-AE3b and IELTS preparation, 100% of the class hours are taught by foreign teachers.

2.3. However, in the case that the foreign teacher is sick, a Vietnamese may be required to cover the lesson.

2.4. ACET alone reserves the right to change teachers during the course.

3. Changing classes/levels

3.1. Changing to a different study schedule can only be considered up to Friday before the 1st day of the commencement of course. However, ACET does not guarantee the student’s study schedule can be changed as per his/her wishes.

3.2. Your teachers teacher will assess your work in the first 3 days of your first term at ACET. Students can be changed to a higher or lower level based on the teachers’ advice with a final decision made by ACET Academic management.

3.3. Students are not allowed to change places into different classes at the same time and the same level.

4. Attendance

4.1. Each course has a minimum of 96 hours including lessons, exams and feedback sessions and 4 hours extracurricular activities on the last day of term. There will be no classes on the public holiday if the term has a public holiday and there will be no makeup class for that day. There is no adjustment to tuition fees as result of public holidays.

4.2. Once courses have commenced late enrolments after more than 8 hours will not be considered.

4.3. Students must turn off their mobile phones before class begins (teachers will also turn off their mobile phones). Important calls or messages can be checked during break time or after class.

4.4. Students’ attendance is checked for every two hours of class time. Students who are 15 minutes late or who leave early will be marked absent for two hours.

4.5. The total break time for full-time classes is 30 minutes. Students are responsible for returning to class on time, and if late, may be marked absent for two hours.

4.6. A student will not be allowed to take the end of term examination if he/she is absent for more than 16 hours (20%) of the academic. In exceptional circumstances, additional absences may be accepted (severe health problems or death in the immediate family) where possible advanced notice, and the reason for the absence must be given to the ACET administration. Relevant and verifiable documentation must also be handed in before a decision to accept the absence is made. Each decision will be made on a case-by-case basis and is final. Absences for any other reasons will not be accepted.

5. Assignments

Students must attempt all assignments on the due date set by the teacher in order to be eligible to sit the end-of-term examination. The teacher will use his/her discretion whether to accept any assignments past the due date. There are penalties for late submission and plagiarism. Students are responsible for keeping a copy of their submitted work in case of loss.

6. Booking and payment for the following term

6.1. The registration form to book a space for the following term must be filled in by the student / parent and submitted to ACET administration office each term, by Thursday week 2 for full time classes and Thursday week 7 for semi full time classes. Late registrations may not be accepted.

6.2. ACET is unable to guarantee the student’s study time / location preference. Student’s study time / location preference will be arranged depending on available space and on a first come, first served basis.

6.3. Payment for the following term must be completed by Friday week 3 for full time classes and Friday week 8 for semi full time classes. Late payment may not be accepted.

7. Final exams

7.1. Final exams are conducted on the last week of the term. Students will be informed of the test schedule on Friday of the previous week by their teacher.

7.2. Students who are not able to sit the exam on the above days during their regular class times must inform their teacher at least one week in advance to re-schedule. No exams will be held later than Friday of week 5.

8. Passing the course

8.1. Students must follow the rules of attendance and assignments detailed above.

8.2. Students must pass the exam with an overall mark of 65% ~ 49/75 marks. Students must achieve an overall pass of 65% ~ 65/100 marks for PAE1 – PAE4.

8.3. Students must pass the exam with an overall grade of Pass, Credit, Distinction or High Distinction for AE1a – AE3b.

8.4. Even if students pass the exam, they must not fail the same part of the exam on 3 consecutive terms.
9. **Skipping level (for first term students only)**
   Students achieving an overall mark of 90% or High Distinction grade in their first term at ACET will be identified by ACET and decisions will be made on whether they can skip a level. All decisions are made at the discretion of the DOS/AM and are final. ACET will inform students who are allowed to skip a level. If seats are not available in the higher level classes then students will be allowed to defer to the following term.

10. **Failing and repeating the course**
   10.1. Students, who fail a level, are allowed to pay tuition fees to repeat the level in the following term.
   10.2. Students, who fail the same level a second time (fail the repeat), are required to take a 05 week break from their studies at ACET. Before re-enrolling at ACET, students have to re-take the placement test.

11. **Resit the Placement Test**
   11.1. Placement test result and final results are valid for 15 weeks. Students who reenroll after a break of 16 or more weeks must resit the Placement Test to determine their class level.
   11.2. If a current student wants to re-take the placement test, they are required to take a 5 week break from the last day of their studies.

12. **Cancel and make up class**
   12.1. ACET reserves the right to cancel a class due to unforeseen operational circumstances. The lost hours of tuition will be made up at a later date. This may require the class to meet on a day in which they do not normally study.
   12.2. If classes are cancelled due to force majeure (typhoon, flooding, etc), then classes will be made up on a day in which the class does not normally study, during the term or at the end of the term. If ACET is unable to make up cancelled classes, then the refunds are offered for the cancelled classes.

13. **Student Complaints**
   Students should contact Student Services if they have any issues or concerns.

14. **Parking**
   If ACET’s parking area at Bich Cau is full, students are asked to please park their bike at another off-site parking area close to the school.
   (The offsite parking area is about 5 to 7 minutes walking distance from ACET)

**If you register to study at Ocean Park building, please read the following policies**

15. **Ocean Park Behavior and Dress Code Policies**
   15.1. Students must carry their student card when going in or out of the Ocean Park building and can only use ACET areas.
   15.2. Students attending ACET classes at Ocean Park are asked to respect the Ocean Park dress code. This means that students must wear clothes appropriate for a corporate work environment. Clothing worn should be casual but ‘smart’ attire.
   15.3. Students are not allowed to gather in noisy groups, play games, run around, or eat in ACET’s common areas, and especially in areas outside ACET, including the building lobby, entrance and corridors. This kind of behavior is strictly forbidden by Ocean Park, disturbing and causing inconvenience for other companies, their guests, and the building owner.

16. **Privacy and employee/students conduct**
   16.1. Pictures and video/audio recordings must not be taken in class without the permission of those whose picture is being taken
   16.2. Teachers and staff will not ‘friend’ students on Facebook or other social media sites
   16.3. Teachers and staff will not give students their personal phone numbers or home addresses
   16.4. ACET reserves the right to expel or not allow a student to re-enroll. Possible reasons may include and are not limited to: not turning off a mobile phone before class begins, poor participation, ill health restricting acceptable participation, cheating in exams and assignments, punctuality and poor or disruptive behaviour towards ACET employees and other students.
   16.5. ACET reserves the right to ask a student to leave ACET premises if they present a health risk to staff or students. In this case, it is the student’s responsibility to provide appropriate documentation to ACET student services before they can be readmitted to class.

17. **Conditions of refunds / deferral**
   17.1. Tuition fees are not refundable, except in the case that a class cannot be opened at the level of the student’s placement test results. In this case, tuition fee will be refunded within 10 days after the starting date. A requisition form must be filled out and enclosed with the receipt. In the event that a student has lost the receipt, the tuition fee refund will be issued within 10 days after receiving requisition form.
   17.2. The deferral of course fees can only be considered for severe health problems or death in the immediate family - no other reasons will be considered. A requisition form must be submitted as required by ACET with verifiable documents showing reason for deferral. ACET's decision about deferral will be made on a case by case basis. If students’ requisitions for deferral are accepted, their tuition fees would be carried over to the next term of study. The maximum period of deferral is 3 terms. The tuition fees may be carried over in full or in part depending on when the requisition is made. If the tuition fee has increased since the original term studied, an additional payment to cover the increased fee will be required. Special promotions or discounts cannot be deferred. If the reason for deferral is that ACET cannot open classes at the level of the student’s placement test results/final exam results or location preference, special promotions/discounts can be deferred or special promotions/discounts valid the term the students come back can be applied.
   17.3. Tuition fees will be refunded within 10 days after the starting date. A requisition form must be filled out and submitted to ACET. If the reason for deferral is that ACET cannot open classes at the level of the student’s placement test results/final exam results or location preference, special promotions/discounts can be deferred or special promotions/discounts valid the term the students come back can be applied.

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I have read and understood the above terms & conditions of enrolment and I agree to abide by them without exception. I understand that some of the above terms and conditions of enrolment may be changed or superseded from time to time. I accept any such changes as being in the interests of ACET staff and students and will abide by them as and when they are introduced.

Date ................................................Signature and Full name.........................................................