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 conditions of enrolment**
   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. ACET has centres in district 3 and Tan Binh district. District 3: 187 Vo Thi Sau and 63 Ngo Thoi Nhiem. Tan Binh District: 226 Le Van Sy. Students can register to study in District 3 or Tan Binh District. Student’s study location preference can only be considered up to the Friday before the 1st day of the commencement of the course and will be arranged depending on available space. However, ACET is unable to guarantee the student’s study location preference. On the Sunday before the commencement of the first day of the course students must check the ACET website (www.acet.edu.vn) for the location of your class.
   1.4. Maximum class size is: 18 students in District 3 centres and 20 students in Tan Binh District centre.

2. **ACET Teachers**
   2.1. For PAE1 – AE2b
       Up to 60% of the class hours may be taught by a Vietnamese teacher, with the remaining 40% of the class hours taught by a foreign teacher.
       Or 60% of the class hours are taught by a foreign teacher, with the remaining 40% of the class hours taught by a Vietnamese teacher.
       Or 100% of the class hours are taught by foreign teachers.
   2.2. For AE3a, AE3b and IELTS preparation, 100% of the class hours are taught by foreign teachers.
   2.3. However, in cases where a foreign teacher is sick, a Vietnamese teacher may be required to cover the lessons.
   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 the Friday before the 1st day of the commencement of course. However, ACET does not guarantee student’s study schedule can be changed as per his/her wishes.
   3.2. Your teacher will assess your work in the first 12 hours 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 arriving more than 15 mins late for the start of class or after the break will be marked absent for that hour.
   4.5. Evening students are required to sign opposite their name at the beginning and end of each class. Students who do not sign in will be marked absent for the corresponding hour. It is the student’s responsibility to check their hours of absence from the Total Hours of Absence column on Class Attendance sheet.
   4.6. **A student will not be allowed to take the end of term examination if he/she is absent for more than 24 hours of a 100 hour course.** An IELTS preparation course student will not be able to receive an end of course report if he/she is absent for more than 12 hours of the IELTS preparation course. In certain circumstances, additional absences may be accepted (illness, business trip, conflict with other academic endeavors, etc.). Where possible advanced notice and the reason for the absence should be given to the ACET administration. Relevant and verifiable documentation must also be handed in before a decision to accept the additional absence is made. Each decision will be made on a case-by-case basis and is final.

5. **Assignment**
   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 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, Thursday week 7 for semi full time classes and Wednesday/Thursday week 12 for part time classes. Late registrations may not be accepted.
   6.2. ACET is unable to guarantee the student’s study time preference. Student’s study time preference will be arranged depending on available space and on a first come first serve basis.
   6.3. Payment for the following term must be completed by Friday week 3 for full time classes, Friday week 8 for semi full time classes and Thursday/Friday week 13 for part time classes. Late payments may not be accepted.

7. **Final exam**
   7.1. Students will do final exams in the last two weeks of the term.
   7.2. Students who are not able to sit the exam on the last two weeks of the term during their regular class times may have to wait for the exam days in the following term to take the exam.
8. **Passing the course**

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

8.2. Students must pass the exam with an overall mark of 65% ~ 49/75 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 who were misplaced only)**

At the discretion of the Academic Department, a student may be allowed to skip a level if they achieve a final grade of 90% or High Distinction in their first term at ACET and they have been confirmed by their teacher/s as a student who was placed at the wrong level.

10. **Failing and repeating the course**

10.1. Students, who fail a level, are allowed to pay tuition fees to repeat the level the following term.

10.2. Students, who fail the same level a second time (fail the repeat), are required to take a 5 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 majeur (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. **Parking**

Students studying at 63 Ngo Thoi Nhiem, 187 Vo Thi Sau will park in private off-site parking which are 2–5 min walk from these two centres. Students studying at 226 Le Van Sy will park in the on-site parking, if the on-site parking is full students will park in private off-site parking which are 5 min walk from the centre.

14. **Student Complaints**

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

15. **Privacy and employee/students conduct**

15.1. Pictures and video/audio recordings must not be taken in class without the permission of those whose picture is being taken.

15.2. Teachers and staff will not ‘friend’ students on Facebook or other social media sites.

15.3. Teachers and staff will not give students their personal phone numbers or home addresses.

15.4. 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 or other students.

15.5. 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.

16. **Conditions of refunds / deferral**

16.1. 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.

16.2. 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 can not be deferred.

16.3. 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.

I understand, accept and I have carefully considered this conditions of enrolment.

Date: ……………………… Signature and full name: …………………………………………………………………………………………...