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: secondary school student or who have graduated from grade 5.
   1.2. All core course materials will be provided to students at no additional charge. However students will be charged a fee calculated at cost to replace lost course materials.
   1.3. ACET has two centres for First Steps: 187 Vo Thi Sau, Dist. 3 and 226 Le Van Sy, Tan Binh Dist. Students can register to study in District 3 or Tan Binh District. Student’s study locations are arranged and decided by ACET.
   1.4. Maximum class size is 18 students.

2. **ACET Teachers**
   2.1. 100% of the class hours are taught by foreign teachers. Each class has a Vietnamese Teaching Assistant.
   2.2. ACET alone reserves the right to change course teachers during the course.

3. **Changing classes**
   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 observe your work in the first 12 hours of your first term at ACET. If your teacher recommends that you should be in a higher or lower level, you may be transferred to another class.
   3.3. Students are not allowed to change to another class in same level.

4. **Attendance**
   4.1. Each course has 96 hours of tuition (or 48 hours of tuition) including lessons, exams and feedback sessions, and 4 hours extra curricular activities on the last day of term.
   4.2. Once courses have commenced late enrolments will not be considered after more than 20% of the course has been completed.
   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 breaktime 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. A student will not be allowed to take the end of term examination if he/she is absent for more than 20% of the course. 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.
   4.6. ACET reserves the right to expel or not allow a student to re-enrol. 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.
   4.7. 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.

5. **Booking and payment for following term**
   5.1. A registration form to book a space for the following term will be available 3 weeks before the end of term. It must be filled in by the parent and submitted to ACET administration office by the deadline set on the registration form. Late registrations may not be accepted.
   5.2. 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.
   5.3. Payment for the following term must be completed by the deadline set on the registration form. Late payments may not be accepted.
   5.4. Tuition fees are non refundable unless students are not allowed to sit the final exam or fail the course. In this case, the tuition fees will be refunded on the Monday week 2 of the following term.

6. **Final exam**
   Students will do final exams in the last weeks of the term.
### Conditions of Enrolment for First Steps Program – ACET HCMC

#### 7. Passing the course

7.1. 8.1. Students must follow the rules of attendance detailed above.

7.2. 8.2. Students must pass the exam with an overall mark of 60% and must achieve an overall pass of 60%.

7.3. 8.3. Even if students pass the exam, they must not fail the same part of the exam on 3 consecutive terms.

7.4. 8.4. For some borderline cases, “Teachers’ Comments” are also considered in the “Pass / Fail” determination.

#### 8. 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% 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.

#### 9. Failing and repeating the course

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

9.2. Students, who fail the same level a second time (fail the repeat), are required to take one term break from their studies at ACET. Before re-enrolling at ACET, students have to re-take the placement test.

#### 10. Resit the Placement Test

10.1. Placement test result and final results are valid for 20 weeks. Students who reenroll after a break of 20 or more weeks must resit the Placement Test to determine their class level.

10.2. If a current student wants to re-take the placement test, they are required to take a 1 term break from the last day of their studies.

#### 11. Cancel and make up class

11.1. 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.

11.2. 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.

#### 12. Student/Parent Complaints

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

#### 13. Privacy and employee/students conduct

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

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

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

13.4. 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.

13.5. 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.

#### 14. Information from IDP and UTS:Insearch

I would like IDP and UTS:Insearch to send me information relating to overseas study and scholarship program.

#### 15. Conditions of refunds / deferral

15.1. Tuition fees are non refundable once a course has commenced. However if at any time ACET is unable to provide a course suitable for an enrolled student, fees will be refunded in full.

15.2. 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 15 weeks. 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.

15.3. 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.

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