

# General Assembly's Catalog

Singapore Campus

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2022 Catalog

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## Our Story

General Assembly (GA) is a pioneer in education and career transformation, specializing in today's most in-demand skills: data science, digital marketing, software engineering, design, and product management. The leading source for training, staffing, and career transitions, we foster a flourishing community of professionals pursuing careers they love.

Through innovative training and hiring programs, GA helps companies — including more than 40 of the Fortune 100 — source talent, train teams, and assess skills to identify growth opportunities. Our assessments in digital marketing, data science, and web development enable companies to benchmark their teams' competencies to identify gaps and guide investments in skill development.

What began as a co-working space in 2011 has since grown into an award-winning global learning experience with campuses all over the world and over 70,000 graduates worldwide. We offer full- and part-time programs, in-person and online.

## Mission and Objectives

Our mission is to foster a global community of individuals empowered to pursue the work they love. Our vision is to become a company recognised around the world for building transparent pathways to industry's most transformational work. We do so by:

- Delivering best-in-class, practical education in technology, business, data, and design.
- Providing access to opportunities that build skills, confidence, and freedom in one's career.
- Growing a worldwide network of entrepreneurs, practitioners, and participants who are invested in each other's success.

## Governance

General Assembly is governed by a board of directors, which has approved each course offered in each of General Assembly's locations. A list of owners and board members is attached as Appendix A.

## Facilities and Equipment

All classes are taught at the campus location identified in Appendix B.

General Assembly's campus is equipped with dedicated classrooms, student lounge space, private conference rooms for meetings with instructional staff, on-floor restrooms, and a pantry kitchen for Immersive student use. GA does not provide equipment for student use or loan. Students must have access to a laptop with an up-to-date operating system and wireless Internet capability to bring to class each day. This is required for all of our courses, as further described in our Admissions Policy.

Equipment at each campus includes desks, chairs, projectors, projector screens, whiteboards, HDMI cables, HDMI adapters.

## Holidays

General Assembly is closed on the following holidays: New Year's Day, Chinese New Year, Good Friday, Labour Day, Vesak Day, Hari Raya Puasa, National Day, Hari Raya Haji, Deepavali, and Christmas Day. General Assembly will be closed on gazetted holidays. Opportunities will be provided to make up for any materials missed.

## Courses Offered

### Reskilling Immersive Courses

The following courses have been approved by the Committee for Private Education.

- Digital Marketing Immersive
- Data Science Immersive
- Software Engineering Immersive
- User Experience Design Immersive

### Upskilling Courses

- Data Analytics
- Data Science
- Digital Marketing
- Front-End Web Development
- JavaScript Development
- Product Management
- Python Programming
- React Development
- Visual Design
- User Experience Design

## Admissions Policies and Procedure

### Entrance Requirements and Enrolment Dates

Admission into any General Assembly program requires that the students are at least 18 years of age. To confirm enrolment in the course, a student must:

- complete, sign and return an enrolment agreement; and
- pay the non-refundable deposit and any payments due prior to the course start date; and
- complete any assigned pre-work before the start date.

A welcome email sent to the student's nominated email address will detail the location of your course and the opening hours of the campus on which the course will be held. The welcome email will also contain the exact details of the immersive or part time courses, including the start and end date, and the days and times. If a student does not receive the welcome email within 7 days of signing, they must contact their Admissions representative for this information.

General Assembly reserves the right to change class dates and times before the course start date. General Assembly will inform any enrolled students by email to their nominated email address of any changes as soon as practicable. General Assembly and its employees, officers, directors, or agents are neither liable nor responsible for any loss arising out of or connected with, or in any matter pertaining to, any change of course dates.

### Admissions Procedure

Our Admissions process comprises five steps and is designed to elicit the core traits we've seen help students succeed in and after the program:

Step 1: After a person submits an application, we review it and...

Step 2: Move select applicants forward to a phone interview. During this interview, we'll learn more about their background, and they will have the chance to ask questions. If the phone interview is successful, we'll move them on to.

Step 3: A diagnostic assessment and/or pre-admissions work (if applicable to the chosen course), and...

Step 4: Set a date to interview. During this interview, we may ask the applicant brain teasers/logic questions, discuss the diagnostic assessment they completed, have them describe/demonstrate skills covered in pre-admit work, or submit a readiness assessment.

Step 5: Once they have completed all requisite steps in this process, the applicant will receive confirmation of their admission from their Admissions representative.

### **Pre-Work Requirements**

Pre-course assignments are required for all the courses offered. Pre-work is up to 80 hours of preparatory assignments we give to students after they've been accepted and enrolled in the program. It is designed to introduce you to many of the topics you'll touch upon during the course. Completion is mandatory and ensures a baseline level of knowledge among students in a cohort. Mastery of each subject is not expected, but we hope you are excited by what you uncover and inspired to dig further.

If a student is unable to complete the pre-work prior to the first day of the course and seeks to cancel their enrollment, they should refer to the Cancellation Policy.

### **Transfers**

Before the commencement of a course or during the first week, students may be granted one transfer (subject to management approval, class availability, and extenuating circumstance) into a future instance of the same course.

Any transfers will be subjected to an SGD 150 transfer fee. All transfer requests must be made in writing to your Student Success Team before 5:00 PM on the first Friday after your course starts.

Should you be granted a transfer and transfer into an upcoming course or another course instance, you will be liable for the full course fees for that course plus the transfer fee.

### **Admission Denials**

General Assembly reserves the right to deny admission or readmission to any applicant or student who is disruptive to the educational environment. If an applicant or student violates General Assembly's code of conduct, including but not limited to engaging in threatening, abusive, or dangerous behaviour towards any staff member, student, or other member of the General Assembly community, such applicant or student may be prohibited from enrolment in another course and may be subject to other discipline.

Any applicant or student found to have falsified information on an admissions document or to have given false information relating to admissions to General Assembly will be denied admission or expelled if already in attendance.

## **Academic Policies**

### **Homework**

Students in some courses may be required to spend a minimum of 20 hours outside of class per week working on homework/projects.

### **Hours**

Course length is measured in hours. One hour of instructional time is defined as a 60-minute period.

### Graduation Requirements

General Assembly measures student progress through frequent homework assignments and in-depth projects. Students are graded on a pass/fail basis. To receive a passing grade, students must:

- Receive a passing grade on 80% of all homework assignments. Homework is graded on the basis of completion. To receive a passing grade on a homework assignment, students must complete 100% of the minimum tasks specified in that assignment.
- Maintain consistent attendance as outlined in the Attendance section below. A passing grade in attendance will be given to students with no more absences than the amount allowed, which varies by program.
- Receive a passing grade on all course projects and complete any assigned assessments as applicable. General Assembly does not have a cumulative final test or examination required for the completion of any of the courses. A statement will be furnished to students regarding unsatisfactory progress.

### Grading System

Students are graded on the following grading system. Incomplete grades are final.

Grade	Definition
3	Exceeds expectations
2	Meets expectations
1	Does not meet expectations
0	Incomplete

### Unsatisfactory Academic Progress

General Assembly does not provide a probation option. If a student does not meet project requirements, they are dismissed from the program. Students dismissed for unsatisfactory academic progress may reenter General Assembly subject to approval by the Senior Campus Manager.

### Attendance

Attendance is taken by the Instructional Team 15 minutes after class begins and 15 minutes after lunch break; if any was given during the day. Any student who arrives to class more than 15 minutes late will be marked tardy, and any student who is not present 15 minutes prior to class ending will be marked early departure. Three late arrivals and/or early departures will constitute one absence.

A class meeting is defined as the instructional hours provided on one calendar day. Students who miss more than the excused absence policies outlined below for the type of course they are taking may be withdrawn (please refer to the Withdrawal Policy).

Examples of excused absences include but are not limited to: student illness, death/critical illness of a family member or a significant other, critical life emergency, and religious observance. General Assembly may allow a greater number of excused absences in exceptional circumstances.

Unexcused absences are not permitted except in exceptional circumstances. Examples of mitigating circumstances are:

- An illness or death in the student's immediate family
- An unavoidable change in the student's conditions of employment
- An unavoidable geographical transfer resulting from the student's employment
- Immediate family or financial obligations beyond the control of the student that require him or her to suspend pursuit of the program of education to obtain employment
- Unanticipated active military service, including active duty for training.
- Unanticipated difficulties with childcare arrangements the student has made for the period during which he or she is attending classes.

### **Immersive Course**

With prior approval from General Assembly, students are permitted to miss up to two class meetings in full time immersive courses and 32 instructional hours of class meetings for flex immersives.

### **Part Time Course**

With prior approval from General Assembly:

- students in 10-week weekdays courses are permitted to miss up to four class meetings.
- students in 10-week Saturday courses are permitted to miss up to two class meetings.
- students in 1-week courses must attend every class.
- students in other format classes are permitted to miss one excused class meeting.

### **Religious Accommodation Policy**

General Assembly will make good faith efforts to provide reasonable religious accommodations to students who have sincerely held religious practises or beliefs that conflict with a scheduled course session or requirement. Students requesting a religious accommodation should make the request, in writing, to their instructor and student success team with as much advance notice as possible.

### **Make-Up Work**

Being absent from class or other educational responsibilities does not excuse students from keeping up with any information shared or expectations set during the missed class. Students will still be required to meet all graduation requirements in order to successfully complete the course with a Certificate of Completion. Students are responsible for obtaining materials and information provided during any class missed. The student shall work with the instructor to determine a schedule for making up missed work during the course.

### **Resubmissions and Extensions**

In exceptional circumstances, instructors may grant an extension on a project or allow a student to re-submit a project. Any resubmissions or extensions granted must be made in writing between the student and the instructor and local student success team.

### **Completion**

A certificate of completion is issued within fourteen days of the end of the course to each student who has successfully fulfilled General Assembly's graduation requirements and has paid their tuition in full.

## **Student Code of Conduct Policies**

General Assembly is an inclusive and professional space. Students are expected to display professional and respectful behaviour throughout the course through their verbal and physical interactions as well as through any electronic and written communication. Instructional team members are here not only to teach but are members of the community; classmates will be important members of a student's professional network when they complete the program. To this end, General Assembly encourages students to act professionally and respectfully at all times.

Please refer to the Student Handbook provided upon enrollment for full details of the Code of Conduct policies.

### **Off-Campus Activities**

Participation in any field trips, excursions, or other off-campus activities in relation to a program at General Assembly is at the student's own risk. They accept and assume all risks and hazards that may arise on any off-campus activity. General Assembly and its employees, officers, directors, or agents are neither liable nor responsible for any loss, illness, personal injury, death, or property damage arising out of or connected with, or in any matter pertaining to, any field trip or off-campus activity.

The student also agrees to indemnify and hold harmless General Assembly (and its employees, officers, directors, and agents) from any judgement, settlement, loss, liability, damage, or costs, including court costs and legal fees, that it may incur as a direct or indirect result of any negligent or deliberate act or omission on your part.

### **Student Records**

Student transcripts with official grades and descriptions of courses offered are maintained permanently. All other school and student records will be maintained electronically for 5 years from the student's date of completion or withdrawal. These records will include the following: student attendance records, which reflect any leaves of absence (including information about the status of the leave), dates of completion (anticipated and actual), and dates students received diplomas or certificates; student's signed enrollment contract, as well as any addendums, extensions, or amendments to that contract; documents reflecting payments made by or on behalf of students records and dates of any payments, including payment/refund calculations governed by the state-specific policy; progress reports that provide students with appropriate reports of progress at least once during the program or course; copies of any student complaints and school disciplinary reports; and certificates of completion. Students may view their own academic records. Students who seek to view their own records should contact the Campus Manager. General Assembly will take reasonable steps to protect the privacy of personal information contained in student records.

## **Tuition and Fees**

### **Payments**

Unless otherwise agreed to in a private lending or financing agreement and as approved by General Assembly, all students pay an upfront payment of as agreed upon 24 hours of enrolment for any General Assembly courses.

Students are allowed to request a payment plan unless a student is enrolled in a one-week course. These payment plans must be approved by General Assembly during enrolment and will be documented in the attached Payment Schedule.

Payment in full is a graduation requirement and the certificate of completion may be withheld if there are any payment balances overdue at the time of the course completion.

If a student holds an outstanding overdue balance after the course end date, a late fee of 1% of the amount outstanding will be charged 30 days after a payment is missed. Students will incur a \$25 fee for declined transactions or returned checks. If after the issuance of a completion certificate subsequent payments fall overdue, General Assembly reserves the right to revoke your qualification in our system records.

General Assembly may, in its sole discretion, refer a student's account to a collection agency without further notice to the student in the event the student is in default in any payment due. To the extent permitted by applicable law, the student agrees to pay all costs incurred by General Assembly in collecting the balance due.



### **The student is liable for all payments in their payment plan unless otherwise specified.**

If a student is partially paying for a course and a third party is paying the remainder of the course, students can request to participate in a payment plan for their portion of course costs, which, if approved by General Assembly, will be documented in the Payment Schedule.

### **Third Party Sponsor Payment Policy**

A Third-Party Sponsor Payment Form must be completed to provide authorisation for General Assembly to bill a student's third-party for all or part of their educational expenses. The following terms and conditions apply to the student for third-party sponsor payment:

- Third-party sponsor payments are not conditional on student performance in or completion of a course. It is the student's responsibility to provide their third-party sponsor the correct information concerning tuition and fees and any other information needed by the third-party sponsor. This is especially true if there are any changes to any charges after the original authorisation form is submitted.
- Third-party sponsorship does not relieve a student from any financial responsibility. The student is ultimately responsible for their educational costs. If a third-party sponsorship amount is changed or cancelled, for any reason, the student is responsible for unpaid amounts due to General Assembly.
- Future sponsorships are not allowed until current sponsorships are paid in full. A student cannot enrol in future courses or receive a certificate of completion until all charges on their account are paid in full.
- Students will be assessed a late fee (as outlined above) if they fail to make timely payments for all charges not covered by their third-party.

### **Subsidized Course Fees**

Singapore Citizens and Permanent Residents who meet the eligibility criteria are eligible for subsidized course fees. Please refer to your Student Enrollment Agreement for the subsidy terms and conditions.

## **Cancellation, Withdrawal & Refund Policy**

### **General Assembly's Right to Cancel**

1. General Assembly reserves the right to cancel or postpone a course date or to change a course location at any time. Except in cases of force majeure, you will be entitled, at your discretion, to attend the course at the proposed later date or to receive a full refund of any course fees you have already paid to attend the course on the original date and/or location.
2. General Assembly reserves the right to cancel an enrollment based on conduct violations prior to course start date. If you display threatening, abusive, or dangerous behaviour towards us or any of our staff or personnel, then we reserve the right to refuse to allow you to continue taking the course. In such circumstances, you will not be entitled to a refund of any fees paid except as mandated by your state's refund policy and we reserve the right to prevent you from taking any course in the future if we feel that is necessary for the protection of our staff or personnel.
3. General Assembly reserves the right to cancel an enrollment if a student has failed to complete the pre-work required for course participation. General Assembly reserves the right to cancel an enrollment or disenroll a student for delinquent past-due balances.
4. If the Enrollment Agreement is canceled, the school will refund the student any money he/she paid, less the registration and course materials received by the student within 30 days after the notice of cancellation is received.

## Student's Right to Cancel

1. Cancellation occurs when the student provides a written notice of cancellation via email to the course producer at [studentservicessg@generalassemb.ly](mailto:studentservicessg@generalassemb.ly).
2. The written notice of cancellation need not take any particular form and however expressed, it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement.
3. You have the right to cancel your course of instruction, without any penalty or obligation except the non-refundable fee before the first-class session.
4. If the Enrollment Agreement is canceled, the school will refund the student any money he/she paid, less the non-refundable portions received by the student within 30 days after the notice of cancellation is received.

## Withdrawal From the Course

Students may withdraw from the course at any time after the cancellation period (described above) and refunds are determined in accordance with the Refund Policy stated below. For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a course when any of the following occurs:

- The student notifies General Assembly in writing of the student's withdrawal or as of the last date of attendance, whichever is later. The failure of a student to immediately notify General Assembly in writing of the student's intent to withdraw may delay any applicable refund of tuition to the student.
- General Assembly terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the Student's code of conduct; failure to abide by the rules and regulations; absences in excess of maximum set forth by General Assembly; and/ or failure to meet financial obligations to General Assembly. In these cases, the official termination date of enrollment shall be the student's last day in class. If a student has been withdrawn for failure to maintain satisfactory progress or for violations of General Assembly's attendance policy, the student can only be readmitted with the approval of the Admissions Director into a future instance of the course.
- The student has failed to meet attendance requirements as outlined above. Students who withdraw due to an emergency, such as personal or family illness may be re-enrolled into another General Assembly course following approval by the Admissions Director.

## Financial Obligation in The Event of Cancellation / Withdrawal

The financial obligation shall be calculated based on the date the student notifies General Assembly in writing of the student's withdrawal or as of the last date of attendance based on the aforementioned clauses, whichever is later.

The course fees owed to General Assembly will be determined by prorating the Tuition Fee based on the percentage of program completed at withdrawal in addition to the Registration Fee Due Upon Enrollment plus a 7% Goods & Services Tax (GST). Course fees owed to General Assembly must be paid within 30 days of the withdrawal date.

If a student was granted a subsidy, they become ineligible for any awarded subsidy and are liable for the Total Cost for the Entire Program before subjecting to the calculation aforementioned.

## Refunds

Refunds are determined based on the excess of fees the student has paid to General Assembly less the financial obligation as calculated in the aforementioned clause. If there is a shortfall, there will be no refunds and students will need to pay the difference in course fees.

All refunds will be paid within 30 days of withdrawal. For the purposes of determining the date of withdrawal, the date shall be the later of (i) the date on which the student gives written notice to General Assembly or (ii) the date on which the student is deemed to have withdrawn.

## Grievance Procedure

### Internal Grievance Procedure

When a concern occurs, the student is asked to discuss the concern directly with their faculty member, who will attempt to resolve the situation. If a resolution does not occur, the student or faculty member should provide a written description of the concern to the Senior Campus Manager who will investigate the complaint and provide a prompt written response. General Assembly attempts to resolve all complaints within 30 days. The Senior Campus Manager's decision is final. No student will be subject to unfair action and/or treatment by any General Assembly official as a result of the initiation of a complaint.

### External Grievance Procedures

Students may approach the Committee of Private Education (CPE) for dispute resolution in the event we are unable to resolve the issue. Please refer to CPE's dispute resolution process here:

<https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>

## Exceptions

We reserve the right to make unilateral changes to this catalog and its policies at any time

## Appendix A: Ownership and Management

### **General Assembly Space Academy Pte. Ltd. Company Directors:**

Lisa Lewin  
Estrada Torres Manuel Carlos  
Sergio Picarelli  
Megan Yeomans

### **Ownership**

General Assembly Space Academy Pte. Ltd. is owned by Adecco Invest S.A., which wholly owned by Adecco Group AG.

### **Duties**

General Assembly is governed by a board of directors. The chief executive officer has overall responsibility to implement strategic goals and objectives of the organization. The chief executive officer develops and implements all strategic planning in accordance with the institution's mission and objectives to provide the highest quality of education and services.

The president is responsible for the management of campus education across all of General Assembly's campuses.

The vice president owns strategic planning and forecasting for their locations, supervises local education operations, supervises campus operations, oversees local marketing functions, and grows and manages Outcomes and alumni offerings.

## Appendix B: Location & Classroom Information

### Singapore

79 Anson Road  
Level 20  
Singapore 079906  
[singapore@generalassemb.ly](mailto:singapore@generalassemb.ly)

### Classroom information

- Classroom 1: 49 sq m
- Classroom 2: 53 sq m
- Classroom 3: 60 sq m
- Classroom 4: 74 sq m
- Classroom 5: 74 sq m
- Classroom 6: 74 sq m