

# Frequently Asked Questions

## Contents

1. [Enrollment, Attendance and Participation](#)
2. [Course Format, Structure and Specializations](#)
3. [Certification, Assessments and Credit Transfer](#)
4. [ACE Pathways to MBA and EMBA](#)
5. [Policies, Additional Support and Special Cases](#)

## 1. Enrollment, Attendance and Participation

### Q. How do I know if I'm eligible to take the course?

Eligibility and prerequisites, if any, will be stated in the course details.

### Q. Can I defer my enrolment?

Yes, students are allowed to **defer their enrolment up to 5 days before** the course begins. However, this deferment excludes HRD Corp requirements, which applies to Malaysian employers sending their Malaysian employees to ACE courses.

### Q. What are the attendance requirements for HRD Corp claims?

**(Applies for Malaysians Only)** If your Malaysian employer is claiming fees through **HRD Corp**, you must maintain at least **75% attendance** for your classes.

- **In-person sessions:** Physical attendance is mandatory.
- **Online sessions:** You must be logged in and actively engaged for the full duration.

HRD Corp strictly enforces these attendance rules, and any absence, regardless of reason, will **not** count towards your attendance requirement.

### Q. What is required to receive a Certificate of Participation?

To be eligible, you must:

- Attend at least **80%** of your classes.
- Actively contribute to discussions and activities.

If you miss a class due to an emergency, you may request an **excused absence**. If approved, you must watch the class recording and complete a **make-up assignment** for it to count as participation. This excludes the HRD Corp requirements, which applies to Malaysian employers sending their Malaysian employees to ACE courses.

### Q. What happens if I have to miss a class once the course has started?

Students are expected to complete the course once it has begun. If you are unable to attend a session, you must email the **Academic Manager** with your reason and request an **excused absence** (refer to the Certificate of Participation requirements).

Please note that **non-attendance may affect your employer's HRD Corp claims**.

### Q. Can I withdraw from a course after it has started?

If you need to withdraw from a course after it has started, you **must notify ASB in writing with a valid reason** and inform your employer (if applicable). Please keep in mind that many courses involve group projects, and withdrawing mid-way may impact your teammates and the overall class experience. We encourage you to discuss any challenges with the Academic Manager before making a decision.

### Q. Do I need to commit to completing an ACE course after enrolling?

Yes, you are expected to:

- Watch all videos.
- Attempt all quizzes before live sessions.
- Complete all assignments.
- Attend all live sessions.

## 2. Course Format, Structure and Specializations

### Q. Are all ACE courses online? Are there any physical classes?

ACE courses use a **hybrid learning approach**:

- **Pre-recorded videos** (asynchronous, self-paced) .
- **Live interactive sessions** (synchronous, must be attended in-person or via video conference) .

### Q. How do I attend live sessions in-person if I am outside Malaysia?

ACE courses are fully accessible from anywhere in the world. Live sessions will be conducted online as well; hence you can attend from any location.

### Q. Is it mandatory to attend all live sessions?

Attendance is highly encouraged, as discussions and activities enhance learning.

- You are expected to attend at least **80%** of live sessions.
- If you miss a session, inform the course administrator in advance.
- For HRD Corp claims, you must meet the **75% minimum attendance requirement**.

### Q. What types of courses are available under ACE?

ACE offers a variety of graduate-level courses across multiple disciplines, allowing you to build expertise in key areas. Course categories include:

- **Finance:** Topics such as financial management, corporate finance, and investment strategies.
- **Supply Chain:** Covering logistics, operations management, and process optimization.
- **AI & Organizations:** Exploring AI applications, digital transformation, and data-driven decision-making.

For the full list of available courses, please refer to the [ACE Course Catalog](#)

### Q. Can I combine multiple courses into a specialization?

Yes! Completing **three** courses in a specific field earns you a **MicroMasters® Certificate**.

## 3. Certification, Assessments and Credit Transfer

### Q. What is the ACE MicroMasters® program?

The ACE MicroMasters® program is a specialized learning track that allows you to gain in-depth knowledge in a specific field by completing at least three designated courses. Available fields include Finance, Supply Chain, and AI & Organizations. Upon successfully completing your third course, you will receive a MicroMasters® certificate in that field, in addition to individual certificates for each course. The list of courses associated with the MicroMasters® program can be found at the end of this FAQ.

### Q. Do I get a certificate if I complete a single course successfully? What about multiple courses?

Yes, you will receive a **digital certificate** upon successfully completing the course. If you attend at least 80% of the sessions, you will be awarded a Certificate of Participation. However, only those who achieve a final grade of C or above will receive a Certificate of Achievement. Additionally, if you complete multiple courses within the ACE MicroMasters® program, you will earn a MicroMasters® certificate.

### Q. How are ACE courses assessed?

Assessment methods vary but typically include:

- Quizzes and assignments
- Participation in discussions and activities
- Final projects or case studies

### Q. What happens if I fail a course? Can I retake the exam?

Yes, if you fail a course, you may **retake the exam for a fee of RM500**. This fee covers the cost of administering the exam. Upon passing with at least a grade of **C**, you will receive a **Certificate of Achievement**.

**Q. What happens if I do not meet the academic requirements of a course?**

Retake policies depend on the course:

- Some courses allow **re-sits** for failed assessments.
- Others (e.g., **AI for Business Leaders** with hackathons) may not allow retakes.
- Faculty discretion applies; reach out to your instructor for clarification.

## 4. ACE Pathways to MBA and EMBA

**Q. How does ACE help me transition into an MBA or EMBA?**

By completing **seven (7) ACE Lateral Entry** courses, you qualify for lateral entry into ASB's MBA or EMBA program, provided you have completed the admissions process and been admitted into either the MBA or EMBA program.

Once admitted, this pathway allows you to:

- Complete a **Full-Time MBA** in **6 to 8 months** instead of the standard 12 months.
- Complete an **EMBA** in **12 months** instead of 16 months.

For more details on eligibility and the application process, please refer to "ACE Pathways to MBA and EMBA" or contact [ace@asb.edu.my](mailto:ace@asb.edu.my).

**Q. I've taken a few ACE courses and now, I'm interested in completing my MBA/EMBA with ASB. How do I proceed?**

ACE courses can be transferred to ASB's MBA or EMBA program once you have been admitted to the respective program. To gain admission, you must complete the standard admissions process and meet the same criteria as other applicants, including the required minimum years of work experience and a bachelor's degree or equivalent at the time of application. You will also undergo similar interviews and evaluations as other candidates.

Please note that ACE courses are eligible for transfer only if they were completed within three years of the date of admission into the program.

If you're interested in this pathway, please refer to [ACE Pathways to MBA and EMBA](#) or contact [ace@asb.edu.my](mailto:ace@asb.edu.my) for more details.

**Q. If I have taken certain ACE courses, do I need to retake them in my MBA or EMBA?**

If you have completed an ACE course that aligns with the MBA or EMBA curriculum, you are eligible to transfer credits upon admission into either MBA or EMBA degree program. Hence, you do not need to retake these courses again in the MBA or EMBA program.

**Q. Can ACE course credits be transferred to an MBA or EMBA?**

Yes, ACE course credits can be transferred, but you must meet ASB's admissions and academic requirements.

## 5. Policies, Additional Support and Special Cases

**Q. Who do I contact for technical or administrative issues?**

You can reach out to:

- **Course-related queries:** [aceacademic@asb.edu.my](mailto:aceacademic@asb.edu.my)
- **Admissions and credit transfer inquiries:** [ace@asb.edu.my](mailto:ace@asb.edu.my)

**Q. Are there make-up sessions if I miss a live session?**

You may request an **excused absence** for valid reasons. If approved, you must:

- Watch the session recording.
- Complete a make-up assignment to demonstrate understanding.

For HRD Corp claims, absences will **not** count towards your attendance requirement.

**Q. Can I take ACE courses while working full-time?**

Yes, ACE courses are designed for working professionals with flexible schedules.

**Q. How long does an ACE course typically last?**

Each course runs for 2-3 months and includes:

- **2-3 hours** of pre-recorded videos.
- **3-5 live sessions** (between 180 – 210 minutes each).
- **Total learning time:** 60-80 hours.

CERTIFICATION

# ACE MicroMasters® Programs

As ACE course catalogue expands, learners need to complete **ANY THREE courses within a specialization**, ensuring both flexibility and depth.

Courses	ACE MicroMasters® Programs in				MBA/EMBA Lateral Entry
	Analytics	Supply Chain	Finance	AI & Organizations	
AI for Business Leaders	✓			✓	✓
Operations Management		✓		✓	✓
Organizational Behavior				✓	✓
Quantitative Methods	✓			✓	✓
Financial Accounting			✓		✓
Corporate Finance			✓		✓
Managerial Economics			✓		✓
Systems Optimization	✓	✓			
Sustainable Finance			✓		
Portfolio Management			✓		
Supply Chain Fundamentals		✓			
Strategic Supply Chain Management		✓			

Courses with ✓ qualifies for MBA/EMBA Lateral Entry