

TERMS AND CONDITIONS

A. Course Application

1. Course applications must be submitted via the online form by the closing date. Late applications will not be entertained.
2. Course applications must be accompanied by the following supporting documents:
 - a) **For employer/company-sponsored applicant** – A letter of sponsorship from the employer/company with permission for the applicant to access its career resources & career facilitation related materials (e.g. standard operating procedures, job aids, checklists, etc.), its employees/clients and its worksite for the conduct of work-based learning.
 - b) **For non-employer/company-sponsored applicant** – A letter of permission from a host company/organisation for the applicant to have access to the host’s career resources & career facilitation related materials (e.g. standard operating procedures, job aids, checklists, etc.), its employees/clients and its worksite.
3. Payment of course fees must be made within **7 working days by 2359 hours** from the date of the confirmation email. Payment must be made via online bank transfer only. The payment details are as follows:

Payee Name	Workforce Singapore Agency
Payee Account No	101-346-490-7
Payee Bank Name	United Overseas Bank Limited (UOB)
Bank Code	7375
Branch Code	001
Remark	<p>Please take note of the date, time and transaction reference number if you are performing online bank transfer. Indicate your full name and state “CAP”, “Career Facilitation Programme” OR “AOP” under Comments/Remarks.</p> <p><i>CAP - Career Advisory Programme</i> <i>CFP - Career Facilitation Programme</i> <i>AOP – Assessment-Only Pathway</i></p>

4. An application is deemed to have been completed only when the online application form is completed in full with the required documents, and payment of course fee is received by the Training Administration Manager. Failure to do so will result in delays in processing and may lead to rejection of course application.
5. An acknowledgement email will be sent to all applicants upon receipt of course application. Upon course confirmation, an email will be sent to registered participants to inform them of the confirmed course schedule and fees payable.
6. The course schedule is subjected to change and confirmation.

B. Course Funding

7. The Career Facilitation Programme has been approved for WSG course fee subsidy for participants who meet the eligibility criteria. More details of the funding can be found online

- Self-Sponsored Individuals: www.ssg-wsg.gov.sg/individuals.html
- Company Sponsored: www.ssg-wsg.gov.sg/employers.html

8. To be eligible for WSG course funding, you must:
- (a) Be either Singapore Citizens (SCs) or Singapore Permanent Residents (SPRs);
 - (b) Meet at least 75% attendance for each module and/or for the whole course; AND
 - (c) Assessed as “competent” for every end of module assessment and/or for the whole course (where applicable).
9. Participants granted funding upon course enrolment but is unable to meet the above-mentioned criteria, will have their funding withdrawn. They will be required to pay the shortfall in course fee (i.e. the fundable amount) to Workforce Singapore Agency.

D. Module/Course Assessment

10. Participants are required to attend classes and complete assignments as part of the course requirement. Only those who have fulfilled at least 75% attendance for each module and have completed all requirements for assignments will be allowed to sit for the assessment.
11. **Deferment of Training/Assessment:** Participants who failed to achieve 75% attendance or require to defer the assessment date can put up a request via email to cpd@wsg.gov.sg using the Deferment Form; to make-up for the missing lessons or change of assessment date. The participants can request the Deferment Form, from the Training Administration Manager. The request must be received by the Training Administration Manager at least seven (7) working days from the course/module/assessment start date. A non-refundable administrative fee (please refer to the table below) is payable for such a request. All requests are subject to approval and participants will be informed of the outcome of their request within seven (7) working days.

Administrative Fee	Courses	Amount (before GST)
Course/Assessment Deferment Administrative Fee	Career Advisory Programme (CAP)	\$ 50
	Career Facilitation Programme (CFP)	\$150

12. **Assessed as Not-Yet Competent.** Participants who were assessed to be Not Yet Competent by the Assessor may apply for a reassessment via email to cpd@wsg.gov.sg. The request should reach the Training Administration Manager no more than three (3) working days after the first assessment. A non-refundable administrative fee of \$120 (before GST) is payable for the request which is subjected to approval. Participants will be informed of the outcome of their request within seven (7) working days. A maximum of two (2) re-assessments are allowed.
13. **No-show penalty.** A no-show penalty charge of \$100 (before GST) will be imposed only in the event of no-show on the scheduled day/time of assessment without valid reason. There is a need to inform the trainer and training provider earlier on such absence. 10-15 minutes’ grace time will be given before the candidate is taken as No-Show.

14. For payment of administrative fees or penalty charge, online bank transfer must be made. The payment details are as follows:

Payee Name	Workforce Singapore Agency
Payee Account No	101-346-490-7
Payee Bank Name	United Overseas Bank Limited (UOB)
Bank Code	7375
Branch Code	001
Remark	Please take note of the date, time and transaction reference number if you are performing online bank transfer. Indicate your full name and state “Admin Fee” or “Penalty charge” under Comments/Remarks.

E. Refund of Course Fee

15. A participant is allowed to cancel or withdraw from a course based on valid reasons (e.g. on compassionate grounds).
16. For employer/company-sponsored participant, the registered participant may be replaced by another participant from the same employer/company for the same course.
17. For course cancellation or withdrawal due to valid reason such as on compassionate grounds, the course fee paid will be refunded as follows:

Percentage (%) Refundable Course Fee	Period of Written Notice Given before Course Commencement
100%	More than 14 working days
50%	Between 7 to 14 working days
0%	6 working days or less
<i>Note: For the purpose of this clause, a normal work week excludes Saturday and Sunday. The decision by Workforce Singapore Agency as to what constitutes a valid reason and whether the course fee is refundable is final.</i>	

F. Conduct of Participants

18. All participants are expected to conduct themselves in a professional and courteous manner and observe the following standards:
- Act in a polite and professional manner at all times. This includes language, conduct and behaviours;
 - Be punctual in attendance of training components, assignment submission and assessment;
 - Accommodate and tolerate different view and opinions, and sort out disagreements by rational and respectful discussion and;
 - Act with integrity and refrain from dishonest acts, including (not limited to) cheating or committing plagiarism, taking without permission any property belonging to another person or breaching the privacy of others.