

COURSE ENROLMENT APPENDIX

GENERAL TERMS AND CONDITIONS

1. REGISTRATION

- 1.1. Course enrolment form must be submitted **before** the Course commencement date and subject to seat availability.
- 1.2. Only **COMPLETED course enrolment form duly signed** will be accepted.
- 1.3. For Certification course, learner must complete and submit the relevant **Candidate Assessment Form** together with the completed **Course Enrolment Form**. Please refer to respective course brochure for detail pre-requisites for each Course.
- 1.4. The number of learners per class is limited to a maximum class size per Course, to ensure an appropriate facilitator / learner ratio for effective training outcomes. Some Course may require a minimum number of confirmed learners before the class can commence as scheduled.
- 1.5. Registered learners will be duly informed should there be a need to cancel the class. **Please refer to Confirmation / Postponement / Substitution Policy.**

2. CLASS ATTENDANCE & CERTIFICATION

- 2.1. A minimum of 75% class attendance is required as part of the Course completion requirement.
- 2.2. **For SSG-Funded Courses:**
 - 2.2.1. Upon achieving 75% class attendance and demonstrating **Competency** in the course assessment, learners will receive a **Statement of Attainment (SOA)** from SSG.
 - 2.2.2. You must ensure your Course attendance is recorded accurately by adhering to SSG attendance guideline.
- 2.3. You must inform EPM Training in advance of any planned absences, and provide valid reasons (e.g., medical certificates for sick leave).

3. PAYMENT

3.1. For SSG-Funded Courses:

- 3.1.1. EPM Training will bill eligible learner the Nett Course Fee.
Nett Course Fee = Full Course Fee **less** any applicable training grants and subsidies from SSG (excluding GST)
- 3.2. Payment **MUST** be received before the Course commencement date, to confirm your registration.
- 3.3. Upon receipt of full payment, you will be notified via email of the registration confirmation details.
- 3.4. All payments are to be made in **SINGAPORE DOLLARS (SGD)**.
- 3.5. All payments to EPM Training must be accompanied with your NRIC name (and the sponsoring Company name for Company-sponsored learner) and invoice number for proper reconciliation.
- 3.6. Internet banking details or PAYNOW:

Bank:	DBS BANK LTD., SINGAPORE
Swift Code:	DBSSSGSG
Bank Code:	7171
Branch Code:	100
Account No:	100-901904-2 (Current Account)
Account Name:	EPM TRAINING SERVICES PTE LTD
PAYNOW:	201114074D

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4. WSQ FUNDING

EPM Training reserves the right to **charge the full Course fee for the signed-up Course in the event where the following has not been fulfilled:**

- 4.1. Achieve a minimum of 75% attendance for the enrolled Course
- 4.2. Undertake all required assessments in the Course
- 4.3. Assessed 'Competent' for all WSQ assessments
- 4.4. In the event that the learner or the sponsoring employer fails to meet any of the requirements set under the funding scheme and thereby resulting in his / her application for funding claim being rejected or reduced by SSG due to any reasons, the learner or the sponsoring employer is liable **to pay the balance of the full course fee (i.e. full course fees less nett course fees) to EPM Training.**
- 4.5. The learner and their sponsoring employer must adhere to all rules and requirements of applicable government funding schemes. Responsibility for any misuse or fraudulent activity related to these funds' rests solely with the learner or sponsoring employer.

5. EXAMINATION AND MEMBERSHIP FEE COLLECTED (WHERE APPLICABLE)

- 5.1. Examination and/or membership fee paid to EPM Training (if any) **must be fully utilized within one (1) year from the Course end date** or forfeited without further notice.
- 5.2. Differences arises from exchange rate (if any) for examination and membership fee payable to the Certification Awarding Body will have to be paid by the learner or the sponsoring employer. This clause is applicable when there are differences in the exchange rate comparing to the amount invoiced during registration of the course.

6. CONFIRMATION / POSTPONEMENT / SUBSTITUTION

- 6.1. Class confirmation and invite will be sent to registered learners between three (3) to seven (7) working days before the Course commencement date.
- 6.2. If you do not receive any class confirmation or invite within a day before the Course commencement date, please contact EPM Training for assistance.
- 6.3. Upon receipt of payment, request to change the Course intake OR substitution of learner must be made in writing before the Course commences. For withdrawal request, **please refer to Withdrawal & Refund Policy.**
- 6.4. EPM Training will not be liable for circumstances beyond its control which lead to the cancellation or variation of the event or program agenda.
- 6.5. Any course fee paid will be refunded to the learner's designated Bank / PayNow account or SkillsFuture Credit account, in the event where the Course is cancelled.

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7. WITHDRAWAL & REFUND POLICY

7.1. Request for course withdrawal must be made in writing. EPM Training refund policy is as follows:

Withdrawal Date	Refund Amount	Course Fee Payable
7 working days or more from Course commencement date	100%	0%
Less than 7 working days from Course commencement date	50%	50%
On day of Course commencement	0%	100%

8. AMENDMENTS, CANCELLATIONS AND MODIFICATIONS

- 8.1. EPM Training reserves the right to amend, cancel, modify or withdraw any courses offered without stating reasons. If this option were to be exercised, learner will be notified either by phone or email at the last known contact details given to the EPM Training.
- 8.2. Upon receipt of the notice, learner will have the option to register for an alternative intake or have the fees paid refunded.

9. DISCLAIMER, INDEMNITY AND LIABILITY

- 9.1. EPM Training, its management, facilitator, advertising agency and/or employees cannot be held liable for any loss, damage, bodily injury and/or liability sustained by the learner nor expenses incurred by the learner and the sponsoring employer, arising directly or indirectly from the modification, alteration, cancellation or termination for any of its courses, except for the refund of the fees paid.

10. CONFIDENTIALITY CLAUSE:

- 10.1. EPM Training is committed to maintaining the confidentiality of the learner's or the sponsoring employer's personal information and undertake not to divulge any of their personal information to any third party without prior written consent from the learner or the sponsoring employer, SUBJECT TO the obligation of EPM Training to disclose to any Singapore government authority, any information relating to them in compliance with the law and/or to the organisation conferring/awarding the qualification/certification.

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LEARNER'S CODE OF CONDUCT

1. GENERAL BEHAVIOR

1.1. Professionalism and Respect

- 1.1.1. Treat facilitator, staff, and fellow learners with respect and courtesy always.
- 1.1.2. Avoid disruptive behaviour that may affect the learning experience of others.

1.2. Punctuality

- 1.2.1. Arrive on time for all classes and scheduled activities.
- 1.2.2. Notify EPM Training promptly if you are unable to attend any session.

1.3. Dress Code

- 1.3.1. Maintain appropriate attire that reflects professionalism in a learning environment.

2. ACADEMIC INTEGRITY

2.1. Honesty in Assessments

- 2.1.1. Submit your own work for assessments and avoid any form of plagiarism or cheating.
- 2.1.2. Do not assist or encourage others to engage in dishonest practices.

2.2. Confidentiality

- 2.2.1. Respect the confidentiality of shared course materials and discussions.
- 2.2.2. Avoid unauthorized sharing or reproduction of course content.

3. USE OF RESOURCES

3.1. Appropriate Use of Facilities

- 3.1.1. Use training facilities, equipment, and resources responsibly and for their intended purpose.
- 3.1.2. Report any damages or issues to EPM Training immediately.

3.2. Technology Etiquette

- 3.2.1. Refrain from using mobile phones or other devices in a manner that disrupts the class.
- 3.2.2. Use laptops or tablets solely for course-related activities during sessions.

4. DATA AND PRIVACY

- 4.1. Provide accurate and truthful information for SSG-related documentation.
- 4.2. Respect the privacy of other learners and staff by not disclosing personal information without consent.

5. DISCIPLINARY ACTIONS

5.1. Violations of the Code of Conduct

- 5.1.1. Violations may result in warnings or suspension from the course.
- 5.1.2. Serious breaches may be reported to the relevant authorities and result in the forfeiture of SSG funding.

ACKNOWLEDGEMENT

I acknowledged, understood and agree to abide the General Terms and Conditions and Learner's Code of Conduct listed above.

SIGNATURE: _____

DATE:
(DD/MM/YY) _____

NRIC NAME: _____

NRIC / FIN NO.: _____

(Last 4 characters) _____