



## **ADA ACADEMY TERMS & CONDITIONS**

All registrations are governed by the following terms and conditions.

By submitting your registration to ADA Academy (hereinafter referred to as “Academy”), you agree that you have read, understood, agreed and accepted all the terms and conditions stipulated herein.

### **Changes and Cancellation**

Academy endeavours to run all our workshops/courses/programmes and this may not be possible due to unforeseen circumstances. Applicants will be informed at least **1 week** before course commencement and refund all payments due, if applicable.

### **Withdrawal and Refund**

1. Request for course withdrawal is subjected to review by Academy and the decision is final.
2. Organisations may request to send replacements if participants are not able to attend the course.
3. There will be no refund except if the withdrawal is due to medical reasons with supported document to be submitted **within 5 workings days**, otherwise full fees will apply. If the withdrawal is less than 2 weeks before the course commencement, the fees will not be refunded.
4. Participants who withdraw or fail to complete the course within the candidature period are deemed to have withdrawn and will not be eligible for funding of the same programme. For course fees funded by SkillsFuture Credit (SFC), the refund will be reinstated to the applicant's SFC account.

## Fees & Funding Eligibility

1. The course fee payable includes both the classroom training sessions and course assessment (if any).
2. Grant or subsidy are indicated in the course fee. In the event an applicant fails to achieve the competency and/or attendance required for the programme, a full fee is payable for re-enrolment with no subsidy or grant.
3. A non-refundable fee of \$50 (before GST) is applicable for any amendment to course application such as withdrawal, re-scheduling of assessment or reassessment etc.

## Attendance & Assessment

1. Applicant is required to achieve a minimum attendance of 75% and complete all the assessments according to the programme requirement for courses with funding and subsidy.
2. Details of assessment arrangement and requirements are specified in the course outline. We encourage full attendance for all training in order for applicants to benefit fully from the programme. Absence from the course as a result of unforeseen circumstances must be accompanied by medical certificate or valid document proof.

## Appeal and Re-Assessment

1. Candidates who wish to appeal against their outcome may do so within **5 working days** from the date of assessment.
2. Academy will review the appeal and make a decision to approve the re-assessment or otherwise.
3. There will be an appeal fee of \$100 (before GST) payable for each appeal request. If the appeal is unsuccessful, the candidate can request for re-assessment and a \$100 re-assessment fee is payable.
4. Request for Re-assessment

Candidates are given 2 attempts for each assessment  
Procedures for Re-assessment

	Assessment Outcome	Actions
1 <sup>st</sup> attempt at assessment	Not Yet Competent (NYC)	Schedule for a re-assessment to be completed within 4

		weeks from date of 1 <sup>st</sup> assessment
	No Show (Absence without any medical or compassionate reason)	Schedule for a re-assessment to be completed within 4 weeks from date of 1 <sup>st</sup> assessment. Considered one assessment attempt
2 <sup>nd</sup> attempt at re-assessment	NYC or No Show	Re-attend the course  Full fees payable with no subsidy

### **Certificate of Participation/Statement of Attainment (SOA)**

1. Upon completion of the course, participants will be awarded a statement of attainment/certificate of participation.
2. For WSQ Programmes, applicants will receive a notification from SSG to download their e-Cert via [www.skillsconnect.gov.sg](http://www.skillsconnect.gov.sg). (approximately 3 weeks from assessment date). Please note that Singpass is required to access SkillsConnect portal.

### **General Code of Conduct**

Participants are expected to be considerate and observe appropriate conduct during the Course. Academy reserves the right to suspend participants from continuing any courses when required.

### **Personal Data Protection Act (PDPA)**

ADA is committed in protecting and maintaining the confidentiality of participant's personal particulars in accordance with the requirements of the Personal Data Protection Act (PDPA) in Singapore. Photographs and videos taken during the course may be used for ADA publicity purposes. Training and assessment sessions may be recorded by ARTC for internal review purposes.

ADA Academy reserves the right to change these terms and conditions at any time without prior notice.

*Updated as of May 2019*