

## TERMS & CONDITIONS

1. Placement in the SMC's training programmes and assessments will be on a First Come First Served Basis.
2. Training registration fee includes programme materials. It also includes refreshments per training day for face-to-face training session.
3. If you require an invoice to make payment, please note that we need a minimum of 10 working days to process the invoice. Early bird discount is only applicable to payment that is received by SMC before the early bird registration closing date. All other payments are to reach SMC before the specified closing date for registration to secure a place in the training programme or assessments.
4. Request of Withdrawal of Courses:  
The following penalty charges will be imposed for cancellation of registration:
  - a. where cancellation notice is received by SMC between 10 working days or more before the date of the training or assessments: S\$214 (inclusive of GST)
  - b. where cancellation notice is received by SMC less than 10 working days before the date of the training programmes or assessments: Full amount. Training or assessments fees paid will be non-refundable.
5. Request for Deferment:
  - a. An administrative fee of S\$74.90 (inclusive of GST) will be imposed for each change of training programmes or assessments date. No changes will be made until SMC receives the administrative fee.
  - b. Postponement less than 10 working days before the date of the training programmes or assessments will be treated as cancellation (see 4b).
6. Request for Replacement:  
An administrative fee of S\$74.90 (inclusive of GST) will be imposed for each replacement of participant.
7. Absence:  
The following charges will be imposed on absentees:
  - a. where absence notice is received by SMC between 10 working days or more before the date of the training programmes or assessments: S\$214 (inclusive of GST)
  - b. where absence notice is received by SMC less than 10 working days before the date of the training programmes and absence due to one of the following reasons: S\$321 (inclusive of GST)
    - i. Medical condition (e.g. serious illness/ injury);
    - ii. Death of an immediate family member; or
    - iii. Summons to National Service, Reservist Training or Court.
  - c. where absence notice is received by SMC less than 10 working days before the date of the training programmes and absence is not due to one of the reasons stated in 7b: Full amount. Training or assessments fees paid will be non-refundable
8. Cancellation:  
SMC reserves the right to cancel a training programmes or assessments and to change published details without prior notice. SMC also reserves the right to change the terms and conditions at any time.
9. PDPA:  
The personal information collected on this form is for the use of course registration, account servicing of course-related activities, course survey and / or for application of course-related funding (if applicable) to respective funding-related agencies / bodies / organisations (WDA, etc).
10. SSG Funding (If Applicable):  
Participants shall be bound by the Terms and Conditions of any applicable funding scheme as approved by SMC. For funded Courses (E.g. SSG) a participant may be permitted to pay upfront only a portion of the course fee (less the potential amount) at the point of application. In the event that the participant fails to meet any of the requirements set under the funding scheme (as stated below or otherwise) or has been granted funding for the same course before, and thereby resulting that his / her application for funding claim is rejected by the respective funding agency due to any reasons, the trainee is liable to pay the balance of the course fee (ie the potential funding amount) to SMC or to the relevant funding agency:
  - a. Participant achieves less than the minimum attendance required by the course.
  - b. Participant fails to sit for the required examinations / assessments. (where applicable)
  - c. Participant fails the required examinations / assessments. (where applicable)

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11. Statement of Attainment (SOA) (If Applicable):
  - a. SOA issuance is via SSG electronic certificate (e-Cert) system only.
  - b. Trainee assessed as 'Competent' will receive SMS / email notification if contact is provided.
  - c. For SOA, participant is to download and print using SingPass ID and password at [www.skillsconnect.gov.sg](http://www.skillsconnect.gov.sg) about 3 weeks from assessment date.
12. SMC Accredited Mediator (For Mediation Skills Assessment - MSA):
  - a. Participants who have passed the MSA will be allowed to refer to themselves as "SMC Accredited Mediator". However, this does NOT mean that they will be placed on SMC's Panel of Mediators.
  - b. Participants who perform exceptionally well during the course and assessment will be invited to appear before a panel for an interview. On clearing the interview, the participants will be invited to join SMC's Panel of Associate Mediators. However, participants on SMC's Panel are not guaranteed that they will be assigned mediation cases.

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