

TERMS & CONDITIONS

1. General

Shatec Institutes Pte Ltd (SHATEC) shall reserve the rights to amend the Terms & Conditions, course contents and/or prices at its sole discretion, without prior notice.

SHATEC reserves the rights to make changes to the trainer(s) assignment and/or course schedule(s).

2. Course Fees

All course fees indicated are in Singapore Dollars and inclusive of registration, course fee and training materials.

3. Course Funding/Subsidy

Singaporeans, Permanent Residents of Singapore and Long-Term Visit Pass Plus Holders may be eligible for SSG course fee funding:

- SkillsFuture Singapore (SSG) Funding (Baseline)
 - Eligible for all Singapore Citizens, Singapore Permanent Residents and Long-Term Visit Pass Plus holders, aged 21 and above
 - Enjoy up to 50% SSG course fee funding
- Mid-Career Enhanced Subsidy (MCES)
 - Eligible for Singaporeans aged 40 years old and above
 - Enjoy up to 70% SSG course fee subsidy
- Enhanced Training Support for SMEs (ETSS)
 - Eligible for Small & Medium Enterprises that meets the following criteria when they sponsor their employees to attend this course:
 - The SME is registered or incorporated in Singapore
 - At least 30% local shareholding by Singapore Citizens or Singapore Permanent Residents
 - Employment size of not more than 200 (at group level) or with annual sales turnover (at group level) of not more than \$100 million
 - The SME-sponsored Trainees:
 - Must be Singapore Citizens or Singapore Permanent Residents.
 - Courses have to be fully paid for by the employer.
 - Trainee is not a full-time national serviceman.
 - Enjoy up to 70% SSG subsidy for this course.
- SkillsFuture Credit (SFC)
 - For Self-Sponsored Individuals only
 - All Singaporeans aged 25 and above
 - Trainees may utilise your SkillsFuture Credit to offset the course fee payable after subsidy/funding.

- SSG Funding and Subsidies for Singapore Citizens, Singapore Permanent Residents and Long-Term Visit Pass Plus holders are subject to meeting the following criterion:
 - Trainees must attain a minimum attendance of 75% in the course; and
 - Attempt all assessment(s) and be certified competent;
 - Nett course fees have been fully paid;
 - For company-sponsored trainees, there is employer-employee relationship between the sponsoring company and the trainee;
 - The sponsoring company is contributing CPF for the sponsored trainee during the period of training; and
 - Approval by SkillsFuture Singapore.
- Companies and/or individuals are liable for the full course fee if the SSG funding and subsidies are not approved.
- SME companies are required to log-in to Enterprise Portal for Jobs and Skills to update their SME status if they have not done so.
- All companies will be notified to log in to the portal to declare monthly salary and hours worked per week to receive Absentee Payroll.
- CPF contribution payment statement(s) must be provided upon request for verification by SSG. Employers who are unable to provide the necessary supporting documents will be required to make full payment of course fee.
- For training course(s) that comes with SSG Course Fee Funding, an appointed auditor or nominated representatives may contact the course participant(s) and their respective company (where applicable) to obtain any information deemed necessary for the purpose(s) of conducting effectiveness survey or audits in relation to the said training course(s).
- For more information on the terms and conditions for SSG Course Fee Funding, click here:
 - [Self-sponsored: SSG | Course Fee Funding & Eligibility](#)
 - Company-sponsored: [SSG | Funding Support for Employers](#)
 - Small & Medium Enterprises: [SSG | Enhanced Training Support for SMEs](#)

4. Digital Attendance-Taking via Singpass App

From 1 October 2023, trainees who are attending SkillsFuture Singapore (SSG)'s funded courses must take their attendance digitally via the Singpass App for attendance-taking for both physical classroom and synchronous e-learning courses.

To ensure seamlessness of attendance-taking, trainees are encouraged to download the Singpass App on their mobile phones (with a camera) or tablets (with a camera) and set up their Singpass accounts (if this was not done previously) before their respective courses start. Trainees are to bring their devices with the installed Singpass App for each session.

If you do not have a Singpass account and need to register for one, please [click here](#) for a step-by-step guide on how to do so.

Trainees are strongly encouraged to arrive at least 15 minutes before the session's start time to have sufficient time to complete their electronic attendance.

5. Certification

For courses entitled to Statement of Attainment (SOA) from SkillsFuture Singapore, the SOA will be awarded if the following criterion are met:

- Trainees must attain a minimum attendance of 75% in the course; and
- Attempt all assessment(s) and be certified competent.

Effective 30 June 2024, TPG has ceased the issuance of E-Certificates for WSQ Statements of Attainment (SOAs), Full Qualifications (FQs), and transcripts. Trainees who have completed certifiable programs funded by SkillsFuture Singapore (SSG) will only receive their certificates through OpenCerts after being assessed as competent. These certificates can be downloaded and printed from the MySkillsFuture portal or via [OpenCerts.io](https://opencerts.io)

Trainees who have been issued their certificate(s) prior to 30 June 2024 will still be able to access their E-Certificate in the MySkillsFuture portal.

6. Personal Information

SHATEC collects personal data of trainees to support its organizational functions such as, but not limited to, teaching, learning, research and general administration. This also includes sending, storing and retrieving of information by electronic means.

SHATEC will not use or disclose personal information for any purpose other than as advised at the time of collection, unless:

- consent is obtained
- the information is required by law or court order
- a request of information is made by statutory authorities

SHATEC shall make every effort to ensure that data collected is accurate and complete and will take every precaution to protect personal data from loss, misuse, unauthorized access or disclosure, copying, alteration, or destruction.

SHATEC will retain the personal information until the purpose for the collection is being served by retention or the retention is necessary for any legal or business purposes.

By submitting your course registration, you give consent and are aware of the SHATEC's data protection policy (<https://www.shatec.sg/data-protection-policy>). You consent to a copy of your personal information/application form to be given to SSG and/or other Funding Agency where applicable for registration, examination and/or funding purposes.

SSG or its appointed agent may call or send SMS for the purpose of sending information and getting feedback on the effectiveness of training and its application to the workplace.

7. Acceptance and Confirmation

An acceptance notification will be sent to the registrants within 1 week from time of registration if s/he is accepted into the course.

A minimum of 10 trainees is required for course to commence. SHATEC reserves the right to postpone or reschedule the course due to the minimum required number of trainees not being met.

A course confirmation and/or other course status update will be sent to participants 1 week before the scheduled course commencement date.

8. Payment

All invoices are due within 3 working days upon receipt, unless otherwise stated.

The following payment modes are available:

- SkillsFuture Credits (SFC), for self-sponsored Singaporeans aged 25 & above only
- PayNow to SHATEC INSTITUTES PTE LTD (UEN: 198301550C)
- Credit Card
- Bank Transfer

For any trainees who fail to make payment, SHATEC reserves the right in the refusal to allow the said trainee to continue with the course s/he signed up for.

9. Withdrawal and Refund Policy

If a trainee needs to withdraw from the course run registered for, a written notice is to be sent via email to cet@shatec.sg at least 3 weeks prior to course commencement date.

SHATEC shall refund to the trainee the percentage of the course fees paid (*less any consumed items such as study kits, where applicable*) based on the below table:

% of Fee Paid	Learner's Written Notice of Withdrawal is received
100%	21 days or more before the course commencement date
80%	Between 14 and 21 days before the course commencement date
20%	Before and not more than 14 days before the course commencement date
0%	0 or more days after the course commencement date

10. Deferment Policy

If a trainee needs to defer from the course run registered for, to another course run date, a written notice is to be sent via email to cet@shatec.sg **at least 3 weeks prior to course commencement date.**

Deferment charges are as follows:

- No cancellation charge if written notice is received 3 weeks before course commencement
- S\$10 admin fee if written notice is received less than 3 weeks before course commencement

Any notice received less than 2 weeks before course commencement will be deemed as course withdrawal. *(Please refer to point 9 for the Withdrawal and Refund Policy.)*

11. Feedback and Appeal Policy

SHATEC adopts an effective feedback management system where it ensures that

- all feedback received are acknowledged and evaluated for follow-up action, to identify what drives positive experiences
- any action taken is recorded and made known to the person giving the feedback
- all feedback are resolved within a reasonable timeframe

We endeavour to investigate all complaints in a thorough and professional manner.

Some important contact information are as follows:

Email: cet@shatec.sg

Tel: 6415 3533

Whatsapp: 8960 1380

All complaints will be and are treated with confidentiality and without prejudice.

Upon receipt of a request or complaint, SHATEC will provide a written response to acknowledge the feedback within 7 working days. Depending on the nature of the issue, a formal resolution will be issued by SHATEC within 21 working days.