



EDUQUEST STUDENT HANDBOOK

IMPORTANT NOTE:

This document is provided to Eduquest students as a reference and guide during your study. It consists of important policies and procedures that apply to you while you are enrolled with us. It is important that you familiarise yourself with all the information in this handbook.

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Version Control

Version	Date	Revision Author	Summary of Changes
1.0	18 Apr 2024	Merytantri	Document initial release
1.1	31 Oct 2024	Merytantri	Change of AEB Members
2.0	20 Jun 2025	Merytantri	Changes have been implemented to ensure compliance with GD4 requirements.

Approval

Name	Designation	Date	Signature
Mr Mohamed Rabeek Ravuthar	Managing Director		

1.0 INTRODUCTION

Welcome to Eduquest

Welcome and congratulations on selecting Eduquest International Institute as your preferred institution for your upskilling and lifelong learning journey!

Here at Eduquest International Institute, our mission is to inspire, upskill, and empower every learner – from individuals to enterprises and communities – to thrive through continual learning and build confidence in charting their path. Our goal is to equip you with the essential skills needed not only to upskill but also to pivot your career in alignment with the Industry Transformation Map (ITM) 2025.

Your decision to embark on your educational path with us signifies a proactive step towards seizing the myriad opportunities presented by the evolving landscape of industries. Whether you're looking to enhance your current skill set or explore new career avenues, we are dedicated to providing the resources and support needed to excel.

As you commence your studies with us, I extend my sincerest wishes for your academic success and personal growth. May your time at Eduquest International Institute be enriching, fulfilling, and transformative. Here's to the beginning of an exciting journey filled with learning, discovery, and endless possibilities.

Best wishes for your studies and all your future endeavours!

Idris Malim
CEO
Eduquest International Institute

1.1 Eduquest Student's Handbook

By attending the Eduquest course:

- You have agreed to conform to the rules and regulations outlined in this publication, student learner's guide and brochures, including any amendments.
- You have demonstrated your commitment to developing and enhancing your professional career choice and your personal life.
- You must also demonstrate acceptance of your responsibilities.
- It is expected that you will conduct yourself professionally and courteously in and out of the classroom.
- You are encouraged to familiarise yourself thoroughly with the contents of this Handbook.
- You are required to abide by all the rules and regulations established by Eduquest.

Please be reminded these rules apply to all students and must be strictly followed within the compound facilities and common areas of Eduquest.

Amendments: Eduquest reserves the right to amend this Handbook and change or delete any existing rule, policy or procedure or add new rules, policies and procedure at any time and without prior notice.

1.2 About Eduquest International Institute

Eduquest International Institute is a Registered Training Provider by SkillsFuture Singapore (SSG) to offer high-quality, industry-relevant skills-based training programmes leading to the Singapore Workforce Skills Qualifications (WSQ).

Since 2008, Eduquest has been upskilling and empowering human capital by acquiring a wide spectrum of relevant skills and mastery required to be effective and excel in their chosen field of work. As the world of work takes on the paradigm shift towards technological advances and globalisation, we at Eduquest strive to innovate and transform our course delivery to embrace a blended learning ecosystem that is engaging, effective, accessible and relevant to our learner needs.

We design and deliver quality training to support corporate clients and discerning individuals seeking skills and competencies required for the jobs today and tomorrow. We offer training programmes accredited by the Singapore Workforce Skills Qualifications (WSQ), which provide upgrading opportunities for individuals and enhance productivity levels for organisations.

Aligned with the Industry Transformation Map (ITM) 2025, Eduquest is focusing our programmes on innovation and a greater focus on jobs and skills.

We have created four academies to meet the emerging job roles and skills needs with a focus on the quality of the courses.

1.3 Vision, Mission and Core Values

Vision

A leading lifelong learning partner shaping future-ready workforces in ASEAN, India and the Middle East.

Mission

To empower individuals, enterprises and communities to thrive in evolving industries through continuous upskilling and lifelong learning.

Core Values

- Empowerment:
We empower learners with skills and confidence to excel in a dynamic workforce.
- Quality :
We are committed to delivering exceptional education and training experiences
- Integrity
We conduct ourselves with honesty, transparency and accountability.
- Innovation
We continuously innovate to enhance learning engagements and drive industry transformation.

1.4 The Academic Board

The main objectives of the Academic Board of Eduquest International Institute is formulating and approving the institute's academic policies and procedures and advises management on matters pertaining to academic directions, curriculum, training, learning, and assessment; outlining the Institutes' approach to safeguarding academic standards and the assurance and enhancement of the quality of the student learning experience. Academic standards are concerned with the appropriateness of learning outcomes (aims, content and level) and curriculum and the effectiveness of assessment (in relation to the attainment of learning outcomes). Quality of learning experience refers to the ways in which we provide students with the best possible opportunity to meet the stated outcomes of their course and the academic standards of their intended award, through engaging in the activities provided. Eduquest International Institute aims to ensure its processes operate efficiently and, wherever possible, avoid duplication and align with other quality assurance processes and requirements.

1.5 The Examination Board

The main objective of the Examination Board of Eduquest International Institute is to develop and implement rules, policies and procedures relating to examinations & assessments. The board's responsibilities include but are not limited to, developing and implementing the processes for the following:

- The security of examination scripts and answer scripts
- The conduct of examinations/assessments processes

- The duties and responsibilities of invigilators and markers
- The moderation of examination and assessment marks
- The handling of appeals from students with regard to examination or assessment matters (if any)

Duration of the Term

The members of the Academic & Examination Board will sit for a term of two years, with the option for renewal.

Members of the Academic Board include:

- IDRIS MALIM SULTAN MALIM, M.Com.
- MOHAMED RABEEK RAVUTHAR B.E.
- IYER LAKSHMY BALAKRISHNAN, MBA.
- MERYTANTRI KASEM SE., M.Ed
- CHERYL CHEN WEI PING, BBM (Restaurant)

Members of the Examination Board include:

- IDRIS MALIM SULTAN MALIM, M.Com.
- MOHAMED RABEEK RAVUTHAR B.E.
- IYER LAKSHMY BALAKRISHNAN, MBA.
- MERYTANTRI KASEM SE., M.Ed
- CHERYL CHEN WEI PING, BBM (Restaurant)

Senior Management & Board of Directors

Idris Malim Sultan Malim, CEO



Mohamed Rabeeq Ravuthar (Rafiq), MD

Organisational Chart - Refer to website
<https://www.eduquest.sg/aboutus/teams>

1.6 Training Methodology and Approach

We believe that learning is not only about acquiring technical skills, it is also about learning behaviours that are desirable for work in a workplace setting. At Eduquest, our holistic teaching develops students' personal effectiveness to function individually and as a team player. Training is conducted in a classroom, baking and cooking classroom in a learning kitchen setting to enhance student learning outcomes. With a focus on experiential and problem-based training, students are encouraged to practise, improvise and feedback for continuous learning and improvement. Also, to cater to adult learners, Eduquest emphasises skills-based assessments. We are in the process of developing courses that include internship or Industrial Attachment.

1.7 Our Facilities

Eduquest training centre is purpose-built to optimise the learning experience of all students. Currently we have 2 active campuses, please refer to Appendix 2 for details. The Eduquest City Campus has 7 classrooms with simulated kitchen settings. We also have a comprehensive range of cooking equipment to enhance students' learning. The equipment available includes:

- Student Pantry
- Baking Ovens
- Mixers
- Induction stoves
- Coffee machines

Location	Class no.	Room	Size	Capacity
Main Office 73 Bukit Timah Road #02-00 REX House Singapore 229832	1	Classroom 1 - Titan	22.35 m2	14
	2	Classroom 2 - Crescent	28.90 m2	19
	3	Classroom 3 - Venus	34.85 m2	23
	4	Classroom 4 - Horizon	28.50 m2	19
	5	Classroom 5 - Pinnacle	31.90 m2	21
	6	Classroom 6 - Culinary Classroom	73.4 m2	48
	7	Classroom 7 - Baking Classroom	47.1 m2	31
West Campus 2 Venture Dr, #09-14 Vision Exchange, Singapore 608526	1	Classroom 1	27 m2	18
	2	Classroom 2	45 m2	30

1.8 Fire Evacuation

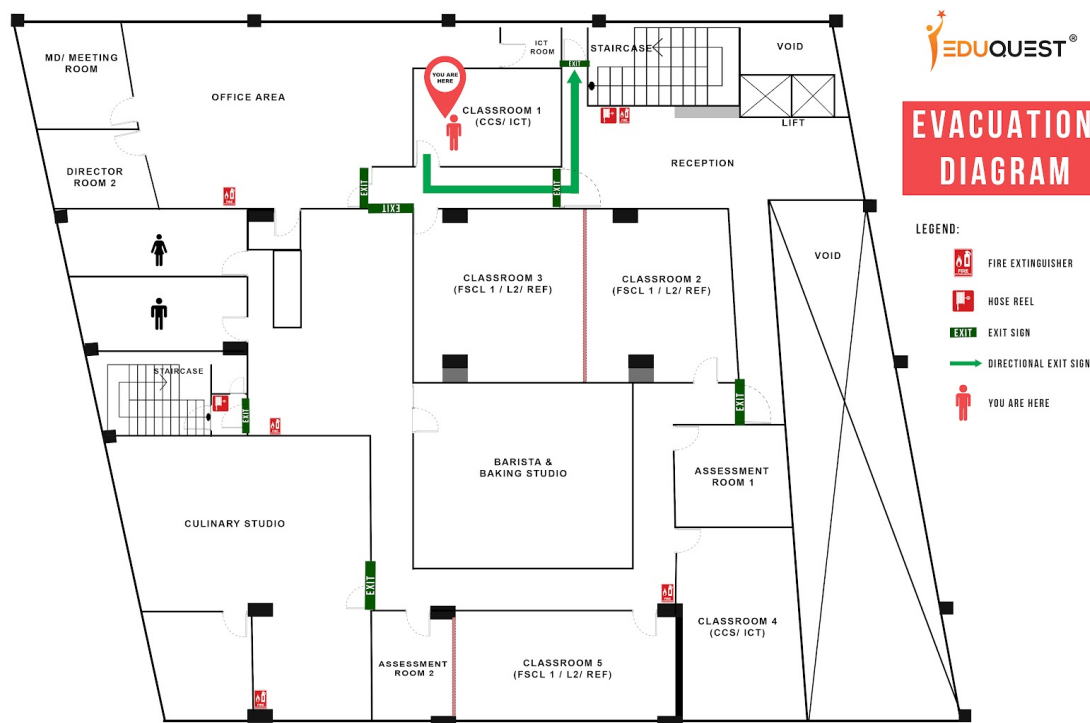
In the event of a fire outbreak in the Eduquest Campus, all students are to evacuate out of the building in a safe, quick, and orderly manner to a designated Assembly Point. Fire Alarm will be activated for the evacuation of the building. Students are to be familiarised with the emergency escape routes (exiting from the respective highlighted room exits) should any emergency arise.

In Case of Fire or Emergency

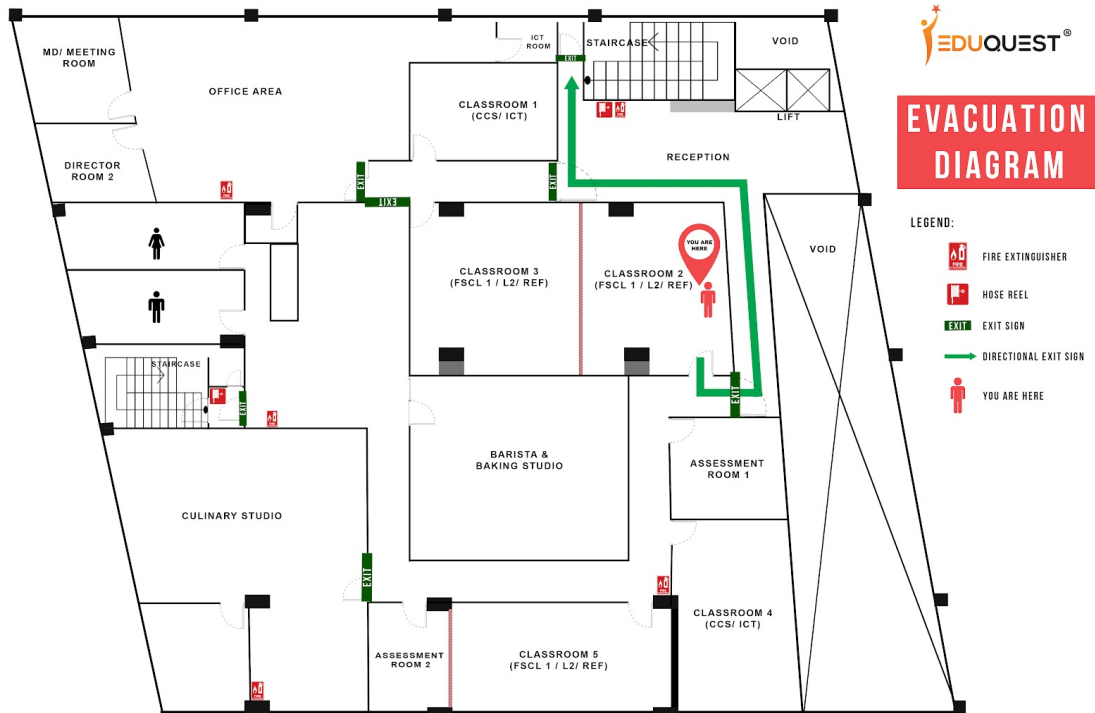
1. Every person must evacuate the building immediately by following the nearest exit sign to exit from the building – i.e., the main door of ATC.
2. All students and staff members are to meet at the respective assembly area.
3. The facilitator is to ensure all new students take note of the locations of the following items:
 - All Fire Extinguishers
 - All First Aid Boxes (available)
4. In the event of a fire or explosion, all occupants must evacuate the building at once.

The emergency escape routes, as stated in the floor plans, are to be strictly followed:

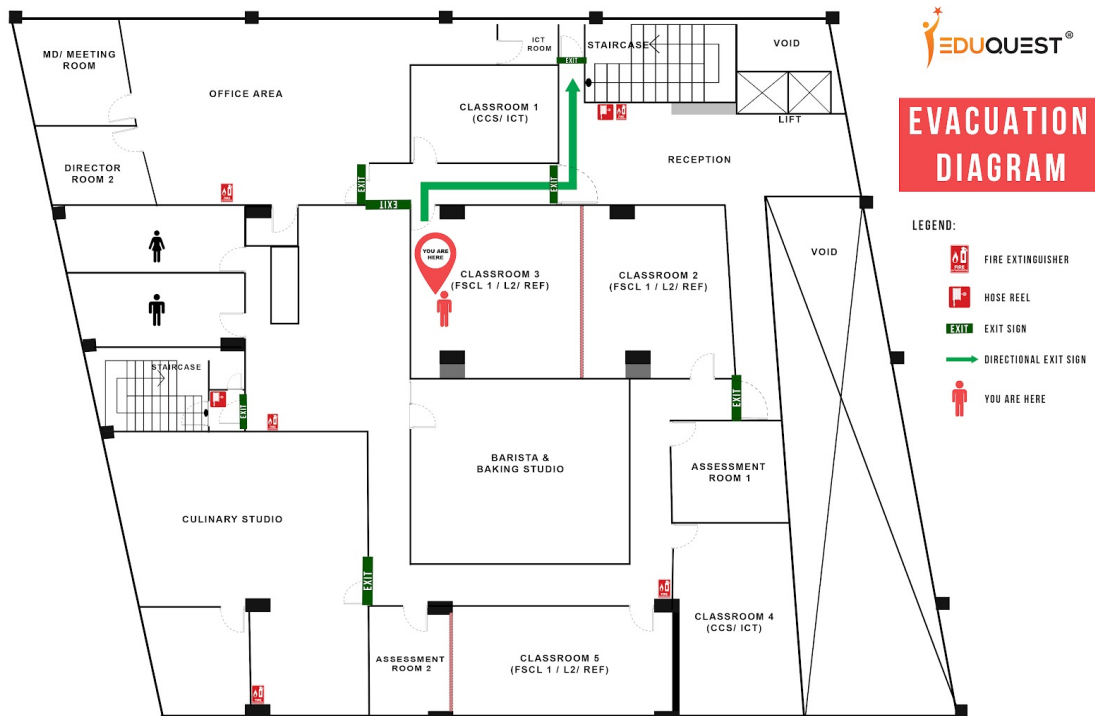
Classroom 1 - Rex House #02-00



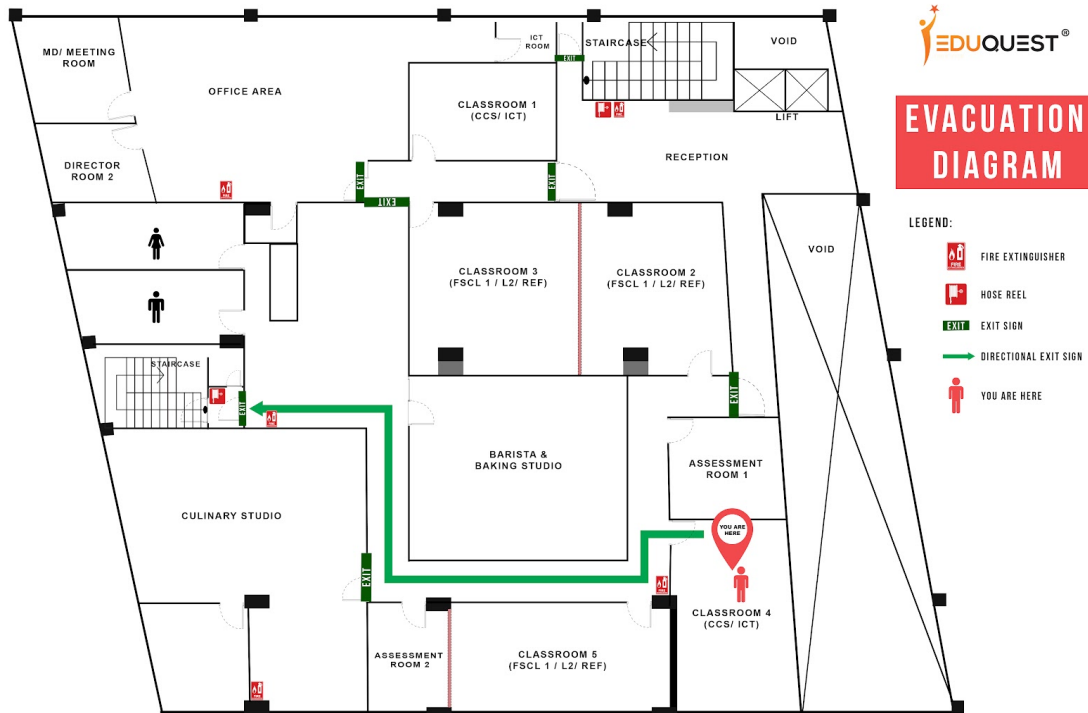
Classroom 2 - Rex House #02-00



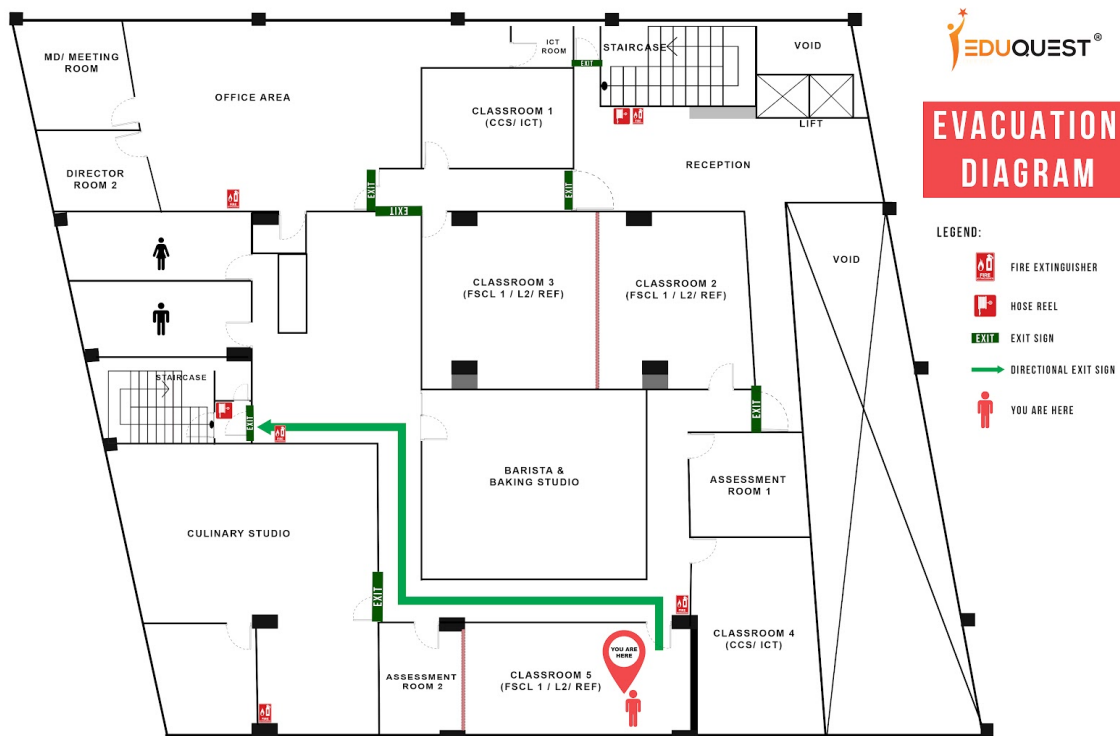
Classroom 3 - Rex House #02-00



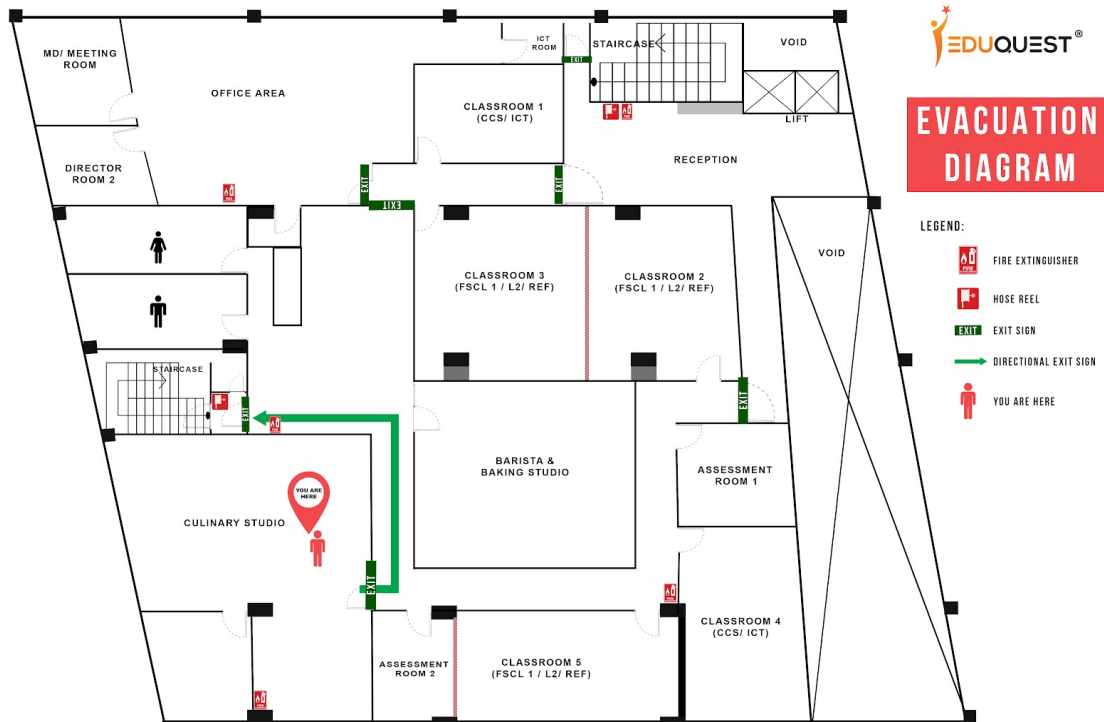
Classroom 4 - Rex House #02-00



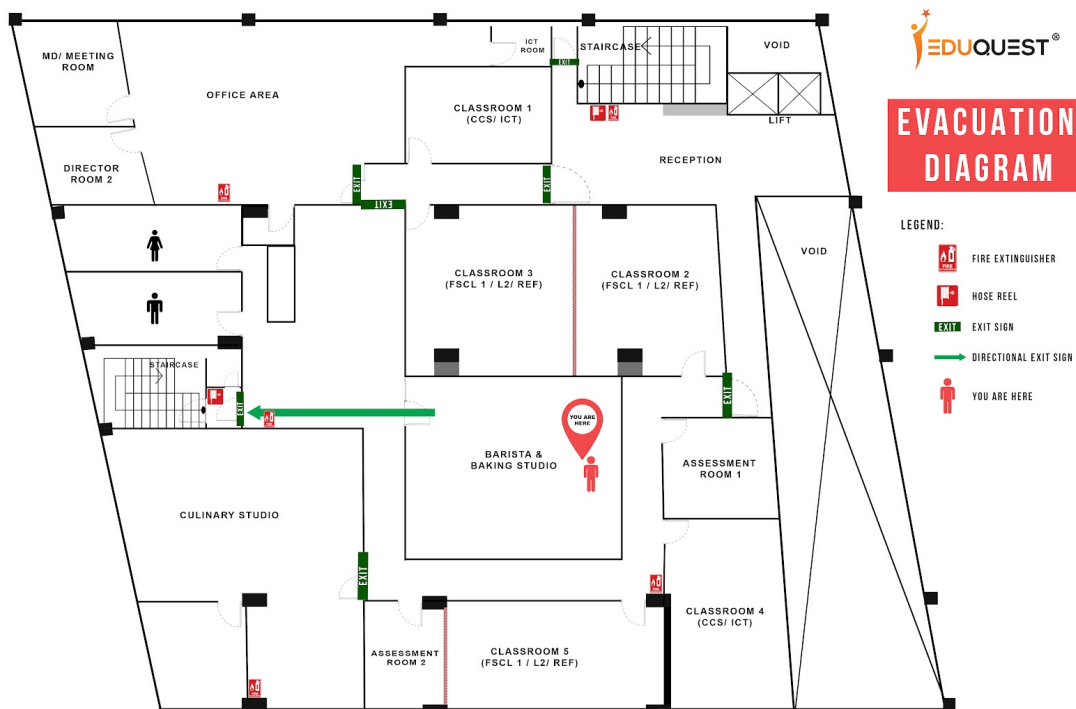
Classroom 5 - Rex House #02-00



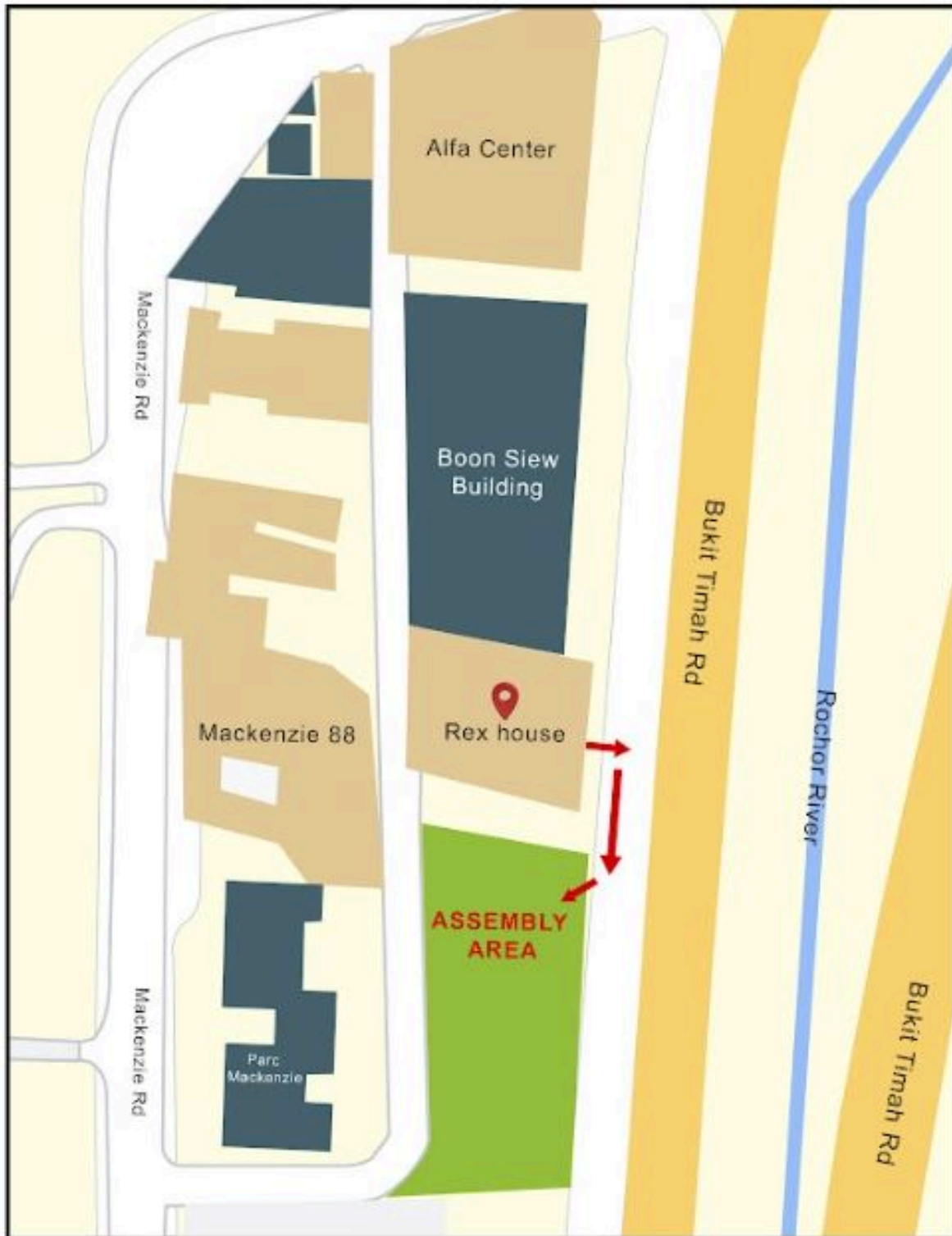
Classroom 6 (Culinary) - Rex House #02-00



Classroom 7 (Barista & Baking) - Rex House #02-00

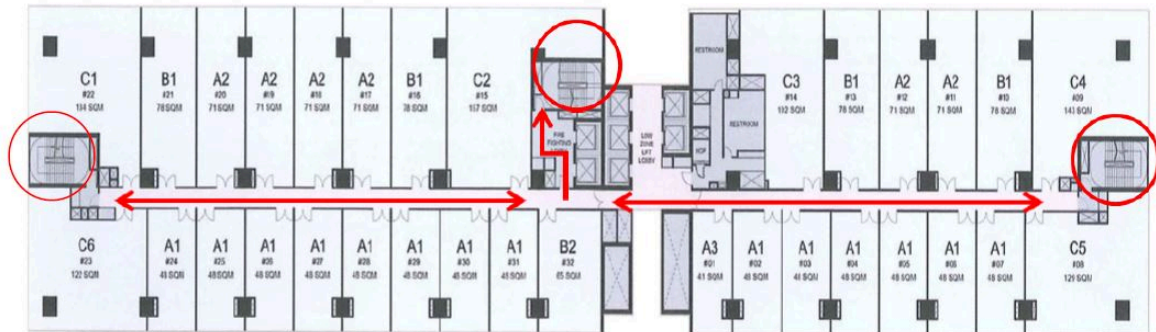


Assembly Point - Rex House



Classroom 1 & 2 - Vision Exchange #09-14 (Jurong East Campus)

6th / 7th / 9th / 11th / 13th Typical Storey Plan



Assembly Point - Vision Exchange

FIRE EVACUATION ROUTE

Assembly Area:- level-1 Path way (Under MRT track)



Vision Exchange

1.9 Private Education Act & SkillsFuture Singapore

Previously established under the Private Education Act (passed in September 2009), the Council for Private Education (CPE) was sanctioned with the legislative power to regulate the private education sector in Singapore.

On 3rd October 2016, The Singapore Workforce Development Agency (WDA) and CPE was restructured to form SSG. Since then, has continued to be responsible for overseeing the private education sector to carry out the functions and governance powers relating to private education under the Private Education Act 2009.

The Private Education Act requires all private schools in Singapore to be registered with SSG and meet basic requirements on information disclosure, academic processes and corporate governance to raise standards in the private education sector and it is known as Enhanced Education Framework (ERF).

With effect from 1 October 2024, the Committee for Private Education was dissolved and SSG directly exercised its functions and powers under the Private Education Act 2009 and subsidiary legislations. This transition marks another important step in the ongoing efforts to better oversee the private education and adult training sector, and builds on the consolidation of these functions under SSG for better coordination and efficiency.

- For further information, please visit the SkillsFuture (SSG) website. <https://www.ssg.gov.sg/resources/private-education-resources> – Information for PEIs and Students.
- Standard PEI-Student Contract
For all Full Qualification courses offered by Eduquest, students will be provided with a Standard PEI-Student Contract, which can be found on the SSG website. [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/edutrust-certification-scheme/where-can-i-get-more-information](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/edutrust-certification-scheme/where-can-i-get-more-information)
- Fee Protection Scheme (FPS)
Under this scheme PEIs are required by SSG to protect unconsumed course fees paid by students should PEI close down. Eduquest is adopting to collect no more than two months of course fees in advance from our students. For more information on the Fee Protection Scheme, please refer to the below link: [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/protection-of-course-fees](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/protection-of-course-fees)
- Medical Insurance
Eduquest does not purchase Medical Insurance for SG/PR as they are already covered under Medishield life.

1.10 Registrations & Certifications

1.10.1 Enhanced Registration Framework (ERF)

Eduquest is a registered private education institution with SkillsFuture Singapore (SSG), under registration number 200721365K which current validity is from 07 Jan 2022 to 06 Jan 2026. The Enhanced Registration Framework (ERF) sets the minimum standards that all PEIs must meet the mandatory registration requirements.

1.10.2 Registered Training Provider (RTP)

Eduquest is a Registered Training Provider (RTP) with SkillsFuture Singapore (SSG), and we adhere to the SSG Terms for Training Providers, including undergoing Training Provider Quality Assessment (TPQA) and providing plans for managing affected learners if ceasing operations.

1.10.3 Data Protection Trustmark (DPTM)

The Data Protection Trustmark (DPTM) is a voluntary enterprise-wide certification for organisations to demonstrate accountable data protection practices. The DPTM will help businesses increase their competitive advantage and build trust with their customers and stakeholders.

For detailed information, please visit the IMDA website on [DPTM](#).

1.10.4 ISO 27001 (ISMS)

ISO 27001 certification demonstrates that an organization's Information Security Management System (ISMS) meets international best practices, ensuring data security and compliance with relevant regulations.

For detailed information, please visit the ISO website on [ISO 27001:2022](#).

1.10.5 Progressive Wages Mark (PWM)

The Progressive Wage Model (PWM) programme under MOM helps to increase wages of workers through upgrading skills and improving productivity.

For further information, please visit the MOM website on [PWM](#).

1.10.6 Great Place To Work

A company is a great place to work when it cares about and supports its employees while also challenging them to grow. This certification helps higher management understand how employees in Eduquest stack up experience and get recognized for the great workplace culture we've built.

For further information, please visit the website on [GPTW](#).

Our Credentials

SSG Registered Private Education Institute (PEI)	 SSG Registered Training Provider (RTP)	
 		

2.0 STUDENT POLICIES & PROCEDURES

(Transfer, Withdraw, Defer, Refund and PDPA)

- The maximum processing time for the transfer, withdrawal, and deferment process, from the point of student's request to informing the student of the outcome in writing, shall not be more than 4 weeks.
- All requests must be made in writing through email to info@eduquest.sg or respective request link on the website or through LSE assistance with any supporting documents and Reasons for the request (transfer, withdrawal, refund, leave of absence) clearly stated in the Request Form (Appendix 1). Receipt acknowledgement will be given to students.
- For students under 18, written consent from the parent/legal guardian must be obtained.
- All requests will be reviewed on a case-by-case basis and the School will have the final decision on the outcome.
- The School's refund policy shall apply for all qualified refunds. Students will refer to the School's Refund Policy and the Standard Student Contract for further details.

2.1 Transfer

2.1.1 Transfer Policy

The definition of transfer is when a student changes the course of study (including from full-time to part-time or vice versa) within Eduquest.

Considerations for granting the transfer:

- All outstanding fees must be settled before request.
- Attendance & conduct of student
- Validity of reason given
- Students must fulfil the admission criteria of the new course and will be subjected to the School's student selection and admission procedures.

For international students, the course transfer is subject to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.

A student who transfers within the School must have their existing contract terminated. A new Student Contract will be signed based on the procedures for executing student contracts.

2.1.2 Transfer Procedures:

- a. Students shall submit a course transfer request using the prescribed form. Eduquest will contact the student for further consultation and approval consideration. For students under 18, their parents/guardians shall submit the Course Transfer Request form on behalf of the student.
- b. Students must meet all minimum entry requirements of the new course they wish to transfer to and submit to the Academic Department for approval. LSM shall conduct pre-course counselling for the new course.
- c. The standard Student Contract of the current course will be voided upon approval of the course transfer.
- d. A new standard student contract for the new course will need to be signed upon approval of the course transfer.
- e. All outstanding fees must be paid.
- f. The maximum processing time from the point of student's request to informing the student of the outcome in writing, shall not be more than 4 weeks.

2.2 Withdrawal

2.2.1 Withdrawal Policy

The definition of withdrawal is when a student discontinues all courses with Eduquest. The PEI- Student contract is terminated, and he/she will no longer be a student of Eduquest. Refund policy shall apply unless otherwise agreed between Eduquest and the student.

Considerations for granting the withdrawal:

- a. All outstanding fees must be settled before request.
- b. Eduquest will explain the implications of a student's withdrawal from the school.
- c. If the student is under 18, the parent or guardian must provide written consent for the withdrawal.
- d. Students, once withdrawn, are required to submit a new application, subject to the prevailing fees, to resume their studies.

For International Students, ICA will be informed by cancelling the student's pass. A student's pass holder must submit his/her student's pass to the school for cancellation of the student's pass with ICA.

2.2.2 Withdrawal Procedures:

- a. Students shall submit a course withdrawal request using the prescribed form, along with any necessary supporting documents. For students under 18, their parents/guardians shall sign the Course Withdrawal Request Form.
- b. Eduquest student service staff will meet with the student and determine if solutions for student retention are possible. If no solution is found, Eduquest student service staff will note the reason for withdrawal to be submitted for final approval. Approval will be done within 7 working days from the student's submission date.
- c. A written notification will be given to the student to inform them of confirmation of their course withdrawal request.

2.3 Deferment

2.3.1 Deferment Policy

The definition of deferment is when a student delays or postpones the course (or module) to a later date while continuing in the same course.

Considerations for deferment:

- a. Students can apply for deferment only once for any particular course.
- b. Requests for deferment extension will be considered on a case-by-case basis.
- c. In applying for deferment, students have to take note of the course completion timelines. **Students are allowed to defer only once with a maximum deferment period of 12 months.**
- d. Deferment is subject to the availability of modules/courses offered. The school reserves the right to offer similar modules/courses to replace discontinued modules/courses.

ICA will be informed through the application of the new Student's Pass. The course deferment is subject to ICA's approval of the new Student's Pass.

If the student contract is still valid, an addendum will be signed to reflect the deferment. For terminated student contracts, a new student contract will be signed based on the procedures for executing student contracts.

2.3.2 Deferment Procedures

- a. Students shall submit a course deferment request using the prescribed form. Eduquest will contact the student for further consultation and approval consideration. For students under 18, their parents/guardians shall submit the Course Deferment Request Form on behalf of the student.

- b. Eduquest staff shall provide counselling, clearly explain the implications of deferment, and offer pastoral counselling, if requested.
- c. For student's pass holders if applicable, their deferment is subject to the approval of their student's pass by ICA.
- d. Approval of deferment is also subject to the availability of the course/module offered.
- e. All deferment requests shall be subject to approval by the Academic Curriculum Management (ACM).
- f. Upon approval, Eduquest shall issue a "Letter of Deferment", stating the terms and validity of the deferment. The maximum deferment period is 3 months per deferment request.
- g. A new Student Contract or an addendum to the existing contract shall be prepared when the student is ready to commence the course.
- h. An administrative fee shall be charged for processing deferment requests unless otherwise agreed between Eduquest and the student.

2.4 Refund Policy

- 2.4.1 The PEI will notify the Student in writing within **three (3) working days** after becoming aware of any of the following (each a "Refund Event"):
 - a. It cannot commence the provision of the Course on the Course Commencement Date;
 - b. It cannot complete the provision of the Course by the Course Completion Date;
 - c. The Course will be terminated before the Course Completion Date;
 - d. The Student does not meet the course entry or matriculation requirements as stated in Schedule A of the student contract; or
 - e. The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.
- 2.4.2 Where any of the Refund Events in Clause 2.4.1 (a) to (c) above has occurred:
 - a. The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party within ten (10) working days of informing the Contracting Party of the Refund Event.
 - b. If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract, and the PEI Student Contract shall automatically terminate on the date that such new written contract comes into effect.
 - c. If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 2.4.2 (a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate the PEI Student Contract by way of a written notice to the PEI.

- 2.4.3 Where any of the Refund Events in Clauses 2.4.1 (d) to (e) has occurred, the PEI shall forthwith terminate the PEI Student Contract by way of a written notice to the Contracting Party.
- 2.4.4 If the Contract is terminated pursuant to Clause 2.4.2 (b) read with Clause 2.4.1 (a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- 2.4.5 If the Contract is terminated pursuant to Clause 2.4.2 (b) read with either Clause 2.4.1 (b) or Clause 2.4.1 (c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- 2.4.6 If the Contract is terminated pursuant to Clause 2.4.3 or Clause 2.4.2 (c) read with Clause 2.4.1 (a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- 2.4.7 If the Contract is terminated pursuant to Clause 2.4.2 (c) read with either Clause 2.4.1 (b) or Clause 2.4.1 (c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- 2.4.8 Refund for Withdrawal During the Cooling-Off Period: Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the PEI Student Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of receiving the written notice.
- 2.4.9 Refund for Withdrawal Outside the Cooling-Off Period: Without prejudice to Clauses 2.4.1 to 2.4.8 above, the Contracting Party may terminate the PEI Student Contract before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall, within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with the Refund Table.

Refund Table

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C of the student contract]	If the Contracting Party's written notice of withdrawal is received:
[100]	14 days or more before the Course Commencement Date

[50]	8 – 13 days before course commencement
[0]	7 or fewer working days before course commencement or After course commencement or no show of the participant on the date of course commencement
[100]	In case trainees are withdrawn due to the class postponement or the class cancellation by Eduquest.

2.4.10 Refund Procedure

- a. Students must submit the written Course Withdrawal / Refund Request Form via email or through the Learning Support Executive (LSE) with any applicable supporting documentation and clearly stated reasons for the refund. Students will receive a receipt acknowledgement.
- b. Upon receipt of the Refund Request and all supporting documents, the LSE Team will check eligibility and verify the student's record and proceed to submit it to Finance for computation and approval.
- c. All refunded amounts must strictly adhere to the refund policy as stated in the PEI Student Contract unless otherwise decided by Eduquest's management.
- d. Upon approval by the Management Team, the LSE Team will contact the student to inform them of the following:
 - i. The student's eligibility for a refund.
 - ii. The refund amount and a detailed explanation of the computation.
 - iii. The expected refund date and mode of payment.
- e. The maximum processing time from the point of the student's request to informing the student of the outcome in writing should not be more than 4 weeks. Upon approval of the request, the refund must be done within (7) working days.
- f. Miscellaneous fees refer to the PEI Student Contract Schedule C. There will be no refund of miscellaneous fees for the current month or part thereof that has already been utilized. Miscellaneous Fees refer to any non-compulsory fees that the trainees pay only when applicable. Such fees are normally collected by Eduquest when the need arises.
- g. Students dissatisfied with the decision regarding the application for a refund may appeal to the management for consideration.
- h. All requests pertaining to fee refunds are subject to management's final approval.

2.5 Personal Data - Privacy Policy

Eduquest follows the Personal Data Protection Act which provides the security and confidentiality of all students' information. Please refer to the Data Protection Notice on our website: <https://www.eduquest.sg/aboutus/pdpa>.

3.0 ACADEMIC POLICIES

3.1 Courses Duration & Schedule

- a. The duration and schedule of your course will be stated in your student contract. You must complete the courses within the stipulated time per module unless the school has approved deferment.
- b. Students are expected to arrive at least 15 minutes before the start of the lesson or exam/assessment.
- c. The school observes all Singapore Public Holidays, no lessons will be conducted during gazetted public holidays in Singapore.
- d. The Institute reserves the right to vary or change the assigned lecturer, schedule, and classroom venue before and during the study. However, students will be informed adequately to avoid disruption to their studies through any other means available at the time (i.e., email, WhatsApp). It is your responsibility to check your email/WhatsApp timely for the finalised schedule.

3.2 Assessment

- a. Students must fulfil the assessment criteria stipulated in the module outline to complete their course.
- b. Anyone found cheating or collaborating in a cheating case may be barred from sitting for the rest of the papers/assessment. If found guilty, the student will not be given an assessment outcome for the module and deemed to have failed the module concerned.
- c. A student absent from assessment due to illness must produce a valid medical certificate within 1 day from the assessment date. Otherwise, the student will not be given an assessment outcome for the assessment and "absence without reason" will be indicated in the student's records.
- d. The results for each assessment will be released to the students within 2 weeks after the last day of each assessment, upon EB approval of results.

3.3 Course Orientation

Students are required to attend a Start of Course Orientation briefing before the commencement of class. Course details, requirements and expectations will be reiterated during orientation.

3.4 Course Materials

When you have enrolled and have paid up your course fees, you will receive your course notes in an electronic format on the first day of each module. You can scan the course notes QR from your lecturer during class.

3.5 Fee Payment

3.5.1 Type of Fees

- a. Course Application Fee = refers to the fee that the student pays to the Institute solely for processing their application to determine their admission eligibility to the course. I.e., whether the student meets the course admission requirements
- b. Course Fees = Shall refer to the compulsory fees to be charged by the PEI on account of the Student's undertaking of the Course and as stated in Schedule B in the Student Contract.
- c. Miscellaneous Fees = Shall refer to non-compulsory fees potentially chargeable by the PEI on account of, or arising from, the Student's undertaking of the Course, and as described in Schedule C in the Student Contract.

3.5.2 Payment modes

Please make payment using one of the options below.

- a. Apply SkillsFuture Credit Claim (For Singaporeans aged 25 and above)
- b. Pay using PayNow QR
- c. PayNow UEN - 200721365K
- d. Other transfer - DBS Bank Corporate Account Number: 074-901453-9

The Institute will issue receipts for all payments made, and official receipts must be retained to substantiate payment status.

Students who pay by instalments (if any/applicable) are reminded to make payment before their respective due dates to avoid any inconvenience or be subjected to late payment penalties (refer to Miscellaneous Fees of this Handbook).

Appeal fees are chargeable for each module and are non-refundable regardless of the outcome of the appeal. Students can only appeal when he/she has failed the module. Appeals for a better pass grade will not be entertained.

3.6 Grading Scheme

The following grading notations apply to all modules:

Description	Grade Notation
Competent	C
Not Yet Competent	NYC

Students must achieve a Competent grade of “C” to pass the module. No student will be allowed to retake a module for which they have been assessed a “Competent”. Re-assessment opportunities are available for students who are assessed to be “Not Yet Competent” for the module. Students will be required to be re-assessed within the course duration.

Students will be required to retake the module (also referred to as Re-Module) and attend class when the retake opportunities are exhausted. Students must pay for the Re-module fee applicable at the time of enrolment (refer to Miscellaneous fees of this Handbook). No training allowance is applicable in this case.

Students will receive a Statement of Achievement (SOA) for WSQ-registered modules in which they achieve competency. Once all modules required to achieve the full qualification are attained, students will be issued with Course Certificate from Eduquest.

3.7 Attendance Policy

The school encourages all students to be regular and punctual for their classes. Please note the attendance requirement and leave application guidelines as mentioned below:

- a. All non-student pass holders should have a minimum attendance of 75% of the training hours per module.
- b. All students on a Student Pass should have a minimum attendance of 90% of the training hours per module.
- c. Any absenteeism should be supported by medical certificates or approved student leave.
- d. Students with attendance below the min required in (a) & (b) will not be allowed to attend the final assessment/exam until they attend the make-up class to top up the required % of attendance.
- e. LSE will keep track of the attendance rate of each student for each module and follow up by issuing warning letters or arranging counselling sessions for the student whose attendance rate falls below the required rate.

3.7.1 Attendance Requirements for Student Pass Holders

- a. Attendance Requirements for Student Pass Holders: 90% each month to keep their Student Passes
- b. Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the school whenever a student on a Student Pass has a monthly attendance of less than 90%.
- c. International students who are holding student passes and are absent without any valid reason will be dealt with in the following manner:

Attendance Rate	Action to be Taken (For Student Pass Holders)
90 – 94%	<ul style="list-style-type: none"> • 1st Warning Letter to be issued • To conduct Academic Counselling • The parent/guardian is to be informed (if student <18 y/o)
85 – 90%	<ul style="list-style-type: none"> • 2nd Warning Letter to be issued • To conduct Academic Counselling (Including Cancellation of Student's Pass reminder if attendance <85%). • The parent/guardian is to be informed (if student <18 y/o)
< 85%	<ul style="list-style-type: none"> • Final Expulsion Letter to be Issued (Including Cancellation of Student Pass) • The parent/guardian is to be informed (if student < 18 y/o)

- d. As set out in the Terms and Conditions of Student's Pass, Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass cancelled with effect from the 8th day, and the email notice of cancellation will be sent to the student's email address as registered with the School.

3.7.2 Absence from Class/Training or Assessment

The Institute takes a serious view on absenteeism without valid reason during the course (Absent No Reason).

- a. Absent with reason/supported documentation (Medical Certificate)
- In the event that the student is absent from classes due to medical reasons, the original (or verified copy) medical certificate will need to be submitted to the Student Services Office via the lecturer upon the student's return to class.
 - Only the medical certificate issued by the hospitals, polyclinics or general practitioners is recognised/accepted.
 - Reservists leave to be submitted with the notice letter from MINDEF.
 - Absence without a valid medical certificate will be reflected as an absence without a valid reason for attendance.
- b. Punctuality
- Punctuality is a demonstration of respect and responsibility. Students are expected to exercise self-discipline by being punctual at all times for lectures and when handing in their assignments.

3.8 Make-up Policy for Lessons

- a. Students who are absent or arrive late for class may be required to attend make-up lessons. Students who have not satisfied the minimum attendance rate will be graded "Fail" for the module and will be barred from examination/assessment or required to re-module.

- b. Students will be informed once the make-up lesson is established. If the student fails to complete the required make-up lesson, he/she will receive a "Fail" grade for the affected module(s).
- c. The LSE coordinating the course may adopt the following make-up procedures:
 - i. Student to put in additional time on the scheduled day(s) of make-up lesson
 - ii. Students may be required to join another cohort of students after the end of the course for the affected module. In this case, it may be considered as a re-module.
- d. Students will not be entitled to a training allowance for make-up lessons.
- e. Refer to the Miscellaneous fee in Schedule C in the PEI Student Contract for any admin fee applicable.

3.9 Academic Fraud & Plagiarism Policy

Academic Fraud may include but not limited to cheating, collusion, data falsification, false citation, and contract cheating.

Plagiarism is the form of a student copying information from one source and presenting it in a paper or report without using footnotes or direct mention of the source in the body of the paper. Naturally, students are expected to read and use various sources when writing a paper. Still, when the exact words (or words with slight modification) or ideas of others are used, the sources should be properly acknowledged. When lecturers read the student papers, they want to know which ideas are the students and which belong to other sources. It is also unacceptable to submit another person's paper or assessment as your own. In such cases, lecturers may impose sanctions such as a fail grade.

Depending on the severity of the offense, any acts of academic dishonesty will result in severe penalties, which may include immediate failure of the module or expulsion from Eduquest. By submitting assignments, students acknowledge that they have read, understood, and agreed to comply with this policy.

3.10 Appeal for Exam/Assessment

- a. Upon release of results, students who are dissatisfied with the outcome may submit an Appeal Request Form to the LSE. This is to be done within seven (7) working days of the release of assessment results.
- b. The LSE is to acknowledge the receipt of the Appeal Request Form within 3 working days and proceed to submit the appeal to the Academic Head.
- c. The Academic Head is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, the Academic Head will re-mark the paper. Comments in relation to the re-mark must be stated in the Appeal Request Form, which would be circulated to the Academic and Examination Board for review and approval.
- d. All decisions made by the Academic and Examination Board are final.
- e. The LSE will inform the student of the final decision within four (4) weeks from the appeal date.
- f. If changes are required, the institute will make the necessary amendments to the

- transcript based on the appeal result and update the affected student.
- g. Refer to the Miscellaneous fee in Schedule C in the PEI Student Contract for any admin fee applicable.

3.11 Graduation

Students will be eligible to graduate after they have met the following:

- a. the minimum attendance requirements,
- b. paid all fees
- c. passed all required assessments.

Eduquest shall inform students when their awards and transcripts are ready for Collection upon approval by the Internal Exam Board (IEB).

4.0 SCHOOL'S CODE OF CONDUCT

The School's code of conduct is categorised into the following.

4.1 Code of Conduct

- a. Behaviour in Classes
 - i. Be punctual for classes.
 - ii. Do not leave the class early or be absent without valid reasons.
 - iii. Do not speak loudly in class.
- b. General Behaviour in School
 - i. Be courteous to all fellow students, staff, and learning facilitators.
 - ii. Be appropriately dressed in the School. Ragged clothes, mini-skirts, revealing clothing and slippers are deemed improper.
 - iii. Do not vandalise or mishandle the School's premises and equipment.
 - iv. Do not consume alcohol or smoke in the School.
- c. Conduct sitting for assessment:
 - i. Student must SWITCH OFF all mobile phones and other portable electronic devices and leave them in their bags before entering assessment room
 - ii. Students are advised to arrive outside the assessment room 15 minutes before the scheduled time. When the room is ready, students will be instructed to enter
 - iii. Students who arrive more than 30 minutes late will not be allowed into the assessment room. If students turn up late at their assessment room because of a major public transport service disruption they will be given a full duration of time allocated for the paper/tasks. Students who are affected by such a situation must inform the Main Assessor immediately when they reach their assessment center.
 - iv. Students are to leave their bags at the front of the room

- v. Students are to move to the column/seats as directed by the Assessor
- vi. Students are required to bring their Identity Card with them for verification, all writing instruments, approved calculators and any other material required & permissible for that assessment. They will not be allowed to borrow any material during the assessment.
- vii. Only bottled water is allowed in the assessment room. Food and other drinks are not allowed
- viii. Students are allowed to visit the restrooms accompanied by another admin staff. The main assessor will call (phone) admin staff to accompany the student.
- ix. Students must not leave the assessment room for the entire duration of the assessment.
- x. Students are required to write their names and Identification number on (every sheet of) their answer scripts
- xi. Students are not allowed to use correction fluid/tape and electronic dictionaries or translators during the assessment
- xii. Students must always follow the instructions of the Assessor.
- xiii. Students who are caught cheating during the assessment will be dealt with and subjected to disciplinary actions.

4.2 Minor Misconduct

Warning letter and counselling shall be given to students for the following minor misconduct:

- a. Consumption of Alcohol
- b. Smoking on Campus Grounds
- c. Disruptive Behaviour/Mischief During Lessons
- d. Foul or Abusive Language directed at Fellow Students, Learning Facilitators or Staff
- e. Inappropriate Dress Code

The Dress Code for all Food Safety and/or Baking & Culinary Academies are as follows:

- a. Wear kitchen safety shoes
- b. Wear Long / Full Pants
- c. Have Clean, Short, Trimmed, Natural Nails (No nail polish, gel or artificial nails)
- d. Tie up Medium / Long Hair neatly / wear hairnet
- e. No hand jewellery during the practical classes.

4.3 Major Misconduct

Major misconduct is considered as follows:

- a. Criminal Offences or Theft.
Criminal offences include, but are not limited to:

- i. Fighting or injuring another party on the School's premises.
 - ii. Conduct which is likely to endanger life or injure other classmates.
 - iii. Drug possession or consumption.
 - iv. International Students who work or moonlight illegally.
 - v. Stealing of School properties or student valuables.
- b. Vandalism of the Institute's premises or mishandling of equipment.
In the event if the student has vandalised the premises or mishandled equipment for whatsoever reason, the student shall compensate the Institute or replace the damaged items.
- c. Falsification of Information
Information provided to the school for course application procedures and attendance administration must be accurate, complete and truthful.

Falsification of information is a serious offence which shall result in expulsion.
- d. Cheating
Any form of plagiarism or cheating in assignments, projects or examinations will result in a fail grade for the module and administrative fees may apply.
- e. Working while on Student Pass
Students on Student Pass who have been caught working will be immediately expelled and reported to ICA.
- f. Violation of Singapore Laws
Singapore has strict laws for 'outrage of modesty' offences or being drunk and disorderly in public. Penalties include jail, fines and caning. Strict laws on e-cigarettes and vaporisers are also in place.

4.4 Disciplinary Committee Hearing

- a. Based on the discretion of the School, it can hold disciplinary hearings that will discuss and review misconduct by the Students. Disciplinary actions can be in the following order:
 - i. First Counseling
 - ii. Second Counseling and/or First Warning
 - iii. Final Warning
 - iv. Expulsion
- b. The School shall ensure a fair hearing for all students without discrimination.

4.5 Infringement of Policies and Procedures & Consequences

- a. All policies and procedures can be obtained from the Student Handbook and which will be updated regularly. Students are expected to observe strict adherence to every policy and procedure of the School.
- b. Violation of the Code of Conduct will result in disciplinary action, including:
 - i. Verbal or written warnings, suspension, or expulsion, depending on the

- severity of the offense.
- ii. Legal action for violations involving criminal behaviour.

5.0 STUDENT SUPPORT SERVICES

5.1 For All New Students

When you have been accepted into the course, you will receive the notice of acceptance and standard student contract, giving the course details. You will be informed of changes made to the course through your email address provided to the school.

5.2 For All Current Students (Where Applicable)

Eduquest aims to provide all students with suitable support services to facilitate their learning journey, including:

- a. Academic and Pastoral Counselling. Free and confidential counselling will be provided to help students cope with emotional and personal problems, as well as stress related to a new environment or course demands. When more serious problems are identified, the student will be referred to the appropriate support service or a professional counsellor. Eduquest shall offer pastoral counselling to support students in navigating life's challenges. Our staff will work collaboratively with students to develop effective solutions to their concerns. Counselling services address various areas, including academic stress, time management, anger management, relationships, health issues, and overall well-being. Through compassionate guidance, we aim to foster personal growth, resilience, and a balanced academic experience.
- b. Students' Activities

5.3 Wireless Connection

You may approach our staff for assistance to get connected to campus wifi.

5.4 Update of Student's Information

You can help us to contact you promptly when there is a need by making sure you provide us with your latest contact details (e.g., Telephone number, mobile phone number, residential address and email address.) You may write to info@eduquest.sg or approach your designated LSE for updating of your personal information. An email acknowledgment will be sent to you once the details have been updated in our system. If you do not receive any update within 48 hr after the request is submitted, please contact us at (65) 6338 7151.

5.5 Consumption of Food

You may consume your food and beverages in the Pantry area. Under no circumstances is food to be brought in and consumed in the workshops of the training Institute without prior approval from the trainer/instructor.

5.6 Issuance of Letters

The Institute shall provide letters of recommendation upon request. Students can request assistance by submitting the prescribed service request forms to the staff.

5.7 Post Course Advisory / Alumni Support / Education & Career Guidance

Eduquest shall provide comprehensive post-course advisory support to local students, including email consultations, informational talks, and personalized guidance. Our services cover course progression, upskilling, reskilling, and career development to help students make informed decisions about their academic and professional futures.

- a. Education Guidance. Eduquest conducts regular talks on study opportunities in Eduquest as well as overseas for students. The aim is to help students make informed decisions about their educational pathway.
- b. Career Guidance. Eduquest organises regular talks, workshops and visits for students. The aim is to improve students' employability and help them make better choices in their career pathway.

5.8 Student Development Programme (Holistic Programme)

The Academic and Curriculum Management and Learning Support Management Teams shall be responsible for developing the Holistic Programmes Plan. Students will be informed of latest programmes through channels such as briefings by Student Affair Officers (SAOs) and notices. Examples of the programme are:

- a. Bonding Activities. Eduquest organizes celebrations for selected festivals and special occasions to foster connections among students and staff. Additionally, staff-student meetings and other interactive activities provide opportunities for students to bond with one another and build a strong sense of community
- b. Community Involvement. Eduquest encourages students to participate in community events to instill positive values. These initiatives bring students and staff together to collaborate on projects that benefit local charitable organizations.
- c. Leadership Development Programmes. Eduquest shall provide a variety of programmes and platforms to help students develop their leadership skills

6.0 STUDENT FEEDBACK AND GRIEVANCE/DISPUTE

6.1 Feedback and Grievance/Dispute Resolution Policy

A feedback management system is put in place to collect and address all feedback received from trainees and staff for continuous improvement.

Trainees are strongly encouraged to participate in the TRAQOM surveys at every end of the module. Trainees are to complete the Quality Survey via the generic QR code, which takes no more than 5 minutes to complete. Six months after the course completion, the trainees will receive another email from SSG to participate in the Outcome

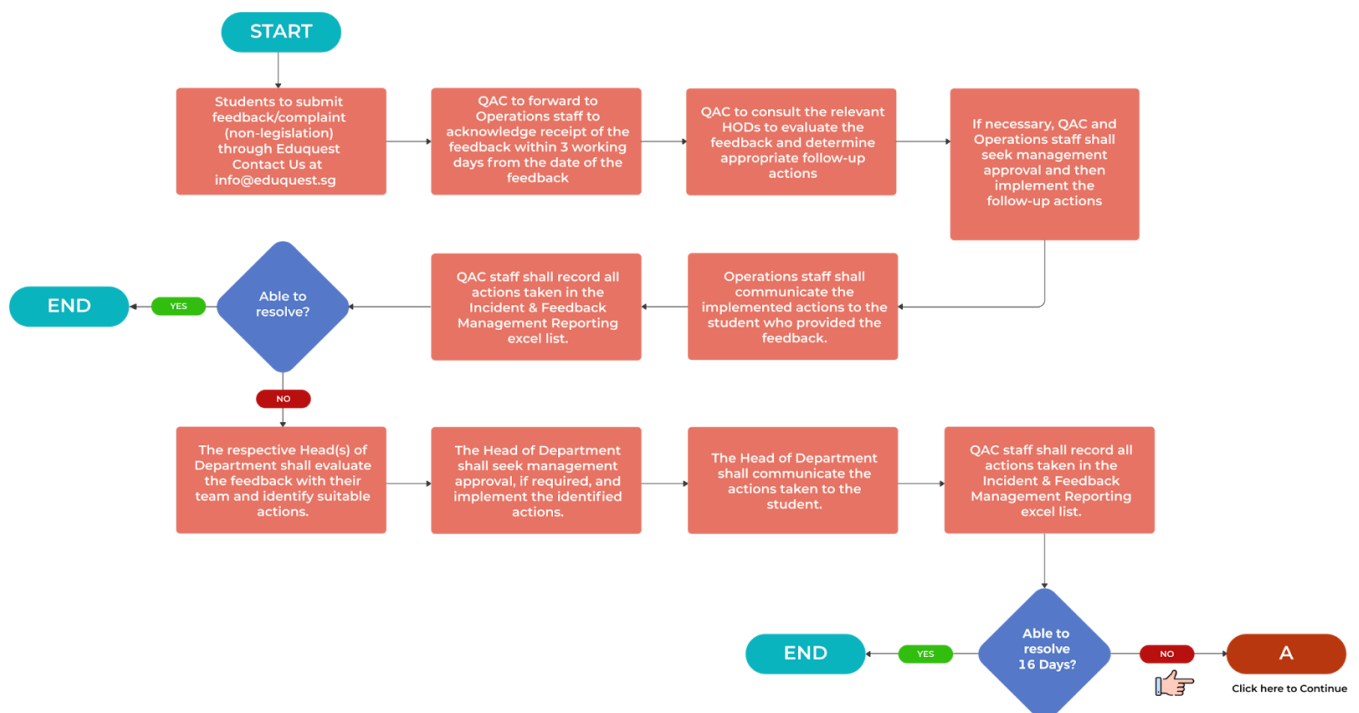
Surveys. All the survey responses from trainees will be aggregated and published on MySkillsFuture Portal. Eduquest values this information as input for continual improvement efforts. In addition, surveys are also conducted at the end of each major event/activity. The results of these surveys will help the Institute to improve its processes.

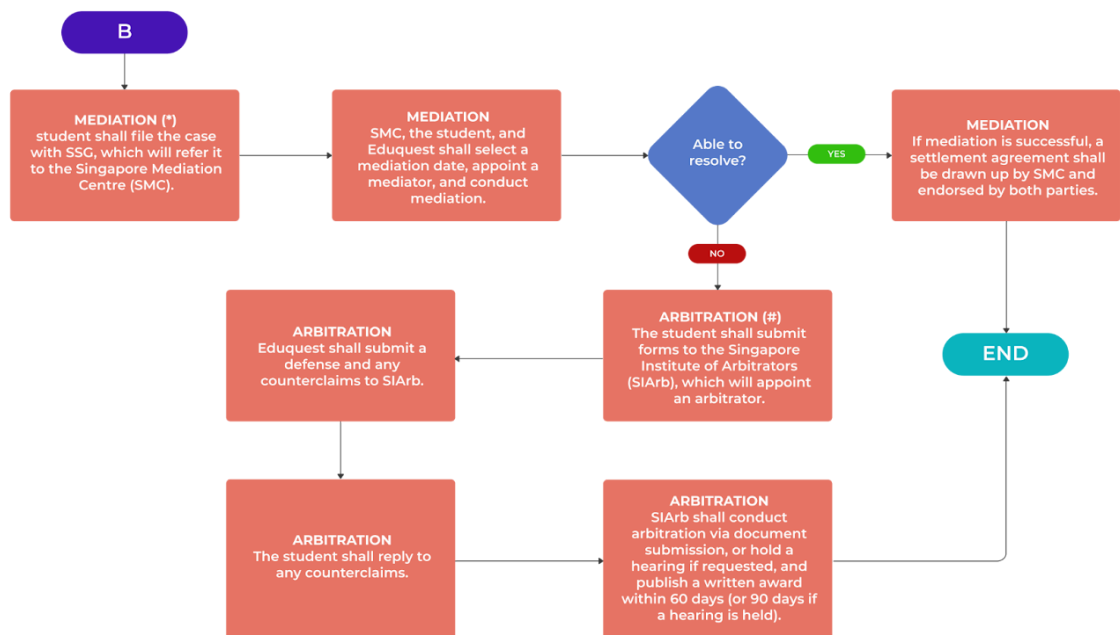
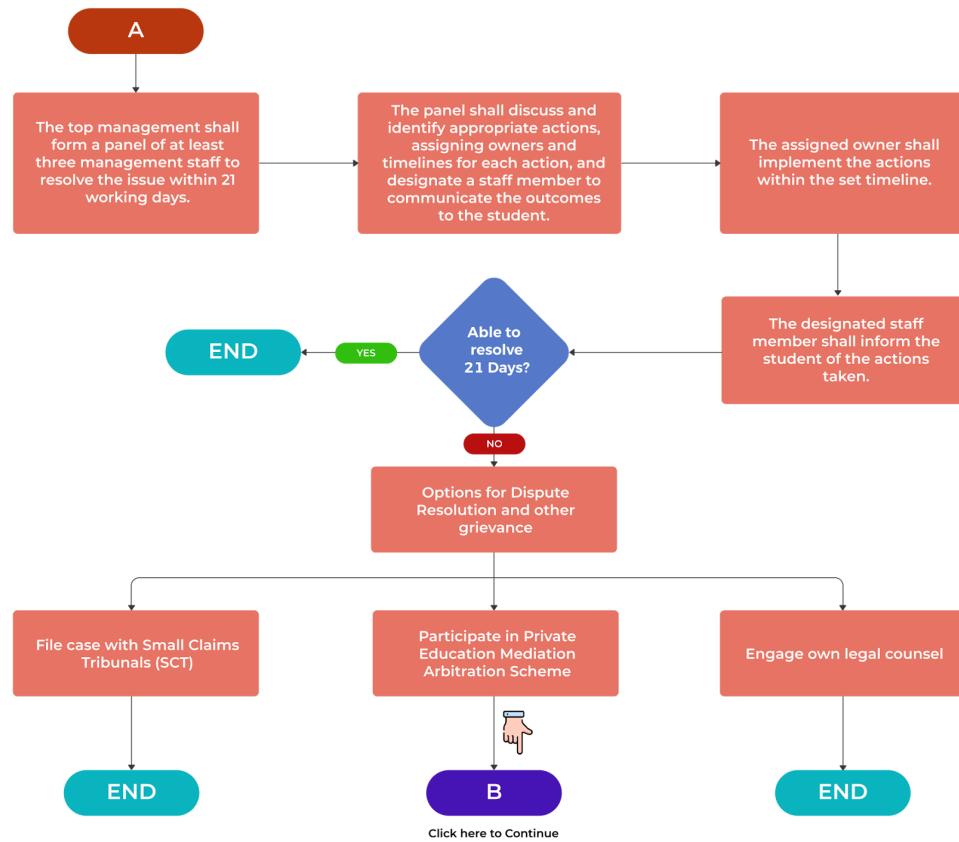
Eduquest also receives feedback from other channels, for example, emails, over-the-counter, and verbal conversations with any member of staff. Feedback received at info@eduquest.sg is acknowledged within one working day and the matter of concern will be resolved within 14 working days unless it involves complex issue(s) that require(s) more time to resolve. A designated staff will liaise with the person who raised the feedback till the case is satisfactorily resolved.

The system is designed to address in an objective, fair and reasonable manner grievances related to academic matters, such as appeals against results, for reinstatement, suspension, expulsion, awards, etc., and grievances related to lapses in service standards. If Management cannot resolve the dispute, the matter will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb). Refer [here](#) for details of the Private Education Mediation - Arbitration Scheme.

6.2 Dispute Resolution Procedures

Students who wish to provide any official complaints to the School should adhere to the following procedure: <https://www.eduquest.sg/contactus/feedback>





7.0 APPENDICES

Appendix 1 - Student Leave Request Form

EDUQUEST Leave Request Form

All "*" items are mandatory

1. Full Name as per NRIC/FIN/Passport *

2. NRIC/FIN/Passport *

3. Email*

4. Contact Number *

5. Current Course/Module *

6. Leave date(s) *

7. AM/PM/All day * (Select one):

- ☐ AM
- ☐ PM
- ☐ Full day

8. Type of leave * (Select one):

- ☐ Sick leave (Illness or Injury)
- ☐ Bereavement leave (Immediate Family)
- ☐ Personal leave
- ☐ Jury duty or legal leave

☐ Emergency leave

☐ Examination leave

☐ Others: _____

9. Reason(s) for leave:

10. Reviewed by Academic Department (Official Use Only):

Approval on Leave Request: ☐ Approved ☐ Rejected

Comments:

11. Approved Leave Period:

12. Approved by:

Name/Designation/Signature/Date

Appendix 2 - Assessment Appeal
ASSESSMENT RESULTS - APPEAL FORM

Personal Particulars	
Name	
NRIC/FIN	
Contact No	
Course Information	
Name of Course Attended	
Date of Training	
Date of Assessment	
Details of Appeal	
Date of Appeal	
Reason(s) for Appeal	
<p>I have read and understood the terms and conditions of the appeal on page 2 of this form and agreed to abide by it by submitting this request.</p> <p>_____</p> <p>Signature</p>	

Outcome of Appeal: Certified Competent / Not Yet Competent	
Assessment Committee's Remarks:	
<p>_____</p> <p>Signature of Assessor</p> <p>Name:</p> <p>Date:</p>	<p>_____</p> <p>Signature of Manager</p> <p>Name:</p> <p>Date:</p>
<p>Results Submitted at Training Provider Gateway (TPG) by (if applicable)</p> <p>Date of Submission:</p>	

Terms and Conditions of Appeal:

Trainees who have been certified Not Yet Competent (NYC) can make an appeal to Eduquest on their assessment results as per the following procedure:

1. Appeal channels are as follows:
 - a. Email the completed Appeal Form to info@eduquest.com.sg, or
 - b. Submit the completed Appeal Form in person at the Eduquest office located at 73 Bukit Timah Road (Near Little India MRT) #02-00 REX House, Singapore 229832
2. Students who wish to appeal their assessment results must submit a "Request Form" to LSM within seven (7) working days from the result release date, detailing the reason(s) for the appeal.
3. Students are required to pay the administrative fee as stated under the Miscellaneous Fees section of the Student Contract when submitting the "Request Form" to LSM.
4. The LSM staff shall acknowledge receipt of the appeal within three working days and submit the request to the QAC.
5. The QAC staff shall review the appeal and decide on its merit. If the request qualifies for an appeal, the QAC staff shall assign a new assessor to re-mark the script.
6. The re-marked result shall be submitted to the Examination Board for review and approval. All decisions made by the Examination Board are final.
7. The LSM staff shall inform the student of the appeal result within four weeks from the date of appeal for in-house courses and eight weeks for courses partnered with external institutions.

Appendix 3 – Online Forms Links

- Course Transfer Request Form
<https://forms.gle/Xr2aBkFmByhG2tCw9>
- Course Deferment Request Form
<https://forms.gle/UCsXHWqhapyabw49A>

Appendix 4 – Useful Websites And Contact Information

■ Eduquest International Institute - City Campus

73 Bukit Timah Road (Near Little India MRT) #02-00 REX House, Singapore 229832

Phone: (65) 6338 7151

Email: info@eduquest.sg

Website: <https://www.eduquest.sg>

Open on Monday to Friday from 9.00 am to 6.00 pm.

Closed on Saturdays, Sundays and Public Holidays.

■ Eduquest International Institute - West Campus

2 Venture Dr, #09-14 Vision Exchange, Singapore 608526

Open only whenever classes are confirmed there.

■ SkillsFuture Singapore

1 Paya Lebar Link, #08-08 Paya Lebar Quarter 2, Singapore 408533

Phone: (65) 6785 5785

Website: <https://www.skillsfuture.gov.sg/contact>

Submit an enquiry or feedback via SSG feedback portal:

<https://service-portal.skillsfuture.gov.sg>

■ Singapore – Statutory Board & Agencies

- Immigration & Checkpoints Authority (ICA) - <http://www.ica.gov.sg>
- The Singapore Mediation Centre (SMC) - <http://www.mediation.com.sg>
- The Singapore Institute of Arbitrators (SI Arb) - <http://www.siarb.org.sg>
- Workforce Singapore (WSG) - <http://www.ssg-wsg.gov.sg>
- Consumers Association of Singapore (CASE) - <http://www.case.org.sg>
- Ministry of Manpower (MOM) - <https://www.mom.gov.sg>

Appendix 5 – Withdrawal/Refund Request Form

Course Withdrawal / Refund Request Form

Section A: Withdrawal request	
Name:	Student ID No:
Contact No:	Email address:
Course Title and Intake:	Date of last attendance:
Reason(s) for withdrawal: <i>(Attach the relevant supporting documents if applicable):</i>	

Section B: Refund Request		
Mode of Refund:	Amount(\$):	Details:
Bank transfer		Bank: Account number:
PayNow		PayNow number:
<input type="checkbox"/> I declare that the information given is true and accurate Signature of student/Student's parent/Legal guardian/Date : <i>(signed by student's parent/legal guardian If student is under (18) years of age)</i>		

Section C: Counselling
Remarks:

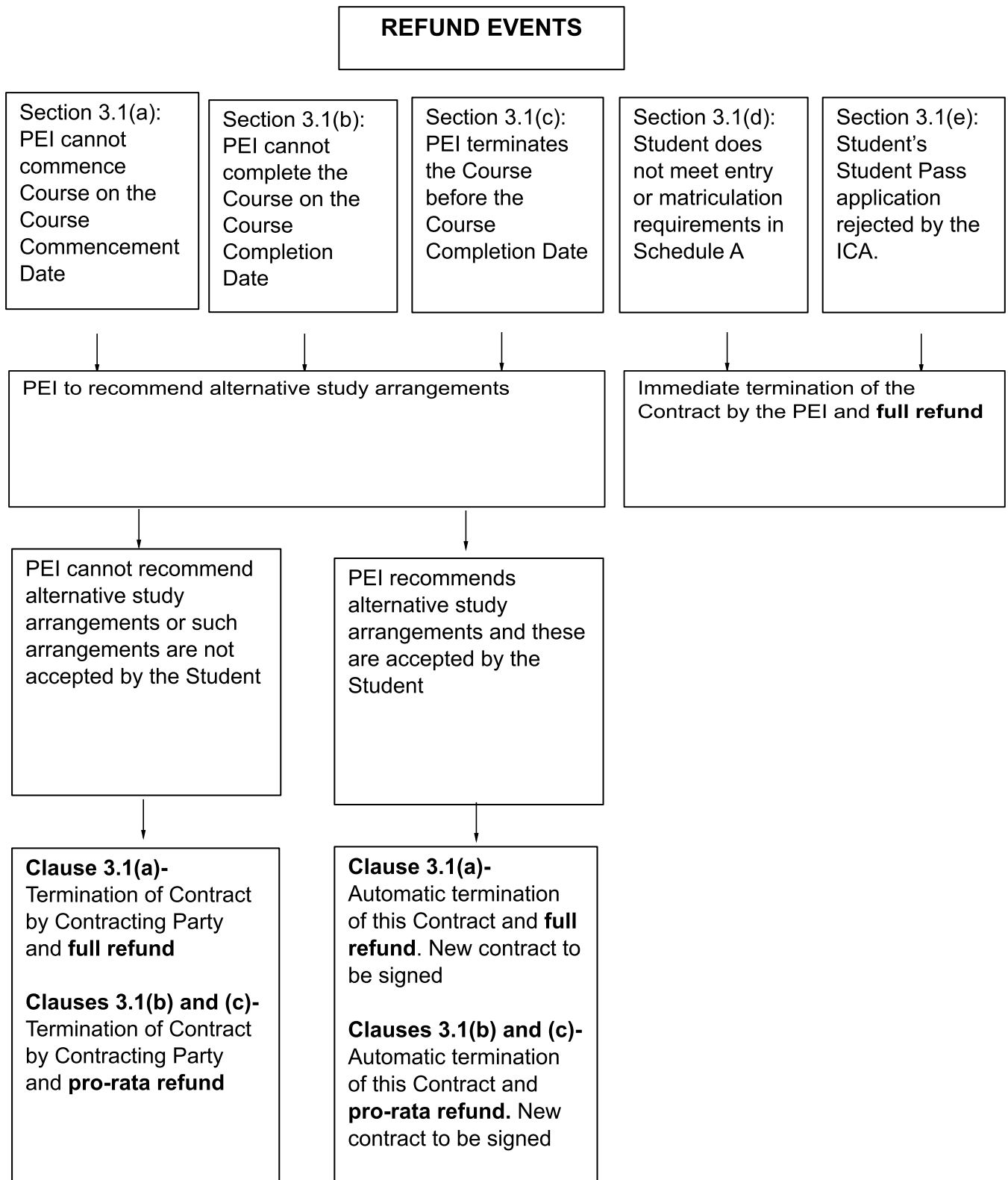
Action(s) Recommended:	
Date of final attendance:	
Attended By (Staff):	Acknowledged By (Student):
Name/Signature/Date	Name/Signature/Date

Section D: Review and Approval on Withdrawal Request:		
Recommendation on withdrawal request:	Yes	No
Comments:	Verified By: <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> Name/Designation/Signature/Date	
Approval on Withdrawal Request:	Approved	Rejected
Comments:	Approved By: <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> Name/Designation/Signature/Date	

Section E: Review and Approval on Refund Request:			
Item(s)	Amount paid(\$)	Refund %	Amount Refundable

Recommendation on Refund request:	Yes	No
Comments	Verified By: <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> Name/Designation/Signature/Date	
Approval on Refund Request:	Approved	Rejected
Comments:	Approved By: <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> Name/Designation/Signature/Date	

Appendix 6 – Refund Event Diagram



Appendix 7 – Academies & Programmes

FOOD SAFETY ACADEMY

Food Safety And Hygiene Is Paramount For A Healthy Living.

Every consumer has the right to safe and good quality food. However, from time to time, you hear from the news media that people get sick from consuming unsafe food. Such events are clear proof of lapses in a food business's commitment to food hygiene and safety that are crucial aspects to ensure food safety and prevent foodborne illnesses.

Eduquest has been supporting the food & beverage industry to provide better food safety assurance to consumers since 2008. With the impending implementation of the Safety Assurance for Food Establishments (SAFE) framework by the Singapore Food Agency in 2023, we work with both retail and non-retail establishments, within the food and beverage industry, to prepare their nominated employees to become WSQ-certified Food Handlers and/or Food Hygiene Officers.

Full compliance to the SAFE framework will ensure that these businesses have an inherently strong food safety culture, leading to positive business growth and sustainability.

Know more :

Food Safety Course Level 1 : <https://www.eduquest.sg/courses/listing/food-safety-courses>

Food Safety Course Level 2 : <https://www.eduquest.sg/courses/listing/food-safety-course-level-2>

Food Safety Course Level 3 : <https://www.eduquest.sg/courses/listing/food-safety-course-level-3>



CULINARY ARTS AND BAKING ACADEMY

Cultivate A Sustainable Career in Food Services.

We are a preferred and reputable registered training provider in the field of Culinary Arts and Baking training that offers learning and upskilling opportunities for aspiring chefs and new entrants who want to develop a fulfilling career in the Food Service industry.

With the impending expansion of Sectoral Progressive Wages (PWs) to include food services in March 2023, there has never been a better time to be part of a fraternity which offers professional and personal development and growth in a highly sustainable food and beverage industry.

Know more :

Baking Courses : <https://www.eduquest.sg/courses/listing/wsqa-pastry-baking-courses>

Barista Courses : <https://www.eduquest.sg/courses/listing/modular-course-fnb-service>

Culinary Courses : <https://www.eduquest.sg/courses/listing/wsqa-culinary-courses>



CORE SKILLS ACADEMY

An Arsenal Of Essential Soft Skills Critical For Career Success.

With the increase of digitalisation and adoption of technology at the workplace, there has never been a more important time for individuals to develop their



core skills to thrive in an era of rapid digital transformation and high-growth areas in the Green Economy and the Care Economy.

Demand for reskilling and upskilling of the workforce in Singapore is expected to increase as the nation continues its economic transformation. Soft skills such as Interpersonal communication, critical thinking, sense-making, problem-solving and collaboration are the in-demand core skills by employers today.

Know more :

Core Skill Courses : <https://www.eduquest.sg/courses/listing/critical-core-skills-courses>

DIGITAL SKILLS ACADEMY

Future-Ready Your Career.

The pace of digital evolution continues to accelerate in the world we work and live today. Businesses are increasing their innovation-related investments to transform the experiences customers have with them. To support their shift to digitalization to create new revenue streams, our Digital Skills Academy offers In-demand courses in Information Technology, Digital Marketing, Cyber Security and more that open up endless career options in the digital space for individuals to seize new growth opportunities domestically and internationally.

Here at Eduquest, our team of qualified and industry-experienced IT trainers provide a holistic learning experience for future techs and engineers. Graduates from our specially curated training programmes enjoy the best of both worlds – they are equipped with work-ready technical skills and empowered with essential soft skills (such as critical thinking, collaboration, sense-making and problem solving) – to future-proof their success in a manpower-lean and high technology work environment.

Individuals seeking to develop their digital skills to perform tech-lite roles, where existing jobs have evolved through digitalization and now require IT-related skills to perform new job functions and/or processes, will find the courses in our Digital Skills Academy relevant to their needs.

Know more :

Digital Courses : <https://www.eduquest.sg/courses/listing/digital-skills>

