|  |
| --- |
| **PART A: COURSE INFORMATION** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Course:** |       | **Date:** |   /  /     to   /  /     | **Batch:** |       |
| **Course:** |       | **Date:** |   /  /     to   /  /     | **Batch:** |       |
| **Course:** |       | **Date:** |   /  /     to   /  /     | **Batch:** |       |
| **Course:** |       | **Date:** |   /  /     to   /  /     | **Batch:** |       |
| **Course:** |       | **Date:** |   /  /     to   /  /     | **Batch:** |       |
| **Course:** |       | **Date:** |   /  /     to   /  /     | **Batch:** |       |
| **Course:** |       | **Date:** |   /  /     to   /  /     | **Batch:** |       |
| **Course:** |       | **Date:** |   /  /     to   /  /     | **Batch:** |       |
| **Course:** |       | **Date:** |   /  /     to   /  /     | **Batch:** |       |
| **Course:** |       | **Date:** |   /  /     to   /  /     | **Batch:** |       |

|  |
| --- |
| **PART B: APPLICANT DETAILS** |
| **Full Name (As per ID):** |       | **^**●**Gender:** | Choose an item.  |
| **^#∆ ID Number:** |       | **^#∆ ID Type:** | Choose an item. |
| **^#∆ Nationality:** | Choose an item. | ●**Race:** | Choose an item. |
| **^# Date of Birth:** |       |  **Contact Details:** | **#∆** (HP) |       | (H) |       |
| **@ Mailing Address:** |       |
|  |       |
| **# Email Address:** |       |   |
| **^# Highest Qualification:** | Choose an item. |
| **#● Employment Status:**  | Choose an item. |  **Company:** |       |
| **# If employed, please state monthly salary:** | Choose an item. | **#∆ Designation:** |       |

|  |
| --- |
| **PART C: OTHER DETAILS (PLEASE TICK ACCORDINGLY)** |
| Would you like to receive marketing and promotional materials from us and our affiliates or related entities? | [ ]  Yes [ ]  No |
| If Yes, please select (one or more) your preferred mode of contact: | [ ]  Email [ ]  SMS [ ]  Voice call |

|  |
| --- |
| **PART D: DECLARATION** |
| I affirm that all information given in this registration form is true and accurate, and I have not deliberately omitted any relevant fact. I understand any false or misleading declaration shall make me liable for disqualification, or if already admitted, for expulsion from the course without any refund of fees paid. I have read and affirmed the Terms and Conditions (Refer to overleaf).I agree to comply and abide by the decision of NTUC LearningHub Pte Ltd concerning this application. | **Signature of Applicant:** |
| **Date:**       |

**Note: ^**Required for CPE registered course **∆** Required for IBF funding @ Required for hardcopy materials delivery (Selected VLC course)

 **#** Required for SSG / E2I funding ● Required for WSG, NSA

1. Trainee hereby agrees that NTUC LearningHub Pte Ltd (“LHUB”) may collect, use, and disclose the trainee’s personal information in accordance with the Personal Data Protection Act 2012 and LHUB’s Privacy Policy as shown at https://www.ntuclearninghub.com/personal-data-privacy-statement/. Without prejudice to the generality of LHUB’s Privacy Policy, LHUB may collect, use, and disclose the trainee’s personal information for the following purposes:

|  |  |
| --- | --- |
| 1. course registration;
2. account servicing of course-related activities;
3. course administration and course delivery;
4. certification or accreditation;
 | 1. course survey;
2. application of course-related funding (if applicable) to respective funding-related agencies/bodies/organisations (SSG, CPE, etc); and/or
3. marketing and promotion of products and services (as per Part C of the registration form).
 |

Such personal information will also be further used as specified under **Part C, Item 2** as per option selected.

1. LHUB is committed to maintaining the confidentiality of the personal information and undertakes not to reveal applicant’s information to any 3rd parties outside of LHUB and its affiliates and relate d bodies (other than regulating authorities, funding-related agencies and/or data intermediaries authorised by LHUB) and programme partners (including respective exam agencies of the programmes) without prior consent of the applicant.
2. **Course Registration and Course Fee**
3. Trainee must meet the minimum literacy and/or numeracy standard to be able to follow through and complete the course if there are no other specific pre-requisites.
4. Trainee must select the correct and suitable language medium of the course (if applicable) during registration.
5. If a trainee has any form of health issue, learning disability and/or any other disability that may impact the normal delivery and facilitation of the course or the trainee’s engagement in the learning process during the course, he/she MUST declare (in writing) and inform LHUB accordingly before signing the registration form.
6. All registrations are subject to a non-refundable registration fee of **$15.00** (inclusive of GST).
7. The registration form and payment must be submitted to LHUB Branch / Sales centres, to sales personnel at least **2 weeks** before course commencement.
8. Cash, NETS, credit card, PayNow cheque or SkillsFuture credit is acceptable for the course payment.
9. The course fees are subject to Goods and Services Tax (GST) at the prevailing rate. Cheque payments shall be made payable to “**NTUC LearningHub Pte Ltd**”.
10. **Course Schedule, Class Size and Mode of Delivery**
11. The course schedule is subject to confirmation and changes. LHUB reserves the rights to cancel or re-schedule any class without prior notice.
12. LHUB reserves the rights to determine the size of each class, and the rights to replace trainers for scheduled classes and ongoing classes.
13. LHUB reserves the rights to convert face-to-face classes to virtual classes or vice-versa, whether based on guidelines issued by the relevant authorities or otherwise. In such an event, trainee will be given an option to withdraw from the class without any penalty.
14. LHUB reserves the rights to determine the format of course materials (e.g. hardcopy or electronic copy) to be provided. Any special request for a particular format or for a change of format or for a copy of the materials in the alternate format shall be subject to LHUB’s approval at its sole discretion.
15. Trainee shall not, without LHUB’s prior written consent, modify, reproduce, copy or distribute any of the content, information, data and/or materials made available to Trainee in connection with the course. This includes, without limitation, any learner’s guide, course syllabus and curriculum and course assessment questions and course assignments.
16. **Funded Courses**
17. For selected funded courses determined at LHUB’s sole discretion, a portion of the course fee shall be required to be paid upfront at the point of application.
18. Trainees attending funded courses (SSG and IBF) must take their attendance digitally via the Singpass App for both physical classroom and synchronous e-learning courses.
19. If a trainee does not meet minimum attendance requirement (if any), he/she is required to retake the entire module. All retake modules must be completed **within 60 calendar days** from the end date of the initial course or module that such trainee was enrolled in. If a trainee missed a particular class and requested for a make-up class, the provision of any make-up class will be at LHUB’s sole discretion, subject to availability of resources and the trainee’s payment of an administrative fee of $15.00 (inclusive of GST).
20. If a trainee were to be fully absent from a course or assessment, he/she is required to re-enrol for the course or assessment **within 60 calendar days** from the end date of the initial course or assessment that such trainee was enrolled in. Such trainee must pay for the stated/subsidised course fees and administrative charge applicable.
21. In the event a trainee fails to meet any of the funding requirements set out under the relevant funding scheme, resulting in the funding claim application being rejected by the respective funding agency, LHUB shall, subject to any funding restrictions, be entitled to claim from the trainee the balance of the course fee (being such amount equivalent to the funding subsidy amount that was not granted by the respective funding agency). A funding claim application may, amongst other reasons, be rejected in the following scenarios:

|  |  |
| --- | --- |
| * Trainee was previously granted funding subsidy for the same course (either with LHUB or with other training provider(s)).
* Trainee fails to achieve the minimum attendance rate required for the course.
* Trainee fails to sit for the required examination/ assessment (where applicable).
 | * Trainee fails to obtain a passing grade for the required examination/assessment (where applicable).
* For IBF funded courses, trainee fails to achieve 100% attendance and fails to achieve a 70% to 75% passing rate (based on the course requirements).
 |

1. **Absent Request of Deferment / Transfer / Replacement / Withdrawal of Course**
2. For any trainee who is absent with valid reasons (e.g. medical reasons), make-up classes may be provided at LHUB’s sole discretion and subject to the availability of resources.
3. For deferment, transfer or withdrawal of a confirmed place in a course, a written request must be received by LHUB **at least 2 weeks** before commencement of the course.
4. All requests will be subject to LHUB’s approval. The following administrative fee (inclusive of GST) will be imposed for all approved deferments, refunds, withdrawals and/or transfers: **$55.00** for Diploma course and/or higher; **$15.00** for all other courses.
5. **Virtual Live Class (VLC)**
6. Trainee must ensure that his/her laptop/desktop or equipment is equipped with webcam and meets the required specifications.
7. Trainee must set up the login/display name to be the same as the full name as indicated in his/her identity card, identification document or passport.
8. Trainee must turn on his/her webcam to show real-time video of his/her participation throughout the entire course and shall ensure that his/her entire face is fully visible at all times.
9. Trainee must not use a profile picture or pre-recorded video to meet the attendance requirements.
10. **Workplace Safety & Health Course**
11. Trainee must bring along a copy of the payment receipt and his/her identity card, identification document or passport when attending the course.
12. Trainees who are work permit holders or employment pass holders must bring along a copy of each of his/her passport and work permit or employment pass.
13. A trainee who passes the assessment must collect his/her certificate/safety pass **within 6 month**s after receiving the notification for collection. For any certificate/safety pass not collected **after 6 months**, LHUB shall be entitled to discard/destroy such certificate/safety pass without prior or further notice.
14. **Course Evaluation and Survey**
15. LHUB’s course evaluation will be conducted on the last day of the course.
16. SSG Training Quality and Outcomes Measurement Surveys (TRAQOM) will be conducted upon completion of an SSG course. Trainee must provide his/her personal email address and phone number for these surveys. An email invitation will be sent to the trainee with a hyperlink to access the respective TRAQOM (i) on the last day of the course, and (ii) **at least** **6 months** after the course end date.
17. For other selected courses, the first survey will be conducted **3 months** after course completion and the next survey will be conducted **6 months** after course completion.
18. As part of LHUB’s quality improvement measures, service follow-up surveys may also be conducted after a reasonable interval upon course completion.
19. **Examination and Assessment**
20. For courses that require examination(s) and/or assessment(s), the trainee must be punctual on the day of examination/assessment. Latecomers will be barred from taking the examination/assessment.
21. All trainees must comply with the applicable examination or assessment rules and regulations. Any trainee found cheating will be barred from the examination or assessment, and LHUB reserves the rights to take necessary actions.
22. If the trainee fails the examination or assessment and wishes to appeal against the examination or assessment grade, he/she should submit the relevant appeal form and make necessary payment before the applicable appeal submission deadline.
23. **LHUB Certificate of Completion (COC) and WSQ Electronic Certificate (e-Cert)**
24. LHUB will only issue certifications for certain courses as LHUB may determine in its sole discretion. For courses that come with LHUB Certificate of Completion and/or WSQ e-Cert, LHUB will issue such certificate(s) to trainees who meet the relevant certification requirements (e.g. trainee satisfies the minimum attendance requirement and/or passes the required examination/assessment).
25. For certain courses, trainees may access SSG full qualifications & transcripts and/or WSQ e-Certs from MySkillsFuture online portal **16 working days** after the course end date.
26. Trainee’s employer can verify the authenticity of the certificates issued by SSG at MySkillsFuture online portal (<http://www.myskillsfuture.gov.sg>).
27. **Skills Ethical Hacking and Cybersecurity Courses**
28. For Skills Ethical Hacking and Cybersecurity related courses, the trainee understands and agrees that live demonstrations on threats to cybersecurity may be conducted during such courses. No skills and know-how pertaining to these demonstrations (“Technical Skills”) will be intentionally taught to the trainees. By registering for such courses, the trainee undertakes not to use, in any circumstance (unless otherwise permitted by law) any Technical Skills which may be indirectly taught during the courses.
29. Trainee further undertakes to fully indemnify and hold LHUB and its directors, officers, agents, representatives, employees and contractors (collectively, “Indemnitees”) harmless from and against any and all damages, losses, liabilities, claims, disputes, judgments, settlements, costs and expenses of any nature whatsoever (including fees and disbursements of attorneys, accountants and other professional advisors) resulting from or arising out of the trainee’s unauthorised use of the Technical Skills. The trainee further undertakes not to bring a claim against the Indemnitees for any damages, losses, liabilities and/or causes of action resulting from or arising out of such unauthorised use.
30. This provision shall survive for a period of **6 years** from the completion of the course.

For more information, please refer to our website at [www.ntuclearninghub.com](http://www.ntuclearninghub.com) [Terms of use](https://www.ntuclearninghub.com/terms-of-use/) [Terms and Conditions](https://www.ntuclearninghub.com/ereg-terms-of-use)