



MAGES Pre-Course Counselling Information

WSQ and Non-WSQ Courses

1. Course Registration Policy

1. All learners are required to attend a pre-course counselling session with a MAGES Course Counsellor.

During the session, learners must clarify and understand the following:

- a) Entry requirements (Minimum Prerequisites)
 - b) Learning objectives and outcomes
 - c) Course content relevance to employment, upskilling, and reskilling
 - d) eLearning components (if applicable)
 - e) Course duration and schedule
 - f) Minimum attendance requirements
 - g) Assessment components
 - h) Course fees and miscellaneous charges
 - i) Fee payment details, including grants, subsidies, breakdown, and payment modes
 - j) Course completion criteria
2. Course start dates are accurate at the time of publication. MAGES reserves the right to reschedule or cancel courses under unforeseen circumstances. Learners will be informed at the earliest possible time through their registered contact details.
 3. All applicants must meet MAGES's entry criteria and application process, which includes submitting supporting documents and possibly attending a pre-enrolment interview or screening.
 4. Applications approvals are subject to MAGES's review. Decisions made are final.

2. SSG-Funded Course Requirements

Learners enrolling in SSG-funded courses must have:

1. A smart device (e.g., smartphone or iPad) with a functioning camera.
2. The Singpass mobile app installed and login credentials available (e.g., username/password or biometric access).

3. Fees & Funding Eligibility

1. Singapore Citizens and Permanent Residents are eligible for SSG subsidies once per WSQ course.
2. Learners must meet attendance and competency criteria; otherwise, MAGES reserves the right to recover grants/subsidies.
3. Course fees indicated are inclusive of GST and reflect all eligible grants/subsidies.

4. Attendance

1. Learners are expected to maintain at least 75% attendance per module.
2. If attendance falls below 75%, learners cannot sit for assessments. However, they may request a free rescheduling of missed sessions, subject to approval with valid documents:
 - Medical – e.g., medical certificate or hospitalization note.
 - Reservist – documentation from MINDEF or relevant authority.
 - Court appearance – official court summons or notice.
 - Bereavement of immediate family members – Parents/Parents-in-law/Siblings/Spouse/Children (typically supported by a death certificate or obituary notice).
3. Rescheduling policy also applies to requests for changing coaching/assessment session timings.

5. Re-Assessment

1. Learners assessed as 'Not Yet Competent (NYC)' may request a one-time re-assessment within 5 working days. A fee applies.
2. MAGES courses include a strong self-directed learning component. Learners must complete preparatory work and assignments independently.
3. All assignment deadlines must be adhered to, including written drafts, final versions, video recordings, and peer/self-assessments.
4. Failure to comply may result in a 'Not Yet Competent' outcome and re-assessment requirements.
5. Re-assessment fee is S\$109.00 (including GST).
6. If no request is made, the learner is considered to have dropped out. Future re-enrolment will require payment of full course fees without funding.

6. Appeal

In circumstances where learners are assessed as Not Yet Competent (NYC), they must submit an appeal within 3 working days from the notification of results.

If more than 3 working days have elapsed, the candidate is deemed to have accepted the assessment outcome.

Appeals must be submitted in writing (email or letter) and include the following details:

- Candidate's full name
- Last 4 digits of NRIC
- Assessment date
- Assessor's name
- Reason for appeal

For email appeals, send to ssa@mates.edu.sg with the subject title 'Letter of Appeal'.

For physical appeals, submit the letter in person to the SSA or mail it to MAGES.

7. NO CASH Policy

MAGES does not collect any form of fees via cash payment.

Accepted Fee Payment Modes:

- a) AIMS portal
- b) NETS
- c) Bank Transfer
- d) Credit Card
- e) PayPal

Bank Details:

Account Name: MAGES Institute of Excellence Pte. Ltd.

Account No: 106-902634-2

8. TRAQOM Survey Requirements

TRAQOM captures feedback from learners through two surveys. These surveys assess course quality and how well the training supports career growth for courses funded by SSG and those eligible for SkillsFuture Credit. It is mandatory for individuals who has signed up for an SSG-funded course to provide the training provider with their name, NRIC no, personal email address and mobile number to facilitate the conduct of TRAQOM surveys. Individuals are strongly encouraged to complete the TRAQOM quality and/or outcomes surveys.

9. Contact Details

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