

MAGES Policies

Course Registration Policy

- Once enrolled in the course, participants must adhere to all rules and regulations of MAGES.
- Participants are only funded once for each course. (if applicable).
- All course commencement dates are accurate at time of publication and MAGES reserves the right to reschedule or cancel any course in the event of unforeseen circumstances and every effort will be made to inform the applicant &/or trainee at the earliest possible time via mode of contact provided.
- Participants need to take a competency assessment to attain the Statement of Attainment.
- Course fees shall be paid upon the issuance of invoice once the course commencement is confirmed and prior to attendance of course.
- 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 take part in this TRAQOM surveys.
- For any trainee who is absent without valid reasons, make-up classes will not be provided by MAGES.
- For SSG funded course, if participant does not fulfil the funding criteria or fails to meet at least 75% class attendance or did not Pass the Assessment or for any other reason where the funding is not approved, the trainee or the sponsoring-company is required to reimburse MAGES the funded portion of fees, without demand.

Attendance Policy:

For SSG-funded courses, participants are required to achieve a minimum **attendance rate of 75%** or above. In addition, **digital attendance-taking via the Singpass App is mandatory** for all sessions to comply with SSG's funding and audit requirements.

Instructions to Trainees for attendance taking: (For physical face-to-face Classroom based courses)

1. Launch the SingPass app on your mobile phone and login to SingPass.
2. Ensure that your location setting is enabled.
3. Click on the scan button and scan the QR code shown on the Screen.
4. Click on "Send details" to give consent to SingPass to share personal details with SSG.
5. When completed, you will see a notification showing your name and attendance taken successfully.

Instructions to Trainees for e-attendance taking: For synchronous e-learning courses

1. Ensure that your location setting is enabled.
2. Click on the synchronous **e-learning link shown in LMS**
3. Launch the SingPass app on your mobile phone and login to SingPass.
4. Click on the scan button and scan the QR code shown.
5. Click on "Send details" to give consent to SingPass to share personal details with SSG.
6. When completed, you will see a notification showing your name and attendance taken successfully.

IMPORTANT for synchronous e-learning courses:

1. Under SSG's Requirement, trainees are required to Turn On their Video Cameras with the trainee's FULL face visible throughout the Full Training Session for the purpose of recording for Audit.
2. Trainees must ensure that the **name entered in their profile matches exactly** with the name on their **NRIC, FIN, or Passport**. This is required for identity verification purposes.
3. Failure to do so may result in **denial of entry** to the training session, as the lecturer will not admit trainees whose identity cannot be authenticated at login

Refund Policy

If the participant withdraws from the course for any reason the refund amount will be as below:

1. More than 6 weeks before class start date: **100% of course fees less \$250+GST for administration charges.**
2. Less than 6 weeks and more than 4 weeks before class start date: **50% of course fees.**
3. Less than 4 weeks before class start date: **10% of course fees.**

Deferment Policy

1. One non-chargeable requests to defer a course beginning within 6 months will be accepted.
2. Later requests will be charged at \$50 before GST. Requests made less than 14 days before the class start date will be considered as a withdrawal. Such request will be charged at \$50 before GST.
3. Students who are not present for the first day of the class will automatically be withdrawn and will not be eligible for funding subsidy for programmes for a second time, should the student register later.
4. Students who are under full grant, withdrawal made after the first lesson is considered as attended the lessons and the amount used will not be refunded.

PDPA CONSENT

1. The Trainee hereby agrees that MAGES may collect, use, and disclose their personal information in accordance with the **Personal Data Protection Act 2012** and MAGES' **Privacy Policy**, available at: https://mages.edu.sg/about-us/policy/PERSONAL_DATA_PROTECTION_ACT
2. Without prejudice to the generality of the foregoing, the Trainee consents to MAGES collecting, using, and disclosing their personal data for the following purposes:
 - a. Course registration;
 - b. Account servicing and support for course-related activities;
 - c. Course administration and delivery;
 - d. Certification and/or accreditation purposes;
 - e. Post-course surveys and feedback collection;
 - f. Application and processing of course-related funding (where applicable) with relevant agencies or authorities (e.g. SSG, WSG, etc.);
 - g. Marketing and promotion of MAGES' programmes, products, and services (as indicated under Part C of the Registration Form).
3. MAGES is committed to safeguarding the confidentiality of all personal data. Personal information will not be disclosed to any third parties outside of MAGES, its affiliates, and related bodies, except where required by regulatory authorities, funding agencies, authorised data intermediaries, and programme partners (including but not limited to trainers, content developers, and relevant examination bodies), and only for legitimate educational or administrative purposes. Any such disclosure shall be made in accordance with applicable data protection laws and only with the necessary consent, where required.