

DEMENTIA SINGAPORE ACADEMY

TERMS & CONDITIONS

All registrations are governed by the following terms and conditions.

By submitting your registration to Dementia Singapore Academy (hereinafter referred to as 'DSA'), you agree that you have read, understood, and accepted all the terms and conditions stipulated herein.

Changes and Cancellation

DSA endeavours to run all our workshops/courses/programmes and this may not be possible due to unforeseen circumstances. Applicants will be informed at least **1 week** before course commencement and refund all payments due, if applicable.

Withdrawal and Refund

1. Request for course withdrawal is subjected to review by DSA and the decision is final.
2. Organisations may request to send replacements if participants are not able to attend the course.
3. There will be no refund unless the withdrawal is due to medical reasons with supported document to be submitted **within 5 working days** otherwise full fees apply. If the withdrawal is less than 2 weeks before the course commencement, the fees will not be refunded.
4. Participants who withdraw or fail to complete the course within the course period are deemed to have withdrawn and will not be eligible for funding of the same programme. For course fees funded by SkillsFuture Credit (SFC), the refund will be reinstated to the applicant's SFC account.

Fees and Funding Eligibility

1. The course fee payable includes both the classroom training sessions and course assessment (if any).
2. In the event a learner fails to achieve the competency and/or attendance required for the programme, a full fee is payable for re-enrolment with no subsidy or grant.
3. A non-refundable fee of \$53.70 w/GST is applicable for re-scheduling of assessment.

Attendance and Assessment

1. Participants are required to achieve a minimum of 75% attendance and complete all the assessments according to the programme requirement for courses with funding and subsidy.
2. We encourage full attendance for all training to benefit fully from the programme.
3. Absence from the course must be accompanied by medical certificate or valid document proof.

Assessment Appeal and Re-Assessment

1. Details of assessment arrangement and requirements are specified in the course outline.
2. Participants who wish to appeal against their outcome may do so within **5 working days** from the date of assessment.

3. An appeal fee of \$107 w/GST is payable for each appeal request. If the appeal is unsuccessful, the participant can request for re-assessment and a \$107 w/GST re-assessment fee is payable.
4. Participants are given 2 attempts for each assessment:

Procedures for Re-assessment

	Assessment Outcome	Actions
1 st attempt at assessment	Not Yet Competent (NYC)	Schedule for a re-assessment to be completed within 4 weeks from the date of 1 st assessment.
	No Show (absence without any medical or compassionate reason)	Schedule for a re-assessment to be completed within 4 weeks from date of 1 st assessment. Considered one assessment attempt.
2 nd attempt at reassessment	NYC or No Show	Re-attend the course. Full fees payable with no subsidy.

Certificate of Participation / Certificate of Completion

Upon successful completion of the course, and meeting the minimum 75% attendance requirement, participants will be awarded a certificate of participation / certificate of completion.

General Code of Conduct

Participants are expected to be considerate and observe appropriate conduct during the course. Academy reserves the right to suspend participants from continuing any courses when required.

Personal Data Protection Act (PDPA)

1. Dementia Singapore is committed in protecting and maintaining the confidentiality of participant's personal particulars in accordance with the requirements of the Personal Data Protection Act (PDPA) in Singapore.
2. The personal data is collected for purposes including but not limited to:
 - a. Course administration.
 - b. Communication of information about the course.
 - c. Statistical and research.
 - d. Course evaluation.
3. Photographs and videos taken during the course may be used for DSG publicity purposes.
4. Training and assessment sessions may be recorded by Academy for internal review and training purposes.

DSA reserves the right to change these terms and conditions at any time without prior notice.