

**Acuity Academy Pte Ltd**

Blk 135 Jurong Gateway Road

#03-325 Singapore 600135

Unique Entity Number: 201705718M

## **Term & Conditions**

1. No-shows without a valid reason, the full course fee will be charged.
2. Withdrawal / deferment will not be permitted after the course confirmation letter is sent. A replacement can be arranged at no additional cost. In the event of any withdrawal / deferment without a replacement, the full course fee will be charged.
3. All withdrawal, deferment, or replacement requests must be in writing or via contact and are subject to management's final decision.
4. Passing of examination and attaining 75% attendance are criteria for grants disbursement for certifiable courses; otherwise, full course fee applies.
5. If you fail the assessment in the 1st attempt, you are required to retake the assessment within 60 days of the course start date. A re-test fee is chargeable at \$75, depending on the course registered.

**Termination of Training:**

Acuity Academy reserves the right to remove trainee from class if:

1. Participant behaves in a disorderly manner
2. If the participant is found not suitable for the respective training

**Statement of Attainment (SOA) Certificates:**

1. Only trainees who attend 75% of the training hours will be allowed to take assessment.
2. Trainees will receive an assessment result slip from the assessor after the assessment and may download his/her E-certificate from SkillsFuture 2 weeks after the Assessment Date.

**Your Learning Journey:**

1. On the first day of class, a QR code from powerpoint will be screened for you to download the Learners Guide (LG). You will also be given a roleplay script extracted from the LG for your learning ease. To check out more about what we offer, please click the link <https://www.acuity.com.sg/security/>

**Mode of Delivery:**

1. The course is conducted face-to-face in the Acuity Training Room. Please ensure that you bring along your handphone. Ensure your Singpass is working for mandatory SSG attendance taking.

Please arrive 15 minutes before class and have the following ready:

Your smart device (e.g., smartphone or tablet) with a functioning camera;

The Singpass mobile app on your smart device, with the login credentials