

ACUITY ACADEMY PTE. LTD.

Terms and Conditions

Effective Date: 1 May 2026 | Version 1.1

Please read these Terms and Conditions carefully before enrolling in any programme offered by Acuity Academy Pte Ltd. By enrolling, you agree to be bound by these Terms.

1. Definitions

The following terms are used throughout these Terms and Conditions and carry the meanings set out below:

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|---------------------------|--|
| "Academy" | Acuity Academy Pte Ltd, a company incorporated in Singapore and a registered training provider under SkillsFuture Singapore. |
| "Learner" | Any individual enrolled in, or applying to enrol in, any course or programme offered by the Academy. |
| "Commencement Date" | The official start date of a course or programme as determined by the Academy. |
| "Course Fees" | The total fees payable for a course, inclusive of all applicable taxes and charges, after deducting any applicable government grants or subsidies. |
| "Competent (C)" | An assessment outcome confirming that a Learner has demonstrated the required level of competency. |
| "Not Yet Competent (NYC)" | An assessment outcome indicating that a Learner has not yet demonstrated the required level of competency. |
| "WSQ" | Workforce Skills Qualifications — the national credentialing system administered by SkillsFuture Singapore (SSG). |
| "SSG" | SkillsFuture Singapore Agency, established under the SkillsFuture Singapore Agency Act 2016. |
| "SFC" | SkillsFuture Credit — credits issued by the Singapore Government to eligible Singapore Citizens aged 25 and above, to offset approved course fees. |
| "Transfer" | Reassignment of a Learner from one course, intake, or schedule to another, subject to the Academy's approval and availability. |
| "Deferment" | Postponement of a Learner's participation to a later intake, without constituting a Withdrawal. |
| "Withdrawal" | Voluntary cessation of enrolment after registration has been confirmed, subject to applicable fees. |
| "Substitution" | Replacement of a registered Learner with another eligible individual, subject to the Academy's approval. |

2. General Terms

Unless otherwise specified, these Terms and Conditions apply to all courses and programmes offered by Acuity Academy Pte Ltd, including WSQ programmes, in-house courses, and all other programmes —

including but not limited to Food Safety, Cleaning, Bookkeeping, Project Management, Security, and Language courses.

These Terms and Conditions are governed by and shall be interpreted in accordance with the laws of the Republic of Singapore. Any dispute arising in connection with these Terms shall fall under the exclusive jurisdiction of the courts of Singapore.

3. Course Enrolment and Registration

- All Learners must provide valid identification and supporting documents at the point of registration. Specific documents required may vary depending on nationality, course type, and sponsorship arrangements.
- Original documents are required for verification to prequalify a Learner for any course. The Academy reserves the right to reject any registration where original documents cannot be produced or where a Learner does not meet the entry requirements for the course.
- Course registrations must be submitted no later than one (1) business day prior to the Commencement Date. For weekend courses (Saturday to Sunday), registrations must be completed by Friday at 10:00 AM.
- Course Fees are strictly non-refundable once attendance has been recorded, except as provided under the Refund Policy in Section 7.
- Course schedules are subject to change if the minimum number of participants required for each intake is not achieved. In such cases, affected Learners will be notified and offered alternative dates or a full refund.
- The Academy reserves the right to amend course schedules, dates, or venues, or to cancel any course due to unforeseen circumstances.

Singapore Citizens and Permanent Residents

- Must present a valid photo ID (e.g., NRIC) for registration.

International Participants

- Self-funded individuals must provide a valid passport or equivalent photo ID.
- Company-sponsored foreign nationals must provide a valid Work Permit or In-Principle Approval (IPA) letter issued by the Ministry of Manpower (MOM).

Verification at Course or Assessment

- All Learners must present their photo ID upon request for verification.

WSQ Courses Only: All Learners, including company-sponsored foreign nationals, must hold an active Singpass account prior to the Commencement Date. International participants taking WSQ courses without a valid Work Permit or Employment Pass are not eligible for any government training grants. Where grant claims are rejected by SSG for any reason, the Learner or sponsoring company remains liable for the full course and assessment fees.

4. Fees and Payment

- Course Fees must be paid by the deadline specified at the point of enrolment. Failure to pay by the stipulated deadline may result in suspension or cancellation of enrolment at the Academy's discretion.

- The Academy reserves the right to adjust its fees. Any changes will be communicated to Learners in writing at least thirty (30) calendar days before they take effect.
- 30% of SkillsFuture Credit (SFC) will be absorbed for WSQ courses once attendance is taken.

5. Attendance and Participation

Learners who are absent from a course without a valid reason will be considered a no-show and will be liable for the full Course Fee. Minimum attendance requirements, where applicable, will be communicated at the point of enrolment.

6. Withdrawal, Transfer, Deferment, and Substitution

6.1 Submission of Requests

- All requests for withdrawal, transfer, deferment, or substitution must be submitted in writing via email to info@acuity.com.sg and are subject to Management's approval.
- Requests must be submitted at least five (5) business days prior to the Commencement Date.
- Requests received less than five (5) business days before the Commencement Date will be subject to the following charges:
 - Transfer, Deferment, or Substitution: 50% of total Course Fees.
 - Withdrawal or Cancellation: 100% of total Course Fees.
- Withdrawal or deferment requests will not be permitted once a Course Confirmation Letter has been issued, except at Management's discretion.
- Learners may arrange a Substitution participant at no additional cost, provided the replacement meets all course entry requirements.
- Learners will be notified via email or electronic messaging once the request has been processed.

6.2 Course Transfers

- Requests to change courses will be treated as a Transfer — a Withdrawal from the current course and re-enrolment into the new course.
- All Transfer requests must be submitted in writing to info@acuity.com.sg.
- The transfer process takes approximately five (5) business days from receipt of a valid request.

6.3 Advisory Session

- In the event of any withdrawal, transfer, or deferment request, an advisory session may be conducted between the Learner and an Academy representative.
- The Academy will advise the Learner on available options, but the final decision rests with the Learner.

7. Refund Policy

7.1 Refund Entitlement

- All refund requests must be submitted in writing to info@acuity.com.sg. The following refund schedule applies based on the number of business days' written notice received before the Commencement Date.

| Timing of Written Notice | Refund Entitlement |
|--|--------------------|
| More than 7 business days before the Commencement Date | 100% Refund |
| 5 to 7 business days before the Commencement Date | 50% Refund |
| Less than 5 business days before the Commencement Date | No Refund |
| No-show (no prior written notice given) | No Refund |

- Where a course is cancelled by the Academy, Learners will receive a full refund of all amounts paid, regardless of the notice period.
- Payments made via SkillsFuture Credit or PSEA will be refunded in accordance with the respective governing policies.
- Refunds will be processed within thirty (30) business days of receiving the written request and all required supporting documents.

7.2 Exceptional Circumstances

- In cases of serious illness or bereavement preventing a Learner from attending, the Academy may, at its sole discretion, offer a pro-rated refund or a credit note for a future course.
- All such requests must be supported by appropriate documentation (e.g., a Medical Certificate or death certificate) and will be reviewed case by case.
- Absences for non-medical reasons will be assessed individually; the Learner may be liable for the full Course Fees depending on the circumstances.

7.3 Non-Refundable Items

Application fees, registration fees, and administrative charges are non-refundable in all cases.

7.4 Grant Eligibility

WSQ Courses Only: Government grant eligibility requires the Learner to attain a 'Competent' outcome. Failure to do so will result in re-assessment fees being charged, or the full Course Fee if the Learner does not retake the assessment at Acuity Academy within sixty (60) calendar days of the assessment date.

8. Assessment Policies

8.1 Assessment Retake Policy

- Learners who do not pass on their first attempt must retake the assessment within the following periods:
 - WSQ Courses: within sixty (60) calendar days from the assessment end date.
 - All other courses: within fourteen (14) calendar days from the assessment end date.
- Learners who miss the retake deadline are required to re-enrol in the full course at the applicable fee.
- SkillsFuture Credit, PSEA, and government grants are not applicable towards re-assessment fees.
- For WSQ courses, SFC may be reused after sixty (60) calendar days from the first assessment date, upon re-enrolment as a new candidate.
- Re-assessment fees are payable via electronic payment or PayNow only.

8.2 Assessment Absence

- Absence from a scheduled assessment without an approved reason will result in the applicable assessment fee being charged.
- The fee will be waived only if the absence is supported by a valid Medical Certificate (MC) issued by a registered medical practitioner.
- The MC must be submitted on the same day or within one (1) working day of the missed assessment, and must clearly cover the assessment date.

Security WSQ Courses Only: The Medical Certificate must be issued by a hospital in Singapore or a recognised hospital in Malaysia. For Malaysian participants, the MC must clearly state the participant's FIN number.

8.3 Appeal Procedure for NYC Outcomes

- Learners who receive a Not Yet Competent (NYC) result may appeal in writing to info@acuity.com.sg within seven (7) business days of the assessment end date.
- The appeal must state the grounds for requesting a re-evaluation, and the applicable appeal fee must be paid upon submission.

Internal Review

- A committee comprising the Training Manager, Assessor, and Adult Educator will review the assessment and issue an Appeal Report within fourteen (14) calendar days. The Learner will be notified of the outcome.

Reassessment Option

- Learners may alternatively request a reassessment by an alternate qualified assessor. The applicable fee must be paid.
- For WSQ courses, reassessment must occur within sixty (60) calendar days of the first course date.
- Within this 60-day period, Learners are entitled to attend one (1) refresher lesson at no additional cost, subject to class availability.
- Any subsequent refresher lessons within the same 60-day period will be charged at 50% of the prevailing course fee.
- After the 60-day period has lapsed, Learners who wish to continue will be required to pay the full prevailing fee for both the course and assessment.

POLWEL — WSQ Security Courses Only

For WSQ Security courses, appeals may alternatively be submitted through POLWEL. The completed appeal form and applicable fees (payable through Acuity Academy) will be forwarded to POLWEL, who will contact the Learner directly with the outcome.

8.4 Certificates and Statements of Attainment

- An assessment result slip or certificate of completion will be issued upon completing the assessment for all courses.
- For WSQ courses, Learners may download their e-certificate via the MySkillsFuture portal (www.myskillsfuture.gov.sg) approximately two (2) weeks after the assessment date.

9. Conduct and Zero Tolerance Policy

Acuity Academy is committed to maintaining a safe, respectful, and professional learning environment. All Learners are expected to conduct themselves with courtesy and professionalism at all times.

The Academy enforces a strict zero-tolerance policy. The following conduct may result in immediate removal from the programme, reporting to law enforcement, and/or legal action, with no entitlement to a refund:

- Disruptive or disorderly behaviour during training or assessments
- Threatening, abusive, or violent behaviour towards staff, trainers, or fellow Learners
- Any form of harassment, including sexual harassment
- Use of inflammatory, discriminatory, or defamatory language
- Making unfounded allegations against the Academy, its staff, or Learners
- Behaviour deemed by the Academy to render the Learner unsuitable for the programme

10. Intellectual Property

All course materials, content, resources, and intellectual property provided by Acuity Academy Pte Ltd — including but not limited to slides, handouts, videos, exercises, and assessments — remain the sole property of the Academy.

Learners shall not:

- Copy, reproduce, distribute, share, or publish any course materials in whole or in part, whether in print or digital form
- Use course materials for any commercial purpose or in any manner that competes with the Academy's business
- Record training sessions — whether audio, video, or screen capture — without prior written consent from the Academy

Any breach of these intellectual property rights may result in legal action, including claims for damages, losses, and legal costs.

11. Personal Data Protection

11.1 Collection and Use of Personal Data

The personal data you provide upon registration enables Acuity Academy Pte Ltd to:

- Register you and communicate course-related information, including schedules, reminders, and updates
- Carry out administrative, planning, and operational activities
- Facilitate your requirements in relation to enrolled course(s)
- Compile statistics and reports for operational and regulatory purposes
- Submit required data to government agencies and regulatory bodies, including SSG, as required by law or grant conditions

For full details on how your personal data is collected, used, stored, and protected, please refer to our Personal Data Protection Policy, available at www.acuity.com.sg.

11.2 Photography and Video Recording

- By entering Acuity Academy premises or participating in any Academy-organised session (including online sessions where recording is in progress), Learners acknowledge that photography and video recording may take place.

- Learners consent to the Academy collecting, using, and publishing these materials for purposes including training documentation, regulatory audits, and marketing across the Academy's website and social media channels.
- Learners waive any claims for payment or royalties in connection with the use of such materials.

11.3 Withdrawal of Consent

Learners may withdraw consent for the collection, use, or disclosure of their personal data at any time by writing to info@acuity.com.sg or calling +65 6896 0880. Please allow seven (7) business days for the withdrawal to take effect.

12. Marketing Communications and Community Channels

12.1 Marketing Communications Consent

By enrolling in any course at Acuity Academy Pte Ltd, Learners agree to receive course-related updates and marketing communications from the Academy through the following channels:

- Email
- WhatsApp messages
- SMS and MMS
- Phone calls
- Postal mail

Such communications may include information about upcoming courses, promotions, industry updates, events, and other offerings by Acuity Academy and its affiliated entities.

12.2 WhatsApp Communities and Course Groups

Acuity Academy maintains course-specific WhatsApp Communities to facilitate learning, provide timely updates, and support industry engagement. These communities may include:

- Course schedules, class reminders, and venue updates
- Industry news, regulatory updates, and relevant announcements
- Training, certification, and assessment-related discussions
- Q&A and peer learning support
- Career development information and progression pathways

Learners enrolled in any Acuity Academy course will be invited to join the relevant WhatsApp Community. Participation is optional.

12.3 Mailing List

Acuity Academy may include a Learner's name, affiliation, and contact details in a mailing list to share information about future activities, courses, and opportunities relevant to the Learner.

12.4 Withdrawal of Marketing Consent

Learners may withdraw consent for marketing communications at any time by emailing info@acuity.com.sg. Please allow seven (7) business days for the request to take effect. Withdrawal of marketing consent does not affect the Academy's ability to send operational or administrative communications required for your enrolled course(s).

12.5 Marketing Compliance

All marketing and advertising activities conducted by Acuity Academy Pte Ltd comply with applicable laws and regulations, including the Singapore Personal Data Protection Act 2012 (PDPA) and the requirements stipulated by SkillsFuture Singapore (SSG) for Registered Training Providers. The Academy is committed to honest, accurate, and non-misleading representations in all its marketing activities.

13. General Legal Provisions

13.1 Amendments

The Academy reserves the right to amend or update these Terms and Conditions at any time. Any revisions will be published on the Academy's website with the updated effective date. Continued enrolment in any course following such updates constitutes acceptance of the revised Terms.

13.2 Severability

If any provision of these Terms is found to be invalid, void, or unenforceable, that provision shall be severed, and the remaining provisions shall continue in full force and effect.

13.3 Limitation of Liability

The Academy's liability to any Learner in connection with these Terms shall be limited to the total Course Fees paid by that Learner. The Academy shall not be liable for any indirect, incidental, or consequential loss or damage arising from a Learner's participation in any course.

13.4 Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of the Republic of Singapore. Any dispute arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of Singapore.

14. Contact Us

For any queries or requests relating to these Terms and Conditions, please contact the Academy Operations:

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| Email | info@acuity.com.sg |
| Phone | +65 6358 1068 |
| Address | 135 Jurong Gateway Rd, #03-327, Singapore 600135 |
| Website | www.acuity.com.sg |

— End of Terms and Conditions —

Acuity Academy Pte Ltd | Effective 1 May 2026 | Version 1.1