

The logo for MindFORCE Academy. The word "Mind" is in a grey sans-serif font, and "FORCE" is in a dark blue sans-serif font. Above the "i" in "Mind" are two red circles of different sizes. Below "MindFORCE" is the word "ACADEMY" in a red sans-serif font, with each letter separated by a wide space.

MindFORCE

A C A D E M Y

14 November 2025

Pre-Course Counselling

Version 13

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ABOUT THE SCHOOL

- Our Objective
 - <https://mindforceacademy.edu.sg/about-us-3/>
- Our Milestones
 - <https://mindforceacademy.edu.sg/about-us-3/>
- Our Mission, Vision and Core Values
 - <https://mindforceacademy.edu.sg/mission-vision-and-core-values/>
- Organizational Chart
 - <https://mindforceacademy.edu.sg/about-us-3/organization-chart/>
- Academic and Examination Board
 - <https://mindforceacademy.edu.sg/academic-board/>
- School Facilities
 - <https://mindforceacademy.edu.sg/about-us-3/facilities/>

HOW TO GET HERE?

Visit Us

📍 6 Raffles Boulevard, #04-100 Marina Square, Singapore 039594

📍 For detailed directions, please visit:
mindforceacademy.edu.sg/contact-us



GOVERNANCE OF THE SCHOOL

- Private Education Act

The Private Education Act in Singapore was enacted in December 2009 to regulate the private education sector and enhance the quality of private education providers in the country. The act serves to protect students enrolled in private schools, ensuring that these institutions meet certain standards and are accountable.

MINDFORCE ACADEMY

COURSE INFORMATION

- ❑ Graduate Diplomas
 - ❑ Specialist Diplomas
 - ❑ Advanced Diplomas of Arts
 - ❑ Professional Certificates
 - ❑ WSQ Courses
-
- <https://mindforceacademy.edu.sg/all-programs/>

CONTACT INFORMATION

□ Marketing Executive

- For all admissions, course-related enquiries & program progression
 - enquiry@mindforceacademy.edu.sg

□ Operations Executive

- Class schedules, leave requests, assessment and exam-related enquiries and instructor feedback, technical help-desk support
 - ops@mindforceacademy.edu.sg

□ Student Support Services

- For other academic-related enquiries, complaints and feedback
 - advisor@mindforceacademy.edu.sg

□ Trainer Support

- For clarification of learning materials
 - [Email address of the trainer will be provided during the course](#)

Student Support Services

For all Current & Enrolled Students

The school aims to provide all students with an academic education of the highest standards through the provision of these services:

- Student Orientation Program
- Certified counsellor
- For students under 21 yrs old, informing parents through emails or calls on student admission matters, students issues, including attendance rate, academic performance etc.

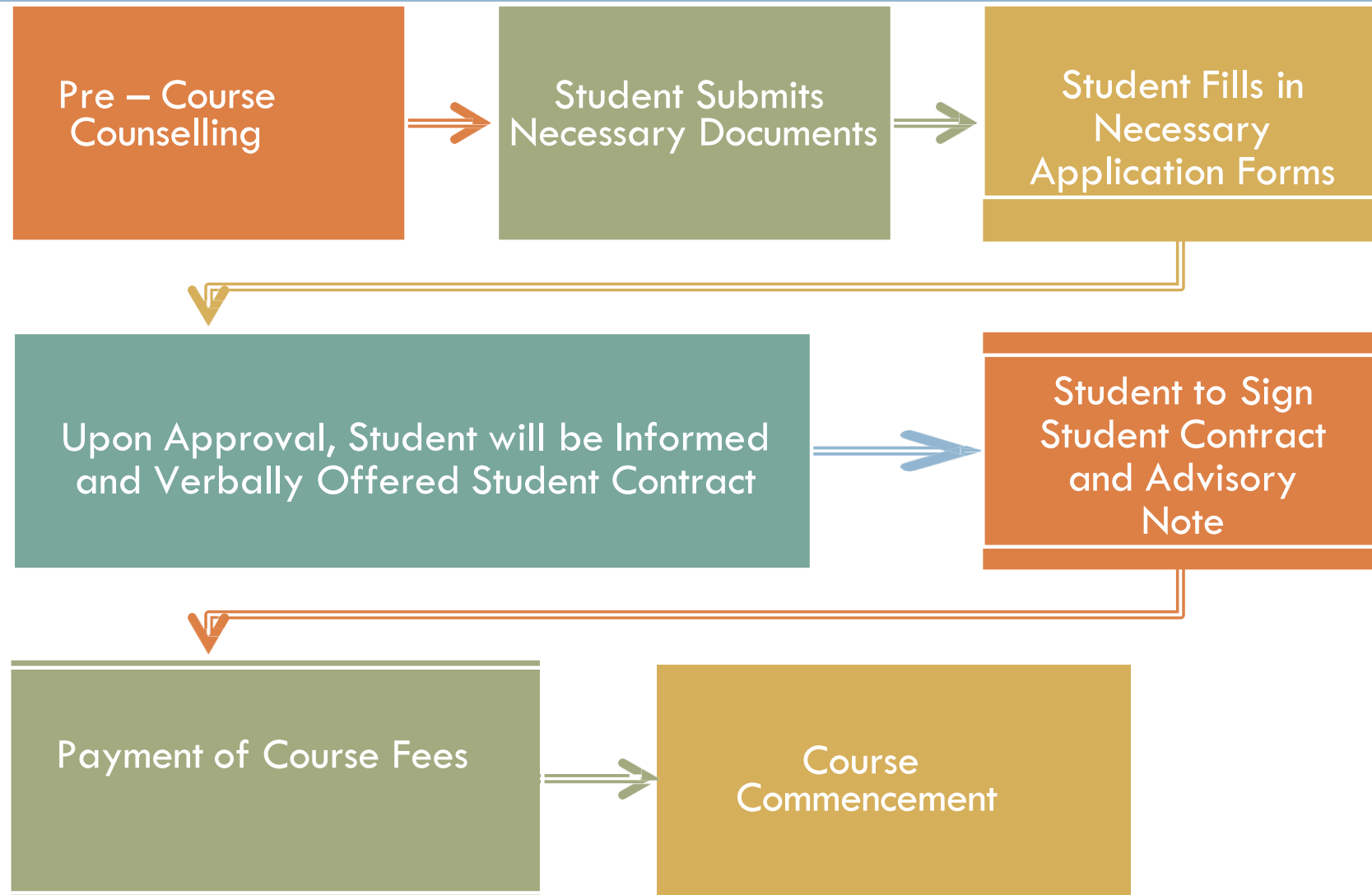
PRE – COURSE COUNSELING

- All students must certify through a Pre-Course Counseling and Orientation Survey Form that they have received counselling services from Course Consultant
- Course Consultant are required to:
 - Ensure proper matching of students' needs and MindForce Academy's courses.
 - Ensure students are briefed on future career prospects upon completion of courses
 - Ensure all components of the standard student contract are clearly explained to the students
 - Ensure that students understand all policies governing MindForce Academy
 - Provide APA referencing guidelines to students

PRE – COURSE COUNSELING

- Student need to understand that MindForce Academy provides Adult Learning Education; students should have the discipline to do their readings before the first day of class
- Each module has a unique schedule. Students should refer to the schedule in the Course Outline, which is given on the first day of class
- The first day of class is important. Students who miss the first day of class will need to check with their respective lecturers whether they have missed out on any important content or announcements

STUDENT APPLICATION PROCEDURE



Post-Secondary Education Account (PSEA)

1. Final course amount will be withdrawn from PSEA after deductions from SkillsFuture Credit, if applicable.
2. If Trainee is using sibling's PSEA, sibling authoriser must be 21 years old at the time of applying. If sibling authoriser is below 21 years old, a parent must authorise on behalf.
3. All PSEA withdrawals will be made from trainee's own PSEA first. Withdrawals will only be made from sibling's PSEA when there are insufficient funds in the trainee's own PSEA.
4. PSEA will be closed in May in the year a trainee turns 31. Able to extend the validity of their PSEA until 31 December of that year.
5. If you wish to learn more about PSEA, check PSEA balances or contact MOE, you may do so via the PSEA hotline at 6260 0777 or <https://www.moe.gov.sg/feedback>.

WSQ Courses

- Students must register online to confirm their attendance for their WSQ courses for their respective intakes.
- A link will be sent to students via email to register for the class 1 month before the commencement date.
 - Registrations are on a first come, first served basis.
 - Students who do not respond will not be allowed to attend this intake.
 - Students who miss the current intake may be rescheduled to a later run.
- Prior to registering, students should not have any outstanding payments.

Students with late fees will not be allowed to attend WSQ courses.

Note: WSQ Courses are strictly based on availability as there are limited vacancies for each intake. Students are required to register for the modules even if they appear on the Study Plan.

WSQ Courses

- ❑ Students need to attain a minimum of 75% attendance and pass the in-class assessment to be eligible for Government subsidies. If you fall short of the 75% attendance requirement in a module, you will not be allowed to take assessments. You may request a re-scheduling of session(s). Terms and conditions with an applicable fee apply.
- ❑ Our School requires a 75% response rate for the for the Training Quality and Outcomes Measurement (TRAQOM) Quality Survey. Your feedback is crucial in helping us meet this goal.

WSQ Courses

Procedures of downloading E-certificates

For Competent Students

If you certified COMPETENT during your assessment, your WSQ e-Certificate can be downloaded within one week after you've received this email.

You may refer to the instructions below on how to access your e-Certificate.

☐ For Singaporeans and Permanent Residents:

Step 1: Visit [MySkillsFuture.gov.sg](https://myskillsfuture.gov.sg)

Step 2: Click on 'Access E-Services'.

Step 3: Select 'Download Certificates' and you will be prompted to log in.

Step 4: Log in via SingPass and you will be redirected to the Skills Passport page, where you can select your desired training records and download the e-Certs accordingly.

☐ For foreigners:

Step 1: Visit [MySkillsFuture.gov.sg](https://myskillsfuture.gov.sg)

Step 2: Click on 'Access E-Services'.

Step 3: Select 'Download Certificates' and you will be prompted to log in. Step 4:

Log in with the Portal ID issued to you to access your certificates.

Step 5: If you do not have a Portal ID, click 'No Portal ID' and enter the relevant information to download

Professional Certificate

- Students can receive a Professional Certificate if they attend the course with at least 75% attendance.
- Students attending the Professional Certificate courses have the option of taking the examination. There is no additional charge to take the exam
 - If they pass the exam, they will be provided with a transcript which reflects their grade.
- Student who opt to take the exam are encouraged to get the textbook or e-book to aid in exam preparations
 - *Prices of the course materials are shown in the next slide*
- Both the e-certificate and transcript will be issued **within 3 months after the last lesson.**

Mind-Tap and Course Materials

- Course materials in each module may include:
 - Course notes/Chapter Notes (up to \$30)
 - MindTap (e-book) *[if applicable]* (up to \$150)
 - Hardcopy textbook *[We accept payment by PayNow]* (up to \$150)

- Mindtap
 - Students may purchase MindTap which includes ebook and course notes for every module. Access to MindTap includes 1-year access, valid from the day before class commencement.
 - Students will receive an email with the MindTap account link **7 working days** after purchase. For advanced payment, access to the account will only be activated on the first day of class.
 - For all technical issues and matters concerning the use of MindTap, please contact asia.techsupport@cengage.com

- We do not allow downloading of our PowerPoint slides as students are given learners guide.

ACADEMIC STRUCTURE

- The following types of direct assessment methods are used as evaluation tools for each module:
 - Assignments (60%)
 - Assignments may consist of Multiple choice, True/False, Short answer questions and written assignment such as essays, Case Studies, Critical Reviews and Research Papers.
 - Exam (40%)
 - The exam is held within 1 to 4 weeks after the last lesson.
 - We discourage students from using handphone for assessment/TOFA
 - Stable internet is required for taking assessment/TOFA

WITHDRAWAL of Modules

- ❑ A non-refundable administrative fee of S\$50.00 is applicable for withdrawal of each module request. Requests are subjected to review by MindForce Academy and the decision is final. MindForce Academy reserves the right to request for supporting document(s).
- ❑ Refund is not applicable to learners who:
 - ❖ Withdraw midway from their module
 - ❖ Submitted Re-scheduling

Deferment Policy

- A student who requests Deferment (i.e. delay or postpones the course) must either have their existing contract terminated or sign an addendum to reflect the changes.
- All requests must be made in writing. Verbal notice is not accepted.
- For all terminated Student Contracts, a new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between MindForce Academy and the Student.
- Any deferment would be addressed on a case-by-case basis and MindForce Academy will have the final decision on whether the deferment is approved or rejected.
- For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.

Conditions for Granting Deferment

- MindForce Academy will have final say in all deferment cases. This will be based on the availability of the Schedules and Classes.
- Students can apply for deferment ONLY ONCE. Extension of the deferment period will only be considered should there be very valid reasons and additional supporting documents provided by the student.
- Offering of units / courses are subject to availability. MindForce Academy reserves the right to offer similar unit(s) in replacement of discontinued unit(s).
- Submitting the request does NOT automatically result in an official deferment. Students must ensure that they receive a formal notice / confirmation form from the Institute regarding the outcome of their request for deferment.

Note: Deferment is only allowed up to a period of 6 months, subject to Management's approval.

Deferment Procedures

- 1) Students requesting a Course Deferment will need to fill in the Student Request Form with supporting documents and submit the Form to the Student Support Executive.
- 2) In the event the student is unable to submit a Student Request Form, an email from the student would suffice. The email must be printed out and attached to a blank copy of the Student Request Form.

Note: Deferment is only allowed up to a period of 6 months, subject to Management's approval.

- 3) Student Support Executive will arrange for an interview session who will discuss with the students the academic implications of deferment and understand the reasons for deferment and if possible, find a solution to avoid deferment.

Note: Student Support Executive to contact parents/guardians to verify that they give their consent for the request for deferment, if the student is below 18 years old. MindForce Academy needs to obtain written consent from parents or guardians prior to proceeding with the Course Deferment Request. Consent can be through email or letter. Consent must be documented on the Student Request Form.

- 4) Student is to sign off on the Student Request Form to acknowledge if they would like to retract or proceed with the course deferment.
- 5) Upon approving the deferment request, the Student Support Executive is to proceed to perform various administrative support which includes: -

For All Courses

Student Support Executive carries out the following:

- Terminate the existing contract and issue a new one upon return of student or sign an addendum
- Update Student Management System

GRADUATION

- ❑ **Students can graduate once they fulfil the following criteria**
 - ❑ Pass all necessary modules with all grades released
 - ❑ Minimum 2.0 GPA (Specialist Diploma and Advanced Diploma)
 - ❑ Minimum 2.3 GPA (Graduate Diploma)
 - ❑ All fees have been cleared, inclusive of admin fee and graduation processing fee
- ❑ **Please note that graduation processing fees are administrative fees and not for the graduation ceremony.**
- ❑ **Processing time: 3 months (earliest) – 6 months (latest) from release of final grade**
 - ❑ Consists of:
 - ❑ Hardcover booklet
 - ❑ Diploma course
 - ❑ Transcript with all modules and grades
- ❑ Self-collection at MindForce Academy office only
- ❑ More information in Student Contract, SCHEDULE C under Miscellaneous Fees.

MINDFORCE ACADEMY

Holistic School Environment

- Students having emotional concerns are welcome to approach our qualified counsellors.
- Students are to notify the Student Support Team to book an appointment with our counsellor.
- Internship opportunities – We work with companies for internship and job placements. For further information, please visit: <https://mindforceacademy.edu.sg/internship/>

MODE OF PAYMENT

- MindForce Academy adopt various payment methods as mentioned in the following
 - <https://mindforceacademy.edu.sg/payment-of-fees/>
 - Payment will be collected based on the payment scheduled stated in the standard contract / invoice
- All fees that are overdue will be subjected to additional charges according to the late payment policy
- MindForce Academy considers a payment made [7] days/month after the scheduled due date(s) for the Course Fees and [7] days/month after the scheduled due date(s) in the invoices for the Miscellaneous Fees as late.
- MindForce Academy will explain to the Student its policy for the late payment of Course Fees and Miscellaneous Fees, and any impact on the Course/module completion (if applicable).

COURSE ADMISSION REQUIREMENTS AND EXEMPTIONS



- For students to be accepted into our course, the following will be considered
 - Educational Qualifications
 - Work experience
 - Age requirement

USEFUL GOVERNMENT WEBSITE

MINISTRY OF EDUCATION (MOE)

For more details of the Singapore Education System, please visit

➤ www.moe.gov.sg

SkillsFuture Singapore

For more details on Fee Protection Scheme, Standard PEI – Student Contract, Medical Insurance and Dispute Resolution, please visit

➤ www.skillsfuture.gov.sg

THANK YOU

HOPE TO SEE YOU IN OUR NEXT INTAKE