
MindForce Academy

STUDENT HANDBOOK (DIPLOMA)



ADDRESS: 6 Raffles Boulevard #04-100
Marina Square Singapore 039594

Table of Contents

MESSAGE FROM THE MANAGEMENT	3
CORPORATE INFORMATION.....	4
Vision.....	4
Mission	4
Core Values.....	4
GENERAL INFORMATION	5
Background	5
Organisation Chart.....	5
Contact Details	6
SSG Contact details	7
Additional useful contacts	7
Relevant Staff Contacts	7
MINDFORCE ACADEMY PREMISES AND FACILITIES	8
STUDENT SUPPORT SERVICES	9
STANDARD STUDENT CONTRACT.....	9
SUSPENSION AND EXPULSION	10
REFUND POLICY.....	11
MindForce Academy Non-Refundable Fees	11
Refund for Withdrawal Due to Non-Delivery of Course	11
Refund for Withdrawal Due to Other Reasons	12
Refund during Cooling-off Period	12
Refund Procedure	12
TRANSFER / WITHDRAWAL POLICY	13
Conditions for granting of Transfer and Withdrawal	13
Conditions for Refund	13
Timeframe for assessing and processing transfer/ withdrawal cases.....	13
Transfer Procedure	14
Withdrawal Procedure	15
Deferment Policy	16
Conditions for Granting Deferment	16
Deferment Procedure	17
LATE PAYMENT POLICY.....	17
DISPUTE RESOLUTION POLICY	17
EXTERNAL FEEDBACK AND COMPLAINT MANAGEMENT SYSTEM.....	19
APPEAL PROCEDURE	20
Courses with External Partners	20
In-house Courses	20

ATTENDANCE REQUIREMENT	21
e-Attendance	22
Re-scheduling of Assessment & TOFA Admin Fee	22
MINDFORCE ACADEMY POLICIES AND REGULATIONS	23
Students Conduct and Responsibilities	23
Dress Code	23
ACADEMIC INFORMATION	24
Course Information	24
Transferring Credits	24
No-Credit or Auditing Modules	24
Availability of Modules	24
Grading System	25
Course Number	25
Grade-Point Average Computation	25
Grade Report	25
Repeat (Module) Policy	25
Drop Individual Module (Non-WSQ)	26
MINDFORCE ACADEMY Repeat/Replace Policies	26

MESSAGE FROM THE MANAGEMENT

We understand the importance of continuous learning to improve your chances for success in this fast-moving, ever-changing age, and that you are looking at our website because you want to take the next step to provide a more secure future for you and your family. At MindFORCE Academy, we aim to be able to provide you with quality programs that should help you in your current or future career.

Our school is large enough to provide a range of relevant programs without being so large that students get lost in the numbers. Not only does each student receive a thorough explanation of the program options before being accepted, but each student works closely with a program advisor throughout the duration of the program. These steps help ensure each student receives the program information, administrative support and academic resources necessary to graduate from the chosen program.

After your review of our website, I am confident that you will want to contact one of our program advisors for more information.

I look forward to seeing you in class!

MindForce Academy Management

CORPORATE INFORMATION

Vision

- To be a leader in providing customer driven programs and services that meet the education and training needs of individuals and organizations. We conduct our business by focusing on strategic alliances with government organizations, industry partners and associations.

Mission

- MindForce Academy strives to offer quality, affordable and niche education programs that are relevant to emerging markets and meet the educational needs of students.

Core Values

- Respect and Honesty
We will use our resources in the most efficient and effective way, and will demonstrate honesty, responsibility and integrity to provide our students, employees and education partners with appropriate compensation, service, quality and value.

We expect all our students to demonstrate honesty and integrity in their course of studies and to exhibit respect for their fellow students, school faculties and employees.
- Quality
There is continual review of our course curriculum, teaching faculty and education partners to ensure that we keep pace with the demands of the global economy to enable our graduates, regardless of their racial origins, to make a useful contribution to the economic well-being of their respective societies.
- Participation
We encourage all our students to participate in discussions in classrooms and activities and internship organized by the school.
- Affordable
We design programs, services and financial arrangements such that our education programs are affordable to all who meet our academic standards.

GENERAL INFORMATION

Background

Our objective is to offer quality and affordable educational programs that meet the needs of students, through our linkages with accredited institutions. Equipped with years of experience and a deep understanding of the US educational system, consultants at MindForce Academy can provide support and guidance for students' educational goals.

We are committed to providing a high standard of service by promoting an environment conducive to student learning. We have developed transparent redress policies that are disseminated to our students and conveyed in the student handbook and web site. This is to assure them that their welfare, besides their study needs, is also taken care of.

Here at MindForce Academy, we are constantly striving to provide what is best for our students in their aspirations to achieve their dreams and ambitions.

Organisation Chart

Please [click here](#) or scan the QR code below to access the organisation chart.



Contact Details

MindForce Academy Contact Details

The administrative staff of MindForce Academy maintains office hours from 09.15am – 7.15pm (Monday – Friday). We are closed on all Saturdays, Sundays, Public Holidays (PH), and if the day before, or after is a PH. Alternatively, you may send us an email at enquiry@mindforceacademy.edu.sg.

Note: If consultations with the Lecturer or other members of the Staff are desired, it is advisable to request an appointment.

ADDRESS: 6 Raffles Blvd, #04-100 Marina Square, Singapore 039594

PUBLIC BUS SERVICES:

- Raffles Avenue (Esplanade Theatre)1N, 2N, 3N, 4N, 5N, 6N, 36, 36A, 36B, 56, 70M, 75, 77, 97, 97E, 106, 111, 133, 162M, 171, 195, 195A, 531, 700A, 857, 960, 961C, NR1, NR2, NR5, NR6, NR7, NR8
- Raffles Boulevard (Pan Pacific Singapore)36, 36A, 36B, 56, 75, 77, 97, 97E, 106, 107M, 171, 195, 700A, 857, 960, 961C, NR2, NR5, NR7, NR8
- Esplanade Drive (near One Raffles Link)10, 57, 70, 128, 162, 196, 531, 700, 850E, 868, 971E, NR2, NR5, NR7, NR8
- Temasek Boulevard (Suntec Convention)36, 36B, 70A, 70M, 97, 97E, 106, 111, 133, 162M, 502A, 518, 518A, 531, 700A, 857, 868

NEAREST MRT STATION:

- From City Hall MRT Station (NS25 / EW13) Walk through CityLink Mall to reach Marina Square (turn right and get on the escalator when you see the directional signage indicating Marina Square).
- From Esplanade MRT Station (CC3) Access Marina Square via our basement integrated walkway –Marina Link which is located just next to Esplanade MRT Station.
- From Promenade MRT Station (CC4 / DT15) Walk through Millenia Walk to reach Marina Square (exit from Millenia Walk's entrance facing Raffles Boulevard and get on the escalator to Level 2).

SSG Contact details

You may refer to [SSG-WSG | Contact Us for Enquiries](#) for latest information.

Additional useful contacts

In case of fire in the building, please use the staircase and DO NOT USE THE LIFT.

In case of injury, please approach the MindForce Academy for assistance

Emergency Ambulance 995

Police 999 / 1800 255 0000

Relevant Staff Contacts

Student Recruitment Executive

- For all admission, 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 (Synchronous E-Learning)

- For clarification of learning materials during E-Learning
 - Email address of the trainer will be provided during the course

MINDFORCE ACADEMY PREMISES AND FACILITIES

The facilities are easily accessible by students with disabilities who are wheelchair bound. The location is ideal for students with an abundance of nearby shopping, cafes, restaurants, banks and very convenient access to MRT, bus and taxi transportation links.

MindForce Academy has classrooms with projectors, whiteboards and flipcharts.



Classroom #1 - Mother Teresa
Size ~38 Sqm / Pax ~25



Classroom #2 – Synder Theatre
Size ~167 Sqm / Pax ~ 111

STUDENT SUPPORT SERVICES

- i. Students are advised to go onto the MindForce Academy's website for a comprehensive list of student support services, policies and procedures.
- ii. The Student Support Services handles/ processes all student requests.
- iii. Students are welcome to receive feedback to MindForce Academy via Emails or MindForce Academy website to provide valuable insights into helping MindForce Academy to continually improve the student experience.

STANDARD STUDENT CONTRACT

The Standard PEI-Student Contract ("Student Contract") MindForce Academy adopts is a very important legal document between MindForce Academy and the student.

It is the responsibility of MindForce Academy to explain the following contents of the student contract in English or in the native language of the student (where applicable):

- i. Course information and Fees
- ii. Course information and Fees Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause
- iii. Any other information as deemed necessary

All students are to sign two original sets of the Standard PEI-Student Contract. The Standard PEI Student Contract template can be downloaded from the [MindForce Academy's website](#).

All fields must be completed in the student contract. Where any field is not applicable, it must be indicated with "not applicable or N/A".

Each student contract must be accompanied by an Advisory Note to Students which can be downloaded from the [MindForce Academy's website](#).

SUSPENSION AND EXPULSION

MindForce Academy takes misconduct/malpractice extremely seriously and investigates alleged cases of misconduct. Any student suspected of misconduct will be dealt with accordingly. Should any student be expelled from the course, no refund on fees paid will be made.

Students may be suspended or expelled from the MindForce Academy under the following circumstances:

- **Misconduct:** Fighting, gambling, smoking or behaving disorderly.
- **Defamation:** Spreading untruthful and damaging remarks about MindForce Academy, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of MindForce Academy.
- **Vandalism, Mischief and/or Theft:** Students who have been found to participate in any willful or negligent acts that cause damage to, loss, removal or theft of, or any other wrongful interference with any property of MindForce Academy.
- **Cheating in examinations/tests:** Any form of cheating in tests and examinations may result in disciplinary action, not excluding expulsion from the course.
- **Attendance:** Students who do not meet the criteria for attendance of 75% per module

REFUND POLICY

The MindForce Academy's Management team shall ensure a fair and reasonable refund policy is details for any payments made.

Time taken to process all refund requests will be done within 7 working days, from date of application to disbursement of funds to the student.

MindForce Academy adopts the Refund Policy as per the Standard Student Contract as set out by SSG. This policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:

- Refund for Withdrawal due to non-delivery of Course
- Refund for Withdrawal due to Other Reasons
- Cooling off Period

MindForce Academy Non-Refundable Fees

MindForce Academy's non-refundable fees are reflected in schedule C of the standard student contract.

No refunds will be given for fees that fall under this category.

Refund Table:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[95%]	("Maximum Refund") More than [30] days before the Course Commencement Date
[80%]	Before, but not more than [14] days before the Course Commencement Date
[0%]	Less than [14] days before the Course Commencement Date

Refund for Withdrawal Due to Non-Delivery of Course

The PEI will notify the student within three (3) working days upon knowledge of any of the following:

- It does not commence the Course on the Course Commencement Date.
- It terminates the Course before the Course Commencement Date.
- It does not complete the Course by the Course Completion Date.
- It terminates the Course before the Course Completion Date.
- It has not ensured that the student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by SSG; or

The student should be informed in writing of alternative study arrangements (if any) and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the student decide to withdraw, within seven (7) working days of the above notice.

Refund for Withdrawal Due to Other Reasons

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the PEI will, within seven (7) working days of receiving the student's written notice of withdrawal, refund to the student an amount based on the table in Schedule D of the standard student contract.

Refund during Cooling-off Period

The PEI will provide the student with a cooling-off period of ten (10) working days after the date that the Contract has been signed by both parties.

The student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) of the fees already paid if the student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

Notes:

Conditions where a course may be cancelled:

- i. The intake does not meet a minimum enrolment of 15 students.
- ii. The lecturer has withdrawn from teaching the course and a substitute lecturer cannot be found, due to unforeseen circumstances (that include, but are not limited to):
 - Sudden Hospitalization
 - Overseas Business Commitments
 - Other Emergencies

Refund Procedure

- 1) Fill up Student Request Form, with any supporting documentations, and submit it to the Student Support Executive
- 2) The Student Support Executive will meet up with you to acknowledge the refund request, within 3 working days upon receipt of the Student Request Form (based on the date of application), and to work out if any refund is eligible.
- 3) Computation of such an amount, where eligible, will also be explained to you and stated in the Student Request Form
- 4) Any refund amounts will be subject to MindForce Academy's Management approval.
- 5) The Student Support Executive will inform you of the outcome of the refund request.
- 6) Should you be eligible for a refund, MindForce Academy will inform you when to collect the refund.
- 7) The whole refund process will not take more than 7 working days from the date of application.

TRANSFER / WITHDRAWAL POLICY

- A student who requests for an internal course transfer within MindForce Academy must have their existing contract terminated. This includes students who change the course or period of study (from full-time to part-time or vice versa). A new student contract will be signed based on the procedures for carrying out student contracts. The Refund Policy shall apply unless as otherwise agreed between MindForce Academy and the Student.
- All requests must be made in writing. Verbal notice is not accepted.
- The student must also fulfil all the admissions criteria of the new course and will be subjected to MindForce Academy's student selection and admission procedures.
- A student who withdraws from MindForce Academy to enroll with another school (i.e. discontinues all its courses with MindForce Academy) shall be deemed to have withdrawn from MindForce Academy and the refund policy and procedures shall apply.
- For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.

Conditions for granting of Transfer and Withdrawal

- All outstanding fees must be settled prior to request for withdrawal and/or transfer.
- Student to fill in Student Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

Conditions for Refund

- MindForce Academy's Refund Policy shall apply for all qualified refunds. Students are to refer to MindForce Academy's Refund Policy and the Standard Student Contract for further details.

Timeframe for assessing and processing transfer/ withdrawal cases

- The entire transfer / withdrawal process, from point of application to the outcome, should not be more than 4 weeks. If the outcome is not in favor of the applicant, the respective staffs are to handle each situation according to the MindForce Academy's dispute resolution policy and procedure.

Transfer Procedure

- 1) Student to fill up Student Request Form with any supporting documents to the Student Support Executive.
- 2) Supporting documents for Course Transfers should minimally include any documents that show that the student meets the minimum entry requirements for the new course that he / she is applying to, if this document is different from the one used to enroll the student to his/her original course.
- 3) Student Support Executive is to meet with the student within 3 working days upon receipt of the Course Transfer Request.
- 4) Student Support Executive is to inform students on the following conditions for any Course Transfers: -
 - Student must meet all minimum entry requirements of the new course they are enrolling in
 - The standard student contract for the current course that the student is enrolled in will be voided upon approval of the Course Transfer Request
 - A new standard student contract for the new course will need to be signed (Refer to Procedures of Executing Student Contract) upon approval of Course Transfer Request

Note: Only applicable for students under the age of 18 Years Old, Student Support Executive is to seek the consent of the student's parents or guardians prior to proceeding with the Course Transfer Request. Consent can be through email, tele conversation or letter. Receipt of Consent must be documented on the Student Request Form.

- 5) The Student Support Executive is to conduct the Pre-Course Counselling session with the student who would be required to sign on the Student Request Form to acknowledge that he/she has been informed of the various critical information. Student Support Executive is also to ensure that the new course is suitable for the student.
- 6) A Letter to Effect or Reject Course Transfer Request will be given to the student once the Head of Academic Affairs has approved / denied the Request.

Note: The following will take place, where applicable, once your Transfer request has been approved

- Termination of existing student contract (to be done upon signing of new contract)
- Processing Refunds if any (Refer to Refund Procedure)

Withdrawal Procedure

- 1) Student to fill up Student Request Form with any supporting documents (inclusive of Refund Request Form, if applicable) to the Student Support Executive.
- 2) Student Support Executive is to inform student on the student's pass will be cancelled upon withdrawal from the MindForce Academy.

Note: Only applicable for students under the age of 18 Years Old, Student Support Executive is to obtain written consent of the student's parents or guardians prior to proceeding with the Course Withdrawal Request. Consent can be through email or letter. Consent must be documented on the Student Request Form.

- 3) An interview session with the Student Support Executive will then be arranged to establish the reasons for the application of a course withdrawal.
- 4) A Letter to Effect Course Withdrawal Request will be given to the student once it has been approved by the CEO.

Note: The following will take place, where applicable, once your Withdrawal request has been approved

- Termination of existing student contract
 - Processing Refunds if any (Refer to Refund Procedure)
 - Issuing past attendance records to students who are enrolling in another course in another Private Education Institute

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 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 Procedure

- 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

LATE PAYMENT POLICY

As per the student contract, payments received more than 7 days after the scheduled due date(s) will be considered late payment.

- A late payment fee of \$30 may be imposed on the student.
- Students are required to pay this extra fee in addition to their current payment.
- Students who do not comply with this policy will be considered for withdrawal from the course.

DISPUTE RESOLUTION POLICY

- 1) MindForce Academy accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences) for ease of providing feedback.

- 2) MindForce Academy is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
- 3) All feedback and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between MindForce Academy and the student must be annexed as evidence. This is to ensure that all staff handling the case are kept aware of the progress / outcomes.
- 4) In the event of any appeals for retention, suspension, expulsion and awards, MindForce Academy's Dispute Policy and Process shall follow.
- 5) It is the responsibility of the Academic Affairs Department to notify relevant departments of any feedback and complaints.
- 6) Students must be kept informed of the status of their feedback / complaints.
- 7) The Academic Affairs Department is to respond to respective students within 3 working days of receipt of the feedback / complaint.
- 8) All feedback / complaints must be resolved within 21 working days. If the deadline is not adhered to, respective students must be notified and the reasons regarding the delay must be made known.
- 9) All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after their implementation, and the complainant/person giving feedback will be informed.
- 10) In the event that MindForce Academy and the student cannot come to an agreement or the student does not accept the final decision made by MindForce Academy's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through SSG Student Services Centre for mediation for WSQ Courses, they will be referred to [WSQ Feedback Portal – SSG -WSQ](#)

EXTERNAL FEEDBACK AND COMPLAINT MANAGEMENT SYSTEM

Students who wish to provide any feedback and / or complaints to the MindForce Academy should adhere to the following procedure:

- Students are to approach the Student Support Executive to request a Feedback Form.
- The Student Support Executive is to acknowledge the feedback / complaint received. This should be done within 3 working days.
- Student Support Executive will review the feedback / complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary.
- Relevant parties will then propose a solution for the issue raised and the Student Support Executive will explain it clearly to the students.
- The student should acknowledge the situation within 21 working days, whether he / she accepts or is satisfied with the proposed solution.
- If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the Head of Academic Affairs. The respective person will investigate the case and take necessary actions to resolve it.
- If the student is still not satisfied with the outcome / decision, he / she will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the Committee for Private Education Student Services Centre. For WSQ Courses, they will be referred to [WSQ Feedback Portal – SSG -WSQ](#)
- The entire process should not take more than 21 working days.

Note 1: As Feedback can be generic and / or positive, MindForce Academy will have the discretion of the need to reply to students.

Note 2: If the process takes more than 21 working days to resolve, students need to be informed of the reason as to why it is so and justification needs to be provided by MindForce Academy. Justifications need to be recorded on the Feedback Form under the Remarks section.

APPEAL PROCEDURE

Courses with External Partners

- 1) Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Student Support Executive. This is to be done within 7 working days of the release of examination results.
- 2) The Student Support Executive is to acknowledge receipt of the Examination Appeal Form within 3 working days and proceed to submit the appeal to the External Partner.
- 3) All decisions made by the External Partner are subject to their appeal processes, and approved decisions are final.
- 4) The Examination Board is to review and endorse the appeal results before the Student Support Executive informs the students of the appeal outcome (to be done within 8 weeks of the date of the appeal).
- 5) Should there be changes required, the Student Support Executive will make the necessary amendments to the results slip and submit them to the Head of Academic Affairs for approval.

In-house Courses

- 1) Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Student Support Executive. This is to be done within 7 working days of the release of examination results.
- 2) The Student Support Executive is to acknowledge receipt of the Examination Appeal Form within 3 working days and proceed to submit the appeal to the Head of Academic Affairs.
- 3) The Head of Academic Affairs is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to re-mark the paper. Comments in relation to the re-mark must be stated in the Examination Appeal Form, which would be circulated to the Examination Board Chairman for his/her review and approval.
- 4) All decisions made by the Examination Board are final.
- 5) The Student Support Executive will inform the student of the final decision within one month from the date of the appeal.
- 6) Should there be changes required, the Student Support Executive will make the necessary amendments to the results slip based on the appeal result.

ATTENDANCE REQUIREMENT

We place great importance on ensuring that students get full benefit from our courses here at MindForce Academy. Therefore, we expect students to take responsibility for their learning journey.

MindForce Academy expects all students to be punctual for lessons.

Attendance will be taken twice a day – once in the morning and another in the afternoon for Day classes and once for Evening and Saturday classes.

Students are strongly encouraged to attend all classes for each module. Absence without official reason may result in withdrawal of course fee funding and eligibility to proceed with assessment.

For online classes:

The entirety of each training/assessment session will be recorded, and students must always turn on their webcam for attendance purposes with their faces visible. (i.e. the entire face and not just the forehead/eyebrows).

Note: No training/assessment video recordings would be made available for public viewing as they include the students' personal data.

Students should use and reflect their full name as per NRIC in the online sessions.

We strongly encourage full attendance for all classes, and a minimum attendance of 75%. Attendance below 75% will not be allowed to take the assessment.

e-Attendance

All Singaporean Citizens/Permanent Residents attending SkillsFuture Singapore (SSG)'s funded courses are required to register, set up their Singpass account and download the latest version of Singpass account and download the latest version of Singpass App prior to course commencement.

Students without Singpass should register for a Singpass account immediately. For more information on setting up and accessing your Singpass account, please visit the Singpass website (<https://www.singpass.gov.sg/main>).

Students should be present in class (classroom and online) 15 minutes before the scheduled lesson time on the actual day and have the following ready:

1. A smart device (e.g., smartphone or iPad) with a functioning camera,
2. The Singpass module app installed on the smart device,

Note: Please log out from the other devices if your Singpass app is installed on multiple devices. Users can only utilize the Singpass module app from one device at a time.

3. Login credentials for the Singpass App (i.e., username and password, facial recognition, or fingerprint scanning).

Students who do not have their Singpass App ready for classes will have to re-schedule to a later time with a non-refundable admin fee of \$30.00 (after GST).

Re-scheduling of Assessment & TOFA Admin Fee

Learners may request a re-scheduling of assessment session. Terms and conditions with an applicable fee apply:

- A non-refundable administrative fee of S\$120.00 applies to an assessment rescheduling request.
- Request must be submitted to MindForce Academy (advisor@mindforceacademy.edu.sg) at least 2 days before assessment date.

Re-scheduling is free of charge for **Recognized absences** with supporting documents:

- Medical
- Reservist
- Court appearance
- Bereavement of immediate family members (parents, parents-in-laws, siblings, spouse, and children)

MINDFORCE ACADEMY POLICIES AND REGULATIONS

Students Conduct and Responsibilities

Students are expected to conduct themselves both within and outside MindForce Academy in a way that will reflect favorably on them and MindForce Academy. A student may be dismissed at any time for misconduct of such nature as to be prejudicial to MindForce Academy or for conduct that seriously infringes upon the rights of others.

MindForce Academy expects all students, as well as faculty and staff, to observe local laws and to respect the rights and privileges of other individuals. MindForce Academy expects everyone within the academic community to refrain from behavior that would disrupt the MindForce Academy function of education; cause injury to people; cause damage or loss of property in MindForce Academy; or interfere with the freedom of movement of students, MindForce Academy officials, employees, or guests of facilities of MindForce Academy. Interference in any manner with the public or private rights of other individuals or conduct that threatens or endangers the health and safety of any person will not be tolerated by MindForce Academy.

MindForce Academy Director or their designee may summarily suspend any student in violation of these standards, when it appears that reasonable cause exists to believe the continued presence of the accused student in MindForce Academy poses a threat to the safety of the student, other persons, or property, or a threat to disrupt MindForce Academy functions or activities.

MindForce Academy also reserves the right to exclude or notify a student to leave a course at any stage if the student is in breach of any of the terms & conditions herein or of the University/Institution which the student is enrolled with or if student fails to comply with the terms & conditions of the Student Standard Contract.

Dress Code

The students' attire should be neat and conform to MindForce Academy regulations. Slippers are not allowed. The general accepted appearance should be smart and presentable.

ACADEMIC INFORMATION

Course Information

The following information is available on MindForce Academy's website at

<https://mindforceacademy.edu.sg/>

- Course modules and outlines
- Course duration
- Course entry requirements
- Total Payable Fees

Course Timetables and schedules will be distributed to all students on a regular basis. A copy of the Study Plan will also be attached to each standard PEI student contract.

Transferring Credits

- MindForce Academy will accept work in which grades A, B, C, P (Pass), CR (Credit), D/HD (Distinction & Higher Distinction) and S (Satisfactory) were earned for transfer credit. Courses in which a grade of D or less was earned are not accepted for transfer.
- Transfer credit for more than 10 years must be evaluated by the Head of Academic Affairs for approval of transfer.

No-Credit or Auditing Modules

Students may broaden and deepen their educational experience through auditing modules. Auditing permits the student to attend a module without being required to complete exams and assignments. An audit module is marked with a "NC" (No Credit) on their transcript, and it does not carry academic credit, nor does it satisfy the program requirement.

Availability of Modules

MindForce Academy does not offer all the modules listed in the catalog each semester or each year. MindForce Academy reserves the right to withdraw from its offering low-enrolled modules during any semester. Other modules may be added if there is sufficient demand. In some courses, certain modules may be offered on an alternate-year basis or as determined by demand.

MindForce Academy reserves the right to vary the modules offered, the timetable, courses, & teaching staff if in its opinion to the best interest of the students or as may be required by the relevant authorities in Singapore.

All notes, class video tapes and other teaching materials handed over or given to the student are the intellectual property rights of MindForce Academy and are given to the student who acknowledges the intellectual property rights of MindForce Academy.

Grading System

All credits are based on semester hours. 4.00 grading systems is used.

Grade		Grade Points
A	(Excellent)	4
B	(Good)	3
C	(Fair)	2
D	(Poor)	1
F	(Failure)	0

Grades Which Do Not Have Associated Grade Points

CR	(Credit)
N	(No Credit Course)
INC	(Incomplete in Credit)
P	(Progress)
DEF	(Deferred)
W	(Withdrew)

Course Number

Courses numbered below 300 constitute the lower division. Courses numbered 300 and above constitute the upper division.

Grade-Point Average Computation

MindForce Academy grading system is based on a standard four-point scale and GPA is calculated by dividing total grade points by credit hours attempted. (Refer to Grading System above)

Grade Report

Final grade reports will be emailed to the students within 6 – 8 weeks following the final examination / assignment.

Repeat (Module) Policy

Students may repeat Module; however, the credit hours only count once – the most recent attempt. Previously attempted module and grades remained on the academic record but are not computed in the GPA. Students who receive approval to take courses from other institutions need to be aware that the grade earned will not replace a low grade earned at MindForce Academy. Students must request a GPA update form from MindForce Academy for a re-computation of the GPA.

Drop Individual Module (Non-WSQ)

The student may drop a module any time before the SECOND lesson of the module. If the student drops the module after the second lesson, he/she will have to pay the applicable fees for the replacement module. Please take note that dropping a module is different from withdrawal from the entire course.

MINDFORCE ACADEMY Repeat/Replace Policies

Students who fail to adhere to the module drop policy, or did not meet the module requirement, will be required to repeat/replace the module(s), and subject to a Repeat fee at prevailing rates.

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