
MINDFORCE ACADEMY

STUDENT HANDBOOK (WSQ)



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

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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

Established in 2004, MindForce Academy objective is to offer quality, affordable and niche education programs that are relevant to emerging markets and meet the educational needs of students. We conduct our business by focusing on strategic alliances with industry partners and associations. Equipped with years of experience and a deep understanding of the educational system, consultants at MindForce Academy can provide support and guidance for students' educational goals.

MindForce Academy specializes in various areas of Counselling, Psychology, Criminology and Social Welfare.

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.

Organization Chart

Please [click here](#) or scan the QR code below to access the organization 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 Adult Educator 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, 502, 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).

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 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 for students with disabilities and 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 feedback to MindForce Academy via Emails or MindForce Academy website to provide valuable insights into helping MindForce Academy to continually improve the student experience.

FEES AND FUNDING ELIGIBILITY

Singaporeans aged 25 years old and above are eligible for SkillsFuture Credit which can be used to offset the selected programmers' fees for self-sponsored registrations only.

Please note the submission period for your SFC claim via MySkillsFuture needs to be within 10 days before the course start date (date inclusive). MindForce Academy will reject the application and, in this case, you would need to pay the full course fees at the end of your course application.

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, which 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

MINDFORCE ACADEMY Non-Refundable Fees

MindForce Academy's non-refundable fees are reflected in schedule C ("Miscellaneous Fees") 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

*Schedules B: Course Fees and Instalment Schedule

Refund for Withdrawal Due to Non-Delivery of Course

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

- Non-Commencement of the Course as scheduled.
- Termination of the Course before the Course Commencement Date.
- Non-Completion of the Course by the Course Completion Date.
- Termination of the Course before the Course Completion Date.

The student should be informed in writing of alternative study arrangements (if any).

Should the Student decide to withdraw, the student is entitled to a refund of the Entire Course Fees and Miscellaneous Fees already paid, within seven (7) working days of the above notice.

Notes:

Conditions where a course may be cancelled:

- The enrolment does not meet a minimum of 15 students.
- The deployed Adult Educator is unable to conduct the scheduled Course, and a replacement cannot be found, due to unforeseen circumstances which may include but not limited to:
 - Sudden Hospitalization
 - Overseas Business Commitments
 - Other Emergencies

Refund Procedure

- 1) Fill in a Refund Request Form, with any supporting documentation, and hand it to the Designated Operations Executive for further processing.
- 2) The Designated Operations Executive will acknowledge the receipt of the refund request and communicate to the student within two (2) working days.
- 3) The Designated Operations Executive will process the Student Request Form and compute the refund amount.
- 4) Any refund amounts will be subject to MindForce Academy's Management approval. The Management Team will review the request for a refund and approve the request.
- 5) The Designated Operations Executive will inform you of the outcome of the refund request and amount (if eligible).
- 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 date of application.

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 detail

Withdrawal and Refund

A non-refundable administrative fee of S\$50.00 is applicable for withdrawal requests. Requests are subject to review by MindForce Academy and the decision is final. MindForce Academy reserves the right to request supporting document(s).

Refund is not applicable to learners who:

- Withdraw midway from their course
- Submitted Re-scheduling

Withdrawal Procedure

- 1) Students must fill up Student Request Form with any supporting documents (if any) to the Designated Operations Executive.

The Designated Operations Executive will process and acknowledge the request for withdrawal within 3 working days.

- 2) If the student is below 18 years old, the student's parents/guardians will receive an email with the Student Request Form attached for their acknowledgement to the request for withdrawal.
- 3) Designated Operations Executive will email to the student on the status of course withdrawal upon approval by the Head of Academic Affairs.

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

Processing of Refunds if any (Refer to Refund Procedure)

LATE PAYMENT POLICY

As per the student contract, payments received more than 7 days after the scheduled due date(s) will be considered a 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 / Student Request Forms) and verbal communications (follow up email on what had been communicated) for ease of providing feedback.
- 2) MindForce Academy seeks feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
- 3) All requests, 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 requests, feedback and complaints.
- 6) Students must be kept informed of the status of their requests / feedback / complaints.
- 7) Academic Affairs Department will respond to respective students within 3 working days of receipt of the request / feedback / complaint.
- 8) All requests / feedback / complaints must be resolved within 21 working days. If the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
- 9) All requests, 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 its implementation, and the complainant/person making requests, feedback will be informed.

EXTERNAL FEEDBACK AND COMPLAINT MANAGEMENT SYSTEM

Students who wish to provide any feedback and / or complaints to 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 the 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 student.
- 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

- 1) Students receiving a Not-Yet-Competent (NYC) outcome who wish to appeal must submit a completed Request for Appeal Form accompanied by the Administrative Fee within 3 working days of receiving their results.
- 2) Upon receiving the Request for Appeal Form and fee, Designated Operations Executive will verify the completeness of the form, and the justification provided for the appeal.
- 3) The Designated Operations Executive will assemble the Appeal Panel with the following members: Head of Academic Affairs or Academic Affairs Executive as chair, Head of Operations or Designated Operations Executive, and Independent Adult Educator (Assessor). This is to be done within 2 working days of receiving the Request for Appeal Form.
- 4) The appeal panel will review the appeal application, gather information on separate sessions from the Adult Educator (Assessor) who conducted the original assessment and the student who submitted the appeal.
- 5) Appeal Panel will convene a meeting to discuss the case and reach a final decision.
- 6) The Designated Operations Executive will be notified of the final decision before informing the student of the appeal outcome within 1 working day, followed by a formal email confirmation.

ATTENDANCE REQUIREMENT

We place great importance on ensuring that students get the 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 in 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 class:

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

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 for 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)

Downloading of e-Certificate

For Competent Students

If you certified COMPETENT during your assessment, your WSQ e-Certificate can be downloaded within one week after you've received the End of Course Email from MindForce Academy Designated Operations Executive.

Procedure for downloading of e-Certificate:

For Singaporean and Permanent Residents

- Visit <https://www.myskillsfuture.gov.sg/content/portal/en/index.html>
- Click on 'Access E-Services'.
- Select 'Download Certificates' and you will be prompted to log in.
- 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

- Visit <https://www.myskillsfuture.gov.sg/content/portal/en/index.html>
- Click on 'Access E-Services'.
- Select 'Download Certificates' and you will be prompted to log in.
- Log in with the Portal ID issued to you to access your certificates.
- If you do not have a Portal ID, click on 'No Portal ID' and enter the relevant information to download your e-Certs.

Class Cancellation

MindForce Academy reserves the right to cancel, postpone or make changes to any courses should unforeseen circumstances occur. Applicants will be duly notified, and the full fees will be refunded, where applicable.

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 MindForce Academy function of education; cause injury to persons; 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 student is enrolled with or if student fails to comply with the terms & conditions of the Student Standard Contract.

MindForce Academy discourages students from using handphone for assessment/TOFA. Stable internet is required for taking the assessment/TOFA.

Dress Code

As aspiring or incumbent adult educators, MindForce Academy expects all students to uphold the professional image befitting of an adult learner by dressing appropriately when they attend classes.

- Smart casual workplace attire is expected.
- No sports or Bermuda shorts, slippers and flip-flops are allowed.

~~~~~ END ~~~~~