

SP

PACE
ACADEMY

Handbook for Workforce Skills Qualification (WSQ) Programme Trainees



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The information in this handbook is correct at the time of printing (June 2020).

SP reserves the right to amend any of the specific information in this handbook.

A MESSAGE FROM THE DIRECTOR

Dear Trainees,

It gives me great pleasure to welcome you to the Singapore Polytechnic (SP). I hope you are looking forward to the start of the course with the Professional and Adult Continuing Education (PACE) Academy at SP. Whether you are a new or returning trainee, it is my pleasure to welcome you to SP, and thank you for choosing SP.

You have joined the first and foremost Polytechnic in Singapore. Since 1954, SP has educated and trained over 160,000 graduates, who form the core of the Singapore workforce.

You have enrolled in a programme, which has been specially designed for adult learners like yourself. When you have completed your programme, you will be eligible for the Workforce Skills Qualification (WSQ) certificate.

I am confident you will find your studies with us rigorous but engaging. Our well-qualified and experienced lecturers will work with you to make your learning journey fulfilling and successful. Besides hard work, a key to your successful completion will be managing your time between your work, studies and family.

My team and I hope your experience at SP meets your expectations, and I encourage you to share with me any suggestions and ideas that might assist our efforts to provide you with the best education possible. You may send any feedback that might help us to improve your experience to our e-mail address: pace@sp.edu.sg. Once again, on behalf of our faculty and staff, I welcome you to SP, and wish you a successful and enjoyable experience.

Wong Jian Chang
Acting Director
PACE Academy
Singapore Polytechnic

ABOUT PACE

Singapore Polytechnic (SP) was the first polytechnic established in 1954. In 1979, it started to offer Continuing Education and Training (CET) courses to meet the upgrading needs of its growing number of graduates. This expanded later to include CET for all Professionals, Managers and Executives (PMEs). In 2008, the Professional & Adult Continuing Education (PACE) Academy was established to enable SP to support the efforts of the National Productivity and Continuing Education Council (NPCEC) which was mandated to prioritise and champion national productivity initiatives at the sectorial and enterprise levels, develop a comprehensive, first-class national CET system and foster a culture of productivity and continuous learning and upgrading in Singapore.

PACE Academy continues to offer quality multi-disciplinary CET programmes to about 30,000 PMEs over 1,000 courses runs per year. These programmes cater to adult and PMEs who not only have relevant experience but also varied training needs.

Our Vision

To be Singapore's leading CET Academy transforming adult learners through innovative educational experiences

Our Mission

To offer a variety of relevant courses for adult learners to enhance their employability

CONTACT US

<https://www.sp.edu.sg/sp/trainee-services/osc-overview/about-osc>

1 NAVIGATING AROUND SINGAPORE POLYTECHNIC

1.1 FACILITIES & SERVICES

1.1.1 IT SPICE SERVICE DESK

The SPICE Service Desk provides a single point of contact helpdesk service for IT-related incidents, feedbacks and service requests for staff and trainees.

Dedicated IT staff will provide first-line support to end-users. The more severe incidents will be escalated to the appropriate service group to handle. The status of issues raised is logged and tracked.

Please click [here](#) for more details.

1.1.2 ATM FACILITIES

Please click [here](#) for details.

1.1.3 RETAIL & DINING

SP is known for its wide array of food choices in our food courts and F&B outlets all around the campus. Please refer [here](#) for details.

1.1.4 DIRECTIONS TO SINGAPORE POLYTECHNIC

SP is easily accessible by public transport, MRT (Dover MRT station) and buses. Trainees are encouraged to take public transport as there are limited parking lots on the campus.

Please refer [here](#) for details on directions to Singapore Polytechnic and parking information.

1.1.5 GATES OPERATING HOURS

Please refer to [SP Map](#) for the gates' operating hours.

2 GENERAL TRAINEE MATTERS

2.1 IT ACCOUNT MANAGEMENT

All trainees enrolled in the full qualification courses will be issued with two types of accounts when they join the polytechnic. They are:

- 1) the SPICE account; and
- 2) the iChat email account.

These accounts remain valid during the course of their study in the polytechnic.

Trainees are to ensure the confidentiality and security of the passwords for their accounts. Generally, they are prompted to change their passwords regularly. Trainees can also change their passwords on their own accord. If trainees forget their password, they need to generate a new password. Trainees may have their accounts locked out from the network if they are unsuccessful in logging into the network several times. In this case, they need to have the account unlocked and a password generated.

Please contact [SPICE Service Desk](#) if you encounter problem(s) with your Accounts.

The following paragraphs provide more details on the purpose of the accounts, how to change, and set a password for the accounts and what to do if you are locked out from the network.

2.1.1 SPICE ACCOUNT

The SPICE account allows trainees to access SPICE services provided by SP. These services include wireless network (Wi-Fi), [Polymall](#) (learning management system), etc.

Reset your password (first time/if you have forgotten the password)

You can reset your SPICE password or unlock your SPICE account through [Identity Management System \(IDMS\)](#).

Please contact [SPICE Service Desk](#) if you encounter problem(s) with your Account.

2.1.2 ICHAT EMAIL ACCOUNT

[iChat \(http://www.outlook.com/ichat.sp.edu.sg\)](http://www.outlook.com/ichat.sp.edu.sg) is an email service provided by Microsoft for SP trainees.

All official emails from SP will be sent to your iChat email account.

You may use the “e-mail Forwarding” feature in iChat email to forward incoming emails to another email account of your choice (e.g. your office email account or your personal email) to avoid missing of important announcements from us. Please refer to [how to forward your iChat emails](#).

You may also like to know [how to reset your iChat password](#).

Please contact [SPICE Service Desk](#) if you encounter problem(s) with your account.

3 GENERAL COURSE MATTERS

3.1 FUNDING (IF APPLICABLE)

Singaporeans/Permanent Residents (PR) may enjoy various subsidies and funding on selected courses to help trainees offset their training costs. Company-sponsored trainees from Small and Medium Enterprises (SMEs) may also enjoy additional grants.

Please visit the SkillsConnect website, the course webpage or consult their Programme Administrator for more information.

The SkillsFuture Singapore (SSG) Training Grant Number has to be indicated in the online course registration. Upon confirmation of the course, PACE Academy will confirm the enrolment with SSG.

This is applicable when registration is made at least 14 calendar days before the course's commencement date.

SkillsFuture Credit (SFC) claim cannot be used for Withdrawal Penalties. Trainees must bear the outstanding amount. Refer to point 3.4 for the withdrawal policy.

3.2 WITHDRAWAL & DEFERMENT

Withdrawal and deferment notice must be made in writing to the Professional & Adult Continuing Education (PACE) Academy via email to pace@sp.edu.sg.

Trainees who wish to withdraw from the course after registration shall submit the [Online Withdrawal/Refund Form](#).

Trainees shall settle all outstanding bills with the Polytechnic prior to withdrawal. The portion of the course fee to be refunded is based on the submission date of the Withdrawal Application Form as follows:

- On or after the date of commencement – **No refund**
- 2 weeks before the commencement of the course - Full refund of the paid course fee
- Less than 2 weeks before commencement of the course - 70% refund of the paid course fee

3.3 COURSE CANCELLATION, CHANGES & MODIFICATIONS

PACE Academy course schedules, including course trainer, course fees, and course availability are subject to change.

PACE Academy reserves the right to cancel or postpone any course at short notice, and at its absolute discretion without assigning any reason for such cancellation/postponements. If the trainee's chosen course is cancelled prior to its commencement, PACE Academy will make a full refund of course fees already paid by the trainee.

3.4 APPEAL

Trainees who wish to i) appeal against a failed test/examination results ii) request to print a letter of certification/transcripts shall submit an [Appeal Form](#) to the PACE Academy, Singapore Polytechnic.

Trainees shall pay a non-refundable administrative fee of \$21.40 (inclusive of GST) by NETS at PACE Academy.

3.5 REPLACEMENT OF MISSED CLASS

There will be strictly no replacement lessons for classes.

3.6 LIMITED LIABILITY CLAUSE

Singapore Polytechnic, its governors, officers, agents and employees shall not be liable for any loss, damages and/or injury, including loss of life, which trainees of our courses may suffer arising out of or in connection with our courses, whether the loss, damage and/or injury was suffered on any of Singapore Polytechnic's premises or at any other venue(s) in connection with our courses.

3.7 TRAINEE ATTENDANCE

Trainees are expected and required to attend all scheduled classes. Trainees should arrive on time for classes and remain for the duration of the class. Late arrival at, and early departure from, classes are disruptive, discourteous, unprofessional and unfair to other trainees and lecturers.

Please take note of the following on the eligibility of the funding (if applicable):

- Trainees must attain a minimum attendance of 75% in the course; and
- Attempt all assessments and be certified competent

Failing which the trainee or the employer (for company-sponsored) is liable to forfeit the grant and bear the full course fees.

Workforce Skills Qualification (WSQ) certificate will be issued to trainees who have achieved at least 75% attendance and certified competent for the required test and/or assessment.

4 EXAMINATION, ASSESSMENT & GRADING MATTERS

4.1 CONDUCT IN EXAMINATIONS, ASSESSMENTS & BREACH OF EXAMINATION RULES

4.1.1 EXAMINATION RULES OF CONDUCT

- 1) No trainee is allowed to enter an examination room later than 1 hour after the examination had started, or to leave an examination room within this same period.
- 2) The identity of all trainees will be checked during the examination. Trainees must place their NRIC at the right-hand corner of their examination desk at the commencement of the examination.
- 3) Trainees may read the examination paper or commence writing only after the invigilator has given permission to do so. Trainees are also required to check that they are given the correct question paper.
- 4) If a trainee leaves the room after the papers have been given out, he will not be allowed to return to the room unless he has been accompanied by an invigilator while he was away.
- 5) Handphones, media players and any other telecommunication equipment must be switched off and kept in the bag.
- 6) Trainees may use an approved, non-programmable, electronic calculator during the exam.
 - The calculators must be (i) non-programmable, (ii) battery-operated only, (iii) silent and (iv) without any remote communication capability.
 - No lending or borrowing of calculators will be allowed during the examination.
 - Trainees must ensure that their calculators are in good working condition. Request for replacement during the examination will not be allowed.
- 7) Trainees are not allowed to pass anything to other trainees during the examination.
- 8) A trainee must not, for any reason, speak to or have communication with another trainee. If any trainee wishes to ask a question, he must ask the invigilator directly; but no questions on the meaning or interpretation of an examination question may be asked or will be answered.
- 9) Any trainee who wishes to communicate with an invigilator must remain seated and raise his hand.
- 10) Trainees' answer scripts will be collected at the end of the examination.
- 11) Trainees must not leave the room towards the end of the examination until the invigilator tells them to do so.
- 12) Trainees must leave the answer books and other examination materials on the table.
- 13) Trainees must not eat or read newspapers during the examination. However, trainees may drink water from their own water bottles.

- 14) If a trainee is found breaking any of these rules during the examination, his paper will not be marked, and he may be told to leave the examination room.
- 15) Any action by a trainee breaching these rules whether discovered during the examination or thereafter will disqualify the trainee.
- 16) Disciplinary action will be taken against any trainee found breaching of any of the examination rules, caught cheating or attempting to cheat

4.1.2 ASSESSMENT (SIGNED INTERVIEW) RULES OF CONDUCT

- 1) Trainees must arrive 15 minutes before the start of their assessment's allocated time.
- 2) Trainees must ensure that all assignments have been uploaded in Polymall.
- 3) Trainees are to ensure they attained the correct grading and to sign on the performance checklist form, together with the lecturer(s).
- 4) Trainees may, when they are taking a practical examination, take into the examination centre such as books or papers that are authorised by the examiners or invigilators.

Note

The above rules are to be observed together with all other Polytechnic rules and regulations.

Warning

Any trainee who cheats or attempts to cheat will face serious punishment. At the minimum, the trainee will be failed in all modules. In more serious cases, the trainee will be expelled.

4.1.3 BREACH OF EXAMINATION / ASSESSMENT RULES

All trainees are hereby warned that cheating in examinations and other assessed work is a very serious offence. This includes copying and using plagiarised materials. Any trainee who cheats, attempts to cheat or breaches any examination rules will face disciplinary action. The trainee is liable to be expelled.

4.2 GRADING SYSTEM

GRADE	GRADE DESCRIPTION
C	COMPETENT
NYC	NOT YET COMPETENT
ABS	ABSENT
EXE	EXEMPTED

5 CODE OF CONDUCT

Please refer to the details [here](#).

6 DISCIPLINARY RULES AND REGULATIONS

Please refer to the details [here](#).

7 DO NOT CALL (DNC) PROVISIONS IN THE PERSONAL DATA PROTECTION ACT 2012

Please refer to the details [here](#).

8 POLICIES GOVERNING THE USE OF COMPUTER RESOURCES

Please refer to the details [here](#).

9 SOCIAL MEDIA GUIDELINES

Please refer to the details [here](#).

10 INTELLECTUAL PROPERTY, COPYRIGHT AND PLAGIARISM

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