

SCI COURSE FAQs

Q1. How do I search for relevant courses to attend?

A1. Please visit the SCI homepage at www.scicollege.org.sg. Click on "REGISTER FOR COURSES", and then use the search filters to find courses that are relevant to you.

Q2. How do I register for a course?

A2. After you have found a suitable course on SCI website, you can click on the link "Register Now" which is found beside each programme title. Next, complete the online registration form and then proceed to make payment for the registration.

Q3. Can I register for a course over the phone?

A3. No, course registration over the phone is strictly not allowed.

Q4. Where are the courses held?

A4. The courses may be held at SCI, or at external venues. Please look out for the course venue which is indicated in our brochures and online registration form.

Q5. What are the modes of payment for registration?

A5. The following modes of payment are available:

- (a) For individual registration, you can pay by:
 - Credit Card (VISA or MasterCard)
 - NETS (available only at the SCI Reception Counter)
- (b) For corporate registration, you can pay by:
 - Corporate Cheque / Bank Draft / Direct Debit / Telegraphic Transfer (in Singapore Currency).

Q6. How do I know whether the course is approved as a SkillsFuture Credit course?

A6. Courses approved under the FTS Funding Scheme will also be approved under the SkillsFuture Credit. Please refer to <https://www.scicollege.org.sg/search.asp?type=SkillsFuture> for the list of approved courses under the SkillsFuture Credit Scheme in SCI.

Q7. How do I use SkillsFuture Credits to register for a course?

A7. To register for a course using your SkillsFuture Credits, please follow the steps below.

- (a) When registering for a course on SCI website, you should select the option: "I will submit the claim from my SkillsFuture Credit account for the amount of SGD ___ to be paid to the Training Provider, and I will proceed to pay the balance amount of the programme fee immediately via credit card".
- (b) Key in the amount of SkillsFuture Credits that you wish to use, and then make balance payment via credit card.
- (c) After you have successfully submitted the course registration form on SCI website, please visit SkillsFuture Credit Portal at www.myskillsfuture.sg and login to your personal account to submit a claim.
- (d) Note: Before submitting a claim, you should already have registered for a course. You are able to submit a claim as early as 60 days before the course commencement date.

Q8. Can I make use of Financial Training Scheme (FTS)?

A8. The FTS is available to eligible entities at a 50% funding level of programme fees, subject to all eligibility criteria being met. Singapore Citizens aged 40 years and above are eligible for 90% co-funding of direct training costs, subject to a cap of S\$2,000 per participant per programme, with effect from 1 July 2016. FTS claims may be made only for programmes as listed in the FTS Programme Directory with the specified validity period. For more information, please refer to:

<https://www.ibf.org.sg/programmes/Pages/IBF-FTS.aspx>

Note: FTS Funding does not apply to overseas-based participants/delegates, as well as ancillary expenses of participants/delegates, whether they are from Singapore or overseas.

Q9. Can I make use of Maritime Cluster Fund (MCF) for Marine programmes?

A9. Maritime Cluster Fund (MCF) MCF-Manpower is available for the development of manpower, training initiatives and capabilities within the maritime industry. Accessible to companies, company-supported or self-supported individuals, the fund focuses on developing and enhancing the pertinent skills of employees. The MCF is available to eligible entities/participants at a 50% funding level of programme fees upon submission of the MCF Application Form (downloadable during registration) before the commencement of the programme.

Q10. How do I know if my registration is successful? Will I receive any form of acknowledgement/notification of my online registration?

A10. Once your online registration is received by SCI, you will immediately receive an Acknowledgement of Registration email from us. Please check for completeness and accuracy of your email address before submitting the online registration form. To ensure that you receive the Acknowledgement of Registration email, please check the SPAM filtering option on your email account to ensure that SCI's email address is recorded as a safe/authorised sender. You may contact SCI at 62212336 or send an email to talk2us@scidomain.org.sg to request for another copy of the Acknowledgement of Registration email if you still do not receive it.

Q11. How do I know whether the course I have registered for is confirmed?

A11. The SCI will send a Programme Confirmation Email to you (at the email address as provided in your Registration Form) once the minimum enrolment for this programme has been met, or one month before the programme commencement date, whichever is earlier, and provided that the full payment has been received.

In the event that the programme has to be postponed or cancelled owing to insufficient enrolment or for any other reasons beyond its control, SCI will inform you or your company's training coordinator. SCI will also make the necessary arrangement to refund any prepaid programme fee.

Q12. As an overseas participant, should I immediately purchase an air ticket after I have registered for the course?

A12. You should purchase your air tickets **ONLY** after you have received the Programme Confirmation Email from SCI.

Q13. As an overseas participant, do I book my hotel accommodation through SCI?

A13. Overseas participants should book their accommodation by downloading the hotel room reservation form (which can be found at the course registration form) and sending it directly to the respective hotel.

Q14. Can I request to update my particulars after I have registered for a course?

A14. You may send an email to talk2us@scidomain.org.sg to update your particulars. However, please do so at least three working days before the course starts.

Q15. What is the withdrawal policy for SCI's courses?

A15. Any notice of withdrawal must be given in writing to SCI. If the written notice of withdrawal is received:

- At least 30 days before the course commences, no cancellation charge will be imposed.
- 8 to 29 days before the course commences, a cancellation charge of 25% of the full course fee will be imposed.
- 7 days or less before the course commences, a cancellation charge of 100% of the full course fee will be imposed.

Q16. If I am unable to attend the course that I have registered, can I seek to transfer to another course?

A16. Participants are not allowed to transfer to another course. If you are unable to attend the course, you may either:

- (a) withdraw from the course, subject to the conditions found in our [Withdrawal Policy](#); or
- (b) appoint a substitute to attend the course. However, note that any notice of substitution must be given in writing to SCI **at least one week before course commencement, subject to SCI's approval.** SCI will not be able to re-issue a new receipt. SCI can only provide a letter regarding the details of the substitution.

Q17. If I am not able to turn up for the course, can I get a refund for the course fee?

A17. You may apply for a 75% refund of the course fee if you are not able to turn up for the course owing to one of the following valid reasons:

- (a) Medical grounds (self);
- (b) Bereavement (immediate family member);
- (c) Disabling accident or injury (self);
- (d) Court appearance (self); or
- (e) National Service (self) in accordance with the Enlistment Act (Chapter 93);

The above is subject to submission of the relevant documentary evidence in writing to SCI within three working days from the course date. No other reasons will be accepted. SCI reserves the right to change its Refund Policy.

Q18. Are medical certificates issued by Traditional Chinese Medicine (TCM) practitioners recognised by SCI?

A18. Please note that only medical certificates (MCs) issued by non-TCM Singapore registered doctors are recognised by SCI. MCs issued by TCM practitioners are not acceptable.

Q19. Do I need to bring along any documents when attending the course?

A19. Please bring along your original NRIC (or passport if you are an overseas participant) for verification of identity. For networking purposes, you may wish to bring along a sufficient supply of your business cards.

Q20. What happens if I forget to bring my identification document on the day of the course?

A20. SCI reserves the right not to allow any participant who is unable to satisfactorily prove his or her identity to attend the course.

Q21. Will I be granted Continuing Professional Development (CPD) hours for attending the course?

A21. Yes, at the end of the course, you will be given a certificate of attendance. The number of CPD hours granted will be based on the duration of the course. However, kindly note the following:

- (a) You must attain at least 75% course attendance per day. For instance, if the duration of the course is 3 hours, you must not miss more than 45 minutes of that course. However, if your course is at least one day in duration, you will need to ensure you attain at least 75% attendance for each day.
- (b) In the event that you did not meet the requirement stated above, you will neither be given the certificate of attendance nor awarded the relevant CPD hours. Any appeal for leniency will not be entertained.

Q22. What is the meaning of Life Insurance Continuing Professional Development (LI CPD) hours versus General Insurance Continuing Professional Development (GI CPD) hours?

A22. SCI conducts a broad range of programmes, and they may be recognised for fulfilling CPD requirements under various CPD schemes.

For participants to have a feel of whether the CPD hours awarded are suitable for satisfying the CPD hours requirements, the CPD hours awarded by SCI will either be awarded as LI CPD hours and/or GI CPD hours.

The programmes that are awarded LI CPD hours are generally topics that relate to life insurance, life insurance products, financial planning or wealth management related topics. Such CPD hours may be eligible for fulfilling of the CPD hours requirements under the Monetary Authority of Singapore (MAS) NOTICE FAA-N13 NOTICE ON MINIMUM ENTRY AND EXAMINATION REQUIREMENTS FOR REPRESENTATIVES OF LICENSED FINANCIAL ADVISERS AND EXEMPT FINANCIAL ADVISERS for Supplementary CPD hours. They may also be eligible for CPD hours requirements by qualifications / designations that require continuing development on topics relating to life insurance, financial planning or wealth management.

The programmes that are awarded GI CPD hours are generally topics that relate to general / non-life insurance related topics. Such CPD hours will be eligible for fulfilling of the CPD hours requirements under the General Insurance Association (GIA) Guidelines on Continuing Professional Development and the MAS 502: MINIMUM STANDARDS AND CONTINUING PROFESSIONAL DEVELOPMENT FOR INSURANCE BROKERS AND THEIR BROKING STAFF. They may also be eligible

for CPD hours requirements by qualifications / designations that require continuing development on topics relating to general / non-life insurance.

For confirmation of whether the course is eligible for the CPD hours under the relevant regulatory requirements, please check with your compliance department. In satisfying the CPD hours requirements for qualifications / designation, you may refer to the relevant bodies / associations on their list of activities that will be considered eligible for CPD hours recognition or check directly with them.

Q23. If I am late for the course, can I still attend the course?

A23. Yes, you may still attend the course. However, should you not meet the required attendance stated in A21, you will neither be given the certificate of attendance nor awarded the relevant CPD hours.

Q24. If I need to leave before the course ends, and I have met the required 75% attendance, can I still get my certificate of attendance?

A24. SCI does not encourage participants to leave before the course ends. If a participant wishes to leave before the course ends, the issuing of the certificate of attendance will be solely at SCI's discretion.

Q25. I have lost/misplaced my Certificate of Attendance (CoA). Can I request for a replacement copy?

A25. No replacement certificate will be issued. You may email talk2us@scidomain.org.sg to request for a Letter of Participation.

Q26. How do I give feedback for the course which I have attended with SCI?

A26. You will be given a Programme Evaluation Form when you attend a course conducted by SCI. You may write your feedback on the form provided, and submit it to the on-site SCI staff at the end of the course. Alternatively, you may send your feedback to us at talk2us@scidomain.org.sg.

Q27. How do I contact SCI if I have further enquiries?

A27. Our office is located at 9 Temasek Boulevard #14-01/02/03 Suntec Tower Two Singapore 038989. You may contact us at 6221 2336 or email: talk2us@scidomain.org.sg. Our office hours are from 8.30 am to 5.30 pm, Mondays to Fridays (closed on Saturdays, Sundays and Public Holidays).