

# Course Registration Policy

## Registration

- Before registering, participants are advised to refer to the "For Whom" section of the respective Programme Outlines to ensure that they meet the recommended experience and qualification prerequisites. These prerequisites are intended to ensure that participants have the requisite background knowledge and experience to fully benefit from the learning and interaction during the programme. In this regard, the SCI reserves the right to reject the registration of any participant whom it considers not to have satisfied these registration prerequisites. Furthermore, the SCI accepts no responsibility for any subsequent complaints by participants who insist on registering for a programme for which they do not meet these prerequisites.
- Registrations are accepted based on first-come-first-served basis, subject to participants meeting course requirements. Hence, participants are advised to register early to avoid disappointment. To register, please complete and submit the online Course Registration Form.

Registration is considered tentative until the full payment is received by SCI. Payment should be made by credit card, NETS at SCI reception counter during office hours, telegraphic transfer, bank drafts or corporate cheques. For corporate cheques or bank drafts, please make the full payment in Singapore currency payable to **Singapore College of Insurance Limited**. Please write the programme title and date(s) as well as the participant's name at the back of the cheque and send it to :

Singapore College of Insurance  
9 Temasek Boulevard,  
#14-01, Suntec Tower 2  
Singapore 038989

You do not need to attach a printout of the completed online Course Registration Form.

## Confirmation of Registration

The SCI will send a Programme Confirmation E-mail to the participants (at the e-mail address as provided in the Course Registration Form) once the minimum enrolment for the programme has been met, or one month before the programme commencement date, whichever is earlier, and provided that the full payment has been received.

## SCI Member Companies

The fees relating to SCI Member Companies are applicable to insurance agents contracted by or staff employed by SCI Member Companies.

## **Withdrawal**

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.

## **Substitution**

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. We can only provide a letter regarding the details of the substitution.

## **Transfer to Another Course**

This will not be allowed.

## **Absent on Day of Course**

If a participant is 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);

he/she may apply for a 75% refund of the course fee subject to submission of the relevant documentary evidence to the SCI within three working days in writing from the programme date.

All requests for refunds based on reasons other than those stated above will not be entertained.

## **Changes**

Changes in course date, time, duration, venue, outline, course leader and fee can occur owing to unforeseen circumstances. SCI also reserves the right to cancel a course at its sole discretion. However, every effort will be made to inform all participants of such changes on a timely basis.