FAQ - Table of Contents

Course Information 2

Types of Funding and Funding Eligibility 3

SSI Online Registration Portal (Individual) 3

Registration Portal Login (Client) 7

Course Registration 9

Course Confirmation 9

Payment Matters 10

Replacement 12

Reschedule of Training 12

Withdrawal and Refund 13

Access to Online Course Materials 13

Course Administration 14

Code of Conduct 17

Course Information

1. What is a competency-based programme?

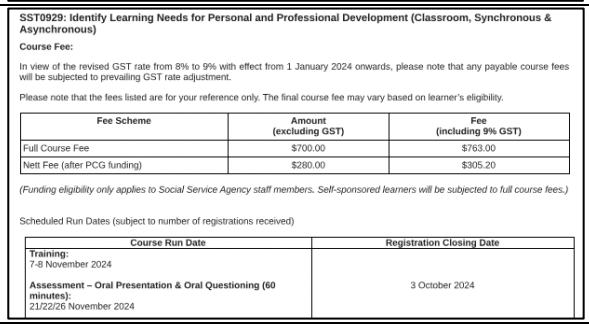
These are courses designed to address different levels of competency in your area of specialisation e.g., social work, therapy, counselling, psychology, research and evaluation, operations, human resource, fundraising, etc. That way, you can select the level of programmes that is most suited to your needs and create your own learning plan to enhance your knowledge and skills.

2. What is "blended learning" and how would it benefit my learning experience?

Blended learning refers to a combination of online digital learning with traditional classroom face-to-face learning.

Learners will be able to download and review the course materials anytime-anywhere before the classroom session, freeing up some time during the course for more in-depth discussions and conversations with the adult educators and fellow learners.

3. How can I find and access information about training courses offered by the Social Service Institute (SSI) in Singapore?

Step	Action	Detail
1	Visit SSI Training webpage	Go to https://www.ssi.gov.sg/training/cet-programmes/
2	Navigate the 'Training' menu by categories (Left pane) Explore categories or tracks to find relevant courses. Click on the categories to view upcoming courses, and featured courses	
3	View upcoming courses, NCSS sponsored E-Learnings, and featured courses at the webpage	
4	Click on specific courses to see comprehensive course information e.g., course description, target audience, fees, schedules etc.	

Types of Funding and Funding Eligibility

4. What are the funding schemes available for the courses?

For information on our funding schemes, please refer to the section on Training Grants.

5. Who is eligible for SkillsFuture Singapore training grants, Charities Capability Fund and Professional Capability Grant?

Only Singapore Citizens, Permanent Residents and Long Term Visitor Pass Plus (LTVP+) Holders are eligible for the SkillsFuture Funding (SSG) training grants. For more information on the eligibility criteria, please refer to the section on Training Grants on SkillsFuture Singapore Funding, Charities Capability Fund and Professional Capability Grant.

6. Are NCSS Members eligible for Enhanced Training Support for SMEs (ETSS)?

The National Council of Social Service (NCSS) has collaborated with SkillsFuture Singapore (SSG) to enable NCSS Member Social Service Agencies (SSAs) to become eligible for the ETSS. NCSS SSAs can receive SkillsFuture funding, of up to 90% of the course fees when SSAs sponsor their employees to attend SSG supported course.

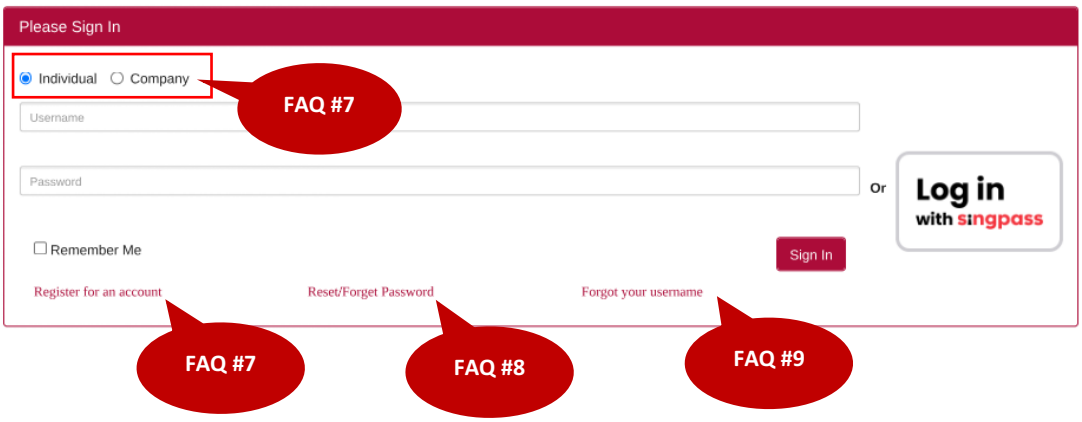
This initiative aims to:

- Enhance skills development opportunities for social service professionals
- Provide access to subsidised training programmes
- Support the continuous professional growth of NCSS member SSAs

This partnership underscores the commitment to strengthening capabilities within the social service sector, ensuring that professionals are well-equipped to meet evolving community needs.

SSI Online Registration Portal (Individual)

Recommended Browsers - Google Chrome, Safari or Microsoft Edge.



7. I do not have a valid login to SSI Registration Portal. How do I sign up for a new account?

Step 1: Go to the SSI Online Registration Portal page.

Step 2: Select [**Individual**] radio button.

Step 3: Click on the '**Register for an account'** hyperlink.

Step 4: Click "**Sign Up via Singpass**".

Step 5: You will be redirected to the Singpass Login Page where you can choose to login via the Singpass app or via Password Login.

Step 6: Launch your Singpass app and click the [**Scan]** button. Use your phone to scan the QR code displayed on the Singpass Login Page.

Step 7: Confirm your login request on the Singpass App by clicking [**Log In]**. You will be prompted to verify your identity in Singpass. Please wait while your identity is being verified.

Step 8: Fill in your details and click "**Sign Up**".

Step 9: Upon successful verification, you will be redirected back to the SSI Online Registration Portal.

Please refer to the User Manual for more detailed step-by-step instructions.

8. I have forgotten my username. What should I do?

*If your account is linked to Singpass, you are not required to perform this step. You may click on **[Sign In via Singpass]** button to login.*

For login via credentials, refer to the step-by-step instructions. It's recommended to link your account to Singpass for easier access in the future.

Step 1: Go to the SSI Online Registration Portal page.

Step 2: Click on the '**Forgot your username'** hyperlink.

Step 3: Fill your registered email and click [**Submit].**

Step 4: You will receive an email with your username.

You may also wish to check your Spam or Junk folders for the email. If no email is received within 1 hour, please contact SSI at socialserviceinstitute@ncss.gov.sg.

9. I have forgotten my password / I wish to change my password. What should I do?

*If your account is linked to Singpass, you are not required to perform this step. You may click on **[Sign In via Singpass]** button to login.*

For login via credentials, refer to the step-by-step instructions. It's recommended to link your account to Singpass for easier access in the future.

Step 1: Go to the SSI Online Registration Portal page.

Step 2: Click on the '**Reset/Forgot Password'** hyperlink.

Step 3: Fill in your registered email address and username, then click [**Submit]**.

Step 4: You will receive an email with a hyperlink to reset your password.

Step 5: Follow the link in the email to set a new password.

You may also wish to check your Spam or Junk folders for the email. If no email is received within 1 hour, please contact SSI at socialserviceinstitute@ncss.gov.sg.

10. I am an existing SSI learner/ client, I do not have username to login, and I am not able to sign up an account.

As an existing SSI learner/client, you need a specific login account for the SSI Online Registration Portal. You cannot simply sign up for a new account on your own.

Solution:

You will need to request a login account directly from SSI. Please contact SSI at socialserviceinstitute@ncss.gov.sg.

What to include in your email:

- Mentioned that you're an existing SSI learner/client
- Explain that you need login credentials for the Online Registration Portal
- Provide your name, email address, contact number and date of birth to help identify your existing record.

After receiving the request, SSI will process and response within 3 working days. SSI will guide you through the process of setting up your login account.

11. I have a valid login account; I was prompted that I have entered wrong username / password.

a) Check your sign-in type:
   - Ensure you've selected the correct sign-in option (e.g., Individual or Company)

b) Verify your credentials:
   - Double-check that you've entered your username correctly
   - Ensure your password is entered accurately
   - Remember that passwords are usually case-sensitive

c) Common mistakes to avoid:
   - Check for accidental caps lock
   - Look out for typos in your username or password
   - Ensure there are no extra spaces before or after your credentials

d) If the issue persists:
   - You may want to use the '**Forgot Username'** or '**Reset Password**' options

- Contact socialserviceinstitute@ncss.gov.sg for assistance

12. I have saved a draft / submitted an online application earlier. Where can I check my draft / application status?

Step 1: Login to the Online Registration Portal

Step 2: Navigate to the Welcome menu and hover over this menu

Step 3: Click on '**View Draft/Past Application**' from the drop-down menu

Step 4: You will be directed to the Registration History page. Here you can view all your (a) Submitted applications (b) Saved drafts (c) on-hold applications

Step 5: For saved drafts, look for '**Draft**' hyperlink. Click on this hyperlink to open and continue working on your saved drafts

13. My application is put on hold. What should I do?

If you've received an email notification about your application being put on hold, it indicates a potential issue with your admission document or registration details.

Step 1: To access your application, hover over the **Welcome** menu and click on **View Draft/Past Application**.

Step 2: Look for and click on the '**OnHold'** hyperlink. This will show you comments about the issue and /or which admission documents you need to upload again.

Step 3: Click on the '**Continue'** hyperlink and make the necessary changes or upload the required documents.

Step 4: After making the required changes, submit your updated application and wait for further communication about your application status.

SSI Online Registration Portal (Client)

14. I have contacted my company administrator / SSI and have received an email informing me to link my Corppass. How should I proceed?

For Existing organisations:

a) Check your email for an account activation message.

b) Click on the URL link provided in the email.

c) Log in using the username and password provided in the email.

d) You will be prompted to authenticate your Singpass.

e) Once successfully authenticated, you can use the [Sign In via Corppass] button for future logins.

For New Organisation:

a) Wait for an email (should arrive within 5 working days of your account request).

b) Once received, click on the URL link provided in the email.

c) Log in using the username and password provided in the email.

d) You will be prompted to authenticate your Singpass.

e) After successful authentication, you can use the [Sign In via Corppass] button for subsequent logins.

15. I am encountering the error message "You cannot select Corppass accounts that are suspended, or unauthorized. Please contact your Corppass administrator" when I attempt to sign up for Corppass in the registration portal. What should I do?

a) Contact your company's administrator.

b) Request the administrator to:
- Access the Corppass Portal
- Assign the e-service "Training Management System" to your account

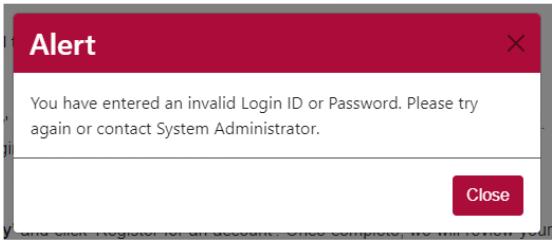
This setup is required before you can access or use the assigned e-service. The error occurs because your account hasn't been authorised for the necessary e-service.

Note: This process must be completed by your company's Corppass administrator. You cannot resolve this issue on your own.

For Corppass Administrators:

Refer to the FAQ provided by Corppass for instructions on how to assign e-services to users.

16. I am encountering the error message "You have entered an invalid Login ID or Password. Please try again or contact System Administrator" when I attempt to login to Online Registration Portal. What should I do?



a) Double-check your login credentials:
   - Ensure you're entering the correct Username and Password
   - Be mindful of uppercase and lowercase letters

b) If you've forgotten your username:
   - Click on the '**Forgotten Username**' hyperlink
   - Follow the prompts to recover your Username

c) If you've forgotten your Password:
   - Click on the '**Reset/Forgot Password**' hyperlink
   - Follow the steps to reset your Password

d) If the above steps don't resolve the issue:
   - Contact SSI at socialserviceinstitute@ncss.gov.sg

17. How can I register multiple trainees for the same course at once?

The registration system offers an [Upload Trainee] function for bulk registration, which is useful for block booked requests. Here's how to use it:

Step 1: Initiate the upload process
- Click [Upload Trainee] button
- A pop-up message will appear

Step 2: Prepare the enrolment template
- Click '**here**' hyperlink in the pop-up to download the enrolment template.
- Fill the trainees' particulars in the downloaded template
- Save the completed file on your computer.

Step 3: Upload the file
- Click on [Upload File] in the system
- Select and upload the file you prepared in Step 2

For more detailed instructions, please refer to the User Manual on the step-by-step guidance on using this function.

Course Registration

18. How do I register for courses offered by Social Service Institute (SSI)?

All registrations must be made online via *Online Registration Portal*, accessible via LearnHere.

1. If your application is organisation-sponsored, please select 'Company' and login via Corppass/ Organisation's Login Credentials.
2. If your application is self-sponsored, please select 'Individual' and login via Singpass/ Learner's Login Credentials.

Please note that application via Singpass/ Learner's Login Credentials is strictly for self-sponsored application only. You may refer to the User Manual for step-by-step instructions.

Course Confirmation

19. How do I check my application's status?
You may login via *Student Portal*, accessible via LearnHere, to check your application status.

20. Will I receive Confirmation Email for the New NCSS Funded E-Learning after registration?

The system does not generate a confirmation email upon successful registration. Log into your account the day after registration to access your E-Learning materials. You may refer to **FAQ S/no.31** on how to access your E-Learning.

Access is granted automatically on the day following successful registration. You don't need to wait for an email to start your E-Learning.

Note that duplicate registrations from the same login account are not allowed. You have a 1-month access period to complete the E-Learning. Ensure you complete the course within this given timeframe.

Since there's no confirmation email, you may need to check your account or the Student Portal accessible via LearnHere, directly to confirm your registration.

21. When will I receive the Course Confirmation Email?
Upon receiving the payment, the confirmation email will be sent to you at least 2 weeks before the course commencement.

22. **My organisation is sponsoring my application. Can the payment be made after I attend the course?**
No. Regardless of your application's sponsorship, all payments must be received at least 3 weeks before the course start date.

23. **What is the payment deadline for NCSS member organisations sponsoring staff training?**

For courses starting from 1 November 2024, organisations must pay the nett course fee within 30 calendar days from invoice date.

Payment Matters

24. **How do I make payment for the courses?**

- **ATM and Internet Banking**

Bank	DBS
Swift Code	DBSSSGSG
Bank Code	7171
Branch Code	100
A/C Number	100 000150 5
A/C Name	NATIONAL COUNCIL OF SOCIAL SERVICE
Bank Address	Plaza Singapura, 68 Orchard Road #B1-25 Singapore 238839

All transactions must be accompanied with an email to SSI, clearly stating:

1. Your name as per NRIC
2. Course Title & Date(s)
3. Transaction Reference Number
4. Transaction Date & Time
5. Payment Amount

- **Online payments**

Gebiz or Vendors@Gov

For agencies/ministries raising purchase orders via Gebiz or Vendors@Gov, please enter the following:

Vendor ID: MTI01100270
Account name: National Council of Social Service

Student/ Client Portal

Learners/ Organisation may login to the Student or Client Portal respectively to make online payment via Credit/ Debit. Please click 'Payment' and select the payment records under the 'Outstanding Payment Detail'.

- **Paynow**

To pay via PayNow (UEN), please follow the below steps: -
1) Login to your bank's existing internet banking or mobile banking app
2) At the PayNow Transfer screen, enter the following details

UEN: T08GB0034KGEN
(Entity name will be reflected as National Council of Social Service)
Remark: [Billing Reference Number]
(example: BR21000001)

For self-sponsored learners: To retrieve the Billing Reference Number, please login to *Student Portal*, accessible via LearnHere, with your Singpass/ Learners Login Credentials. Under "View Invoices/ Receipts", search for the respective course and copy the payment number (e.g BR21000001).

For organisation-sponsored learners: To retrieve the Billing Reference Number, please login to *Student Portal/Client Portal*, accessible via LearnHere, with either Singpass (Individual) /Corppass (Organisation) or Login Credentials. Under "View Invoices/ Receipts", search for the respective course and copy the payment number (e.g BR21000001).

You may contact us at +65 6210 2500 or email us at socialserviceinstitute@ncss.gov.sg to request for the payment number.

For other payment types, do liaise with the SSI training administrator for the remark's description.

3) Please email the payment screenshot to socialserviceinstitute@ncss.gov.sg upon successful transaction

Alternatively, you may scan the QR code below to make the payment transfer.

UEN: T08GB0034KGEN

1) Enter **[Billing Reference Number]** (example: BR21000001) in the **Remarks** section.
Please email the payment screenshot to socialservicesnstitute@ncss.gov.sg upon successful transaction.

- **SkillsFuture credit (SFC)**
  All Singaporeans aged 25 and above who intend to use their SFC to pay for the courses will need to submit a claim via https://www.skillsfuture.gov.sg/initiatives/early-career/credit at least THREE(3) weeks before the course start date.

With effect from 01 April 2022, cash and cheque payments for organisation-sponsored learners and/or Continuing Education and Training (CET) programmes are no longer accepted. With effect from May 2023, NETS payment over the counter is no longer accepted.

With reference to MAS and PMO's directive on the drive towards Singapore cheque-free by 2025, several Financial Banks have started imposing administrative charges on both payees and payers in view of declining volume of cheques, starting in early 2023. We encourage all payees to adopt e-payment modes. Should payees prefer to continue with cheque payments, applicable bank charges would be imposed on the payee, if any.

25. Why is my organisation unable to log-in to the Online Registration Portal to register staff for courses?

Organisations with payments that are outstanding beyond 30 days from invoice due date may have their iLTMS account temporarily suspended. Access to iLTMS will be reinstated upon successful payment.

Replacement

26. Is replacement of learners allowed?

Yes, replacement of organisation-sponsored learners is allowed prior to the receipt of confirmation email for the course and subjected to the learner replacing the originally registered learner meeting the eligibility criteria of the course. Any replacement request should be made in writing to SSI.

Please note that payment must be received at least 3 weeks before the course start date. No further extension of payment due date will be granted for replacement application.

Any further replacement of organisation-sponsored learners after confirmation email has been sent by SSI will not be permitted. The organisation will be charged the full course fee and any request for waiver of full course fees will be at SSI's discretion.

Reschedule of Training

27. Are learners allowed to reschedule training sessions, role plays, presentations or oral exams?

For all learners, rescheduling missed training sessions, role play presentations, or oral exams is permitted, subject to availability. Learners/Organisations must pay a non-refundable administrative fee of $100.00 (before GST) per rescheduled date. Learners must meet eligibility criteria. All rescheduling requests must be submitted in writing to SSI.

Withdrawal and Refund

28. Is withdrawal of learners allowed?

For withdrawals, the following conditions apply:

Before confirmation email is sent out by SSI	Full refund of amount paid
After confirmation email is sent out by SSI	An admin fee of $100 (before GST) or equivalent to the nett course fee (before GST), whichever is higher, will be applicable

Learners with medical certificates or hospitalisation leave overlapping the training period must promptly submit supporting documents to the course administrator. Applicable fees will be assessed case-by-case.

Access to Online Course Materials

29. How do I access the online course materials/ E-Learning activity?

You may login to the *Student Portal*, accessible via LearnHere, via Singpass/ Learner's Login Credential to access or download the online course materials.

Note: Learners are not to replicate or circulate course materials without permission from SSI.

30. Is there any time duration to access the online course materials/ E-Learning activity?

The course materials are available for download and viewing on *Student Portal*, accessible via LearnHere, 2 weeks before the course starts and 2 weeks after the course ends. No further extension will be granted after the access period expires.

For courses with pre-course asynchronous E-Learning components, course materials will be available on *Student Portal* via LearnHere until the course ends, as per funding requirements. No extensions will be granted for incomplete E-Learning after this period.

31. How do I access the New NCSS Funded E-Learning after registration?

Steps to Access E-Learning Materials:

a) Log in to Student Portal, accessible via LearnHere
   - Use your login credentials or Singpass.
   - Recommendation: Link your account to Singpass for easier future logins.

b) Navigate to E-Learning:
   - Click on "**eLearning**" tab in the left panel.

c) Access Course Material:
   - Find and click on your registered course.
   - Enable/allow pop-ups as materials open in a new window.

If you can't see your course, verify your registration was successful. You may refer to **FAQ S/no.12** in this document for guidance.

If your registration was successful, but having issue to view the E-Learning material, contact SSI at socialserviceinstitute@ncss.gov.sg for assistance.

32. I am not able to access the online course materials. What should I do?

Check that you are connected to the internet and that you have enabled the content to be played on your web browser. If you are still unable to, close the web browser and login again. Alternatively, try to switch off your browser's pop-up blocker under 'Settings'.

If you are still unable to view the content, please provide the error screenshots and email socialserviceinstitute@ncss.gov.sg for assistance.

33. Can SSI provide the printed copy/ email the softcopy materials?

No. All learners will need to access the materials online via *Student Portal,* accessible via LearnHere.

34. How long does the pre-course asynchronous E-Learning activity take?

The time taken to complete each asynchronous E-Learning content is based on the pace of which you undertake the learning. As it is online, you can access it at your convenience. The pre-course asynchronous E-Learning must be completed before the actual training.

35. Do I need to complete the asynchronous E-Learning activity at one sitting? Can I complete it over a few sessions?

You can access your asynchronous E-Learning contents at your own convenience. If you are unable to complete the entire topic in one sitting, you can just click "Back" and your progress will be saved.

When you re-open the course, there will be a pop-up asking you if you would like to continue from where you left off, select "yes" to return to your last saved position.

36. What will happen if I do not complete the pre course asynchronous E-Learning session?

The asynchronous E-Learning session is compulsory for all learners who are confirmed for the course. Failing which, learners will not be eligible for funding.

Course Administration

37. How is the training conducted?

Depending on the nature of the course, the training may be conducted face-to-face at SSI or through online course delivery.

As part of the curriculum, there will also be an assessment component, which may be conducted through methods such as written assessment which will be conducted face-to-face at SSI, presentation, role play and/or an oral exam.

38. Am I required to bring my laptop/ tablet for the course?

Learners are encouraged to bring their fully-charged electronic devices with the course materials that have been already downloaded for use during the training. While you are able to access the content online, it is advisable to download the content to your computer. You can re-charge your electronic devices at the side of the training room.

SSI will not be providing any electronic devices for loan and there will not be any printed course materials. Learners will need to make the necessary provisions to benefit from the course.

39. If I am going to print my set of training materials prior to the course, do I still need to bring laptop/ tablet?

Learners are encouraged to access the course materials in their Student Portal account prior to the actual training. It will be helpful to learners to review the materials before the course to prepare yourself for the classroom session. If there are any issues with the downloading, please alert SSI so that we can resolve the issues before you attend the course.

40. How do I login to the online platform for training?

You may download the User Guide for accessing SSI classes over ZOOM. Please ensure you read this User Guide in preparation for the course. We will share more details in the confirmation email which will be sent at least 2 weeks before the course start date.

41. Who will be entitled to e-certificate?

SSI will be issuing electronic certificates (e-certificates) to learners who have met the attendance and assessment (if applicable) component(s) of the SSI courses.

42. How do I access and download the SSI e-certificates?

Certificate of Attendance
For courses without an assessment component, learners will be awarded with a Certificate of Attendance from SSI. Please note that your Certificate will only be ready approximately 4-6 weeks from the end of the course. The e-certificate will be available for download via *Student Portal*, accessible via LearnHere. Click here to find out the steps to retrieve your e-certificate

Certificate of Achievement
For courses with an assessment component, grading and processing of results can only take place after course completion. Learners who pass the assessment(s) will be awarded with a Certificate of Achievement from SSI. Please note that your Certificate will only be ready approximately 4-6 weeks from the end of the assessment date. The e-certificate will be available for download via *Student Portal*, accessible via LearnHere. Click here to find out the steps to retrieve your e-certificate.

Certificate of Completion
For full E-Learning courses, learners will be awarded with a Certificate of Completion from SSI. Please note that your Certificate will only be ready approximately 2-3 weeks from the course end date. The e-certificate will be available for download via *Student Portal*, accessible via LearnHere. Click here to find out the steps to retrieve your e-certificate.

Statement of Attainment (SOA) (for WSQ courses only)
As there is an assessment component for this course, grading and processing of results can only take place after course completion.

From 1 Nov 2019 onwards, learners assessed to be "Competent" will be issued with the OpenCerts certificate(s) from SkillsFuture Singapore (SSG). OpenCerts is an open platform developed by the Government Technology Agency (GovTech) to issue digital certificates and certify the authenticity of these certificates using blockchain technology. Learners will be able to access their OpenCerts certificates and print or download PDF copies through their Skills Passports on MySkillsFurture portal. After selecting the OpenCerts certificates, learners will be redirected to view, download and print their OpenCerts certificates on https://opencerts.io (link).

43. Can I request for a printed copy of SSI e-certificate?

As the certificates are now provided to learners electronically, SSI will not provide a printed copy of learners' e-certificates.

44. How are the courses evaluated?

SSI will be obtaining feedback from you and your supervisors at various stages of the course. As such, you will be required to give consent to allow SSI or its appointed agent/s to call/ email/ SMS you for the purpose of obtaining information related to our courses. Post-course feedback will enable us to gauge the effectiveness of our curriculum and assess the transfer of knowledge into practice.

You are requested to complete your E-evaluation within 1-day after the end of the classroom session. The information collected in the feedback form will be used by SSI for course review, course fee funding claims and/ or publicity purposes. No personal information will be identified and unless it is specifically provided by the respondent.

If you provide us with personally identifiable data, SSI may share necessary data for the purposes mentioned above, unless such sharing is prohibited by law. SSI will retain your personal data only as necessary for the effective delivery of services to you.

Code of Conduct

As a Continuing Education and Training (CET) Centre, SSI is committed to providing a conducive environment for every learner to maximise his or her learning experience. This Code of Learner Conduct establishes general guidelines for acceptable codes of conduct by every enrolled learner to maintain a healthy learning environment in SSI at all times.

Failure to comply with this code of conduct may result in disciplinary action, resulting in suspension or eventual expulsion of learners.

1. Appropriate Conduct

Learners are expected to conduct themselves in an appropriate manner within SSI premises. These include but are not limited to the following:

- Adherence to the lesson schedule and punctuality for classes
- Treat fellow learners, adult educators, and SSI staff with respect
- Refrain from causing disruption to the teaching, research, or learning activities of others
- Refrain from instigating other learners to cause disruption to the smooth conduct of lessons
- Refrain from using profanities
- No acts of vandalism
- No downloading of illegal software or accessing websites with objectionable content using SSI equipment

2. Appropriate Dress Code

Learners are required to be in smart casual attire when attending lessons in SSI.

3. Use of SSI Resources and Facilities

SSI provides resources and facilities such as computers and internet access to facilitate learners' learning and research. As these are shared facilities, learners should exercise consideration for others by keeping the premises clean and using them in an appropriate and responsible manner.

4. Acts of Misconduct

Acts of misconduct include but are not limited to the following:

- Interference with SSI activities

Any conduct or action which results in the obstruction or disruption of functions, activities or duties of the Institute, SSI employees, associates or the learners is considered a form of misconduct. Acting in a manner that is detrimental to the interests of SSI or brings SSI into disrepute will also be considered as a form of misconduct.

- Harassment and bullying

Harassment and bullying in any form (physical, verbal or written communication such as emails), towards fellow learners, AEs or SSI staff, will not be condoned and are strictly prohibited.

Discrimination against a person or group on the basis of nationality, culture, ethnicity, religion, gender, age, disability, sexual orientation or any other traits will not be condoned and is strictly prohibited.

- Disclosure of confidential information

Divulgence of any confidential, proprietary or personal information relating to any SSI matter, employee or learner in circumstances where there is no judicious or lawful reason for doing so would be considered as a form of misconduct. Learners suspected or found to have violated laws of Singapore will be reported to the authorities.

5. Reporting of Suspected Misconduct

Learners may report any suspected misconduct to the Course Administrator.

6. Investigation of Suspected Misconduct

SSI takes a serious view on allegations of misconduct and will carry out a thorough investigation, should an act of misconduct be reported. For any breach of SSI's code of learner conduct, the learner will be subjected to SSI's disciplinary procedures.

7. Disciplinary Actions & Dismissal

Learners who violate SSI's code of learner conduct will first be given a verbal warning followed by a first warning letter. If the learner persists with the behaviour, a final warning letter will be issued, and SSI reserves the right to dismiss or expel him/ her without any refund of the fees paid. In addition, the learner is liable to make full fee payment to SSI.