

PACE Academy Self Help Centre

Customer Experience Guides

Attending a course at the PACE Academy

Step 1: Search for a course

How do I search for CET courses and find relevant course details on the PACE Academy website?

Navigate to your programme/course web page by clicking here → [PACE Full Course Listing](#) Please ensure that you have understood the requirements of the programme/course as well as its application procedure.

You may also refer to the instructional video below:

Step 2: Understand course details

Minimum Entry Requirements and Supporting documents

Before registering, please ensure that you are familiar with the Minimum Entry Requirements and prepare the relevant documents in softcopy to support your registration, among other things.

For example, if a course requires that you are required to meet the O levels qualification, please scan your O Levels results in PDF format and upload it during your registration.

Step 3: Check for course availability

(i) Find the next intake/run details

Refer to the programme/course web page for upcoming intake/run details. It will usually be displayed under Important Dates on the right portion of the webpage.

[Register Here](#)

Eligible for SkillsFuture Credit

Terms and Conditions

Important Dates

Date of Course:

7 Mar - 11 April 2018

Registration Closing Date:

11 Jan - 21 Feb 2018

(ii) Determine availability

If there is an upcoming intake/run stated on the programme/course web page, you may determine availability (placements are limited and on first-come-first-application basis) by clicking on the “Register Here” button.

[Register Here](#)

Eligible for SkillsFuture Credit

Terms and Conditions

Important Dates

Date of Course:

7 Mar - 11 April 2018

Registration Closing Date:

11 Jan - 21 Feb 2018

(iii) Choosing an available intake/run

If there is **no course date displayed**, the course offered on our web page may have yet to open or is already closed for registration. You may register for this service to be notified once registration for the next course run is made available -

Registration of Interest (ROI)*

Otherwise, if an intake/run date is available you to register, you will be automatically be shown dates as per the following example.

Singapore Polytechnic PACE Academy Course Schedule

To register for a program, select the course and click Apply.

Fees indicated are exclusive (unless otherwise stated) of GST and are subjected to applicant's eligibility for funding incentives.

Instruction

Please read the instructions carefully on this [link](#) before you proceed with your registration.

☐ I have read the instructions and want to proceed for Registration.

Course Requirement

1) Confirm signing-up for a FDW-EOP Classroom Course?

☐ Yes

☐ No

☐ I affirm that all the information I have provided is true and accurate to the best of my knowledge and I have not deliberately omitted any relevant facts.

Registration

I want to register as:

☐ Individual

Cannot find the course you are looking for? Please click [this link](#) to search entire course catalog and register interest.

Course Type	Course ID	Course Description	Start Date	End Date	Day/Time	Total No. of Hours	Fee (S\$) excl. GST/Pax	Registration Closing Date
Short Crse	502262	Foreign Domestic Worker Employers' Orientation Programme (Classroom)	14/12/2018	14/12/2018	Friday 6pm to 9pm	3	32.24	14/12/2018
Short Crse	502262	Foreign Domestic Worker Employers' Orientation Programme (Classroom)	19/12/2018	19/12/2018	Wednesday 6pm to 9pm	3	32.24	19/12/2018
Short Crse	502262	Foreign Domestic Worker Employers' Orientation Programme (Classroom)	28/12/2018	28/12/2018	Friday 6pm to 9pm	3	32.24	28/12/2018

Step 4: Prepare to register

(i) Accepted Mode of Registration

Please note that **registration for ALL programmes/courses offered by the PACE Academy, Singapore Polytechnic, is done strictly online**. We do not accept any manual/hardcopy registration or registration via the phone or email for proper administrative and security purposes.

(ii) Types of Registrations: Individual, Group or Company Sponsored?

Depending on the course offered, there are several options for registration such as the following:

- **Individual** - for anyone who would like to register and make payment for himself/herself. Certain subsidies are only applicable for this registration option.
- **Group** - similar to Individual registration. However, this option allows you to register as a group (multiple registrants under one Registration ID).
- **Company Sponsored** - for company which are intending to sponsor staff for a course. This registration options allows for 1 and up to 10 staff/registrants to be registered at one time. The company is not expected to make payment immediately, rather PACE Academy will invoice the said company once the course is confirmed to run. Certain subsidies are only applicable for this registration option.

(iii) Proceeding with registration

In order to choose and register for the preferred course run schedule, fill in the information and acknowledgements required, and the “Apply” column will appear automatically on the right side.

Note: If you disagree with or cannot meet the requirements, you should not/will not be allowed to proceed with the registration

You may then click on any of the registration options to proceed as per the examples illustrated below:

- **Option 1 - “Register with SingPass”** (Requires 2FA. The MyInfo service is available with this registration option to auto-fill your registration form)
- **Option 2 - “Register without SingPass”** (Manually keying in all the required details)
- **Option 3 - “Wait List”** (Common option for enrolment based courses to check on eligibility first without requiring payment in order to facilitate the administration of the course offering)

Course Type	Course ID	Course Description	Total No. of Hours	Fee (S\$) excl. GST/Pax	Register Course without SingPass	Register Course With SingPass
e-Learning	MM001	Foreign Domestic Worker Employers' Orientation Programme (e-Learning)	3	42.95	Register Course without SingPass	Register Course with SingPass

OR

Singapore Polytechnic PACE Academy Course Schedule

To register for a program, select the course and click Apply.
Fees indicated are exclusive (unless otherwise stated) of GST and are subjected to applicant’s eligibility for funding incentives.
Instruction

Please read the instructions carefully on this [link](#) before you proceed with your registration.
☒ I have read the instructions and want to proceed for Registration.

Course Requirement

A recognised Technology/Science-related diploma / Engineering degree; AND
At least 2 years of WSH relevant working experience
OR
Possess ES Workplace Literacy (Reading, Writing, Listening & Speaking) Level 6 or GCE “O” Level English grade C6; AND
Possess ES Workplace Numeracy Level 6 or GCE “O” Level Maths grade C6, or Mathematics bridging course; AND
Possess GCE “O” Level Science (Physics) grade C6, or Physics bridging course; AND
Possess WSH skills and knowledge equivalent to that of Advanced Certificate in WSH; AND
At least 2 years of post-qualification working experience as WSH supervisor, coordinator or similar occupational role
☒ I affirm that all the information I have provided is true and accurate to the best of my knowledge and I have not deliberately omitted any relevant facts.

Registration

I want to register as:
☒ Individual ☐ Company Sponsored

Cannot find the course you are looking for? Please click this [link](#) to search entire course catalog and register interest.

Course Type	Course ID	Course Description	Start Date	End Date	Day/Time	Total No. of Hours	Fee (S\$) excl. GST/Pax	Registration Closing Date	Apply
WSQ Course	WS077	WSQ Specialist Diploma in Workplace Safety and Health (V2)	26/02/2019	30/04/2020	Selected Weekdays / 6pm - 10pm	328	5312.00	29/01/2019	Wait List

(iv) Who should be registering?

- **Individual** - The named individual who will be participating in the course must be the person registering.
- **Group** - All or one of the named individual who will be participating in the course must be the person(s) registering.
- **Company Sponsored** - Please select the “Company Sponsored” option during registration. We encourage the registrant to be a representative of the company (HR or Training Manager) who knows the required corporate information for this registration.

(v) Self-Diagnostics Test

To facilitate your registration, please proceed with the diagnostics test. These tests are non-invasive and designed/intended to ensure smooth and reliable experience with our e-services. If further action is required from you, please follow the guides as prompted.


Note: Under some circumstances, you might find a blank page after clicking the Proceed button. Press F5 on your keyboard to refresh/reload the page.

Step 5: Register

(i) Complete the registration form through all the stages.

Please input all mandatory fields with relevant information. Please be accurate and complete at every stage of the registration.

If you had chosen to register using your SingPass account, the “Populate Details from MyInfo” button should be visible on the top right of the registration form (as shown below) Click on it to activate the auto-fill should be visible on the top right of the registration form (as shown below). Click on it to activate the auto fill service.


Singapore Polytechnic PACE Academy Course Registration

Course Title: Foreign Domestic Worker Employers' Orientation Programme (e-Learning)

Please complete the following form and click "SAVE". Then click "NEXT" to go to the next page of this form.

Participant Information

Populate Details from Myinfo

Personal Information

*Given Name:

*Family Name:

*Full Name (As in NRIC/FIN/PPT):

To proceed to the next stage of registration, click on the Save button and followed by the Next button:

BEFORE clicking on the Save button

SAVE

Main Menu

Next >>>

SAVE

Main Menu

Next >>>

AFTER clicking on the Save button

(ii) Attaching supporting documents

Certain programme/course registration will require you to upload your supporting documents along with your registration.

Note: For some courses, the uploading of personal identification documents such as NRIC is required and necessary in order to ascertain the applicant’s eligibility for course subsidies provided by SkillsFuture Singapore (SSG) and/or other agencies. This is in line with PDPC’s NRIC advisory guidelines to ensure the appropriate use of public funds.

For this purpose, you would need to upload your attachment by clicking on the “Add Attachment” button.

Upload Documents								
File Type	Description	Attached File	Add Attachment	View Attachment	Remove Attachment	Add Another Doc	Delete Row	
1 NRIC	NRIC		Add Attachment	View Attachment	Remove Attachment	Add Another Doc	Delete Row	

If you need to upload more documents, you may do so by clicking on the “Add Another Doc” button as illustrated below.

On the other hand, you may remove a row by clicking on the “Delete Row” button.

Upload Documents								
File Type	Description	Attached File	Add Attachment	View Attachment	Remove Attachment	Add Another Doc	Delete Row	
1 NRIC	NRIC		Add Attachment	View Attachment	Remove Attachment	Add Another Doc	Delete Row	
2			Add Attachment	View Attachment	Remove Attachment	Add Another Doc	Delete Row	
3			Add Attachment	View Attachment	Remove Attachment	Add Another Doc	Delete Row	

(iii) Concluding registration

Check the details under the Registration Summary page. This is the final stage of registration.

If you would like to proceed to confirm the registration, click on the “Proceed” button.

☒ I agree to receive promotional notifications from PACE.

Proceed

Cancel

Main Menu

Step 6: Make payment online

Note: This guide is meant for those who are registering as individuals or in a group where payment is expected immediately after registration. For company sponsored registrations, please await for further payment instructions based on our invoicing.

(i) Preparing your device

Please ensure that your pop-up is enabled (or blocker disabled) before proceeding further. This should have been resolved by the Self-Diagnostic Test page.

(ii) Choice of Internet Browser

If you are unable to use Internet Edge or Safari, we recommend using Google Chrome instead.

(iii) Registration ID

It is important for you to have your Registration ID for this purpose. If you have just completed registration, this process will be seamless.

Please contact us through our hotline at +65 6772-1288 or email us at pace@sp.edu.sg for further assistance if you are unsure or facing certain difficulty.

(iv) Proceed to Payment Link

Access our online payment by clicking here → [PACE Online Payment](#)

When prompted, input in your Registration ID in the field and proceed by clicking on the View Details button.

Please inspect the payment details displayed. To proceed, click on the “Pay Now’ button.

(v) Payment options for Online Payment

You may choose to make payment online through either the following:

- **Debit/Credit Card Payment**
- **Online e-banking/Transfer**

After which, you may input the required payment information accordingly. Please check the information provided before proceeding. Also, it might help if you check with your bank on whether your card is authorised to perform online transactions.

Once done, click on the Submit button to proceed. Please take note of the transaction outcome on whether it is successful or not. If the payment attempt is unsuccessful, you may make another attempt at payment by repeating the above.

After making the payment and determine that it was successful, you are strongly encouraged to check your bank balance or other notifications to confirm that the amount has been deducted accordingly.

Otherwise, please contact us through our hotline at +65 6772-1288 or email us at pace@sp.edu.sg for further assistance.

You may also refer to the video below:

Payment options

Generally, you may present payment to the PACE Academy through the following ways:

(1) AS AN INDIVIDUAL APPLICANT(S):

SN	Options	How to?	What do I need to do?	Remarks
1	Charge Card (Credit/Debit) or Internet Banking	Via online payment (via PACE website) or at the SP One-Stop Centre (OSC)	You will need your Registration ID e.g. R16000XXXXX	We accept payments via VISA/ MasterCard or through internet banking services offered by major local banks only. You may request for a tax receipt by writing in to pace@sp.edu.sg or coming down to the OSC.
2	NETs / NETs Flashpay	Over at OSC	We require your NRIC/FIN/Passport or Registration ID	For cards which support NETs payment service.Please ensure that you are presented with a receipt after the transaction. Cut off time for NETs payment is 30mins before scheduled closure.
3	Cheque	Via post or hand over at OSC.	Please follow the instructions for cheque payments below.	Please ensure that you are presented with a signed receipt if the transaction is done over at the OSC and ensure that it endorsed/validated accordingly.
4	Post-Secondary Education Account (PSEA)	Complete the PSEA Ad Hoc Withdrawal Form.	WSubmit the completed PSEA form to the OSC upon receiving a payment advice	Click to download forms: (A) For part time diploma and post diploma programmes (B) For WSQ and other courses (those allowed by the Ministry of Education)
5	Inter-Bank Transfer or Telegraphic Transfer	via banks or agents	Please follow the instructions below	Please note that you should put in a request with the Programme Administrator before making payment through this option, and update on the transactions details once payment has been made accordingly.
6	SkillsFuture Credit (SFC)	via mySkillsFuture Portal for SFC1 and manual form for SFC2	W Please follow the instructions below	For selected programmes/courses only. Refer to the specific programme/course web page for eligibility details.
7	Central Provident Fund (CPF)	Not applicable	Not applicable	CPF can only be used for full time diploma programmes and other purposes as approved by the CPF Board. Since our courses/programmes are conducted as CET (part time and short term basis etc.), payment using CPF is NOT allowed.

2) AS A COMPANY SPONSORED APPLICANT(S):

SN	Options	How to?	What do I need to	Remarks
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			do?	
1	Corporate Cheque	Via post or Over at the OSC.	Please follow the instructions below.	Please ensure that you are presented with an acknowledgement of receipt at the counter. Our official receipt will be forthcoming once the cheque has been banked in.
2	Inter-Bank GIRO or Telegraphic Transfer	Via banks or agents only	Please follow the instructions below	Please note that you should put in a request with the Programme Administrator before making payment through this option, and update on the transactions details once payment has been made accordingly. Please also note that payments other than Corporate Cheque may disqualify your company from claiming grants/allowances with relevant government agencies (companies are encouraged to make their own verification if necessary on this matter via SkillsConnect).

(3) INSTRUCTIONS FOR CHEQUE PAYMENTS

Cheques should be made payable to **Singapore Polytechnic**. Please cross the cheque and write the Registration Reference ID, Applicant Name and NRIC/FIN number on the back of the cheque.

Ensure that you provide for the exact amount payable in Singapore Dollars (SGD).

Mail the cheque to:

ATTN: Manager (WSQ Programmes) Singapore Polytechnic PACE Academy 500 Dover Road Blk T1A, Level 1 Singapore 139651

Please note that an administrative charge of \$15 will be imposed for any returned cheques from the bank or financial institution.

(4) INSTRUCTIONS FOR INTER-BANK TRANSFER OR TELEGRAPHIC TRANSFER

We do not encourage participants to make payment using this service as there will be extra bank or services charges levied upon the sender (participant). If no other means is available, please follow the steps below:

STEP 1: Inform the Programme Administrator

To avoid any complications, please inform your Programme Administrator prior that you will be making payment via transfer directly or writing to us officially with your details to pace@sp.edu.sg.

STEP 2: Determine the total amount to be ordered for transfer.

PACE Academy requires the exact payable amount to be paid by the participant/company. If there are other charges e.g. bank processing fees, agent charges and taxes, these should be borne or paid by the participant/company.

The amount payable, as instructed in the transfer, must be in Singapore Dollars (SGD).

If the amount received by PACE Academy ultimately falls short of the amount payable, we will not consider it to be full payment.

STEP 3: Instructing your bank

Please instruct your bank to transfer payment to:

- **Account Name: Singapore Polytechnic**
- **Account Number: 02-059-3368-8**
- **Bank Code: 9496**
- **Branch Code: 002**
- **Swift Code: SCBLSG22XXX**
- **Bank's Name: Standard Chartered Bank (Singapore) Limited**
- **Bank's Address: 8 Marina Boulevard, #27-01, Marina Bay Financial Centre, Singapore 018981**

STEP 4: Updating PACE Academy/Singapore Polytechnic

Any payment via transfer will not be recognised by us if the participant/company fails to update us on the remittance details.

For this purpose, please provide updates by emailing to FIN-Receiveables@sp.edu.sg as well as the Programme Administrator concerned.

(5) PAYMENT USING SKILLSFUTURE CREDIT (SFC) 1 and 2

Please check the course/programme is supported under SkillsFuture through the PACE Academy website or the SkillsFuture Credit website (www.skillsfuture.sg/credit).

You should also note the following:

Information on SFC 1 payment

The original SFC was introduced in 2015 with the aim to encourage individual ownership of skills development and lifelong learning. All Singaporeans aged 25 and above were given an opening credit of S\$500.

After registering for a programme/course on the PACE Academy website, you are still required to log in to the SkillsFuture Credit portal to use your credit balance to pay for your course. The amount payable using SkillsFuture credit should correspond to the amount you pledged on the PACE Academy online registration form.

You may only transfer payment to the Training Provider via SkillsFuture Credit Portal within 60 days before the course/programme commencement date.

This claim notwithstanding, applicants are required to make prompt payment for any outstanding course fee amount balance.

Applicable for SFC 2

To further this purpose, a one-off SkillsFuture Credit top-up was announced. From 1 April 2020, \$500 will be provided to every Singapore Citizen aged 25 years and above as at 31 December 2020 which can be used on eligible courses. This top-up amount will expire on 31 Dec 2025.

Please refer to instructions by the Programme Administrator (PA) after registration. The PA will provide you with a manual form to fill in which will be submitted to the agency concerned on your behalf.

If you need further assistance or clarification, please do not hesitate to contact us at 6772-1288 or email to pace@sp.edu.sg.

Making a Withdrawal/Cancellation

(i) How to withdrawal/cancel a registration?

You may withdraw from a course/programme or cancel a registration at any time by submitting a Withdrawal Form to the PACE Academy.

To submit a Withdrawal Form, please click on the corresponding link:

(a) [For part-time diploma or post diploma programme](#)

(b) [For all other courses \(WSQ, Short Courses etc.\)](#)

(ii) Considerations before withdrawing/cancelling a registration

However, there may be consequences following a withdrawal/cancellation:

(1) If payment was made/received, you will be refunded according to the following, based on when the Withdrawal Form is received:

- 2 weeks before the commencement of the course - 100% (full) refund
- Less than 2 weeks before commencement of the course - 70% (partial) refund
- On or after date of commencement - 0% (no) refund

(2) For certain courses/programmes, you may no longer be eligible for the same subsidies if you wish to resume.

(3) Having made the withdrawal/cancellation, you will no longer be able to complete or continue with the rest of the course/programme.

(4) For all courses/programmes, you will not be placed on a priority list to be offered a placement should you decide to resume. (You will be required to make another registration/payment accordingly).

(5) For part time diploma/post diploma students, you may make a withdrawal and resume to complete the programme within the candidature period, subject to module and placement availability. **We do not have a deferment policy.** These students must write in to ptenquiry@sp.edu.sg before the start of the upcoming semester if they wish to re-join/ continue with the programme.

NB: Refund may take up to 6-8 weeks.