



**SOQ INTERNATIONAL
ACADEMY
STUDENT POLICY**

VERSION CONTROL RECORD

Version	Effective Date	Change History	Updated By
1.0	1 February 2019	First release	Grace Tan
1.1	24 August 2022	2 nd Release	Jeff Lim
2.0	24 Nov 2022	3 rd Release	Jeff Lim
2.1	25 Jan 2024	4 th Release	Jeff Lim
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3.0	30 Jan 2026	6 th Release	Jeff Lim

Introduction

- a) Listed below are the general terms and conditions (the “T&Cs”) that, together with your application /registration form (the “Form”), constitute the legal agreement (Agreement) between you (Participant) and SOQ International Academy Pte Ltd (SOQ) for your registration and attendance of SOQ training courses (Training), which may include printed or electronic materials (Training Material) in relation to the Training and/or any online documentation (Documentation) provided.
- b) By filling and submitting the Form to SOQ, you have agreed to these terms as listed here. If you do not agree to these terms, SOQ shall not be able to provide any Training, Training Materials or Documentation to you and you must discontinue the registration, confirmation, or any payment arrangement to SOQ.

Application

- Enrolment is based on first come-first-served basis and will be closed when the class is full. Courses will commence only if there is minimum number of participants. Confirmation message will be sent (via email/WhatsApp) only when the class is confirmed.
- All application can be done at our training centre as below:
 - 10 Anson Road, International Plaza #23-08, #35-16 Singapore 079903
 - or online.
- All application MUST be accompanied with a duly completed application form.
- All application is expected to take responsibilities of their learning journey and to benefit fully from course. Full attendance for all classes is therefore strongly encouraged. Absence, as a result of unforeseen circumstances, has to be substantiated by medical certificate or valid documentary proof. Minimum attendance requirement of 75% is required to archive certificate.
- SOQ reserves the right to cancel, change Course dates, time, fees and trainers that can occur due to unforeseen circumstances.

Payment

- All payments are to be made in Singapore Dollars (SGD). Cash or cheque payments should be deposited to SOQ International Academy Pte. Ltd.
- **WSQ short courses:** Full payment must be made before the course start date.
- **Diploma courses:** Payment is not required in full upfront and shall be made according to the approved instalment scheme stated in the student contract.
- For funded courses (where SSG funding is applied), all payments must be made by cheque, GIRO, or electronic bank transfer by the trainee or his/her employer.
- Where payment is made by cheque, the cheque must be cleared prior to course commencement.

SSG Funding

The Trainee(s) on account of whom seek for SSG Funding: -

- a) must not have received, be receiving or have applied for financial support under any other funding scheme administered by the Government of the Republic of Singapore, any other Singapore statutory board, or any Singapore government agency in respect of the run of the Funded Course for which you seek SSG Funding;
- b) must be Singapore Citizen(s) or Singapore Permanent Resident(s);
- c) must not have attended any previous run of the Funded Course (for which you seek SSG Funding), unless no SSG Funding was given on account of the Trainee's undertaking of that previous run;
- d) must not have received any notification that he/she has been suspended or disqualified from receiving funding from SSG (such suspension or disqualification being operative at the time of your seeking of SSG Funding);
- e) must not owe any debt to SSG;
- f) For Employer- Sponsored Trainee, trainee must have continued to receive his/her full salary (where applicable), Central Provident Fund entitlements (where applicable), and any other statutory benefits due to him / her (in connection with his / her employment) during the run of the Funded Course in respect of which you seek SSG Funding; and
- g) For non-Employer- Sponsored Trainee, must be aged 21 years or above;

h) the Funded Course must be relevant to the current role of the Trainee on account of whom you seek SSG Funding, and consistent with the business needs of his / her workplace (in this respect, a Funded Course that prepares the Trainee for a more significant role or a higher position in his workplace will be considered relevant to Trainee's current role);

Cancellation / Postponement

- Course fee is strictly non-refundable, except when the course is cancel and no further date replacement by SOQ.
- For postponement / transfer / replacement/ withdrawal of Course(s), a written notice to (via email/WhatsApp) or submission on SOQ Learning Management System must be submitted and received by SOQ at least two (2) weeks before Course commencement.
- All application entitles one replacement for participants who have missed a class within 30 days. Any course fee paid will not be refunded if participant fail to attend the deferred date.
- Please submit your request to reschedule your lesson (via email/ WhatsApp). Please note that a non-refundable administration fee of **S\$30.00** applies for every change request. The next available slot will be offered for course rescheduling request.
- In the event of course incompleteness such as assessment fail or attendance less than 75%, a full course fees is payable to training provider within 14 days.
- All training materials are not included for replacement lesson.

Refund Policy

- Where refund is agreed by both parties, SOQ shall after receive the Student's written notice of withdrawal refund to the students the following sums within 30 working days.

% of the amount of Course Fees and Miscellaneous Fees paid	If the Contracting Party's written notice of withdrawal is received:
100%	more than 30 working days before the Course Commencement Date
50%	on or before, but not more than 14 working days before the Course Commencement Date
25%	after, but not more than 7 working days after the Course Commencement Date
0%	More than 7 working days after the Course Commencement Date

- Admin fees of \$50 or 10% of the course fees (whichever is higher) will be charged for any refund of course fees. This clause applies to WSQ courses only.
- For Diploma courses, please refer to the terms and conditions stated in the Student Contract and the list of miscellaneous fees in the table below.

Miscellaneous Fees (Diploma Course Only)

Type and Purpose of Fees	Amount (\$\$)
Late submission / Re-submission of assignment	\$87.20
Certified True Copy of Transcript / Certificate (per e-copy)	\$32.70
Second and subsequent hard copy of e-Cert / e-Transcript	\$32.70
Certifying / Verification letter (per e-copy)	\$32.70
Retrieval of past records (5 years or older after graduation)	\$109.00 per request
Deferment / Transfer request	\$218.00

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Late payment charge	\$32.70
Supplementary assessment fee (failed 1st attempt)	\$54.50 per paper
Re-sit assessment fee (missed assessment due to personal reasons)	\$109.00 per paper
Re-take assessment fee (academic misconduct)	\$436.00 per paper
Appeal for review of assignment / assessment results	\$87.20 per request
Graduation ceremony (non-degree programmes)	\$60.00 – \$90.00
Graduation certificate holder	\$18.00
Student activities	\$20.00 - \$50.00
Courier service	\$21.80 per request

A one-time admin fee of **\$70.00** applies to each request below.

Type	Amount (S\$)
Re-take module / unit fee (failure or low attendance)	\$12.00 per hour
One-to-one replacement lesson	\$120.00 per hour

Grievances and Feedback Process

- Grievances and feedback forms are available for students and can be submitted to the principal or email to academy@soq.edu.sg

Student Confidentiality Policy & Security

- All Students' particulars obtained are solely for the purposes of completing the course submission. We will seek consent from Students should their particulars be used for purposes other than internal marketing and billing purposes.

SOQ Learner Code of Conduct

Punctuality and Attendance

SOQ expects all learners to be punctual for lessons. Attendance will be taken twice a day – once in the morning and another in the afternoon for day classes and once for evening classes.

Learners are strongly encouraged to attend all classes for each module. For leave of absence such as due to illness or compassionate grounds, learners are to submit the supporting document(s) to SOQ. Absence without official reason may result in withdrawal of course fee funding and eligibility to proceed with assessment.

Learners are also expected to submit module assignments by the set deadline. Late submission will not be accepted.

Dress Code

As aspiring or incumbent specialist, SOQ expects all learners to uphold the professional image befitting of an educator by dressing appropriately when they attend classes. Smart casual workplace attire is expected. No sports or bermuda shorts, slippers and flip-flops are allowed.

Disruptive Behaviour

At SOQ, we are committed to create a positive learning environment that encourages active learning. All learners are expected to participate actively and constructively in class and adhere to assignment submission deadlines.

In the event that a learner becomes disruptive in a class and would not heed the advice of the facilitator, SOQ would take disciplinary action against the learner. Examples of disruptive behaviour include the following:

- Being uncooperative and/or interrupts the facilitator, fellow learners unnecessarily or repeatedly monopolising classroom activities;
- Constantly making inappropriate comments e.g. about the institution, the facilitator, fellow learners or the learning topic at hand;
- Using abusive and offensive language, making physical or verbal threats directed at the facilitator, assessor, fellow learners or SOQ' s staff;
- Imposing unreasonable demands on facilitator, assessor, fellow learners or SOQ 's staff;
- Making loud and distracting noises, constantly using mobile phone in class; or
- Exhibiting irrational behaviour.

If a learner displays persistent, disruptive behaviour which prevents the facilitator and fellow learners from engaging in a meaningful learning experience, disciplinary action could include removing the learner from the course without refund of course fees.

Academic Honesty and Professional Ethics

SOQ is committed to upholding high standards of academic and professional integrity.

As a learner from SOQ, you are expected to display high level of academic and professional integrity at all times and this includes:

- Attending all classes and furnishing authentic documentary proof to substantiate absence from classes;
- Completing assignments for assessment with integrity and honesty;
- Exhibiting responsibility for proper citation and giving due acknowledgement to the original author;
- Ensuring no falsification of work submitted for assessment; not consenting to other learners copying your work; and
- Upholding integrity in all dealings with SOQ staff, Adult Educators and fellow learners.

Plagiarism

Plagiarism is a practice of taking someone else's work or ideas and passing them off as one's own without giving appropriate acknowledgement. This includes material

sourced from books, learner's guide, course materials, the internet, journal, works and/or artifacts from other learners. Plagiarism includes:

- Verbatim copying in part or whole without referencing to the source;
- Paraphrasing other's work without proper acknowledgement; and
- Copying ideas, concepts, research statistics without referencing to the source.

Collusion

Collusion means unauthorised collaboration with someone to produce work, in part or whole. The learner who willingly allows others to copy and the learner who submits the copied assignment are considered parties to the collusion. Collusion can occur with another SOQ learner or someone outside SOQ and includes:

- Engaging others to produce or edit the work in part or whole;
- Copying ideas of others without giving proper acknowledgement;
- Allowing others to copy their work or sharing answers; and
- Producing/completing work for another learner with/without payment.

Institutional Procedure

Where plagiarism or collusion is suspected, an Assessment Review Panel will be convened to examine the evidence for and against the act of plagiarism and/or collusion to determine the course of action. You may also be called upon to attend a meeting on the suspected plagiarism or collusion.

Penalties for plagiarism and collusion include:

1. Issuing warning letter which will be filed in the learner's record;
2. Immediate awarding of 'Not Yet Competent' for the module;
3. Depending on the severity of the cases, if assessment is completed, assessment result outcome could be downgraded (e.g. from 'Competent with Merit' to 'Competent') or 'Competent' grading could be rescinded;

(NB: The willing party who allows others to copy may have his/her result downgraded where applicable)

1. Sitting for re-assessment and paying re-assessment fee;

(NB: Only 2 assessment attempts are allowed for each module. Learners who exceed 2 assessment attempts will be requested to pay the full, non-subsidised course fee to re-attend the whole module)

2. Expulsion without refund of course fees; and
3. Reporting the case of professional dishonesty to professional bodies, where applicable.

Other forms of misconduct

SOQ reserves the right to report all other cases of alleged misconduct, for example, falsification of documents, bribery, fraud, harassment, assault, etc. to the relevant authorities for further investigation. In such events, SOQ also reserves the right to suspend and disallow the learner(s) from continuing with the course without refund of course fees to uphold integrity and educational quality.

Appeal against SOQ's decision

Learner may appeal against SOQ's decision and upon review, SOQ 's decision will be final.

SOQ Personal Data Protection Policy

DATA PROTECTION NOTICE

This Data Protection Notice (“Notice”) sets out the basis which SOQ International Academy (“we”, “us”, or “our”) may collect, use, disclose or otherwise process personal data of our customers in accordance with the Personal Data Protection Act (“PDPA”). This Notice applies to personal data in our possession or under our control, including personal data in the possession of organisations which we have engaged to collect, use, disclose or process personal data for our purposes.

PERSONAL DATA

1. As used in this Notice: “customer” means an individual who (a) has contacted us through any means to find out more about any goods or services we provide, or (b) may, or has, entered into a contract with us for the supply of any goods or services by us; and “personal data” means data, whether true or not, about a customer who can be identified: (a) from that data; or (b) from that data and other information to which we have or are likely to have access.
2. Depending on the nature of your interaction with us, some examples of personal data which we may collect from you include your name and identification information such as your NRIC number, contact information such as your address, email address or telephone number, nationality, gender, date of birth, marital status, photographs and other audio-visual information, employment information and financial information such as credit card numbers, debit card numbers or bank account information.
3. Other terms used in this Notice shall have the meanings given to them in the PDPA (where the context so permits).

COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA

4. We generally do not collect your personal data unless (a) it is provided to us voluntarily by you directly or via a third party who has been duly authorised by you to disclose your personal data to us (your “authorised representative”) after (i) you (or your authorised representative) have been notified of the purposes for which the data is collected, and (ii) you (or your authorised representative) have provided written consent to the collection and usage of your personal data for those purposes, or (b) collection and use of personal data without consent is permitted or required by the PDPA or other laws. We shall seek your consent before collecting any additional personal data and before using your personal data for a purpose which has not been notified to you (except where permitted or authorised by law).

5. We may collect and use your personal data for any or all of the following purposes: (a) performing obligations in the course of or in connection with our provision of the goods and/or services requested by you; (b) verifying your identity; (c) responding to, handling, and processing queries, requests, applications, complaints, and feedback from you; (d) managing your relationship with us; (e) processing payment or credit transactions; (f) sending your marketing information about our goods or services including notifying you of our marketing events, initiatives and promotions, lucky draws, membership and rewards schemes and other promotions; (g) complying with any applicable laws, regulations, codes of practice, guidelines, or rules, or to assist in law enforcement and investigations conducted by any governmental and/or regulatory authority; (h) any other purposes for which you have provided the information; (i) transmitting to any unaffiliated third parties including our third party service providers and agents, and relevant governmental and/or regulatory authorities, whether in Singapore or abroad, for the aforementioned purposes; and (j) any other incidental business purposes related to or in connection with the above.

6. We may disclose your personal data: (a) where such disclosure is required for performing obligations in the course of or in connection with our provision of the goods or services requested by you; or (b) to third party service providers, agents and other organisations we have engaged to perform any of the functions listed in clause 5 above for us. 7. The purposes listed in the above clauses may continue to apply even in situations where your relationship with us (for example, pursuant to a contract) has been terminated or altered in any way, for a reasonable period thereafter (including,

where applicable, a period to enable us to enforce our rights under any contract with you).

WITHDRAWING YOUR CONSENT

8. The consent that you provide for the collection, use and disclosure of your personal data will remain valid until such time it is being withdrawn by you in writing. You may withdraw consent and request us to stop using and/or disclosing your personal data for any or all of the purposes listed above by submitting your request in writing or via email to our Data Protection Officer at the contact details provided below.

9. Upon receipt of your written request to withdraw your consent, we may require reasonable time (depending on the complexity of the request and its impact on our relationship with you) for your request to be processed and for us to notify you of the consequences of us acceding to the same, including any legal consequences which may affect your rights and liabilities to us. In general, we shall seek to process your request within ten (10) business days of receiving it.

10. Whilst we respect your decision to withdraw your consent, please note that depending on the nature and scope of your request, we may not be in a position to continue providing our goods. or services to you and we shall, in such circumstances, notify you before completing the processing of your request. Should you decide to cancel your withdrawal of consent, please inform us in writing in the manner described in clause 8 above.

11. Please note that withdrawing consent does not affect our right to continue to collect, use and disclose personal data where such collection, use and disclose without consent is permitted or required under applicable laws.

ACCESS TO AND CORRECTION OF PERSONAL DATA

12. If you wish to make (a) an access request for access to a copy of the personal data which we hold about you or information about the ways in which we use or disclose your personal data, or (b) a correction request to correct or update any of your personal data which we hold about you, you may submit your request in writing or via email to our Data Protection Officer at the contact details provided below.

13. Please note that a reasonable fee may be charged for an access request. If so, we will inform you of the fee before processing your request.

14. We will respond to your request as soon as reasonably possible. Should we not be able to respond to your request within thirty (30) days after receiving your request, we will inform you in writing within thirty (30) days of the time by which we will be able to respond to your request. If we are unable to provide you with any personal data or to make a correction requested by you, we shall generally inform you of the reasons why we are unable to do so (except where we are not required to do so under the PDPA).

PROTECTION OF PERSONAL DATA

15. To safeguard your personal data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks, we have introduced appropriate administrative, physical and technical measures such as up-to-date antivirus protection, encryption and the use of privacy filters to secure all storage and transmission of personal data by us, and disclosing personal data both internally and to our authorised third party service providers and agents only on a need-to-know basis.

16. You should be aware, however, that no method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your information and are constantly reviewing and enhancing our information security measures.

ACCURACY OF PERSONAL DATA

17. We generally rely on personal data provided by you (or your authorised representative). In order to ensure that your personal data is current, complete and accurate, please update us if there are changes to your personal data by informing our Data Protection Officer in writing or via email at the contact details provided below.

RETENTION OF PERSONAL DATA

18. We may retain your personal data for as long as it is necessary to fulfil the purpose for which it was collected, or as required or permitted by applicable laws.

19. We will cease to retain your personal data or remove the means by which the data can be associated with you, as soon as it is reasonable to assume that such retention no longer serves the purpose for which the personal data was collected, and is no longer necessary for legal or business purposes.

TRANSFERS OF PERSONAL DATA OUTSIDE OF SINGAPORE

20. We generally do not transfer your personal data to countries outside of Singapore. However, if we do so, we will obtain your consent for the transfer to be made and we will take steps to ensure that your personal data continues to receive a standard of protection that is at least comparable to that provided under the PDPA.

DATA PROTECTION OFFICER

21. You may contact our Data Protection Officer if you have any enquiries or feedback on our personal data protection policies and procedures, or if you wish to make any request, in the following manner: Name: Jeff Lim | Email: jeff@soq.edu.sg

EFFECT OF NOTICE AND CHANGES TO NOTICE

22. This Notice applies in conjunction with any other notices, contractual clauses and consent clauses that apply in relation to the collection, use and disclosure of your personal data by us.

23. We may revise this Notice from time to time without any prior notice. You may determine if any such revision has taken place by referring to the date on which this Notice was last updated. Your continued use of our services constitutes your acknowledgement and acceptance of such changes.

- Effective date: 18 July 2017
- Last updated: 30 January 2026

SECURITY OF YOUR PERSONAL INFORMATION

We ensure that all information collected will be safely and securely stored. We protect your personal information by:

- Restricting access to personal information
- Maintaining technology products to prevent unauthorised computer access
- Securely destroying your personal information when it's no longer needed for our record retention purposes

ACKNOWLEDGEMENT AND CONSENT

I acknowledge that I have read and understood the above Data Protection Notice, and consent to the collection, use and disclosure of my personal data by SOQ International Academy for the purposes set out in the Notice.