

WSQ Courses: Terms and Conditions

as of 5 November 2015

1) Eligibility for Funding

Self-sponsored individuals / Company-sponsored employees eligible for subsidised course fees are required to fulfill the following criteria:

- Must be Singapore Citizen or Permanent Resident (PR) of Singapore
- Complete training with a minimum of 75% attendance
- Successfully complete and fulfill final assessment requirements by assigned date
- Must be assessed as “Competent” (C) at the end of the course unit
- Has not utilized funding for the same course unit before

2) Absentee Payroll Support for Company-sponsored employees

- Absentee Payroll funding is applicable to company-sponsored applications at 80% of hourly basic salary capped at:
 - SGD\$ 7.50/ hour for Small & Medium Enterprises (SMEs); and
 - SGD\$ 4.50/hour for Non – Small & Medium Enterprises (NON – SMEs)
 - 95% of hourly basic salary for Singapore Citizens & PRs above 35 years and earning <\$1900/month
- To be eligible for Absentee Payroll Support, the Company’s employees must be Singapore Citizens/ PRs and have attained minimum 75% attendance.
- Company must register for a WDA SkillsConnect account at www.skillsconnect.gov.sg to process Absentee Payroll Claims.
- Company must apply for Absentee Payroll Support via the SkillsConnect System no later than 30 days from Course Commencement.
- Information on eligibility criteria and support amount can be found on <https://www.skillsconnect.gov.sg/web/guest/AP>

3) Fee Structure

- All prices indicated are inclusive of prevailing Goods and Services Tax (GST).
- Subsidised Fees are applicable only for Singapore Citizens and Permanent Residents only.
- Non-Singaporeans will be charged the full fees as published on www.bettrbarista.com.

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- Prices are subject to change, please refer to the latest information found at our website at www.betrbarista.com
- For WSQ Programs (company-sponsored),

The company is invoiced on **nett fee basis** upon registration, and undertakes to reimburse **BETTR BARISTA** for the FULL course fees for their participants who are not entitled or eligible for WDA funding.

The company must apply for Absentee Payroll Support (via SkillsConnect) on their own before commencement of the course. **BETTR BARISTA** is not liable for any funding not approved by WDA.

- For WSQ Programs (self-sponsored),

The self-sponsored individual is invoiced on **nett fee basis** upon registration, and undertakes to reimburse **BETTR BARISTA** FULL course fees if he/she is not entitled or eligible for course fee grant. **BETTR BARISTA** is not liable for any other funding not approved by WDA.

4) Registration & Payment

- Please submit/email:
 - I) completed registration form (submit online)
 - II) scanned copy of NRIC (front and back)
 - III) WTS documents (if applicable)

to wsqcourses@betrbarista.com at least 5 working days prior to course commencement.

- For company-sponsored individual, please bring along your original registration form with the necessary signatures and company stamp on the day of course commencement.
- Registration is subject to availability of seats on first-come-first-serve basis. You will receive an email on your registration for seat availability.

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- Please note that seat placement is only confirmed when payment has been made at least 3 working days prior to course commencement.

- **Payment Methods**

- I) Cheque**

- Please issue a Singapore-dollar cheque to **BETTR BARISTA PTE LTD** and mail to 37 MacTaggart Road #07-03, Singapore 368083, to reach us at least 3 days prior to course start date.

- On the back of the cheque, please indicate:

- I) COMPANY NAME (if applicable)

- II) Your NAME

- III) NRIC/Passport No

- V) a CONTACT number

- V) COURSE CODE

- VI) COURSE DATE

- II) Cash**

- You may bring your payment amount in cash prior or on the day of the training and a receipt will be issued. Please inform us prior that you will be paying by cash.

- III) Internet Banking or Telegraphic Transfer**

- Bank Name: DBS Bank

- Account Number: 104-900-249-7

- DBS Account Name: Bettr Barista Pte Ltd

- DBS Bank Code: 7171

- Bank Address: 12 Marina Boulevard DBS Asia Central

- Marina Bay Financial Centre Tower 3 Singapore 018982

- Branch Code: 104

- Swift Code: DBSSSGSG

- Kindly inform us at wsqcourses@bettrbarista.com when payment has been done, with proof of transaction. Customers are liable for all bank fees, which are not deductible from the final course amount.

5) Booking Cancellations & Rescheduling Policy

More than 72 hours before course start date -

Refund or rescheduling is possible, subject to a \$30 admin fee

Minimum 48 hours notice before course start date -

No refunds but rescheduling to another class, subject to a \$30 admin fee.

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Less than 48 hours notice before course start date -

No Refund or rescheduling

- Written notice of cancellation is to be sent to wsqcourses@bettrbarista.com
- If the student fails to attend scheduled class, the course fee is non-refundable.
- If the student is unable to attend scheduled class due to illness, and can provide a medical certificate within 7 days of the scheduled class, he/she can reschedule the class at no extra charge.
- Any bank charges incurred during the course of refund will be borne by the individual or Company (for company-sponsored participants), whichever is applicable.

6) WSQ Certification

- The student will be awarded a Statement of Attainment by WDA upon successful completion of the course and assessments with at least 75% attendance.
- Theory and Practical assessments will be conducted to assess the student's attainment of the necessary competencies required in the course.
- The student must complete ALL assessments and be determined as "Competent" (C) to obtain individual WSQ Statement of Attainment. In addition, the student agrees with **BETTR BARISTA** to jointly track training outcomes in order to evaluate the effectiveness of the course.

7) Appeal Process

- The student has the right to challenge the assessment decision made by the assessor and appeal where deemed necessary. Details on the appeal process can be requested at wsqcourses@bettrbarista.com

8) Course Date Reschedule

- **BETTR BARISTA** reserves the right to make changes to the programme, date, venue and trainer.

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- The course is subject to **minimum number of 3 students** to commence. If the course does not have sufficient students, **BETTR BARISTA** reserves the right to cancel/reschedule any of the above courses.
- In the event that **BETTR BARISTA** reschedules or cancels a course, the student will be informed and offered an alternative date in advance or receive full refund of the course fees.

For assistance or other queries, please email us at wsqcourses@bettrbarista.com or call +65 6509 0113.