

STUDENT HANDBOOK

@ASK Training Pte Ltd

Effective: September 2026

Applicable to: Students enrolled in courses delivered by @ASK Training Pte Ltd

OBJECTIVE

This Student Handbook is a practical guide for students enrolled with @ASK Training Pte Ltd. It explains the school's key policies, procedures, support services, conduct expectations, fee-related matters and other important information that may affect your studies.

This handbook should be read together with your signed Student Contract, official course information, approved fee schedule, school policies, administrative forms, student advisories and any official notices issued by the school from time to time.

While this handbook covers the main information students need, it may not address every possible situation. Matters not specifically covered will be considered by the school based on the Student Contract, student welfare, regulatory requirements and the school's quality assurance responsibilities.

This handbook is intended for student reference and personal use. Students should not reproduce, circulate or publish it externally without the school's prior approval.

If you have questions or need support, you may approach Student Services, Operations or Management for assistance.

We wish all students a meaningful, productive and rewarding learning journey with @ASK Training as they build practical skills and knowledge through quality training.

Handbook Owner	Operations Department / Management
Version	September 2026

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All information shown herein is subject to change from time to time. The school reserves the right to amend, update or revise its policies, procedures and practices without prejudice. Students will be notified through official notices, advisories, memoranda, email or other approved communication channels when changes occur.

COMPANY INTRODUCTION

@ASK Training specialises in ICT training, business productivity training and soft skills training for government agencies, corporate clients and adult learners in Singapore. As a Continuing Education and Training (CET) Centre and Private Education Institution (PEI), the Company delivers both SkillsFuture Singapore SSG/Skills and Workforce Development Agency (SWDA)-funded and non-funded programmes, including WSQ and non-WSQ courses. Its programmes include training in applications such as Microsoft Excel, PowerPoint, Word, Access, Outlook, Visio and Publisher, as well as communication, interpersonal, management and motivational skills training. As a learner-centred training provider, the school seeks to equip students with practical, workplace-relevant knowledge and skills through quality training delivery, sound administration and continuous improvement.

Mission

To equip learners with real-world skills and knowledge through delivering quality training.

Vision

To spread the joy of learning and empower a million lives in Southeast Asia by 2030.

Core Values

- ✓ **Learner-Centric Approach:** Commitment to prioritise the needs and growth of all learners.
- ✓ **Excellence:** Dedication to delivering the best quality and giving our best in everything we do.
- ✓ **Share with Joy:** Sharing knowledge and experiences freely, with enthusiasm that fosters community spirit.
- ✓ **Mutual Respect:** Cultivating a respectful environment, valuing diverse perspectives and treating everyone with dignity.
- ✓ **Collaborative Team Spirit:** Thriving through teamwork and the talents of our diverse community.

1.0 Introduction

1.1 Welcome Message from Management

We warmly welcome you to @ASK Training Pte Ltd and thank you for choosing to learn with us. Our goal is to provide a professional, supportive and practical learning environment where students can build confidence, strengthen workplace-relevant skills and achieve meaningful learning outcomes. We encourage you to make full use of the support available, participate actively in your classes and approach your learning journey with curiosity, responsibility and a willingness to grow.

1.2 Location and Contact

The school's address, operating hours, contact number, email address and website are provided through its official communication channels. Students should use these official contact points for enquiries relating to admissions, course administration, attendance matters, student support, feedback and other requests. Students should also keep the school informed of any change to their contact details so that important notices, reminders and official communications can be delivered promptly.

1.3 Purpose of This Handbook

This handbook should be read together with your Student Contract, official course information, school policies, administrative notices and other formal communications issued by the school from time to time. It is a practical guide to help you understand how the school works, but it does not replace your Student Contract. If there is any difference between this handbook and the Student Contract or an official policy, the applicable contract or

approved policy terms will apply. Please read this handbook carefully, keep a copy for reference and ask the school if anything is unclear.

1.4 Welcome to Your Learning Journey

Starting a new course can feel both exciting and challenging. You may need time to adjust to a new routine, learning environment, trainer, classmates and academic expectations. The school encourages you to approach your studies with an open mind, a willingness to participate and a readiness to ask for help when needed. Students who engage actively, communicate early and maintain a disciplined approach to attendance and assessment are more likely to benefit fully from the training experience.

2.0 Admissions, Pre-Course Advisory and Enrolment

2.1 Pre-Course Counselling and Course Information

Before enrolment, students will be given enough information to make an informed decision about their course. This includes details such as the course title, duration, schedule, entry requirements, attendance expectations, assessment methods, fee breakdown, refund terms, progression requirements and certification outcome.

2.2 Entry Requirements and Supporting Documents

Students must meet the entry requirements of their course before enrolment can be confirmed. Depending on the course, this may include minimum academic qualifications, age requirements, language proficiency, relevant work experience, aptitude checks or other course-specific conditions. Students may be required to submit supporting documents such as identification documents, academic certificates, transcripts, employment records, passport copies, translations and any other records reasonably required by the school or the relevant authorities.

2.3 Enrolment Procedures

Enrolment is only complete when the school has approved the application, the student has signed the necessary contract documents, the required fees have been paid according to the approved arrangement, and all required documents have been submitted. Where relevant, a place in a course may remain conditional until the school verifies qualifications, or confirms timetable arrangements.

3.0 Course Information, Academic Calendar and Administrative Forms

3.1 Course Structure and Delivery Information

Students should understand the broad structure of their course, including the number of modules or units, the expected training duration, the learning mode, any practical or project components, and the requirements for successful completion. Where the course contains staged progression, competency assessments or attendance-linked completion criteria, these will be explained to students early in the learning journey.

3.2 Academic Calendar and Timetables

The school will provide key academic dates, including course start dates, public holidays that affect classes, scheduled assessment periods, replacement class dates where applicable, and any planned non-teaching closure periods. Students should review the timetable and calendar carefully before making personal travel or work-related arrangements and should follow the latest officially issued version where updates are communicated.

3.3 Forms, Requests and Administrative Records

From time to time, you may need to request for matters such as attendance clarification, deferment, withdrawal, transfer, appeals, official letters, timetable updates, record changes or other administrative matters, by emailing them to enquiry@asktraining.com.sg. Please provide complete information and attach any required supporting documents. Incomplete or incorrect submissions may delay processing.

3.4 Certification and Official Records

If you successfully meet the course completion requirements, you may receive the relevant certificate, statement of attainment, completion letter, transcript or other approved record issued by the school or awarding body, where applicable. Before any certification or official record is released, you may need to meet all academic, attendance, assessment, administrative and fee-related requirements. Requests for replacement certificates, duplicate records, updated letters or verification documents may be subject to identity checks, processing timelines and administrative fees. If you need these documents for employment, further study, sponsorship, visa or personal purposes, you are encouraged to submit your request early.

4.0 Attendance

4.1 Attendance Requirement

Regular attendance helps you keep up with lessons, assessments and course requirements. The school's attendance rules apply to classroom-based learning, live online lessons and self-paced learning where attendance tracking is required. These rules will be explained during pre-course counselling, orientation, class briefings and through official notices or learning platforms. Students are expected to attend regularly, arrive on time and take part meaningfully in their learning.

4.2 Attendance Monitoring and Intervention

The school records and monitors attendance through approved systems such as the Training Management System (TMS), Learning Management System (LMS), trainer portals, physical attendance registers, and other approved attendance tools. For physical classes, attendance may be recorded through trainer verification, student signatures on attendance registers, Singpass-enabled attendance verification where applicable, or other approved methods.

4.3 Make-Up Classes

If you miss classes, please note that make-up classes are not automatically available. They will only be arranged if the school considers them appropriate, useful for learning and operationally possible. Students remain responsible for catching up on missed lessons, notes, assignments and assessments. Depending on the learning mode and the reason for the absence, the school may provide reasonable guidance on how missed learning can be recovered, such as access to learning materials, supplementary academic guidance or other support arrangements where appropriate. If classes are postponed, cancelled or rescheduled by the school, replacement arrangements will be shared through official channels.

5.0 School Holiday and Class Scheduling

The school will share the school holiday calendar, including public holidays, school closure dates and any non-teaching periods that affect classes or student services. The school may also adjust class timetables, trainers, classroom allocation, lesson order or delivery mode when reasonably necessary for academic or operational reasons. If there are unexpected disruptions, such as public health developments, building issues, severe weather or transport disruption, students will be informed of any revised arrangements through official channels.

6.0 Student Code of Conduct

Students are expected to conduct themselves in a way that supports a safe, respectful and productive learning environment. This includes attending lessons regularly, participating appropriately, respecting staff and fellow students, caring for school property, communicating honestly and following lawful instructions issued by authorised personnel. The same standard of conduct applies in the classroom, online and during school-related activities.

6.1 Respectful Classroom Participation

Students are expected to participate in class respectfully and in a way that supports a positive learning environment for everyone. This includes arriving prepared, following trainer instructions, allowing others to learn without unnecessary disruption, using mobile devices responsibly, speaking courteously and contributing appropriately during discussions, activities and online sessions. Behaviour that interrupts teaching, distracts others or undermines the learning experience may be addressed under the school's conduct and disciplinary procedures.

6.2 Photography, Recording and Privacy

Students must respect the privacy of trainers, staff and fellow students. Lessons, training materials, classroom discussions, images, audio, video or screenshots should not be recorded, photographed, copied or shared without prior permission from the school and, where applicable, the consent of the individuals concerned. Students should also avoid sharing personal information, confidential discussions or class materials inappropriately through messaging platforms, social media or other channels.

7.0 Facilities and Learning Resources

The school provides facilities and learning resources to support teaching, learning and student administration. Depending on the course and mode of delivery, these may include classrooms, training rooms, course materials, online learning platforms and other relevant resources. Students are expected to use these facilities responsibly, maintain cleanliness and safety, and follow any house rules or instructions relating to school property and equipment.

7.1 Acceptable Use of Computers and Systems

Students must use the school's computers, internet access, learning platforms and digital systems responsibly, lawfully and only for authorised educational purposes. Students must not misuse login credentials, attempt to access unauthorised systems or files, install unauthorised software, introduce harmful programs, interfere with network operations, or use school systems to create, download, store or share inappropriate, offensive, unlawful or disruptive content. Students should also protect their passwords, log out from shared devices after use and follow any additional IT or cyber safety instructions issued by the school. Misuse of school systems may result in suspension of access rights, disciplinary action or other appropriate follow-up by the school.

7.2 Digital Learning and Student Systems

Depending on the course and mode of delivery, students may need to use digital learning tools such as the Learning Management System (LMS), online classrooms, student portals, attendance systems, shared course folders or approved communication platforms. Students are responsible for making sure they can access these systems, keeping their login details secure, and using them regularly to check class information, notices, learning materials, assignments and administrative updates. If students experience technical difficulties that affect attendance, participation or submission of work, they should inform the school or trainer as early as possible through the approved channel so that reasonable guidance can be given.

7.3 Personal Belongings and Lost Property

Students are responsible for taking care of their personal belongings at all times. Bags, laptops, wallets, mobile phones and other valuables should not be left unattended in classrooms or common areas. If an item is lost or found, students should inform the school promptly so that reasonable assistance can be given. The school is not responsible for loss of or damage to personal belongings that are left unattended, misplaced or brought onto the premises at the student's own risk.

7.4 Use of Learning Materials

Course notes, training slides, handouts, recordings, digital resources and other learning materials provided by the school or trainer are intended for the student's personal learning use unless stated otherwise. Students must not reproduce, upload, distribute, sell or share these materials externally without prior approval from the school. Students should also respect copyright, confidentiality and any usage instructions issued for specific materials or platforms. Reprinting of learning materials is subject to school's approval where an administrative fee may be imposed.

7.5 Visitors and Access Control

Only authorised students may attend classes, use learning facilities or access school systems provided for their course. Visitors, guests or non-enrolled personnel should not enter classrooms or restricted areas without prior approval from the school. Students are expected to comply with any sign-in procedures, identification checks, access controls or security instructions that may apply at the training venue.

8.0 Examination, Assessment and Progression

Students are expected to take part fully in lessons, complete assessments with integrity and follow all academic and examination rules. Coursework, assignments, projects, tests and examinations must be completed according to the school's academic requirements and assessment instructions. Plagiarism, collusion, cheating, falsification of records and any other form of academic misconduct are strictly prohibited and may result in penalties, reassessment decisions, disciplinary action or failure of the relevant component. Assessment results, progression and certification depend on students meeting the course requirements, attendance requirements, assessment criteria and administrative obligations set by the school.

8.1 Absence from Assessment and Special Consideration

If you are unable to attend or complete an assessment because of illness, an emergency or another serious reason, please inform the school as early as possible and submit the required supporting documents within the stated timeline. Supporting documents may include a medical certificate or other evidence accepted by the school. The school will review each request carefully, but approval for special consideration, reassessment, deferment or an alternative arrangement is not automatic. The outcome will depend on the reasons given, the documents provided, the course requirements and what is reasonably practicable. You should not assume that missing an assessment automatically entitles you to another attempt unless the school confirms this in writing.

8.2 Review of Assessment Outcome

Students who wish to appeal an assessment result, including a Not Yet Competent (NYC) outcome or a grade award, must submit their appeal by email to Appeal@asktraining.edu.sg no later than 5:00 p.m. within five 5 working days from the date of completion of the assessment. The appeal should clearly state the grounds for the appeal and include any relevant supporting information or evidence. Appeals will be reviewed by the Assessment Appeal Panel (AAP), which comprises representatives from Management, the Academic and Examination Board, and an independent adult educator (trainer/assessor). The Panel will review the appeal and determine the outcome, which will be communicated to the student in writing. An appeal fee of S\$50 is payable upon submission of the appeal; however, the AAP may waive this fee at its discretion. Submission of an appeal does not automatically result in a change to the assessment outcome.

9.0 Refund Policy

Refund requests are handled in a fair, clear, and timely manner in accordance with the Student Contract and the school's approved procedures. Students will be informed of the refund terms, required documents, processing steps, timelines, and any non-refundable fees during pre-course counselling, onboarding, orientation, and through the Student Contract, Student Handbook, and other official communications. Upon receipt of a formal refund request and all required supporting documents, the school will review and process the request and payment within seven 7 working days. Students will be informed of the outcome of their request and provided with details of how the refund amount has been calculated, including any deductions and the final approved amount.

10.0 Transfer / Withdrawal / Deferment Policy

If you wish to change your study arrangements, please submit your request in writing and follow the school's approved procedures.

- **Transfer:** A student changes to another course, intake or period of study, such as from full-time to part-time or vice versa, while remaining a student of the school.
- **Deferment:** A student delays or postpones the course or part of the course for an approved period.
- **Withdrawal:** A student discontinues all courses with the school.

Information on transfer, deferment and withdrawal procedures is shared during pre-enrolment counselling, through the Student Handbook, Student Contract briefings, orientation sessions and other official support communications.

How to apply: You may submit your request to the school's email, provide supporting documents and, where needed, attend a discussion so that the implications of your request can be explained clearly. A processing fee may apply where relevant.

Processing timeline: Requests are usually reviewed after the school receives complete submission and all required supporting documents. Students will be informed in writing of the outcome, any conditions attached, the financial implications and any revised schedule where applicable.

Approval considerations: Approval is not automatic. Requests are reviewed based on factors such as student suitability, course or intake availability, academic progression requirements, class capacity, fee status, operational feasibility, refund implications and any regulatory or Student's Pass considerations.

- **Transfer requests:** Students may need to meet the admission requirements of the new course and, where necessary, sign a revised Student Contract or addendum.
- **Deferment requests:** Deferment may be considered for reasons such as medical circumstances, personal or family commitments, employment obligations or other exceptional situations supported by acceptable documents.
- **Withdrawal requests:** Withdrawal requests are handled in accordance with the Student Contract and may affect refund eligibility, attendance status, course progression and certification.

12.0 Administrative Support

Administrative support is available to assist students with routine requests and school procedures throughout their studies. This may include guidance on enrolment matters, attendance clarification, deferment, transfer or withdrawal requests, official document requests, updates to personal particulars, timetable-related queries and general student administration. Students may also receive guidance on available payment arrangements, funding support options and other practical processes relevant to their course. To support smooth processing, students should provide complete and accurate information and submit any required supporting documents within the stated timelines.

12.1 Student Success and Self-Management

Student success is supported not only through academic guidance, but also through opportunities that support personal development, employability and community participation. The school may also organise or promote activities such as wellness programmes, student interaction events, team bonding activities, community involvement opportunities, professional talks, employability workshops, resume or interview guidance, goal-setting discussions and other activities that help students build confidence, communication skills, workplace readiness and lifelong learning habits, these are subjected to potential cost. Any associated costs for these activities will be communicated clearly and handled in a transparent manner to ensure students are fully informed. Graduates may also be invited to selected alumni, networking or learning activities where relevant. orientation sessions, LMS or student portal notices, email, noticeboards, posters and other official communication channels.

13.0 Emergency and Safety Procedures

In the event of a fire alarm, evacuation instruction or other building emergency, students must remain calm, stop what they are doing and follow the instructions of authorised personnel immediately. Students should proceed by the nearest safe exit to the designated assembly point if one has been communicated by the school. Students must not re-enter the premises until clearance has been given. Medical emergencies, accidents, hazards and operational disruptions should be reported promptly through the school's approved contact point.

14.0 Feedback, Complaints and Dispute Resolution

The school welcomes feedback as part of its continuous improvement efforts and takes student concerns seriously. Students may raise suggestions, compliments, concerns or complaints through the school's email. The school will review such matters fairly, respectfully and in accordance with its internal procedures. Students are encouraged to raise issues early so that they can be addressed appropriately and, where possible, resolved in a timely manner.

14.1 Informal Feedback and Suggestions

Students are encouraged to share suggestions, compliments or minor concerns through the school's usual communication channels so that improvements can be considered early. In many situations, informal feedback can be addressed quickly through clarification, discussion or simple follow-up by the relevant trainer, staff member or department. The school encourages students to raise concerns in a respectful and constructive way.

14.2 Formal Complaints

If a matter cannot be resolved informally, you may submit a formal complaint through the school's designated complaint channel. Please state the issue clearly, include relevant dates or facts where possible, and attach any supporting documents that may help the school understand the concern properly. The school may contact you for clarification, gather information from relevant parties and review available records before deciding on the appropriate response or action.

14.3 Response Timelines

The school will usually acknowledge formal complaints within a reasonable timeframe and aims to provide a response after reviewing the matter internally. Some issues may be resolved quickly, while others may require more time if additional fact-finding, consultation or management review is needed. If a complaint is complex or cannot be resolved within the usual timeframe, the school may update the student on the status of the review and explain the next steps where appropriate.

14.4 Escalation and External Resolution

If you remain dissatisfied after the school has completed its internal review, you may refer the matter to the appropriate external channel in Singapore where applicable, including the relevant regulatory or dispute resolution body. You are encouraged to make reasonable use of the school's internal process before seeking external intervention. Where appropriate, the school may provide information on the relevant external pathway, but the decision to pursue further action outside the school remains yours.

15.0 Data Protection Notice and PDPA

The school collects, uses, discloses and keeps personal data for legitimate academic, administrative, operational, welfare, regulatory and legal purposes connected to a student's relationship with the school. This may include admission, enrolment, attendance monitoring, student support, assessment administration, certification, communication, regulatory reporting, safety management and other school-related purposes. Students are responsible for making sure that the information they provide to the school is accurate, complete and kept up to date.

16.0 Other Important Information

This section provides additional practical information that may help students during their studies. It includes guidance on healthcare, communication responsibilities and keeping personal information up to date.

16.1 Healthcare and Medical Guidance

Students who feel unwell should seek medical attention from a doctor or qualified healthcare provider as soon as practicable and should not attend class if they are medically unfit or have been advised to rest at home. Where supporting documents such as a medical certificate are required for absence or special consideration, students should submit them through the approved process within the required timeline. Students should also keep the school informed if a health condition is likely to affect attendance, assessment participation or safe participation in learning activities. In any urgent or life-threatening situation, students should contact the appropriate emergency services immediately before informing the school where possible.

16.2 Official Communication Channels and Response Expectations

The school may communicate with students through approved channels such as email, learning platforms, student portals, class messaging groups, letters, notices or direct phone contact where appropriate. Students should understand that only official communication from the school should be relied on for administrative approval, attendance matters, assessment arrangements, timetable changes or policy updates. Informal messages from classmates or unofficial sources should not be treated as final confirmation unless the school has stated so directly. Where the school requests information, documents or a response, students should reply within the stated timeline so that their matter can be handled properly.

16.3 Updating Personal Particulars and Emergency Contacts

Students must ensure that their personal particulars, contact details and emergency contact information remain accurate and up to date throughout their studies. This includes changes to mobile number, email address, home address or emergency contact person where applicable. Students should inform the school promptly of such changes so that important notices, welfare support, emergency communication and regulatory requirements can be managed properly.

16.4 Following Singapore Laws and Regulations

All students must comply with the laws and regulations of Singapore while studying at the school. Any behavior that is unlawful, dishonest, threatening, abusive, fraudulent, or otherwise unsafe may result in disciplinary action by the school and may also lead to legal consequences outside the school.

17.0 Reference to SSG/SWDA and Useful Contacts

Students may refer to SSG/SWDA for information relating to the private education sector where relevant. If you have feedback, concerns or questions that cannot be resolved through the school's internal channels, you may also refer to the appropriate official resources or feedback channels maintained by SSG/SWDA. Students are encouraged to read official advisories carefully, understand their Student Contract and keep copies of important receipts and contractual documents for reference.

School Main Line	Telephone: 6484 6723 WhatsApp: 9430 3852
General Enquiries Email	enquiry@asktraining.com.sg
SSG/SWDA Contact	SkillsFuture Singapore (SSG): Tel 6785 5785; Skills and Workforce Development Agency (SWDA): 6669 7932; Service Portal / enquiry submission via official SSG/SWDA contact page
Police Contact	Singapore Police Force: Emergency 999; Police Hotline 1800 255 0000; non-emergency information may also be submitted through official SPF channels