

Thank you for choosing **A+B Tourism Training Hub Pte Ltd** as your learning partner!

Adult Learners sometimes need some extra guidance, and that is okay! We want to ensure that your journey with us is smooth, beneficial, enriching and enjoyable. We want to ensure you have all the support you need to succeed!



Learning Support is important and necessary! We have put together this handbook that should be able to answer most questions that might cross your mind! If you can't find what you are looking for - call or email and we will try and help you!

That's a promise!

Your Team from

**A+B Tourism Training Hub**

admin@abtraininghub.com

## 1. ATTENDANCE & PUNCTUALITY

1.1 Classes are conducted from 9am to 5.30pm weekdays and weekends. The timing may vary depending on the type of training conducted. Learners are advised to be punctual for lessons.

1.2 All learners must sign the attendance register twice (in the morning and afternoon) on each day of course attendance.

1.3 While there is no minimum attendance requirement for most courses – **exception 7 hour PDC Courses**, learners must be mindful that there is an assessment at the end of each course/module, and any absence from lessons may affect the individual's preparedness for assessment.

1.4 As a minimum attendance of 75% is required to facilitate company's absentee payroll claim, learners who are company sponsored and claiming for absentee payroll must ensure that they hold a valid medical certificate when absent from class.

1.5 Please note: Replacement lessons will not be provided for learners who have missed their classes.

1.6 A+B Tourism Training Hub Pte Ltd reserves the right to deny attendance for courses to staff and facilitators from other training providers.

1.7 A+B Tourism Training Hub reserves the right to deny attendance for courses to any Licensed Tourist Guide without reason.

## 2. ATTIRE

2.1 Participants are expected to dress professionally and appropriate. Slippers, shorts and singlets are not permitted.

2.2 Jackets are strongly encouraged as air-cons within the premise are centrally controlled and may not be adjusted for individual comfort.

2.3 Obscene language or symbols, or symbols of sex, drugs or alcohol on clothing are strictly prohibited.

## 3. ENVIRONMENT

3.1 To promote a hygienic and an eco-friendly environment, we encourage the following practices:

- a. Refrain from consumption of food and drinks in classroom.
- b. Smoking and littering are strictly prohibited.
- c. All waste to be disposed using the recyclable and non-recyclable bins available along the corridor.

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## 4. COURSE FEES & FUNDING INFORMATION

### Course Fees

4.1 Payment of course fee can be made by the following modes:

1. **Cash Payment** at our premises at least 7 working days before course commencement
2. **Internet Banking** – money transfer into our Bank Account  
 OCBC Corporate Account  
 Branch: Ang Mo Kio  
 Account No.: **515-883-049**  
 DBS Corporate Account  
 Branch: Aperia Branch  
 Account No.: **011-905467-0**  
 ► Please email a scan or photo of the Internet Banking Payment Receipt to [admin@abtraininghub.com](mailto:admin@abtraininghub.com) WhatsApp to [+65] 9628 4261

3. **Cheque Payment** – crossed cheque made out to **A+B Tourism Training Hub Pte Ltd** and mailed at least 7 working days before course commencement to the following address:

**A+B Tourism Training Hub Pte Ltd**  
**6001 Beach Road #18-04**  
**Golden Mile Tower**  
**Singapore 199589**  
**Attn.: Accounts Department**

- 4.2 Companies sponsoring learners will be invoiced and cheque payment may be issued to: **A+B Tourism Training Hub Pte Ltd** and mailed to:

A+B Tourism Training Hub Pte Ltd  
 6001 Beach Road #18-04  
 Golden Mile Tower  
 Singapore 199589  
 Attn.: Accounts Department

The cheque may also be deposited in person at A+B Tourism Training Hub premises during our operations hours:

- Monday to Friday: 9.00am – 6.00pm and Saturday 9.00am – 1.00pm

- 4.3 Learners are required to pay course fees at least 7 working days before the course commencement date.
- 4.4 Training place may be forfeited if course fee payment is not received at least 7 working days before course start date.
- 4.5 All course enrolment closes 7 days before course commencement.
- 4.6 A+B Tourism Training Hub Pte Ltd reserves the right to amend the course fees charged, or the duration of the course.

### **Funding Information for PDC Courses and WSQ Courses**

- 4.7 Eligible learners may apply for funding assistance under the following schemes:

#### 4.8 Funding for STB Licensed Tourist Guides

**Course Fee Funding** (with effect from 1 October 2015) are available for:

	Type of Course	All Singapore Citizens and Permanent Residents aged $\geq 21$ years	Singapore Citizens	
			Aged $\geq 40$ years	Aged $\geq 35$ years and earning $\leq$ \$2,000/month
<b>Courses offered by WDA-appointed CET Centres</b>	<b>Non-PME-level Courses</b>	Up to 90% of course fees	Up to 90% of course fees	95% of course fees
	<b>PME-level Courses</b>	Up to 70% of course fees		
<b>Certifiable Courses approved by WDA</b>	<b>Non-PME-level Courses</b>	80% of course fees, capped at \$17/hour	90% of course fees, capped at \$25/hour	95% of course fees
	<b>PME-level Courses</b>	50% of course fees, capped at \$15/hour	90% of course fees, capped at \$50/hour	

For more information on the funding go to [www.ssg.gov.sg](http://www.ssg.gov.sg)

#### **Workfare Training Scheme (WTS) Eligibility**

4.9 The Workfare Training Support (WTS) scheme is a set of incentives which aims to encourage low-wage workers to upgrade their skills through sustained training, and also supports employers to send their low-wage workers for training.

4.10 Low-wage workers may enjoy higher course fee funding under the WTS as follows:

<b>Singapore Citizens aged 35 years old and above</b>	<b>Course Fee Funding support</b>
Earning $\leq$ \$2,000 per month	95%

4.11 Employers who send their low-wage workers for training can also receive the same higher course fee funding support. In addition, employers can claim higher absentee payroll funding to cover the salaries of their low-wage workers when they are away at training:

<b><i>Workers who are Singapore Citizens and aged 35 years old and above</i></b>	<b><i>Absentee Payroll (For employers only, excluding Self-Employed Persons)</i></b>
Earning ≤ \$ 2,000 per month	95%

4.12 The following documents must be submitted to enjoy the WTS funding:

- NRIC (only pink IC) and
- Original WTS letter for identification.

If WTS letter is not available, then NRIC (only pink IC) and any ONE of the following documents (originals and not photocopies) must be produced:

- The letter from CPF Board informing you about your Workfare Income Supplement (WIS) pay-out; or
- A payslip from your employer that is from the last three months; or an
- IRAS notice of assessment for income earned within the current year or from last year or
- Receipt issued by **SingPost** (acknowledgement receipt for CPF Income Declaration for Workfare Income Supplement (WIS)/ Self Employment Persons (SEP).

4.13 For more information on the WTS scheme please refer to **www.workfare.sg**.

### ***Skills Future Credits***

4.14 In January 2016, all Singaporeans aged 25 and above had receive an opening credit of S\$500 in their SkillsFuture Credit accounts. These credits will not expire and the government will provide periodic top-ups, which may be accumulated to an individual's SkillsFuture Credit account.

4.15 From 19 May 2017, SkillsFuture Credit (SFC) payments will be disbursed directly to only training providers. Training providers that offer SkillsFuture Credit-eligible courses will collect net fees from individuals, after offsetting the SFC that will be used.

4.16 For more information on Skills Future Credits, how to claim and which courses are eligible please go to [www.skillsfuture.sg](http://www.skillsfuture.sg)

### **Funding Assistance for Union Members**

4.17 **NTUC Union** members who initiate training on their own could be eligible for the following funding assistance:

- Up to 80% course fee funding from the government for courses under NTUC-Surrogate Employer's Programme (NTUC-SEP)
- Training allowance of \$5/hour for low-wage trainees under NTUC-Surrogate Employer's Programme (NTUC-SEP)

### **4.18 UTAP Funding**

- From 1<sup>st</sup> May 2017 till 31<sup>st</sup> Mar 2018, NTUC members can enjoy up to \$250 of funding per calendar year on selective courses, on top of any existing SkillsFuture Credits
- A union member can enjoy 50% unfunded course fee support, capped at \$250 per calendar year. This excludes GST, registration fees etc.

4.19 For more information on the criteria and application process for these funding schemes offered by NTUC, please access <http://www.skillsupgrade.ntuc.org.sg>, or email UBT@e2i.com.sg or call the NTUC Membership Call Centre at 6213 8008.

## **5. COURSE MATERIALS**

5.1 Course materials for PDC Courses will be emailed to participants latest 2 day before the training. Please print the material out, download them into your smart phone, tablet or laptop for access during the training. Printed copies are available for an administration fee of S\$ 2.00 – please asks for printed copies in advance so they are ready on the training day.

5.2 Course materials for WSQ Courses will be issued on the first day of training. They will be available at the training room for self-collection.

5.3 Course Materials are copyright to A+B Tourism Training Hub Pte Ltd. Any subject matter verbally made and obtained during training sessions cannot be reproduced or stored in any devices without seeking prior permission from A+B Tourism Training Hub Pte Ltd.

## **6. REFUND POLICY**

### **Withdrawal & Refund (For Public Enrolments)**

6.1 Participants who wish to withdraw from an enrolled course must complete the "Application for Refund of Course Fee" obtainable from A+B Tourism Training Hub Pte Ltd Admin Office or request in writing to [admin@abtraininghub.com](mailto:admin@abtraininghub.com)

6.2 Where notice of withdrawal is given at least 2 weeks or longer before the course start date, full refund of course fee may be granted.

6.3 Where notice of withdrawal is given less than 2 weeks before course start date, paid course fees will be forfeited.

6.4 Refunds, where applicable will be made within 30 calendar days from the date of approval and upon submission of all relevant documents for refund processing.

6.5 Course fees are also non-refundable in cases where a participant ceases to attend the class after commencement, does not complete the assessment, or is not successful in the assessment.

#### **Withdrawal & Refund (For Corporate Enrolments)**

6.6 Companies who wish to withdraw their employees from an enrolled course must submit reason(s) in writing [admin@abtraininghub.com](mailto:admin@abtraininghub.com)

6.7 Where notice of withdrawal is given at least 2 weeks or longer before the course start date, full refund of course fee may be granted.

6.8 Where notice of withdrawal is given less than 2 weeks before course start date, company will still be invoiced for payment.

6.9 Refunds, where applicable will be made within 30 calendar days from the date of approval and upon submission of all relevant documents for refund processing.

6.10 Companies will still be invoiced in cases where an employee ceases to attend the class after commencement, does not complete the assessment, or is not successful in the assessment.

## Postponement

6.11 Participants who wish to postpone a course attendance, or companies who request for postponement of course attendance for employees must submit reason(s) in writing to [admin@abtraininghub.com](mailto:admin@abtraininghub.com)

6.12 Where notice of postponement is given at least 2 weeks or longer before the course start date, a re-scheduling will be facilitated.

6.13 Where notice of postponement is given less than 2 weeks before the course start date, each request will be considered on case by case basis. Paid course fee are non-refundable if postponement could not be granted due to the short notice. Generally, postponement will be considered if there is a valid reason such as a medical issue.

## Cancellation

6.14 A+B Tourism Training Hub Pte Ltd reserves the right to cancel or postpone any of the courses. Applicants will be duly notified and where applicable, the full fees will be refunded.

## 7. ASSESSMENTS for WSQ Courses

7.1 On enrolment, learners are deemed to have committed to both the training and assessment dates that have been signed up for.

7.2 Any request to change an assessment date must be made at least 7 working days before the date of assessment. An administrative fee of \$26.75 is payable to facilitate the change of date.

7.3 The new assigned assessment date will be final and no further deferment will be entertained. Where there is a need for a further change of date, an administrative fee of \$26.75 is still payable to arrange for a new date.

7.4 In the event of no-show on the scheduled day/time of your assessment, learners will be required to pay an administrative fee of \$107 for a new assessment date.

7.5 If the absence is due to valid unforeseen circumstances, a written appeal may be submitted for a waiver of the administrative charge. IAL reserves the right to accept or reject such request. A valid request must be substantiated with documentary evidence such as a medical certificate. Work commitment is not generally considered a valid request.



7.6 The grace period for valid assessment will be considered as lapsed if there is a no-show and no effort is made to book a new assessment date within 3 months from the original scheduled date. A result of 'Not Yet Competent' (NYC) may be officially registered with WDA.

## 8. WRITTEN ASSIGNMENTS

8.1 Written assignments must be submitted at least 7 working days before the assessment date. If the deadline for written assignment is not met, you will be barred from taking the assessment session, and an administrative fee of \$107 is payable for the rescheduling of assessment date. The re-scheduling will be subject to the availability of an assessment timeslot of the same module.

8.2 Any request for extension of deadline for written assignment is generally not granted. Where there are extenuating circumstances, request for extension of deadline may be submitted in writing to the assessor for consideration.

## 9. PRACTICUM

9.1 A practicum session is a coaching session that provides learners with a total of 6 hours of mentoring time with an expert. During the session, learners will be guided through the practical application of the theories that have been learnt from the module. Any doubts pertaining to the assessment criteria and performance expectation may also be clarified.

9.2 Practicum sessions are available for and strongly recommended for learners who need assistance in their practical performance, and those who may have difficulty in understanding the practical applications of the module's contents.

9.3 Each practicum session costs \$159.70. Interested learners may email to [admin@abtraininghub.com](mailto:admin@abtraininghub.com) or approach the Administrative Manager at A+B Tourism Training Hub Pte Ltd for a copy of the application form.

## 10. REASSESSMENTS & APPEAL

10.1 Any learner who has been assessed as "Not Yet Competent" will not receive the Statement of Attainment (SOA). A re-assessment may be arranged at a fee of \$107 and a new assessment date will be assigned.

10.2 As you can attempt the same assessment twice only, we recommend that you sign up for a practicum session before any reassessment. You are also reminded to undertake your second assessment within 3 months from the first attempt.

10.3 Following the second 'NYC' result, learners who wish to undergo another assessment for a 'competent' result will need to undergo the whole module again at the full (unsubsidised) course fee rate.

10.4 Where there are reasons to appeal against the assessor's decision, an appeal may be submitted in writing to A+B Tourism Training Hub Pte Ltd within 5 working days stating clearly the ground(s) for appeal. An administrative fee of \$107 is payable to facilitate the appeal. The appeal will be evaluated by an Appeals Panel. If the appeal is successful, a fresh round of assessment will be conducted without charge and \$107 will be refunded. If the appeal is unsuccessful, an admin fee of \$107 will be charged for a reassessment to be arranged.

## **11. AWARD OF WSQ STATEMENT OF ATTAINMENT (SOA), Full CERTIFICATES**

11.1 You can expect to receive a notification that your SOA is available for print between 6 to 8 weeks after completion of the module assessment. SOA as well as certificates are e-certificates and have to be downloaded or printed.

To download certificates access the Skills Connect Portal:

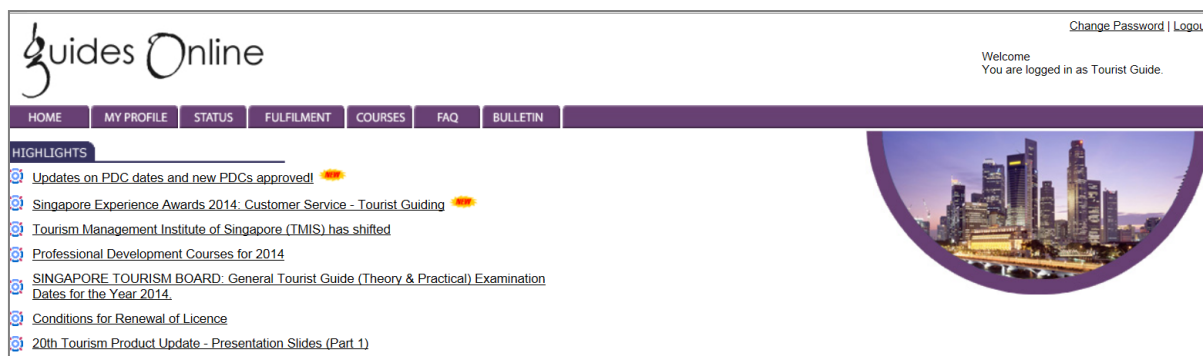
- a. Log in via your SingPass to access the Skills Connect Portal.
- b. Select "Trainee".
- c. To access your competent modules select "Print Transcript".

## 12. Submitting STB PDC COURSE HOURS

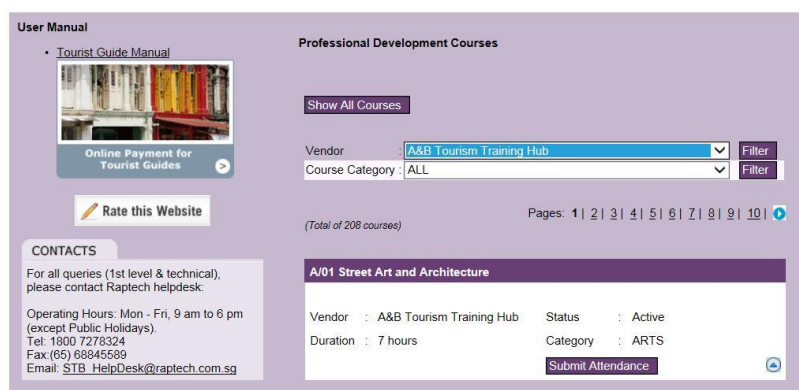
12.1 Once you have completed your training course you can proceed and log in your fulfilment at **Guides Online**! Our Website has the link! If you require help please approach the Administration Manger!

12.2 In the **Guides Online** website log in as a tourist guide – please note: if you do not use your password at least ONCE a month it will expire!

12.3 Once you have gained access click on **COURSES**

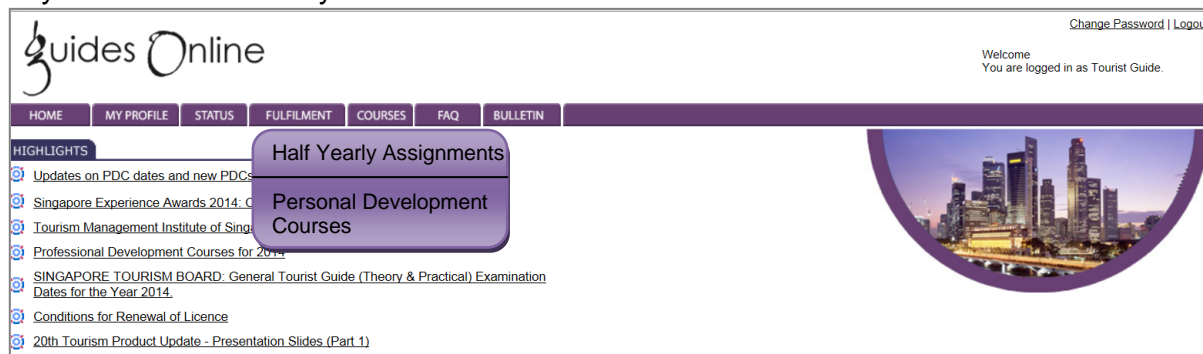


Once the course menu is visible filter the training provider.



Then select the course you have attended and submit attendance. Done!

12.4 If you want to check if your submission was successful click on **FULLFILMENT**



Check your submission! Once finished don't forget to log out!

### 13. SUPPORT SERVICES

#### Wireless Connection

13.1 Learners may get wireless connection within A+B Tourism Training Hub premise by following the set up below:

- Turn on wireless and scan for wireless network.
- Select '**Netgear 83**' Network.
- Click 'Connect'.
- Enter wireless password: see notice inside the Training Room
- Click 'Connect' and wait for connection.

13.2 Voice Recording and/ or Video Taping of Training sessions are strictly not permitted.

### 14. LOCATION, TRANSPORT AND PARKING

14.1 A+B Tourism Training Hub is located at 6001 Beach Road #18-04



13.2 Public Transport is available as follows:

**Nearest MRT Station:** CC5: Nicoll Highway

**Busses:** 100 outside Golden Mile Complex and outside St John's HQ  
 107, 961, 980 outside Sultan Plaza  
 100, 961, 980 outside Hajjah Fatimah Mosque

13.3 Parking at Golden Mile Tower is possible, there are sufficient parking lots. Parking is chargeable.

**Carpark:** inside Golden Mile Tower: Cash Card System  
 Mon-Sat before 5/6 PM - \$1.65/hour or part thereof  
 Mon-Sat after 5/6 PM - \$2.25/entry  
 Sun/ Public Holyday - \$2.25/entry from 8am to 8am the following day  
**Note:** drive up to the 4<sup>th</sup> floor for direct lift to 18<sup>th</sup> floor

## 14. SERVICE QUALITY

14.1 A+B Tourism Training Hub's service quality delivery is as follows:

- To serve customers, with appointments, within 5 minutes.
- To serve walk- in customers within 15 minutes.
- To respond to standard enquiries/requests within 3 working days, and 10 working days for non- standard enquiries/requests requiring more information gathering and/or investigation.

## 15. HEALTH PRECAUTION

15.1 For the well-being of all our customers, learners are requested to seek medical advice if unwell on the day of training (eg. coughing, sneezing, fever and flu symptoms).

***Thank you for choosing A+B Tourism Training Hub as your learning partner.  
 We wish you an enjoyable learning experience!***