



PHARMACEUTICAL SOCIETY OF SINGAPORE (PSS) CERTIFIED PHARMACY TECHNICIAN COURSE (ENROLMENT FORM)

WSQ ADVANCED CERTIFICATE IN HEALTHCARE SUPPORT (PHARMACY SUPPORT)

Pharmaceutical Society of Singapore
2985 Jalan Bukit Merah
#02-2B, SMF Building
Singapore 159457
Tel: +65 6259 2313 Fax: +65 6259 2393

Email: admin@pss.org.sg Homepage: www.pss.org.sg

Course Policy

Refund Policies

1. Course fee will be refunded in full to the candidate or candidate can be rescheduled for a later run in the following events:
 - i. Cancellation of Course by PSS
 - ii. Candidate's written notice (with valid reasons) 2 weeks before the commencement of classes
2. Course fee will not be refunded to the candidate in the following events:
 - i. Withdrawal of course before completion of course.
 - ii. Withdrawal or postponement less than 2 weeks before course commences unless there is a valid reason e.g medical reasons. If the reason is considered by PSS as valid, the candidate will be rescheduled in a later course run. If there is no valid reason, there will be no refund of course fees. Kindly note that work commitment is not considered as a valid reason for this case.
 - iii. Candidate who fails to attend the classes, to sit for assessment after commencement of course, or is deemed "Not-Yet-Competent" in the assessment.

Kindly note that for corporate enrolment, the above refund policies apply and an invoice will still be issued to the candidate if he/she ceases to attend the class to sit for assessment after commencement of course, or is deemed "Not-Yet-Competent" in the assessment.

Refund Procedures

- 1 All refund requests must be made in writing stating the reasons for withdrawal and sent to admin@pss.org.sg.
- 2 Refund, if applicable, would be made within 30 days upon receipt of the necessary documents.
- 3 No refund will be given for modules that have already completed and/ or have commenced within any given semester.
- 4 Refund will be based on the remaining number of unconsumed module(s) from the date (of notice) of withdrawal in accordance to the stipulated timeline prior to the commencement of the next intake as drawn out in the Refund Policy.
- 5 In all instance, including where payment was made via institutions/ companies the refund will be made by cheque.
- 6 A cross cheque will be issued under the candidate's name / Institution according to the registration's records.
- 7 The candidate would be required to collect the cheque personally from PSS.
- 8 PSS would not be held liable for any Cheques which are not received/ lost and would not re-issue any additional cheques.
- 9 Where a candidate authorizes a third party to collect the cheque on their behalf the third party will be required to submit an acknowledgement form.