

## FAQ

### Registration:

**1) When can I register for the programme?**

Registration will open 6 to 8 weeks prior to the programme commencement. Please check out the respective programme page on our website for more information.

**2) How do I register for the programme?**

Participants may apply online when the programme is open for registration.

**3) Is my enrolment confirmed once I have submitted the online application?**

No. Enrolment is confirmed (via email from the Academy) only after full payment has been received. The Academy will email an invoice to successful applicants to facilitate payment for the course.

**4) Can I reserve a seat before the programme is open for registration?**

To be fair to all, we do not reserve seats for the public. You may instead sign up to be on our mailing list so that you will be notified once registration is open to the public. Seats are allocated on a first-come-first-served basis.

**5) When will I know if my enrolment is confirmed?**

Successful applicants who have paid in full will receive their enrolment confirmation via email at least one week prior to the programme commencement date.

**6) Are there any subsidies available for Tax Academy programmes?**

Participants can make use of their SkillsFuture Credit or apply for the SkillsFuture Study Award (for selected courses) to defray the cost of attending our structured tax programmes. Please click on the respective links to find out more about the funding schemes:

- [SkillsFuture Credit](#)

### Attendance:

**1) Is attendance for class compulsory?**

Yes, participants have to register their attendance for every lesson they attend and achieve a per unit module attendance of at least 60% (rounded up to the nearest session) in order to sit for the written assessment (i.e. assignment/exam).

**2) For blended courses (i.e. combination of online learning and workshops), is attendance for workshops compulsory?**

Yes, the minimum attendance requirement of 60% will apply.

E.g. If there are two workshops, participants have to attend both workshops to fulfil the minimum attendance requirement to attempt the written assessment.

**3) Is there any replacement for missed classes?**

There will be no replacement lessons.

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### Examination:

**1) Are there exams for all courses?**

Yes, except for [International Tax](#) structured courses.

**2) Are exams open or closed-book? Can I bring along the Tax Acts?**

This varies amongst the courses. Please refer to the exam details of the respective courses.

**3) Are exams held on weekdays or weekends?**

For Level I and II courses, exams are normally held on weekdays, during office hours.

For Level III courses, exams are usually held on Saturday mornings.

**4) What if I am unable to take the scheduled exam due to work or medical reasons?**

You may defer your exam, subject to approval on a case-by-case basis. Participants should inform the Programme Executive via email and attach the supporting documents (e.g. copy of medical certificate, air ticket, etc.). There will be an administrative fee of \$53.50 (inclusive of GST).

**5) Will I be able to choose the date of the deferred exam once the Academy has approved my request?**

No, participants will sit for the exam with the next intake or on a date as determined by the Academy.

**6) What happens if I fail my exam?**

Participants who fail the exam can apply to re-sit for the exam by completing the exam registration form. There will be an administrative fee of \$53.50 (inclusive of GST).

**7) What happens if I fail more than once?**

A maximum of 3 attempts are allowed per exam. Thereafter you would have to sign up and attend the course again (with full payment of course fees) in order to sit for the exam.

**8) Can I sit for the exams, without attending the classes?**

No, participants will need to achieve at least 60% attendance to be eligible for the written examination.

**9) What do I receive after the exams?**

For Level I and II courses, participants will receive a certificate of achievement with a grading.

For Level III courses, participants will receive a result slip. Participants on the full programme will receive a certificate of accomplishment.

### Billing:

**1) What are the modes of payment for the fees?**

- Internet banking/Bank transfers/GIRO
- PayNow
- Telegraphic transfer (for overseas participants). Participant to bear all bank charges.

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### 2) **When do I have to pay?**

Payment is to be made within 7 days from date of invoice or before the commencement of the course, whichever is earlier. Please note that the seat will be released if payment is not received by the payment date.

### 3) **Are there other fees applicable?**

The following items are subject to an administrative fee of \$53.50 (GST inclusive) if applicable:

- Purchase of duplicate set of course materials
- 2<sup>nd</sup> or 3<sup>rd</sup> attempt for exam
- Duplicate hardcopy of Certificate of Achievement (with grading)
- Deferment of course/module

### 4) **Are we allowed to withdraw from the course/seminar?**

For Level I and II courses, withdrawal is not allowed once payment has been made. Instead, participants may either:

- Defer enrolment to the next intake, subject to approval; or
- Nominate a replacement, prior to course commencement.

For Level III courses, participants who withdraw will bear a cancellation fee of:

- \$53.50, if cancellation notice is given more than 14 days before course starts; or
- 20% of course fees, for cancellation notice given within 14 days of course commencement.

### **Others:**

#### 1) **How can I apply for accreditation?**

Please refer to Singapore Chartered Tax Professionals website, <https://www.sctp.org.sg> for application details.

#### 2) **Will I receive a CPE letter upon completion of course or seminar?**

Yes, you will receive a CPE letter upon completion of a course or seminar.

#### 3) **Where should I give feedback on topics that are not covered in any of the listed topics on Tax Academy's website?**

You may provide your feedback via the [Learning Needs Request Form](#).

#### 4) **Is there complimentary parking at the training premises?**

No complimentary parking is provided.