



# **SHORT COURSE STUDENT HANDBOOK**

Updated Jul 2024

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1. The information in this handbook is correct at the time of printing (July 2024).

SP reserves the right to amend any of the specific information in this handbook.

## MESSAGE FROM THE DIRECTOR

Dear Learners

### WELCOME TO SINGAPORE POLYTECHNIC

It gives me great pleasure to welcome you as you continue your learning journey with us at Singapore Polytechnic (SP). I hope you are looking forward to embark on your course with SP's Professional and Adult Continuing Education (PACE) Academy. Whether you are a new or returning student, I want to thank you for choosing SP.

You have joined the first and foremost Polytechnic in Singapore. Since 1954, SP has educated and trained over 180,000 diploma graduates and over 300,000 adult learners who form the core of the Singapore workforce.

You have enrolled into a programme which has been specially designed for adult learners like yourself. I am confident you will find your studies with us rigorous and engaging. Our well qualified and experienced lecturers will work with you to make your learning journey fulfilling and successful. Besides hard work, a key to your successful completion will be managing your time between your work, study and family.

During your course of study, please be aware of the term/semestral breaks (information available on main SP website). At these times, several of the food outlets within SP may not be open. In addition, SP hosts several events during which time there may be lack of parking spaces within the polytechnic. As such, we encourage students to take public transport as SP is well connected by buses and MRT.

Our dedicated and highly responsive non-teaching staff are committed to meeting our adult learners' needs. You can contact your Programme Administrator for any clarifications or further information.

My team and I hope your experience at SP meets your expectations, and I encourage you to share with me any suggestions and ideas that might assist our efforts to provide you with the best education possible. Once again, on behalf of our faculty and staff, I wish you a successful and enjoyable experience. For any feedback about us, feel free to drop us an e-mail at [pace@sp.edu.sg](mailto:pace@sp.edu.sg) or call us at 6772 1288.

David Chai  
Director  
PACE Academy  
Singapore Polytechnic

## **ABOUT PACE**

Singapore Polytechnic has been training and developing talent since 1954, even before Singapore became independent, fuelling the economic growth of the nation over the many decades. Continuing Education and Training (CET) was given prominence in 1979 in Singapore Polytechnic when Singapore needed well-trained and skilled manpower to boost its push to value-added manufacturing and services.

The Professional & Adult Continuing Education Academy or PACE, launched at Singapore Polytechnic in 2010, provides the focal point for CET – as Singapore Polytechnic continues to build on our success in providing new and effective pathways for learners of all ages to develop their skills and knowledge so as to be employable in an ever-changing workplace.

We offer more than 400 courses including formalised certifiable courses like Part-Time Diplomas and Post-Diplomas, Work-Study Programmes (WSP), SkillsFuture Career Transition Programmes (SCTP) and many short but targeted skills training courses to meet the aspirations of individuals and corporations. Working closely with SkillsFuture Singapore (SSG), Workforce Singapore (WSG), associations and unions for outreach to all potential learners, PACE facilitates funding support through our partner agencies like SkillsFuture Singapore (SSG), Maritime Port Authority (MPA) and Employability and Employment Institute (e2i) to ensure our courses and programmes are affordable.

Above and beyond, we take great care to introduce new courses and programmes whilst updating existing ones to be relevant to the industry by aligning to the national Skills Frameworks (SFw) and Industry Transformation Maps (ITM). PACE courses are designed with the adult learner in mind – applying the appropriate andragogy and committing the best training resources.

Find us in the digital space or simply walk into our One-Stop Centre. Come and explore the myriad of opportunities to make it possible for you to remain highly employable with the required skills and knowledge in the 21st Century Singapore. Singapore Polytechnic is the Polytechnic for all Ages.

### **Our Vision**

To be Singapore's leading CET Academy transforming adult learners through innovative educational experiences

### **Our Mission**

To offer a variety of relevant courses for adult learners to enhance their employability

## **CONTACT US**

For any course/payment related matters, please contact our [One-Stop Centre \(OSC\)](#).

# 1. NAVIGATING AROUND SINGAPORE POLYTECHNIC

## 1.1 DIRECTIONS TO SINGAPORE POLYTECHNIC

SP is easily accessible by public transport, MRT (Dover MRT station) and buses. Students are encouraged to take public transport as there are limited parking lots in the campus.

<b>Via public transport</b>	<ul style="list-style-type: none"><li>• Entry to SP using the Green lane via Dover MRT Station – scanning of **virtual student card is not required.</li><li>• Entry via T1A level 2 turnstile – requires scanning the barcodes on your *virtual student card.</li></ul> <p>**Please refer to 2.4 on how to access your virtual student card.</p>
<b>Via private transport (parking charges applicable):</b>	<ul style="list-style-type: none"><li>• Enter via Gate 1 or Gate 8 - scanning of *virtual student card is not required.</li></ul>

Please refer [here](#) for details on directions to Singapore Polytechnic, campus map and parking information.

## 1.2 LIBRARY

SP Library is located opposite the Admin Building

Tel: 6775 1133

Email: [library@sp.edu.sg](mailto:library@sp.edu.sg)

Please refer [here](#) for details.

## 1.3 RETAIL & DINING

SP is known for its wide array of food choices in our food courts and F&B outlets all around the campus.

Please refer [here](#) for details.

## 1.4 OTHERS

Smoking is strictly prohibited on the campus, including any area within five metres of the campus perimeter. Students/Visitors will face disciplinary actions if caught smoking.

## **2. GENERAL STUDENT MATTERS**

### **2.1 SKILLS TRAINING & ENHANCEMENT PORTAL (STEP)**

Skills Training & Enhancement Portal (STEP) is jointly designed by five Polytechnics and ITE to provide a one-stop digital training experience.

The student portal in STEP is a public platform for students to view course information such as venue, time-table and other instructions. Students can also apply for courses, make payments, submit requests and download certificates.

### **2.2 STEP STUDENT PORTAL**

To sign in to [STEP student portal](#), please do the following:

- Choose [Student] on the sign-in page
- Click [Sign in with SingPass / Student ID]

Please ensure the confidentiality and security of your password. You will be prompted to change your password on a regular basis. Ensure that your personal particulars in STEP student portal are always updated, as all official email will be sent to your personal email account provided by you in STEP student portal.

Please click [here](#) for more instructions on updating personal particulars in STEP student portal.

### **2.3 WIFI IN CAMPUS**

Student can access the POLITE-CET Wi-Fi in campus. You may click on this [link](#) for the details on how to access POLITE-CET Wi-Fi with your student ID on your devices.

### **2.4 VIRTUAL STUDENT CARD**

Students are issued with virtual student card which serves as your identification card at SP. Please do not allow your virtual student card to be used by others. Security guards may conduct verification checks if deemed necessary.

To access your virtual student card, you are required to upload a photograph of yourself in the STEP Student Portal. For instructions on how to upload photograph and access your virtual student card, you may click on this [link](#) for more instructions on virtual student card in STEP student portal.

### 3 LEARNING MANAGEMENT SYSTEM

#### 3.1 POLITEMALL BRIGHTSPACE

For courses that require access to POLITEMALL, please click on this [link](#) for the login instructions.

#### 3.2 MICROSOFT TEAMS CHANNEL

Trainer may sometimes share announcement via Microsoft Teams. You may refer to this [link](#) for more information on how to sign in to Microsoft Teams.

#### 3.3 e-PACE

Please refer to [Appendix A](#) if you need to access ePACE for online learning / e-assignment / e-assessment.

### 4. GENERAL COURSE MATTERS

#### 4.1 COURSE CANCELLATION / POSTPONEMENT & WITHDRAWAL

- a) PACE Academy reserves the right to cancel or postpone the course due to unforeseen circumstances. For such instance, PACE Academy will arrange for a full refund on the course fee which trainee has paid.
- b) Trainees who wish to withdraw after registration must submit your [withdrawal request](#) in STEP portal. Please note our withdrawal policy below:

Two weeks before the commencement of course	Full refund of the course fee paid
Less than two weeks before commencement of course	50% refund of the course fee paid
On or after the date of commencement	No refund

#### 4.2 ATTENDANCE

Trainees must attain a minimum attendance of 75% for each module to be eligible to sit for assessment.

Attendance will be taken each day during the course duration. For SSG funded courses, trainees will scan the QR code provided by the trainer two times per day, one in the morning and one in the afternoon. Please make sure your SingPass account has been set up and SingPass app has been downloaded to your mobile.

For non-SSG funded courses, trainer will assist in marking the attendance.

Trainees should arrive on time for classes and remain for the duration of the class. There is no replacement lesson(s) for classes which participant have missed.

### **4.3 COURSE EVALUATION**

Trainees are required to complete an end-of-course survey on the last day of the course. This will allow PACE Academy to understand your needs and to improve our programme and services to serve you better.

For SSG funded course, you can scan the QR code provided by the trainer during the last break of the course to access the TRAQOM website. Trainees may also receive a survey link ([noreply@gemailserver.com](mailto:noreply@gemailserver.com)) from SSG within 14 working days upon course completion.

For non-SSG funded courses, please log in to STEP Student Portal to complete the survey within 3 working days after the end of the course. You may refer [here](#) for instructions on how to submit your survey and view details of the submitted surveys.

### **4.4 CERTIFICATE**

A Certificate of Attendance or Certificate of Completion will be issued to participants who have achieved at least 75% attendance and passed the required test for the course (if any). You may refer [here](#) for instructions on downloading your e-Cert via STEP portal.

#### **WSQ Certification**

If you are taking a Workforce Skills Qualification (WSQ) course, you will receive a Statement of Attainment (SOA) upon completion and certified Competent for the course. You can access and download a copy of the e-Certificate by logging into [MySkillsFuture](#) portal (under Skills Passport) via SingPass one month after the completion of your assessment. You may refer [here](#) for instructions on downloading your e-Cert.

## **5 EXAMINATION / ASSESSMENT**

### **5.1 EXAMINATION / ASSESSMENT RULES OF CONDUCT**

- a) Please arrive at least 15 minutes before the start of the examination. Trainee will not be allowed to enter the examination room one hour after the examination has started and one hour before the examination ends.
- b) The identity of all trainees will be verified during the examination. Please place your NRIC/Identification at the right-hand corner of the examination desk at the commencement of the examination.



- c) Trainee should not leave the examination room without being accompanied by an invigilator once examination has started. If trainee leaves the room without permission, he will not be allowed to return to the room.
- d) All hand phone, media player and any other telecommunication equipment must not be placed on the table during the examination.
- e) Trainees may be allowed to bring into the examination room, books or reference material that are prior approved by the examiner or invigilators.
- f) No food is allowed in the examination room. Participants may however, allowed to bring along their own water bottle into the room.
- g) Trainees may use an approved, non-programmable, electronic calculator during the exam.
- h) The calculators must be (i) non-programmable, (ii) battery-operated only, (iii) silent and (iv) without any remote communication capability.
- i) No lending or borrowing of calculators will be allowed during the examination.
- j) Trainees must ensure that their calculators are in good working condition. Request for replacement during the examination will not be allowed.
- k) Trainees must not, for any reason, speak or communicate with another trainee once examination has started. If you need to ask a question, please raise your hand and ask the invigilator directly. Please note there should not be questions asked on the meaning or interpretation of an examination question.
- l) Trainee caught cheating, or attempt to cheat during the examination, will be asked to leave the room immediately.
- m) No material should be removed from the examination hall. All unused examination booklet, writing paper or any other reference material should remain on the table at the end of the examination.
- n) The examination paper of the trainee will not be marked if he/she is found breaching any of the examination rules during the examination. The trainee may be told to leave the examination room and will be deemed disqualified for the examination. Disciplinary action may also be taken against any trainee for breaching the examination rules.

## **5.2 ABSENT FOR EXAMINATION / ASSESSMENT**

- a) Trainee who did not attend the examination on the scheduled date will be marked 'Absent' and considered to have failed the module.
- b) If the trainee has a valid reason for missing the examination/assessment, please write in to your Program Administrator with supporting documentation within three working days from the date of the scheduled examination.
- c) PACE Academy will notify trainees the date of the subsequent examination / assessment date when an approval is granted.

# Appendix A – ePACE login

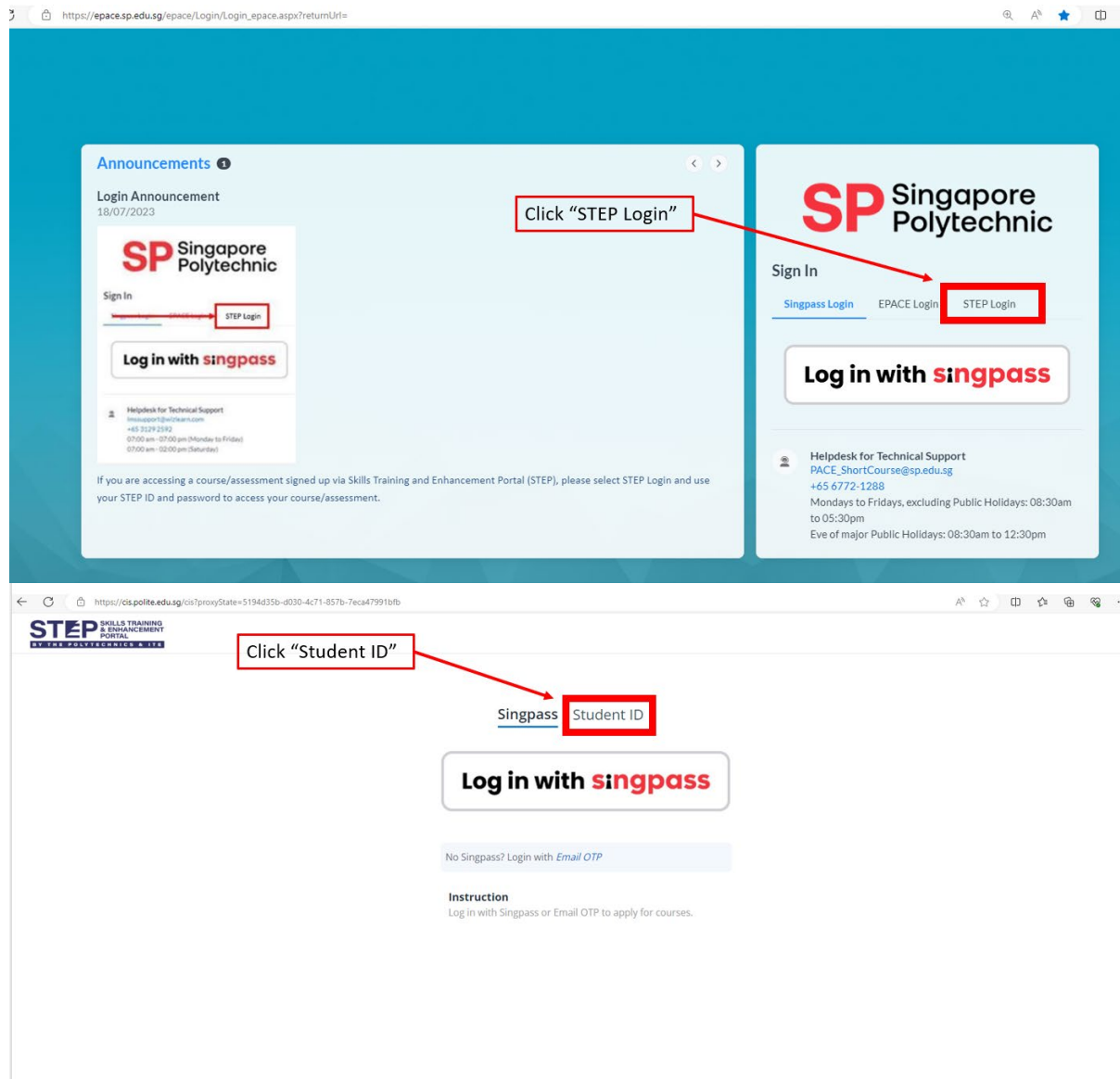
## How to login to ePACE

Step 1: Go to: [epace \(sp.edu.sg\)](http://epace.sp.edu.sg)

Step 2: In e-PACE, select STEP login tab and click on Student ID

Step 3: Sign in using your Student ID account

Step 4: To access e-PACE courses, go to My Tasks > access your courses under Current tab  
(Refer screenshot below)



Login using your Student ID & STEP password

Singpass Student ID

**Sign in**

Student ID

**Sign in**

[Retrieve student ID](#)

**Instruction**

1. Please use your Singpass to sign in for your first log in.
2. If you have taken a course with any polytechnics or ITE in the last 5 years, and your email registered with the institution is no longer in use, please use Singpass to log in instead of Student ID.
3. Sign in with your Student ID when you have set up your account.

**My Tasks**

**My Space**

**My Tasks**



Sort By: **Recent Activity** | Filter By: **All selected**

COURSE (ONLINE)  
**[504515] ECO(SP) E-Learning** ←  
Due on 24/08/2023 23:59 | By CHRISTY RONG | 0.00%

**Announcement**



There are no Announcements available at this moment.