

## Terms and Conditions

### A. “No Show” Policy

Government Agency (referred to as the Agency) will bear the full fees regardless of absenteeism that result in the attendance falling below the stated minimum class size.

### B. Eligibility of PSD Grants

All Civil Service College (referred to as CSC) in-house programmes are not eligible for the Public Service Division (PSD) development grant.

### C. Changes in Scope of Service

Fees quoted are based on the presented programme outline and work scope.

### D. Programme Modality

The programme will be conducted in the modality stated in CSC’s In-House Booking System. No change to the modality will be allowed.

### E. Digital Learning

#### Blended programmes using the LEARN platform

For blended programmes using the LEARN platform, the Agency should use the 10% complimentary buffer for officers who do not hold existing LEARN accounts. If the Agency has used all its buffer accounts, CSC will bill the Agency \$120 (before GST) per additional account created.

Blended programmes using LEARN Digital Classroom (LEARN-DC) LEARN-DC is the main platform for learners to access training materials.

### F. Validity & Reservation

Once the booking is made and submitted by the Agency through CSC’s In-House Booking System, a contract is established and will remain in force until the completion of the services and deliverables. Programme date(s), trainer(s) and resources will be committed by CSC immediately. In the event of unforeseen circumstances, CSC reserves the right to replace the trainer at CSC’s discretion. The Agency will be notified accordingly of the replacement.

### G. Changes to Dates and Cancellations

In order to change the dates of any booking, Agency has to first **cancel** the booking(s), before selecting another date in CSC’s In-House Booking System. Any late cancellation will be subjected to penalty as follows:

For programmes conducted by local trainers:

CSC must be notified in writing **no later than 20 working days** before the programme's commencement, otherwise 50% of the programme fees will be charged to the Agency.

For blended programmes using the LEARN platform, accounts created will be deactivated upon notice of cancellation, and no fee will be charged for these accounts.

For programmes conducted by **foreign** trainers:

CSC must be notified in writing **no later than 40 working days** before the programme's commencement, otherwise 100% of programme fees will be charged to the Agency.

If the written request to postpone or cancel the programme reaches CSC **more than 40 working days** before the programme's commencement, CSC will only charge the Agency 100% of the travel and accommodation expenses (if applicable) incurred by the trainer(s).

## **H. Payment**

CSC will invoice the Agency upon completion of services and deliverables.

For blended programmes using the LEARN platform:

Where the Agency has exceeded the 10% complimentary buffer, CSC will issue a separate invoice for the additional accounts created. The invoice will be issued upon completion of the programme.

## **I. Intellectual Property**

The ownership of all foreground intellectual property of the programme belongs to CSC and/or the relevant Trainer. No part of the programme materials shall be reproduced in any form by the Agency. No video or audio recording is allowed during the programme.