



FAQs

Singapore Institute of Power and Gas

1. How do I register for a course?

You may register online or download our Registration Form and submit it to training-institute@spgroup.com.sg. Please register at least two weeks before the stated course date.

2. When and how will I know if my registration is confirmed?

You will receive a Confirmation Letter from us once we have received your course payment.

If your HR personnel has registered on behalf of you, he/she will receive the Confirmation Letter.

3. What should I do for transfer or replacement of trainee?

Please send a written request to us at least five working days before the stated course date.

Please note that all requests are subject to approval.

4. How do I withdraw my registration?

Please send a written request to us at least five working days before the stated course date.

5. Is funding available for your courses?

Courses that are accredited by SkillsFuture Singapore are granted course fee funding of up to 70% for Singapore Citizens and Permanent Residents.

Please contact us for more information.

6. How do I pay for my course?

We accept payment via Cheque, NETS or GIRO only. Cash payment will not be accepted. Payment must be made before course commencement to confirm your registration.

For cheque payment, please make cheque payable to 'Singapore Institute of Power and Gas Pte Ltd' and mail to:

SP Group
2 Kallang Sector, Singapore 349277
Attn: Training Operations, Singapore Institute of Power and Gas

7. What is the start and end time of the courses?

Full day courses run from 8.30am-5.30pm.

Half day (AM) courses run from 8.30am-12.30pm, half day (PM) courses run from 1.30pm-5.30pm.

Please arrive 15 minutes earlier for attendance-taking.

8. Where are the courses conducted?

Most of the courses are conducted in Singapore Institute of Power and Gas, unless otherwise informed by your Course Coordinator.

9. What should I bring on the first day of the course?

Please bring along your Confirmation Letter and NRIC/FIN Card for verification and attendance taking.

10. What should I do if I am unable to attend the course on that day?

Please inform your SIPG Course Coordinator immediately.

11. What should I do if I am late for the course or assessment?

Please inform your SIPG Course Coordinator immediately.

12. Is there an assessment?

Yes, all courses will have an assessment.

13. Can I retake the assessment if I failed?

Yes, you may retake the assessment.

For WSQ courses, please arrange for a retest with your Trainer and Course Coordinator.

For ECL08 Underground Services Detection, please note that you are only allowed to have a maximum of 2 retests. If you have failed a third time, please retake the course.

14. When and how will I receive my certificate?

You will receive a Certificate of Participation from SIPG if you have attained at least 75% of attendance requirement and have passed the assessment or quiz.

For WSQ courses, you will receive a Statement of Attainment (SOA) and e-Cert from SkillsFuture Singapore.

15. What should I do if I lose my certificate?

For ECL08 Underground Service Detection (Certificate of Training), please file a police report for the loss of certificate and bring along the police report with your NRIC/FIN Card/Work Permit to SIPG for replacement. An administration fee of \$21.40 will be charged. Please make payment by NETS or Cheque only.