Frequently Asked Questions (FAQs)

Training registration and subsidy application

1. When are the training courses held?

The training courses are held once every two months from June 2023 to early 2025. Registration will close two weeks before the course commencement date or when the class is fully subscribed, whichever comes first.

Please click on this link for more details about the event, including schedules, trainers, and course curriculum.

2. How can I register?

Please refer to this link to register. We look forward to seeing you in the training sessions.

3. How much is the course fee?

The full price per person is S$1,600 (excluding GST) while the subsidised price is S$480 (excluding GST).

4. Am I eligible for the course subsidy provided by Enterprise Singapore?

Please refer to our website on details of eligibility criteria: https://www.carbontrust.com/news-and-insights/events/fundamentals-of-decarbonisation-for-business
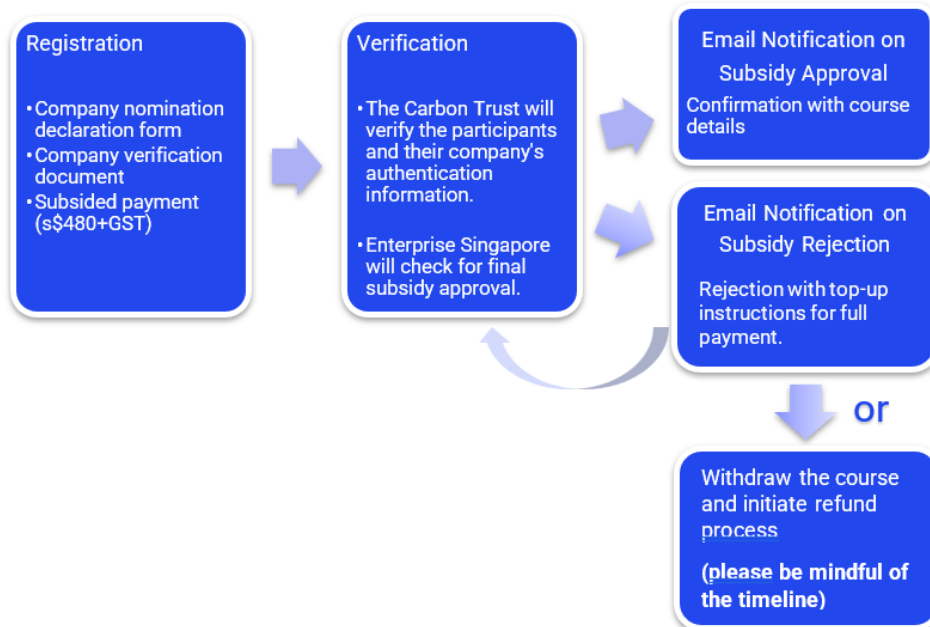
5. What is the process of obtaining the subsidy?

To receive this subsidy, please submit the **Company Nomination Declaration Form** (see in the event page) and **company verification documents** (most recent ACRA Bizfile profile and/or ROS registration proof, accessed from 2022 onwards) during registration.

Once you have completed registration, The Carbon Trust and Enterprise Singapore will verify the participants' information and confirm the eligibility for the course subsidy. While you are waiting for subsidy approval, you will be issued an invoice to make payments by either card payment or electronic bank transfer.

After the subsidy approval is obtained, you will receive a confirmation email with summary of the course details. If you are found to be ineligible for subsidy, the Carbon Trust will reach out to discuss if participants wish to top up payment to full course fees and attend the course or withdraw from the course registration.

Kind Reminder: During the process of awaiting subsidy approval, you could proceed with making the payment.

Registration
- Company nomination declaration form
- Company verification document
- Subsided payment (s$480+GST)

Verification
- The Carbon Trust will verify the participants and their company's authentication information.
- Enterprise Singapore will check for final subsidy approval.

Email Notification on Subsidy Approval
Confirmation with course details

Email Notification on Subsidy Rejection
Rejection with top-up instructions for full payment.

or

Withdraw the course and initiate refund process
(please be mindful of the timeline)

6. Could I postpone, withdraw, or seek replacement for my attendance?

Postponement

Participants are permitted to postpone their attendance to a subsequent course (the course is conducted once every 1-2 months from May 2023 to March 2025). Participants are only allowed to postpone their attendance once.

Waiver of the maximum one-time postponement can be granted based on compassionate or medical grounds. Relevant proof must be submitted for waiver.

Refund

50% of course fee (excluding GST) could be refunded if the refund request is made 7-14 calendar days prior to course commencement. We are unable to accede to refund requests that are made less than seven calendar days prior to course commencement.

Waiver on refund are assessed on a case by case basis. If they are based on compassionate or medical grounds, we encourage participants to request for postponement. Relevant proof must be submitted for waiver.

Replacement

- If participants are unable to attend, they are allowed find another participant from the same company to take their place, subjected to the following policy:
- Replacement is on a 1-to-1 basis.

- Request for replacement is made at least 7 calendar days before the commencement (otherwise will be considered as new sign-ups).
- Re-submit the registration form and Company Nomination Declaration Form for the replacement individual.

Requests for deferment or cancellation should be emailed to xinping.jiao@carbontrust.com

Professional Development Units for Singapore Certified Energy Managers

7. As a Singapore Certified Energy Manager (SCEM), can I obtain Professional Development Units (PDUs) and how do I apply for them?

Singapore Certified Energy Manager (SCEM)s can obtain 14 PDUs by attending our training course. The Carbon Trust will help participants apply for PDUs and the Institution of Engineers Singapore (IES) will update the PDUs accordingly.

Logistics and Venue

8. What are the recommended modes of transportation to reach the venue?

The venue is Singapore Management University (90 Stamford Rd, Singapore 178903), School of Economics/School of Computing and Information Systems 2 (SOE/SCIS2), unless otherwise stated.

It is highly recommended to take public transportation to reduce greenhouse gas emissions!

Arriving by Car/Taxi

There is a sheltered vehicle drop-off point for either SMU School of Computing and Information Systems 1 or SMU School of Computing and Information Systems 2 on Bencoolen Street, immediately after the junction between Bencoolen Street and Bras Basah Road, on the left and right side respectively.

SMU parking is available at the Lee Kong Chian School of Business. It is possible to then access the School of Computing and Information Systems by means of the underground Concourse that connects all the schools. A flight of stairs leads to street level.

Alternatively, parking may also be found at Rendezvous Hotel and the YMCA.

Arriving by MRT

- The nearest MRT station is Bencoolen (Downtown Line), Exit C, Singapore Management University, you may,
    - find an electronic directory/information kiosk at this exit for more information
    - or take a left turn at the concourse (basement 1) and then take the escalator towards SCIS1.
    - or take a right turn at the concourse (basement 1) and then take the escalator towards SCIS2.
- The next nearest MRT station is Bras Basah (Circle Line), Exit B, Singapore Management University, take a right turn at the concourse (basement 1) and then take the escalator towards

SCIS1. SOE/SCIS2 is further down from SCIS1 in this direction along the concourse (basement 1).

- You can also take a 10–15-minute walk from City Hall (north-south line/east-west line) or Dhoby Ghaut (North South, Northeast and Circle lines) MRT stations.
- You can find more information at: https://scis.smu.edu.sg/about/contact/visit/us

9. Is complimentary parking available at or near the venue?

No complimentary parking in SMU but visitors are allowed to park in SMU parking lots (as it is mentioned). Alternatively, parking may also be found at Rendezvous Hotel and the YMCA.

10. Will there be Wi-Fi available at the venue?

Wi-Fi is available all around the building once you registered and logged in as guest in SMU.

11. What should I bring to the course?
- **NRIC/Identification card**: Registration at SMU's guardhouse before entering premises is required.
- **Laptop**: There will be activities during the course to try out online tools to put learning into practice
- **Laptop charger or a power bank:** Charging ports are available.
- **Business cards:** Recommended as you may wish to network with other businesses
- **Umbrella:** Recommended as you may wish to explore lunch options in the vicinity and there could be unexpected weather shifts.
- **Open mind:** That's essential for a productive and fruitful learning experience!

12. Will there be food and beverages provided?

Food and beverages will be provided during tea breaks (morning and afternoon) to keep your energy levels up. Halal and vegetarian options are included.