

# SAST Student Handbook

**Singapore Ambulance and Service Training Private Limited**

**Version 1.0 | Effective Date: 1 January 2026**

Welcome to Singapore Ambulance Service and Training Private Limited (SAST). This handbook outlines the essential policies and procedures governing your enrolment and training with us. Please read it carefully.

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## 1. Course Enrolment

### 1.1 Eligibility

- Participants must meet the minimum age, language proficiency (English), and prerequisite requirements specified for each course. SAST may consider individual cases on an exceptional basis.
- A confirmed booking and full payment are required to secure a course placement.

### 1.2 How to Enrol

1. **Online/Phone:** Register via our official website ([www.singaporeambulance.com](http://www.singaporeambulance.com)) or contact our Administration at **9164 0750**.
2. **Registration Form:** Submit a completed SAST enrolment form.
3. **Payment:** Course fees must be settled in full via bank transfer, PayNow, or other approved methods prior to commencement.  
*Note: Payments must be made only to the authorised bank account provided by SAST. Payments made to any other account will not be recognised, and the participant will be required to make payment again to the correct account.*

### 1.3 Confirmation

Enrolment is confirmed only upon receipt of full payment and issuance of a formal email confirmation from SAST, which will include course details, date, time, and venue.

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## 2. Training Code of Conduct

To ensure a safe, productive, and respectful learning environment, all participants are required to adhere to the following:

#### *2.1 Punctuality & Attendance*

- Full attendance is mandatory for certification. Participants arriving more than **30 minutes late** may be denied entry at the instructor's discretion.
- All scheduled practical and theoretical assessments must be completed.

#### *2.2 Safety & Responsibility*

- Adhere to all safety instructions and handle training equipment responsibly.
- Immediately report any injury, illness, or safety concern to the instructor.

#### *2.3 Respect & Professionalism*

- Conduct oneself respectfully towards instructors, staff, and fellow participants.
- Refrain from disruptive behaviour, including unauthorised use of mobile devices during sessions.
- Dress appropriately for practical sessions: comfortable attire (round-neck T-shirt and long pants) and covered shoes are required.

#### *2.4 Academic Integrity*

- Cheating, plagiarism, or any form of academic dishonesty during assessments will not be tolerated.

*Violation of this Code of Conduct may result in a warning, removal from the course without refund, or disqualification from certification.*

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## **3. Issuing of Certificate**

#### *3.1 Criteria for Issuance*

Certificates will be issued to participants who:

- Achieve **100% course attendance**.
- Pass all required theoretical and practical assessments.
- Fulfil all financial obligations to SAST.

### *3.2 Collection Timeline*

- Certificates are typically issued within **7 working days** after course completion.
- A digital e-certificate will be sent via email and WhatsApp upon meeting all issuance criteria.

### *3.3 Corporate/Sponsored Participants*

- For participants whose course fees are sponsored or paid for by their organization (e.g., company, institution), the issued certificate will be sent directly to the designated Human Resources (HR) or Administration department of the sponsoring organization.
- Participants are advised to check with their organizational contact regarding certificate collection.
- **We will not send duplicate certificates directly to the individual participant**, nor will we reissue the certificate upon individual request in such cases. Any request for a duplicate or clarification must be coordinated through the sponsoring organization.

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## **4. Cancellation, Transfer & Refund Policy**

To ensure effective allocation of resources and instructors, the following policy applies:

### *4.1 Cancellation by Participant*

Refund eligibility is determined by the date a written cancellation notice is received:

- **More than 14 days before course start:** Full refund of course fees.
- **Between 7 and 14 days before course start:** 50% refund of course fees.
- **Less than 7 days before course start:** No refund granted.

### *4.2 Transfer of Registration*

Participants may request a one-time transfer to a future course session at no extra charge, provided:

- The request is made **more than 7 days** before the original course start date.
- The transfer is subject to seat availability.

#### *4.3 Cancellation by SAST*

SAST reserves the right to cancel or reschedule a course due to low enrolment or unforeseen circumstances. In such cases:

- Participants will be notified promptly.
- A full refund or transfer to the next available course will be offered.

#### *4.4 No-Show & Non-Completion*

- Participants who do not attend without prior notice are not eligible for any refund or transfer.
- No refunds will be provided for participants who commence but do not complete the course, or who fail the required assessments.

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### **5. Reissuance of Certificate**

- A fee of **\$30** (excluding postage) applies for reissuing a lost or damaged certificate.
- Requests must be submitted in writing to **admin@singaporeambulance.com**.
- Processing takes approximately **2–3 weeks** from receipt of payment and request.

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### **6. Cancellation/Postponement of Class**

#### *6.1 By SAST*

SAST will make reasonable efforts to notify registered participants of any cancellation or postponement at least **48 hours** in advance via email or SMS.

#### *6.2 Participant Rescheduling*

- Requests to reschedule must be submitted in writing at least **7 working days** before the course start date.
- Rescheduling within **7 working days** will incur a fee of **\$100**.

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## Contact Information

### Singapore Ambulance and Service Training Pte Ltd

- **General Enquiries & Registration:** 9164 0750
- **Email:** admin@singaporeambulance.com
- **Office Hours:** Monday–Friday, 9:00 AM–6:00 PM (excluding Public Holidays)

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**Disclaimer:** SAST reserves the right to amend the policies in this handbook at any time without prior notice. The latest version will be available on our website or upon request.

We are committed to your learning journey and look forward to training you to be a confident lifesaver.