

QLED CERTIFICATE ASSESSMENT RULES AND REGULATIONS

Please read all the rules and regulations set out below carefully before registering for the QLED Certificate Assessment. Failure to adhere to any of the below rules and regulations may result in disciplinary actions, including voiding of exam registrations or results, disqualification from future examinations or other measures deemed necessary to ensure the integrity of the QLED Certificate Assessment.

1. REGISTRATION

1.1 SID will release the assessment schedule in advance, and only dates or sessions which are shown as available on the online calendar can be selected for registration. SID will not be responsible for any delays due to systems failure or any other operational matters.

1.2 All assessment registration must be done online via SID website. As an exam registrant, it is your responsibility to ensure that all the candidates' details (e.g. name, identification number, QLED assessment combination, date, session, etc.) are correct before submitting your registration. The assessment fee must be paid in full before the examination date.

1.3 While you may register for an assessment 5 working day before the registered assessment date, seats are available on a first-come-first-serve basis.

1.4 Assessment fees are non-refundable and non-transferrable to other candidates. For rescheduling of your assessment, an additional fee may be charged. Please refer to Section 2 for details.

2. RESCHEDULING OF ASSESSMENT DATES

2.1 You may reschedule your registered assessment to a later date by updating SID via email (events@sid.org.sg). Request for deferment is free of charge if it is made at least 10 working days prior to the registered assessment date. A deferment fee of \$50 will be charged if less than 10 working days' notice is given. We allow up to two deferments, after which participants are required to make a new registration for the assessment.

3. CHANGES TO ASSESSMENT REGISTRATION OR CANDIDATE DETAILS

3.1 Your name on your identification document (ID) must match exactly the information you provided during the assessment registration.

3.2 Please contact SID by email (events@sid.org.sg) if you would like to would like to change to other QLED Assessment combinations. A minimum of 3 days' notice is required.

3.3 Transfers to other candidates are strictly not allowed.

4. ON THE ASSESSMENT DAY

4.1 Identification Documents

4.1.1 Please bring your valid and original identification document (ID) on the assessment day. The ID is needed for identity verification before you are permitted to sit for the assessment.

4.1.2 SID will not accept any changes to candidate's assessment information on the assessment day. Candidates are responsible for ensuring that their personal information is correctly reflected in the assessment registration before the assessment day.

4.1.3 SID has the right to turn away any candidate who is unable to produce a valid identification document.

4.2 Registration and Admission to SID Office

4.2.1 You are advised to arrive at the exam venue at least 30 minutes before the commencement of your assessment, to allow for registration and briefing. Please ensure that you have enough time to obtain a visitor pass at the Capital Tower reception.

4.2.2 There is a 30-minute grace period for unforeseen circumstances. If you arrive at SID after the grace period, you will NOT be admitted and your assessment fees will be forfeited.

4.2.3 Please present your ID for verification before proceeding to the Assessment Room.

4.3 Personal Belongings

4.3.1 After you enter the Assessment Room, please place all your personal belongings in the designated area provided. Do not bring any valuables, large or heavy personal items to your assessment.

4.3.2 SID staff have the right to remove or inspect any items from candidates' desks which do not comply with the assessment rules or regulations, or may interfere with the assessment processes.

4.3.3 You are responsible for the safekeeping of all your personal belongings that you bring into the premises of SID. SID will not be held responsible for losses or damage of your personal belongings.

4.3.4 The following items may be kept on your desk, if needed:

- Pencil and/or pen;

- Blank paper; and
- A set of *Corporate Governance Guides for Board and Board Committees* and the *CG Revisions Reference Guide* (provided by SID).

4.4 Prohibition of Electronic Devices

4.4.1 All electronic devices (including but not limited to mobile phones, tablets, computers, cameras, smart watches, Bluetooth devices, wearable technology or any remote communication or photographic devices, etc) are strictly forbidden in the Assessment Room.

4.5 Medical Leave

4.5.1 Candidates who are on medical leave on the day of their assessment must: (i) Contact SID by telephone at +65-6422 1188 on the same day; (ii) Email a copy of the medical certificate (MC) to SID (events@sid.org.sg) by 12pm the next working day. SID will then grant a fee waiver for the candidate to reschedule the assessment to another date.

4.6 During the Examination

4.6.1 Please sit in your allocated seat, unless instructed otherwise by SID staff.

4.6.2 You may only commence the assessment at the scheduled assessment start time (e.g. 10.00am or 2.00pm). If you are seated at your allocated desk earlier than your assessment start time, you will not be able to login to start the assessment.

4.6.3 Please maintain silence to avoid disrupting the other candidates. If you require assistance, please seek the attention of SID staff.

4.6.4 SID has the right to dismiss any candidates from the assessment room if he/she engages in any misconduct.

4.6.5 If a technical glitch occurs, affected candidates might be reallocated to other assessment terminals or rescheduled to take the exam on another available session.

4.6.6 If you encounter any technical problems, please inform SID staff immediately.

4.6.7 All answered questions will be tabulated into the final score after the assessment.

4.7 After the Examination

4.7.1 Once you have completed your assessment, please follow the instructions on the computer screen to generate your assessment results which will be available immediately after the assessment. You will have 10 minutes to review the answers of assessment questions that you had answered wrongly. Please alert SID staff should

you finish your assessment before the scheduled end time and would like to leave the Assessment Room.

4.7.2 Please retrieve your personal belongings from the designated area before leaving SID office.

4.7.3 You are not allowed to remove or keep any of the working papers or any written material from the SID Assessment Room.

5. EXAMINATION RESULTS

5.1 SID will issue an official SID QLED Certificate to candidates who have passed the QLED Certificate Assessment after each assessment.

5.2 All assessment results awarded by SID are final. SID will not entertain any appeals or requests for rechecking of results under any circumstances.

5.3 The assessment results (Pass/Fail) and a duplicate copy of the QLED certificate can be viewed online by logging in to your account with SID.

6. CONFIDENTIALITY MATTERS

6.1 The content of the QLED Assessment including the examination questions and the Board Guides are the copyrighted property of SID. Unauthorised retention, possession, copying, distribution, disclosure, discussion, or receipt of any examination question, in whole or in part, by written, electronic, oral or other form of communication, including but not limited to e-mailing, copying or printing of electronic files, and reconstruction through memorisation and/or dictation, before, during, or after an assessment, is strictly prohibited.

6.2 Detailed assessment scores and responses to exam questions are measurement information and are part of a candidate's assessment record. This information is owned by SID. This information is not the property of the candidate and will not be provided to candidates for any reason.

7. OTHER GENERAL RULES

7.1 Candidates must ensure that any information provided to SID is true and correct. Candidates may be disqualified or their results voided if they provide false personal particulars in their registration form or in any form to SID.

7.2 SID reserves the right and absolute sole discretion to cancel and/or reschedule an assessment session. In the event of any unforeseen circumstances (e.g. power failures, natural disasters, other emergencies), SID will make arrangements with the affected candidates to reschedule their assessment session or make other arrangements as deemed necessary.