

- 1. What is the expiry or validity period for the pre-paid CPE Hours?**
All pre-paid CPE hours will have a validity of 1 year from the point of payment.
- 2. Will I be able to carry forward my unused CPE hours (pre-paid 28 hours) under the Base Package?**
Unused CPE Hours cannot be refunded or accrued. All unconsumed CPE hours will be forfeited once the Base Package expires.
- 3. Can I transfer my unused CPE hours (pre-paid 28 hours) under the Base Package to another Practitioner in the same firm?**
The entitlement is issued in the name of the practitioner and is not transferable. Other practitioners in the same firm will be entitled to the 15% discount of CPE courses.
- 4. Can the package be utilised for any other CPE courses that ISCA offers?**
The package can only be utilised for a basket of pre-selected CPE courses. You can view the basket of courses and full terms and conditions on our webpage.
- 5. Is the 15% discount applicable to non-Singaporean/PR staff?**
Yes. As long as the staff is employed by the firm, he/she will be applicable for the 15% discount for CPE courses.
- 6. Will the technical call helpdesk replace the current Technical Enquiry Service (email)?**
Technical Enquiry Service (email) will still be available for members and will be attended to within 7 working days. Enquires received via the Technical Call Helpdesk but are too complex to be answered over the phone will be redirected to the Technical Enquiry Service (email).
- 7. Can my managers/staff call in on my behalf for the Technical Call Helpdesk?**
Only the practitioner who has signed up for PP is entitled to make the calls. The calls are non-transferable.
- 8. Can I request for the response from the Technical Call Helpdesk to be documented and sent to me?**
All responses provided by ISCA staff attending the calls are on a general basis and should not be taken as a substitute for professional judgement. The responses provided are the personal views of the staff and do not reflect the views of ISCA. Recording of calls are strictly prohibited and no written responses will be provided.
- 9. If I am keen to sign-up for the optional add-on, do I have to decide at the point of purchase of the Base Package?**
As the optional add-ons are all subject to quotation, they can be purchased at any point of time. However, the validity will be tied to that of the Base Package.
- 10. Is there a limit to the number of Base Packages one firm can buy?**
There is no limit to the number of Base Packages a firm can purchase.