

TERMS AND CONDITIONS FOR CONTRACT FOR SERVICES AS INVIGILATOR

1. Duration of Contract

- 1.1 This contract governs the appointment of invigilator.
- 1.2 This contract ("Contract") shall be valid from the Date of Acceptance of this until the completion of the obligations as stated in the Purchase order.

2. Contract for Service

- 2.1 The appointment of service of an Invigilator is not intended and does not create any employment relationship between PSB Academy and the Invigilator. The discretion to award subsequent assignments, regardless of whether on the same terms as the initial contract for service, lies solely with PSB Academy. Such subsequent assignments will be dependent on, among others, renegotiations and an assessment of the Invigilator's diligence and conscientious discharge of his/her duties and responsibilities.
- 2.2 For the avoidance of doubt, this Contract is a contract for service and is not intended to and does not create any employer/employee relationship between PSB Academy and you.

3. Invigilation Assignment

- 3.1 If there are any changes in the date, time or venue of the invigilation assignment, you will be informed as soon as possible.
- 3.2 PSB Academy reserves the right to cancel or postpone the invigilation assignment as and when it deems necessary.

4. Late Delivery and Non-Delivery

- 4.1 PSB Academy reserves the right to appoint any another person to deliver any outstanding sessions in respect of invigilation assignments assigned to you as per contract for services as invigilator in the event of any failure to deliver on your part.
- 4.2 In this regard, PSB Academy also reserves the right to recover any additional costs that may be incurred as a result of late delivery or non-delivery of your invigilation assignments. You agree that PSB Academy may offset from your honorarium the said additional costs arising from the non-delivery or incomplete delivery of your assignments as per contract for services as invigilator.

5. Payment of Service Fee

- 5.1 In consideration of your services, you will be paid an honorarium which shall be payable through Interbank GIRO. The honorarium payable to you shall be based on the invigilation hours stipulated in as per contract for services as invigilator. It shall be pro-rated accordingly if the examination duration is longer than the stipulated invigilation hours. You will be paid after full completion of services.
- 5.2 You shall not be remunerated for attending briefing and feedback sessions, which may be convened from time to time by PSB Academy.



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ISO 9001: 2015
Cert No: 2018-07930
ISO 14001: 2015
Cert No: 019-43001-2019-0083
ISO 45001: 2018



Cert No: 1827-2021-0111
ISO/IEC 27001: 2022



Cert No: EDU-3-2005
Validity: 14/05/2026 - 13/05/2030

PSB Academy
Reg. No. 200704825E
20/05/2026 - 19/05/2032

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- 5.3 Apart from the prescribed honorarium, no other benefits in any form whatsoever, is payable to you by PSB Academy, unless legally required.
- 5.4 For the avoidance of doubt, you shall be responsible for filing your own income tax returns and pay your own income tax, if and when applicable.

6. Absence arising from illness

In the event that you are unable to perform your duties as a result of illness, you are to inform PSB Academy at least half a day before assignment commencement via email.

7. Professionalism

- 7.1 You shall not disparage or criticise PSB Academy at all times.
- 7.2 It is important that you keep abreast of new knowledge in your areas of expertise so as to provide participants with the most up-to-date knowledge and skills.
- 7.3 You shall not issue name cards bearing your company's name to participants.
- 7.4 You shall not use the name or make any reference to PSB Academy in any of your stationery, proposals, name cards, and any other documents to solicit business or to obtain any pecuniary benefits for yourself or for any other organisation.
- 7.5 You as an Invigilator do not represent PSB Academy.

8. Associate's Email Address

- 8.1 As an Invigilator with PSB Academy, you will be issued a PSB Academy Associate's email address ("PSB Email Address") in which all communication on examination and administrative matters by PSB Academy will be made through this email address. You are expected to access your PSB email address to retrieve information and for any communication and follow-up. You will be informed by PSB Academy of your PSB email address and instructions through your given email address before its implementation. The assigned PSB email address will be strictly for the use of PSB Academy-related matters and not for personal / unrelated matters. Your PSB email address will be de-activated upon the termination of this Contract for any reason.
- 8.2 You shall use only the assigned PSB Email Address to communicate with any participant in the assignment that you have undertaken to conduct.



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9. Data Protection Policy

You shall comply with PSB Academy's Data Protection Statement and Policy as well as *Singapore's Personal Data Protection Act 2012* when handling our students and their personal data. You may refer to Annex A Section 2.3.2 for more details.

10. Associate Card

As an Invigilator with PSB Academy, you will be issued with an Associate Card for identity verification and access to staff pantry. You are to have this card with you at all times when you are at PSB Academy campus. You are required to submit the necessary information and photo for this card. This card is non-transferable and is the property of PSB Academy. You are to report the loss of this card to PSB Academy's Exam Centre immediately. Upon the termination of this contract for any reason, you shall immediately return this card to PSB Academy's Exam Centre for cancellation.

11. Examination Security

In line with examination security, you declare that you do not have any family members, relatives or friends studying with PSB Academy. You further undertake that if you subsequently become aware of such information, you shall inform Deputy Director (Examination) via email immediately, providing Name of the Student(s), the Course of Study and your relationship with the Student(s).

12. Briefing Session

PSB Academy may require you to attend to any briefing to ensure compliance to requirements of the PSB Academy / university / partner / regulator.

13. Termination of Contract

13.1 PSB Academy reserves the right to terminate/discontinue this contract in the following circumstances:

- 13.1.1 you commit any act of serious misconduct, breach of professional conduct conditions as set out in Annex A or neglect or fail to or refuse to carry out the cope of duties heretofore mentioned; or
- 13.1.2 a serious breach or non-observance of any of the conditions of this contract; or
- 13.1.3 PSB Academy receives serious complaints from its students or participants or
- 13.1.5 You are made bankrupt or disqualified from carrying out the necessary duties under this Contract.

13.2 Either PSB Academy or you may terminate this Contract at any time before the commencement of assignment or during the assignment without giving any reasons by giving the other party a notice in writing of not less than 2 weeks.

13.3 PSB Academy reserves the right to seek any compensation for damages and/or costs arising from any material breach of terms and conditions, including from any breach of timelines set out herein.



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14. Time of the Essence

Time is of the essence in this contract.

15. No Variation

No extension or variation of this Contract shall operate unless mutually agreed by Parties in writing and prior notice has been given.

16. Third Party Indemnity

You agree to indemnify, save harmless, and release PSB Academy, and all PSB Academy's employees, participants and students from and against any and all loss, damages, injury, liability, suits, and proceedings arising out of the performance of this Contract which are caused in whole or in part by the acts or negligence by you but not for claims arising from PSB Academy's sole negligence.

17. Third Party Rights

A person who is not a party to this Agreement shall not have any rights under Contracts (Rights of Third Parties) Act 2001 of Singapore to enforce any term of this Agreement.

18. Entire Contract

This Contract, including Annex A, sets forth the entire understanding between the parties hereto and supersedes all prior agreements, arrangements and communication, whether oral or written, with respect to the subject matter hereof. The delay or failure by either party to exercise or enforce any of its rights under this Contract shall not be deemed a waiver of that party's right thereafter to enforce those rights, nor shall any single or partial exercise of such right preclude any other or further exercise thereof or the exercise of any other right.

19. Severability

19.1 Each of the provisions of this Contract is severable.

19.2 If and to the extent that any provision of this Contract is held to be, or becomes, invalid or unenforceable under the Law, but would be valid, binding and enforceable if some part of the provision were deleted or amended, then the provision shall apply with the minimum modifications necessary to make it valid, binding and enforceable and neither the validity or enforceability of the remaining provisions of this Agreement, nor the validity or enforceability of that provision under the Law, shall in any way be affected impaired as a result of this Clause 19.

19.3 You and PSB Academy shall negotiate in good faith to amend or replace any invalid, void or unenforceable provision with a valid, binding and enforceable substitute provision or provisions, so that, after the amendment or replacement the commercial effect of the Contract is as close as possible to the effect it would have had if the relevant provision had not been invalid, void or unenforceable.



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20. Dispute Resolution

When a dispute arises between the parties as a result of the execution of this Contract, then the parties agree to resolve it through mediation, and if a settlement through mediation under the auspices of the International Institute of Mediators or Singapore Mediation Centre to resolve the disputes cannot be reached, then the parties agreed to resolve it through a court of competent jurisdiction in Singapore in accordance with the laws of the Republic of Singapore.

21. Governing Law & Jurisdiction

This Contract shall be governed by and construed in accordance with the laws of Singapore. Parties submit to the exclusive jurisdiction of Singapore.

22. Any Other Declaration

Should you be related to anyone studying at PSB Academy, you will need to inform the Deputy Director (Examination) via email immediately by providing Name of the Student(s), the Course of Study and your relationship with the Student(s).



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ANNEX A

1. GENERAL TERMS & CONDITIONS OF APPOINTMENT

1.1 Induction Matters

You shall attend an induction by the Exam Executive if you are invigilating at PSB Academy for the first invigilation assignment with PSB Academy.

1.2 Payment of Service Fee

You will be responsible for filing your own income tax returns and for payment of your own income tax, if and when applicable. PSB Academy also complies with the tax and legal requirements administered by the Inland Revenue Authority of Singapore.

1.3 Roles, Duties and Responsibilities

- 1.3.1 As an Invigilator, you shall not hold out any form of association or affiliation with PSB Academy.
- 1.3.2 You shall comply with the duties, responsibilities and requirements provided by PSB Academy as set out in the Invigilator Policy and be conversant with PSB Academy's Rules and Regulations for examination candidates.
- 1.3.3 You shall not change or cancel the assigned dates for the invigilation assignments without the prior written approval of PSB Academy. Any request for change of assigned dates must be made to PSB Academy's Exam Centre at least 5 working days in advance so that necessary arrangements can be made.
- 1.3.4 You shall report to PSB Academy's Exam Centre at least 1 hour before the commencement of the assignment.
- 1.3.5 You shall supervise all candidates throughout the assignment, ensure that the rules and regulations of the examination are observed and to report any breach/incident in the Invigilator's Incident Report and Checklist (PSBA-EXA-F23).
- 1.3.6 At the end of the assignment, you shall collect and count the number of completed answer scripts and record it in the Attendance Register and in the specified assignment forms.
- 1.3.7 You shall only leave PSB Academy's premises after you have returned all the assignment materials to PSB Academy.
- 1.3.8 You shall treat all official documents, papers and information acquired in your official capacity or otherwise, as confidential. You must not, either during or after this contract, copy, extract or translate them for unauthorised use or allow others to do so, or directly or indirectly disclose, publish or communicate them in any form whatsoever to the Press or to individuals except in the course of your official capacity as an Invigilator or with written consent of PSB Academy.

For more information on the roles, duties and responsibilities, please refer to the Invigilator Policy (PSBA-EXA-G03).



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1.4 Associate Card Use and Regulation

You, as an Invigilator with PSB Academy, will be issued with an Associate Card.

The card will allow privileges such as access to the staff pantry, enjoy discounts at select merchants (*for more information on the participating merchants recruited by PSB Academy, you can visit PSB Academy's website*).

Staff Pantry Etiquette

- 1.4.1 Keep the Microwave clean and odour free
 - a. Do not microwave pungent foods and wipe down the microwave if your food or beverage splatters.
- 1.4.2 Keep it Clean
 - a. Do not leave your food in the office fridge over the weekends, if not it will be discarded;
 - b. Please clear your trash away after eating;
 - c. Please clean the table-top after usage;
 - d. Wash the cups and dishes after use;
 - e. Keep the pantry area clean and tidy; and
 - f. Clean up food / drink spillage to avoid floor hazard.
- 1.4.3 Observe proper use of appliances
 - a. Please use the microwave, fridge, and the coffee machine with care. All microwave and fridge are labelled with Halal and Non-Halal label. Please use the Non-Halal labelled appliances for Non-Halal food/drinks and halal labelled appliances for halal food/drinks.
- 1.4.4 Keep your Voice in check
 - a. The pantry is located right next to the conference room, therefore please keep your volume low as there may be meetings going on.
- 1.4.5 Prohibited Access
 - a. Access to the Staff Pantry is a privilege accorded solely to PSB Academy's staff and appointed Associates only. Please do not admit any other person who is neither PSB Academy's staff nor appointed Associates into the staff pantry. If in doubt at any time, please immediately seek the assistance of PSB Academy's staff.

2. INVIGILATORS' CONDUCT AND DISCIPLINARY MATTERS

2.1 Code of Professional Conduct and Ethics

You are expected to conduct yourself at the highest level of ethics and professional standards. You should be principled and have a high level of respect for PSB Academy, its office bearers, your colleagues, and defend them as best as you can. Integrity and compliance with the laws, regulations, contractual obligations and PSB Academy policies are expected of you so as to safeguard PSB Academy's resources and reputation.

In addition, you shall comply with the laws of the countries where you do business. This includes compliance with environmental laws. PSB Academy is committed to doing business in an environmentally responsible manner.



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PSB Academy places great importance on the compliance of local rules and regulations. Violations of these codes of conduct or any of PSB Academy's regulations are grounds for termination of this Contract.

- 2.1.1 Job Related
 - a. Absence from duty without leave or reasonable cause including playing truant;
 - b. Unpunctuality;
 - c. Insubordination or non-compliance with directives or instructions of duly authorized officers of PSB Academy;
 - d. Doing personal work during office hours;
 - e. Sleeping on duty;
 - f. Neglect of duty;
 - g. Being under the influence of alcohol or drugs while on duty; or
 - h. Falsification of documents in the course of duty, e.g. work-related documents, medical certificates, etc.
- 2.1.2 Damage to PSB Academy's Properties
 - a. Willful destruction or damage of PSB Academy's property;
 - b. Carelessness or negligence resulting in loss or damage to PSB Academy's property; or
 - c. Speaking disparagingly of PSB Academy in a manner intended to bring PSB Academy into disrepute.
- 2.1.3 False/ Omission of material facts
 - a. False declaration, or the omission of material facts, at the point of application to PSB Academy.
- 2.1.4 Misconduct
 - a. Being rude or discourteous in speech and in manner;
 - b. Prejudicial conduct or discipline such as fighting and gambling;
 - c. Improperly in dress or appearance;
 - d. Discrimination against students on political grounds, or for reasons of race, religion, gender, ethnic origin, national origin, marital status, medical condition, physical or mental disability, age, citizenship or for personal reasons;
 - e. Hold inappropriate conversations of a sensitive personal nature or sexual nature or the Invigilator having contact with a student via written or electronic means including, but not limited to, email, letters, telephone calls, text messages or chat lines, without a valid context;
 - f. Arrange or participate in unofficial socializing activities with the students he/ she is invigilating or responsible before completion of study in PSB Academy. Such socializing activities include, but not limited to, one-to-one coaching of students outside PSB Academy's campus, visiting individual student's home or lodge and inviting students to his/ her private residence or place as well as any outing activity involving drinking and dining with students unless such activities are official or prior permission from the school authority has been sought; or
 - g. Engage in any form of intimate relationship with a student or expose a student to inappropriate language and/or materials or touch a student without reasonable ground and valid reason.
- 2.1.5 PSB Academy reserves the right upon notice to investigate and take appropriate actions on grounds of any violation of the above offences by the Invigilator inside and outside of PSB Academy's premise.



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2.2 Whistle Blowing

It is PSB Academy's commitment to uphold high standard of compliance with the laws, regulations and contractual obligations. Feedback is important. Hence, parties who, in good faith, report on any employees of PSB Academy, students, or vendors of PSB Academy for misconduct, unsafe, or behaviour unbecoming, shall be protected from reprisals or victimization.

This policy allows PSB Academy to take appropriate action, including, but not limited to, disciplining or terminating the service of those involved as decided by PSB Academy after proper internal investigations.

You and external parties may lodge a report of any wrongdoing in writing to the Chief Executive Officer (CEO) or Director (Human Resource). Reports submitted should include a clear narration of the incident including details such as the type of concern, dates or period of time, location of occurrence, parties involved, evidence substantiating the complaint, where possible, and contact details of the informant. It is essential that whistleblowers provide their personal contact details for further clarification or more information where required. All submitted reports will be treated with confidence and PSB Academy will ensure that confidentiality is maintained throughout the investigation process.

Wrong-doings include, but not limited to, the following:

- 2.2.1 Illegal activities;
- 2.2.2 Falsification/ Forgery;
- 2.2.3 Misappropriation of funds;
- 2.2.4 Failure to comply with laws and regulations;
- 2.2.5 Theft;
- 2.2.6 Corruption and bribery;
- 2.2.7 Harassment; and
- 2.2.8 Discrimination.

2.3 Confidentiality of Information

2.3.1 Non-Disclosure

You shall not directly or indirectly disclose to any person whatsoever or otherwise make use of any trade secrets or information of a confidential or commercial nature relating to PSB Academy or any of its associated or related bodies corporate or companies or their businesses or information in respect of which PSB Academy owes an obligation of confidence to any third party during or upon the termination of this Contract except as required by law. This restriction shall continue to apply without limit in point of time but shall cease to apply to confidential information which may properly come into the public domain through no fault of the Invigilator.

You shall not remove from PSB Academy's premises any materials including without limitation drawings, documents, models, apparatus and diskettes which contain confidential information or make copies thereof otherwise in the course of carrying out their duties.

All documents, manuals, hardware and software provided for your use and any data or documents (including copies) produced, maintained or stored on PSB Academy's computer systems or other electronic equipment (including mobile phones), remain the property of PSB Academy.



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Whenever requested to do so by PSB Academy, and in any event upon the termination of this Contract with PSB Academy, you shall, as soon as practicable:

- a. Return to PSB Academy in accordance with its instructions all records, papers, correspondence, files, equipment (including computer equipment), mobile telephone, software, notes, reports or property of whatsoever nature (including keys, books, materials and credit cards) which may be in your possession or control and which relate in any way to the business or affairs of PSB Academy, and no copies, notes or abridgements of any of the above shall be retained by you;
- b. Delete any information relating to the business of PSB Academy stored on any magnetic or optical disk or memory or cloud-based data storage service and all matter derived from such sources which is in your possession or under your control outside the premises of PSB Academy; and
- c. Provide a signed statement that you have complied fully with obligations under this clause.

2.3.2 Protection of Personal Data

PSB Academy is committed to protect your personal data in line with the Personal Data Protection Act 2012 ("PDPA") and are used for appointment and contract management related purposes. PSB Academy shall ensure that your personal data is kept confidential. When transferring personal data to our third-party service providers (data intermediaries), or related corporations whether in Singapore or elsewhere in order to carry out the purposes stated above, PSB Academy will require them to ensure that any personal data disclosed to them, including yours, is kept confidential and secure.

Your personal data, including business contact information, is retained to the extent necessary for the engagement and contract management purposes. As PSB Academy relies on your's personal data to provide contract management services to you, you shall ensure that the information provided by you to HR is correct, accurate and complete at all times. You shall update the relevant parties in a timely manner of all changes to the information provided to PSB Academy

PSB Academy will take commercially reasonable efforts to take appropriate precautions and preventive measures to ensure that the electronic storage and transmission of your personal data is adequately protected and secured with the appropriate security arrangements and that PSB Academy's data intermediaries are aware of the requirements of PDPA.

You may withdraw your consent to any or all use of your personal data, with the exception of business contact information in writing to Data Protection Officer (DPO) as appropriate. Please refer to the link (<https://www.psb-academy.edu.sg/student-resources/general-policies/#data-protection>) for details. Upon the withdrawal of your consent for the use of your personal data for any or all purposes, PSB Academy may not be in a position to provide services to you or administer any contractual relationship in place with you, in which case PSB Academy reserves all rights to cease providing the relevant services and/ or to terminate this Contract.

2.4 Conflict of Interest



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Business and professional relations with clients, suppliers, individuals and organizations must be maintained on a completely objective basis.

You must be free of any external influence, interest or relationship that actually or potentially conflicts with the interests of PSB Academy and/or PSB Academy's clients. PSB Academy takes a zero-tolerance view of any act performed by you while in a position of real, potential, or apparent conflict of interest. In order to avoid such occurrences, you must observe the following guidelines strictly:

- 2.4.1 You must immediately declare any real, potential, or apparent conflict of interest that could arise in the discharge of your assignments and duties. This includes any known direct or indirect interest or relationships including family or other linkages with employees of PSB Academy who evaluate, recommend for approval or approve such contracts;
- 2.4.2 You must not offer, solicit or accept directly or indirectly bribes, gratuity, gifts or improper payments.
- 2.4.3 Unsolicited gifts that cannot be declined, including gifts from students/participants, must be declared to PSB Academy and dealt with according to PSB Academy's rules.
- 2.4.4 Below are some examples which would be deemed as conflicts of interest:
 - a. Taking personal advantage of a business opportunity or using PSB Academy's property or resources for personal purposes;
 - b. Accepting directly or indirectly, any kinds of personal advantage; and
 - c. Soliciting private dealings from students or participant of your position as an Invigilator.

2.5 Ownership of Intellectual Property Rights of works arising out of this Contract

- 2.5.1 "**Intellectual Property**" in this Clause 2.5 means all inventions, whether patentable or unpatentable (and whether or not reduced to practice), all improvements thereto, and all "**Patents**" including all Patents and Patent disclosures and applications, and registered design and registered design applications, together with all reissuance, continuations, continuations-in-part, revisions, extensions and re-examinations thereof, all "**Trademarks**," including registered or unregistered Trademarks, registered or unregistered service marks, and all translations, adaptations, deviations, combinations, applications, registrations and renewals in connection with any registered or unregistered Trademark or service mark, and all trade names, trade dress and logos, all "**Copyrights**," meaning all registered Copyrights, Copyright applications, Copyrightable works, and unregistered Copyrights, and all applications, registrations, and renewals in connection therewith.

You agree to the following with regard to the ownership of Intellectual Property Rights:

- a. Any invention, patent, petty patent, utility model, copyright, design, circuit layout-design, trade mark, trade name, technology, know-how, trade secret, confidential information or any other intellectual property or other proprietary rights of all types, including but not limited to, test and performance data, processes, production methods and improvements to all such matter made developed or discovered by you during your appointment and within your scope of services with PSB Academy and any goodwill and all rights in and associated with such Intellectual Property shall be and remain the sole and exclusive property of PSB Academy.



Cert No: 2018-4-1018
ISO 9001:2015
Cert No: 2018-07980
ISO 14001:2015
Cert No: 018-43001-2018-0083
ISO 45001:2018



Cert No: 1827-2021-0111
ISO/IEC 27001:2022



Cert No: EDU-3-2005
Validity: 14/05/2026 - 13/05/2030

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20/05/2026 - 19/05/2032

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- b. In the event that you are deemed to be the owner of any Intellectual Property arising by virtue of the operation of any law, you shall hold it on trust for the sole benefit of PSB Academy. Further, you shall at the request of PSB Academy, do all acts and execute all such documents to vest the same absolutely in PSB Academy (or as PSB Academy shall direct). You will not have any claim of any nature in respect of the Intellectual Property.

2.6 Use of PSB Academy's Equipment, Assets and Work Materials

You shall be responsible for the safe custody of all equipment (including computers, peripherals and software), assets and work materials (including work manuals, reference files and training materials) issued by PSB Academy. Upon completion or termination of this Contract, you are required to return all issued property in good condition to PSB Academy. You are responsible for any replacement costs in the case where items are damaged or misplaced by you.

2.7 Non-solicitation

You shall not, whether directly or indirectly, during the term of your appointment and for a period of one (1) year after the Assignment End Date for whatever reason, whether individually or as a director, manager, associate, shareholder, trustee, agent or through an entity of which you have either direct or indirect interest:

- 2.6.1 Interfere with, disrupt or attempt to disrupt the relationship, contract, and other arrangement between PSB Academy and/or any of its affiliates and any of their clients, associates or contractors whom they had come into contact with or become aware of during the course of your engagement with PSB Academy; or
- 2.6.2 Canvass or solicit or attempt to contact for the direct or indirect employment of any of PSB Academy's employee; or
- 2.6.3 Contact or solicit or encourage any of PSB Academy's employee to leave their employment, or recommend any PSB Academy's employee to anyone that might result in such personnel to leave PSB Academy's employment.

2.8 Dispute Management

You are encouraged to discuss issues with the Manager (Examination). You could approach the Manager (Examination) in the first instance. If you do not wish to do so or if the problems were not resolved to your satisfaction, you could approach the Deputy Director (Examination) .

PSB Academy recognises the value and the importance of full discussions in clearing up misunderstanding and preserving harmonious working relations.

Every possible effort shall be made to settle any grievance or complaint from you at the lowest possible level and as expeditiously as possible.



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2.8.1 The Dispute Management Process is as follows:

- a. Any invigilator should raise the issue(s) to the Manager (Examination) within 3 working days of its arising. The Manager (Examination) will investigate and provide a solution, an explanation or make a decision within 1 week after the grievance has been brought up.
- b. If the invigilator is not satisfied with the outcome given by the Manager (Examination) or in the event of failure by the Manager (Examination) to respond to the grievance within 1 week, the invigilator may raise the issue to Deputy Director (Examination).
- c. Deputy Director (Examination) will then investigate and provide a solution, an explanation or make a decision within 3 working days after the grievance has been brought to his/her attention.
- d. If the invigilator is still not satisfied with the outcome given by the Deputy Director (Examination) or in the event of failure by the Deputy Director (Examination) to respond to the grievance within 3 working days, the invigilator may raise the issue to the Director (Examination) for further resolution.

2.9 Open Door

PSB Academy believes in open communication and transparency in the work environment. In order to build an open and transparent work environment, you are encouraged to practice open communication, feedback and discussion on work-related matters. You may approach PSB Academy's senior management where necessary.

When handling any invigilator's feedback or concerns, PSB Academy's Exam Centre will exercise objectivity and professionalism at all times. PSB Academy's Exam Centre may engage a third party for example, a member of the Human Resource Department or the senior management team for further discussion to resolve any issues where necessary.

2.10 Dress Code

For more information on dress code, you may refer to the Invigilator Policy (PSBA-EXA-G03).

2.11 Retention of Gift

In order to safeguard the integrity of PSB Academy, you must not accept any gift in the course of work to PSB Academy.

For the avoidance of doubt, you can retain gifts that were given as souvenirs to all participants during opening ceremonies, conferences, dinners, etc. organised by PSB Academy.



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