

Participant Support Services

The Academy endeavours to provide a conducive learning environment for the participants to facilitate their pursuit of studies.

A. Orientation Program

Welcome Orientation

A Welcome orientation is conducted for every intake. The orientation covers the following areas:

- ✓ Introduction of TLA
- ✓ Course Objective and Coverage
- ✓ Course Duration and Schedule
- ✓ Classroom Expectations
- ✓ Student Handbook - soft copy is given to participants before course commencement
- ✓ Awards
- ✓ Testimonials
- ✓ Contact Details

B. Academic Support

Generally, TLA lecturers will hold at least a Degree in their area of teaching expertise from a regionally or internationally accredited institution or foreign equivalent; with relevant qualification and at least 2 years of relevant working and 5 years of teaching experience in a related field; and have maintained good communication skills. They are preferably trained in WSQ Advanced Certificate in Training and Assessment (ACTA) / WSQ Advanced Certificate in Learning & Performance (ACLP) / WSQ Diploma in Adult and Continuing Education (DACE).

Lists of lecturers are made available on TLA website.

C. Administrative Support

A training personnel from TLA is dedicated to manage the training programmes, the matters and requests of the participants.

The participants can approach TLA training team during office hours for their training related matters. The Academy will endeavour to provide its best support to ensure the needs of participants are well looked after. Participants are given the HP number to reach to TLA training team after office hour. Participants can forward their feedback and complaints to the Academy. There is also an avenue for participants' grievances and grades appeals.

D. Learning Experience

The physical classrooms are air-conditioned and equipped with training equipment to facilitate learning while the virtual trainings are held via zoom platform. Participants can contact the lecturers via emails. The email addresses are reflected in the module statement of course materials.

Appropriate site visits are incorporated in the programme to allow participants to have first-hand learning experience. They are accompanied by their respective lecturer/s who will tap on the site visits to supplement their lectures. Participants are requested to provide their feedback of the training programmes at the end of each modules via online course evaluation.

E. Graduation

Upon successful completion of the training programmes, a Graduation Ceremony is organised to celebrate their successes.

Awards are presented to the Best Achievers for achieving the best result in his/her cohort. Book Prizes are presented to graduates who top in their cohort of each module.

Graduates are linked to the Academy and the Singapore Logistics Association through the quarterly newsletter. They are encouraged to follow the TLA LinkedIn even before they graduate to keep track on the Academy's development and useful references