



# STUDENT HANDBOOK



**\*\* The content within this handbook is important to our students \*\***

## **N2 HUB TRAINING ACADEMY**

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Website: [n2hub.com](http://n2hub.com)

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## 1.INTRODUCTION

Welcome to N2 HUB TRAINING ACADEMY, and congratulations on making the excellent choice to embark on your educational journey with us.

The healthcare sector presents vast opportunities for career growth and job security in Singapore, and we provide courses that are tailor-made to equip both local Singaporeans and foreign talents with the necessary skills and knowledge to excel in this rapidly expanding field.

Whether you are looking to re-skill or re-orientate yourself, we are here to support you every step of the way. Our team of experienced instructors and staff is committed to ensuring that you receive top-notch training and guidance throughout your time with us.

At N2 HUB TRAINING ACADEMY, we take great pride in fostering a dynamic and inclusive learning environment. Our programs are thoughtfully designed to meet the evolving demands of the healthcare industry, ensuring that you are well-prepared to thrive in your chosen career path.

I am genuinely delighted that you have chosen to undertake your training with us, and I want to extend my heartfelt best wishes for your success in all your studies. Remember that you are not alone on this journey; our entire academy community is here to support and encourage you as you reach for your goals.

Once again, welcome to N2 HUB TRAINING ACADEMY. Let's embark on this educational adventure together and unlock a world of opportunities in the healthcare sector.

## 2.ABOUT N2 HUB TRAINING ACADEMY

**BUILDING STRONGER HEALTHCARE CAREER PATH THROUGH N2 HUB TRAINING ACADEMY.**

Our organization has been greatly inspired by the passion to fight for stronger public health policies. This priority is to provide critical tools and information to save and improve lives.

## 3.VISION & MISSION

### **3. Vision**

Our Vision is to Be a Leader in the Health Care Training Industry.

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## 4. Mission

Our Mission is Providing Concise and Relevant Courseware to Amplify the Knowledge of Our Learners.

## 5. Values and Cultures

**Excellence:** We strive for excellence in all aspects of our academic offerings, services, and support.

**Student-Centric:** Our students are at the heart of everything we do. We prioritize their needs, goals, and aspirations, tailoring our programs to cater to individual learning styles and ensuring a positive and enriching educational experience for each student.

**Innovation:** We embrace innovation and continuously seek creative and cutting-edge approaches to education and training.

**Integrity:** Transparency and honesty are central to building lasting relationships within our community.

**Diversity and Inclusion:** N2 Hub is a place where everyone feels welcome, respected, and valued, contributing to a vibrant and inclusive learning environment.

**Collaboration:** We believe in the power of collaboration and teamwork.

**Continuous Improvement:** At N2 Hub, we are committed to continuous improvement.

**Community Engagement:** We actively engage with the broader community, forging partnerships and initiatives that contribute positively to society.

**Empowerment:** We empower our students to take charge of their learning and professional development.

**Adaptability:** The world is ever-changing, and so are the needs of our students and industries.

## 4.ADMISSION PROCEDURES

To initiate the application process for enrollment in our courses, prospective students are required to complete and endorse an application form, while furnishing the essential supporting documentation. These supporting materials encompass the following items:

- A photocopy of either the identification card or passport.
- Photocopies of all relevant academic qualifications, as specified in the application form.
- The presentation of original documents is mandatory for verification purposes.
- Recent passport-sized photographs with a colored image against a white background, featuring either a matte or glossy finish.

For healthcare programs, it is compulsory for all students to undergo a medical examination at an accredited medical institution before they can be granted full admission to our courses.

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The admission procedures at N2 HUB TRAINING ACADEMY are detailed as follows:

a) The standard processing time typically takes around 7 working days, although certain applications may necessitate a more extended processing period.

b) Updates on the status of applications will be communicated to students through postal correspondence. Students who receive acceptance will be provided with a conditional letter of offer, which will be accompanied by a medical form for the required health examination.

c) Students who are responsible for out-of-pocket fees will be expected to make the necessary payment after signing the contract. Accepted payment methods include cash or payment to the company's Unique Entity Number (UEN).

## 5. STUDENTS POLICIES

### 5.1. Refund Policy

N2 HUB TRAINING ACADEMY policy regarding refunds stipulates that all registration fees and any other non-course or non-tuition-related fees are generally non-refundable. However, there are specific circumstances under which refunds may be granted, primarily when the Institute fails to fulfill its obligations, as detailed below:

Timeframe for Refund: Refund requests will be processed within 7 working days, and the refund amount will be processed within 14 working days.

### 5.2. Withdrawal Policy

Any request for withdrawal from enrollment without incurring a financial penalty should be submitted within the 7-day Cooling-Off period following the execution of the Standard Student Contract. All withdrawal requests must be documented using the official N2 HUB TRAINING ACADEMY withdrawal form. Please be aware that non-attendance or non-payment does not constitute a formal withdrawal from

a) Following the formal request, the Institute is obligated to communicate its decision regarding the withdrawal within 7 days of receiving the request.

b) In the event that withdrawals are approved, the refund policy, as stipulated in the executed Standard Student Contract between the student and the Training Academy, will be applicable.

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### 5.3. Attendance Policy

N2 HUB TRAINING ACADEMY places a strong emphasis on achieving a 100% attendance rate in both classroom and clinical settings (where applicable). Attending classes and actively participating is imperative for students to attain competence in their modules.

To maintain accurate attendance records, students are expected to sign the Attendance Sheet for each day or half-day of their scheduled sessions. Punctuality and regular attendance are enforced policies within the Institute, and students are solely responsible for upholding these standards. Should a student's attendance rate fall below the required level, they may be prohibited from participating in assessments for the module, resulting in a "Not Yet Competent" grade for the affected modules.

The Student Care Department will routinely monitor the weekly attendance rates of each student and, if necessary, initiate corrective actions such as issuing warning letters or arranging counselling sessions for students whose attendance rates have fallen below the mandated threshold.

Students are accountable for promptly notifying the Training Academy regarding the reasons for their absence, following the Institute's established procedures, as delineated below:

- a) Inform the Training Academy prior to the commencement of class or attachment duties by means of phone or email communication.
- b) Students are required to submit a medical certificate to the Training Academy as a documentation of their absence.

### 5.4. Appeal Policy

The process for submitting an appeal necessitates those applications be filed within a three-day period commencing upon the release of examination results. Appeals submitted after this stipulated timeframe will not be considered. Students must ensure the completion of the designated appeal form and the payment of the Appeal Administration Fee, in adherence to the guidelines articulated in the Standard Student Contract. It is important to note that appeals are exclusively permissible when a student has failed the module. Appeals for the purpose of achieving a higher pass grade will not be accommodated.

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## 6. ACADEMY PROCEDURES AND GUIDELINES

### 6.1. Entry Requirements

Admission to our courses is contingent upon students meeting the prescribed entry requirements for the respective course.

### 6.2. Course Modules and Duration

The specific duration of the course will be explicitly defined in the Standard Student Contract. All students are obliged to successfully conclude their course and fulfil the requisite assessments within the designated duration allocated for each course of study, except in cases where deferment has been granted by the Institute.

### 6.3. Course Orientation

Prior to the commencement of classes, it is mandatory for students to participate in a Start of Course Orientation briefing. This orientation session will serve to reaffirm course specifics, requirements, and expectations.

### 6.4. Course Fee Payment

All fees are to be remitted in Singaporean currency through various payment methods, including cash, cheque, or telegraphic transfer. In the case of cheque payments, they should be made payable to "N2 Hub Pte Ltd," unless otherwise specified by the Academy for third-party payments.

For students who opt for instalment payments (if applicable), it is essential to ensure timely settlement before the respective due dates to prevent any inconveniences or the imposition of late payment penalties (please refer to Appendix A of this Handbook for details).

It is important to note that appeal fees are levied for each module and are non-refundable, irrespective of the outcome of the appeal. Students may only initiate an appeal when specific criteria are met.

### 6.5. Scheduled Lectures, Practical Session and Assessment

The All enrolled students are expected to attend all scheduled lectures and mandatory assessments for their respective program. Furthermore, students are

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required to arrive at the class venue at least 15 minutes before the commencement of the lesson.

#### 6.6. Course Evaluation and Feedback

The academy conducts periodic course evaluations for each module, encompassing both pre-course and post-course assessments. The feedback obtained from these evaluations will be handled with the utmost confidentiality and utilized by the Academy for the enhancement of program administration and delivery. All students are strongly encouraged to actively participate in this feedback mechanism.

#### 6.7. Issuance of Digital Result Transcript & Certificate

##### **Characteristics and Advantages**

- Uncompromised Security
- Resistant to tampering and breaches.
- Ensures the utmost protection.
- Personalized Exclusivity
- Tailored uniquely to you.
- Reflects your individual identity.
- Accessibility on Demand
- Available at your convenience, from any location.
- Accessible at any time, providing flexibility.

Students will be provided with a digital certificate, which will be accompanied by a memory stick bearing the N2 Hub Training Academy logo. This memory stick will serve as a storage device for keeping digital copies of the certificates.

## 7. ASSESSMENT GUIDELINES AND RULES

### 7.1. Grading Scheme

Description	Academic Grade
Competent	C
Not Yet Competent	NYC

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In order to successfully pass the module, students must attain a proficient grade of "C." It is important to note that any student who has achieved a "Competent" assessment will not be eligible for module retakes. For students who have not yet reached the required level of competence in the module, two re-assessment opportunities are made available. These re-assessments must take place within the designated course duration.

The grading of academic courses adheres to the requirements set forth by the accrediting organization. Should students exhaust their re-assessment opportunities and still fail to meet the competence criteria, they will be obligated to retake the module, often referred to as a "Re-Module." Attendance in class is mandatory during this period, and students will be responsible for the applicable Re-Module fee at the time of enrollment Handbook. It's important to note that no training allowance will be disbursed in such cases.

All students currently enrolled are obliged to participate in the scheduled assessments and practical tests for each of their enrolled modules.

Moreover, it is imperative that students refrain from bringing mobile phones or any electronic devices capable of storing and displaying visual or verbal information into the examination and assessment venues. Any student found in possession of such electronic communication devices during an assessment will be regarded as having committed an act of academic misconduct and will incur appropriate penalties. N2 Hub Training Academy maintains the authority to disqualify candidates from the respective module in question.

In cases of cheating or involvement in any form of academic dishonesty, the implicated student may face the consequence of being debarred from taking any subsequent examinations. If proven guilty, the student will not receive a grade for the module in question and will be considered to have failed that individual module.

Should a student be unable to attend an assessment due to illness, it is mandatory for them to furnish a valid medical certificate within one day from the date of the assessment. Failure to do so will result in the student not receiving a grade for the assessment, and their record will indicate an "absence without valid reason."

In order to be eligible to take part in any assessment, a student is required to attain a minimum class/training attendance rate of 75%. If this attendance criterion is not met, the student will not receive any marks, even if they participate in the assessments.

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The outcomes of each assessment will be made available to students within a period of two weeks following the conclusion of each assessment session.

## 7.2. Absence from Class/Training or Assessment

Upon a student's return to class, it is imperative that they provide a medical certificate to the Academy. Any absence in the absence of a valid medical certificate will be recorded as an unexcused absence on the attendance record.

## 7.3. Submission of Medical Certificate

If a student is unable to attend classes due to medical reasons, it is mandatory for them to submit the original medical certificate or a verified copy to the Student Services Office through their respective lecturer. The medical certificate must contain the following details, which the student is responsible for indicating:

Student's Full Name

Student Identification Number (NRIC)

It is important for students to be aware that the validity of the medical certificate is acknowledged and accepted solely when issued by hospitals, polyclinics, or general practitioners.

## 7.4. Punctuality

Punctuality serves as an expression of respect and responsibility. Students are anticipated to exemplify self-discipline by consistently adhering to punctuality when attending lectures and submitting their assignments.

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## 8. CONDUCT WITHIN THE ACADEMY

### 8.1. Student Conduct

N2 HUB TRAINING ACADEMY places a strong emphasis on fostering the professional development of our students. It is imperative that all students consistently adhere to the highest standards of behaviour.

Every student enrolled at N2 HUB TRAINING ACADEMY has the right to receive an education, and it is the academy's duty to create an environment that fosters learning while ensuring the safety and well-being of the student community.

All students are expected to exhibit proper conduct and refrain from engaging in disruptive behaviour, both during lectures and within the academy's facilities. Any actions by a student that disrupt the educational experience of other students or impede the institute's ability to fulfill its responsibility in providing education are considered unacceptable offenses. As a consequence of such offenses, a student may face expulsion from the institute.

### 8.2. School Rules

One's appearance serves as an indicator of their confidence and positive self-esteem. Initial impressions are often shaped by one's outward presentation and are established swiftly. In the realm of health careers, there exist specific professional standards that are generally applicable. Students are required to adhere to fundamental guidelines, which encompass, but are not restricted to, the following:

#### **Personal Appearance**

##### **1. Students' Dress Code**

All students must wear the official uniform provided by N2 HUB TRAINING ACADEMY, and any alterations to the uniform are strictly prohibited. It is imperative that students present themselves in a tidy, properly fitting, and unblemished uniform, free from wrinkles. Students are required to adhere to the dress code by wearing black pants when attending lectures.

##### **2. Hair**

Students are required to uphold a well-groomed and tidy hairstyle consistently. Extravagant or unconventional hairstyles, vibrant hair colours, and elaborate hair accessories should be avoided. Additionally, hairstyles with fringes that obscure vision during tasks are not permitted.

Female students are expected to secure their shoulder-length or longer hair neatly through tying, bunning, or pinning it up. Male students should maintain

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their hair above the collar level. Furthermore, it is a requirement for male students to be clean-shaven.

### **3. Jewellery**

The wearing of jewelry is strictly prohibited while in uniform due to the potential risks of causing injury to others or transmitting pathogens to patients. Exceptions to this rule are permitted and are limited to the inclusion of a simple wristwatch and a wedding band. Small, discreet pierced earrings are also allowed for female students exclusively.

### **4. Footwear**

When wearing the uniform, all students must have black shoes.

### **5. Hands**

Maintain neat and well-groomed nails. Avoid using vibrant or flamboyant nail polish.

## **Code of Conduct**

### **Smoking**

Smoking is prohibited both inside the N2 HUB TRAINING ACADEMY premises and within the designated non-smoking areas of the building.

### **Eating and Drinking**

Please refrain from bringing any food or beverages, except for plain water, into the training rooms. We have a designated student lounge where you can enjoy your meals and drinks.

### **Personal Property**

Students bear the responsibility for the security of their personal belongings and are expected to take necessary precautions. Mobile phones and media players must not be left unattended. While these devices are not to be utilized during class, they may be stored in your bag.

### **Mobile Phones**

The use of mobile phones is strictly prohibited within the classroom. They must be powered off or set to silent mode and should only be utilized for emergency communication.

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## 9. HANDLING OF STUDENT GRIEVANCES

A grievance or complaint pertains to an individual's expression of dissatisfaction with any aspect of the services and activities provided by the Training Academy. These aspects encompass both academic and non-academic matters, including but not limited to:

- The enrolment and orientation process
- The quality of training
- Academic concerns such as student progress, assessments, curriculum, and awards within the course of study
- Handling of personal information and access to personal records
- The manner in which someone has been treated

Prior to the elevation of an issue to the formal grievance stage, it is strongly recommended that students, to the extent feasible, engage in informal discussions with the pertinent parties. The Coordinator/Executives and the personnel of the Student Care Department stand ready to assist in the amicable resolution of concerns at this juncture. It is noteworthy that informal grievances may not be subject to formal documentation.

In the case of formal grievances or complaints, students are obligated to formally submit these in writing, specifically addressing their concerns to the Manager of Student & Career Services initially. Alternatively, students may opt to transmit their grievances or complaints via email to the designated contact link or email address, which will be provided for your reference.

The formal grievance and complaint handling process involves as below:

### Lodging of Grievance Formally

Acknowledgment of the grievance receipt will occur within three (3) working days. The formal grievance handling process will commence within seven (7) working days upon receipt, with all reasonable measures taken to expedite the procedure.

The Manager of Student Care Services shall diligently strive to resolve the grievance. Subsequently, a comprehensive written report will be furnished to the complainant, detailing the steps taken to address the grievance. Where feasible, this report will also incorporate the rationale behind the decision. This report will be delivered within 14 working days. Furthermore, it will apprise the complainant of their entitlement to access the internal appeals process should they find the outcome of their formal grievance unsatisfactory.

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## 10. PERSONAL DATA PROTECTION

N2 HUB TRAINING ACADEMY is dedicated to upholding the confidentiality of students' data. Information derived from student admissions and registration is exclusively employed for record-keeping purposes. In the event that there is a need to utilize this information for any other purpose, the Academy will diligently secure written permission from the student. In such cases, students are required to provide their consent by affixing their signature on a 'Consent Form,' which explicitly states the intended purpose for which the information will be used.

## 11. COURSE FEES & CHARGES

One may obtain information regarding the course fees for individual courses by contacting the designated course coordinator.

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## APPENDIX A

STANDARD NON-COURSE FEE	
<b>Course Application Fee</b>	<b>\$50</b>
MISCELLANEOUS FEE	
<b>Uniform Fee (per set)</b> <i>The fee should be paid before the commencement of the course, which will take place during the Orientation session. Please be aware that once the uniform is used or washed, the fee becomes non-refundable.</i>	<b>\$40</b>
<b>Admin Fee for Deferment of Course/Module (per deferment)</b> <i>Fee payable upon application for deferment</i>	<b>\$50</b>
<b>Admin Fee for Appeal (per appeal)</b> <i>Fee payable upon submitting the appeal</i>	<b>\$30</b>
<b>Re-issuing of Digital Certificate</b>	<b>\$20</b>
<b>Penalty for Late Fee Payment (per week)</b> <i>Fee payable by due date</i>	<b>\$50</b>

The fees listed above are inclusive of the applicable Goods and Services Tax (GST) at the prevailing rate. Payment should be made in Singapore Dollars and can be submitted in the form of cash, a cheque, or through telegraphic transfer. When making payments by cheque, please ensure that they are made payable to "N2 HUB Pte Ltd."

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