

**Note to all applicants:**

Please complete the following “WSQ Organisation Accreditation (OA) and Enhanced Registration Framework (ERF)” application form which should be uploaded to SSG’s SkillsConnect (SCN) System at <https://www.skillsconnect.gov.sg> together with all supporting documents.

The application form should be uploaded in an editable word format. Please compress the document into a zipped folder for uploading in SCN.

With effect from 15 June 2018, applicants are required to show a net profit in the immediate preceding year. Applications who do not meet this requirement will be rejected. OA fees paid will not be refunded.

S/No.	Pre-requisites	Specific Requirements	Evidences
1.	Legal Entity	<ul style="list-style-type: none"> <li>- Organisation is registered with appropriate registration and/or regulatory bodies</li> <li>- Has a local operation</li> </ul>	<ul style="list-style-type: none"> <li>- ACRA business profile</li> <li>- Any other relevant registration certificates from the registration and/or regulatory bodies</li> </ul>
2.	Defined Roles and Responsibilities	<ul style="list-style-type: none"> <li>- Organisation assigns duties and responsibilities to meet the needs and expectations of its stakeholders leading towards quality CET delivery</li> </ul>	<ul style="list-style-type: none"> <li>- Organisation chart showing the management team and WSQ staff</li> <li>- Write-up on individual duties and responsibilities for all WSQ staff</li> <li>- Notes of management team and/or WSQ staff meeting</li> </ul>
3.	Sound Financial Health	<ul style="list-style-type: none"> <li>- Organisation is in good financial health</li> <li>- Organisation has good accounting/financial practices and records</li> </ul>	<ul style="list-style-type: none"> <li>- Most recent 3-years financial statements and/or other records to justify business continuity</li> <li>- Organisation chart and write-up on job descriptions depicting staff-in-charge of accounting and financial matters</li> </ul>
4.	Sufficient Line-up of Adult Educators (AEs)	<ul style="list-style-type: none"> <li>- Sufficient line-up of qualified trainers, assessors and curriculum developers who are subject matter experts with significant number possessing Advanced Certificate in Training and Assessment (ACTA) full qualification (FQ) or equivalent*</li> <li>- All developers must attain Diploma in Adult and Continuing Education (DACE) FQ or equivalent*</li> </ul>	<ul style="list-style-type: none"> <li>- ACTA FQ Certificates or equivalent of the AEs</li> <li>- DACE FQ Certificates or equivalent of the developers</li> <li>- Recognised technical certification/qualification relevant to identified field</li> <li>- Curricula vitae (CVs) of the AEs</li> <li>- Write-up on organisation’s/</li> </ul>

		<i>*Details on the specific requirements are in the SSG website</i>	management in its experience in CET delivery in identified field
5.	Adequate Facilities and Equipment	<ul style="list-style-type: none"> <li>- Adequate facilities and equipment in place to meet the needs of learners as well as training and/or assessment delivery of the programme</li> <li>- E-Learning Requirements (If applicable): <ul style="list-style-type: none"> <li>• Facilitator/instructor support is available for learners who need further clarification or assistance during the e-Learning</li> <li>• Adequate technical helpdesk support made available for learners</li> <li>• Mechanism/ monitoring system to track learner participation, online activities and e-learning progress</li> <li>• For e-assessment, physical or online authentication of the authorised learner can be carried</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Write-up and photos of physical facilities and infrastructure for training and/or assessment delivery of the programme</li> </ul> <p><i>NB: SSG officers may schedule for a site audit to view the facilities and equipment</i></p>
6.	Systems and Capabilities in Place to Support Fulfilment of the Roles and Responsibilities of an ATO	<ul style="list-style-type: none"> <li>- Established systems and capabilities to support the following duties: <ul style="list-style-type: none"> <li>• Marketing function</li> <li>• Designing and delivering training and/or assessment effectively</li> <li>• Developing and maintaining an effective training and assessment system</li> <li>• Monitoring, evaluating and reporting on outcomes of training</li> <li>• Recruiting, monitoring, training and developing AEs</li> <li>• Submitting training and assessment records to SSG</li> <li>• Issuing Statement of E-certificates or FQ certification</li> <li>• Making continuous improvements</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Write-up and/or workflow on: <ul style="list-style-type: none"> <li>• Mode of providing essential information to trainees and customers</li> <li>• Pre-course advisory service</li> <li>• Post-course advisory support</li> <li>• System to review and monitor curriculum development, training and assessment</li> <li>• Procedures to track outcomes</li> <li>• Process to recruit, monitor, train and develop AEs</li> <li>• Administration system to maintain training and assessment records</li> </ul> </li> </ul>

			<ul style="list-style-type: none"> <li>• Administration system to print and distribute E-certificates or FQ certificates</li> <li>• Procedures to manage customer complaints, grievances and appeals</li> <li>• Refund policies</li> </ul> <p>– Deployment documents, eg. forms, receipts</p>
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**This note applies to applicants who are applying for both WSQ & ERF:**

Private Education Institutions (PEIs) are required to comply with the Private Education Act and Regulations at all times.

The Information Notes on the Enhanced Registration Framework (ERF) can be downloaded from the SSG website.

In addition to the supporting documents required for WSQ OA application, the following documents are required for ERF registration:

1. Duly completed PEI Registration Smart Form

- The applicant must be either a director of the company registered with ACRA or management committee member of a registered society.
- Sections (g) – (i) of the form are meant for courses that are **not** WSQ-funded. They may be left blank if the ATO only offers WSQ private education courses.
- Supporting documents must be submitted for non-WSQ courses. The list of requisite supporting documents (Parts 3 and 4) is available on the SSG website.

2. Fire Safety Certificate(s) for all premises registered in the PEI Registration Smart Form.