

**FAQs for Organisational Accreditation / Course Accreditation /
Continuous Improvement Review**

S/No.	<u>FAQs</u>
A	GENERAL INFORMATION
1	<p>What are the different types of Approved Training Organisation (ATO)?</p> <ul style="list-style-type: none"> ○ Public <ul style="list-style-type: none"> ○ Delivering training/assessment to the general public and corporate clients only ○ In-house <ul style="list-style-type: none"> ○ Delivering training/assessment to your own employees only ○ Both <ul style="list-style-type: none"> ○ Delivering training/assessment to both general public and corporate clients + your own employees
2	<p>What are the modes of training delivery for ATOs?</p> <ul style="list-style-type: none"> ○ Training only <ul style="list-style-type: none"> ○ Development and delivery of training only ○ Assessment only ○ Development and conduct of assessment only ○ Also known as “assessment only pathway (AOP)” ○ Training and (with) Assessment ○ Development and conduct of training with assessment as a whole package ○ All ATOs are expected to offer only “training and (with) assessment” unless otherwise approved for ○ Currently, all training/assessment must be conducted in Singapore
3	<p>Are there any restrictions for entry into certain WSQ Frameworks?</p> <p>Yes, there are certain restrictions. Please check with SSG before applying.</p>

<p>4</p>	<p>What are the different approvals that I need to obtain/maintain as an ATO?</p> <ul style="list-style-type: none"> ○ Organisational Approval (OA) application <ul style="list-style-type: none"> ○ Evaluation of organisation’s suitability to enter and provide training/assessment under WSQ ○ Course Accreditation (CA) application <ul style="list-style-type: none"> ○ Submitted after obtaining OA ○ Evaluation of ATO’s proposed WSQ course ○ Continuous Improvement Review (CIR) audit <ul style="list-style-type: none"> ○ Conducted on ATO at least once every 2 years ○ Evaluation of ATO’s WSQ management, operations, and internal quality assurance systems and practices ○ Determines ATO’s continuation in or exit out of WSQ system 															
<p>B ORGANISATION ACCREDITATION (OA)</p>																
<p>5</p>	<p>What supporting documents do I need for OA submission?</p> <table border="1" data-bbox="309 1095 1426 2002"> <thead> <tr> <th data-bbox="309 1095 363 1167"></th> <th data-bbox="363 1095 655 1167">Pre-requisite</th> <th data-bbox="655 1095 1426 1167">Specific Requirement</th> </tr> </thead> <tbody> <tr> <td data-bbox="309 1167 363 1431">1.</td> <td data-bbox="363 1167 655 1431">Legal Entity</td> <td data-bbox="655 1167 1426 1431"> <ul style="list-style-type: none"> • Organisation is registered with the Committee for Private Education (CPE) • Organisation is registered with other appropriate registration and/or regulatory bodies • Has a local operation </td> </tr> <tr> <td data-bbox="309 1431 363 1570">2.</td> <td data-bbox="363 1431 655 1570">Defined Roles and Responsibilities</td> <td data-bbox="655 1431 1426 1570"> <ul style="list-style-type: none"> • Organisation assigns duties and responsibilities to meet the needs and expectations of its stakeholders, leading towards quality CET delivery </td> </tr> <tr> <td data-bbox="309 1570 363 1736">3.</td> <td data-bbox="363 1570 655 1736">Sound Financial Health</td> <td data-bbox="655 1570 1426 1736"> <ul style="list-style-type: none"> • Organisation is in good financial health • Organisation has good accounting / financial practices and records </td> </tr> <tr> <td data-bbox="309 1736 363 2002">4.</td> <td data-bbox="363 1736 655 2002">Sufficient Line-up of Adult Educators</td> <td data-bbox="655 1736 1426 2002"> <ul style="list-style-type: none"> • Sufficient line-up of qualified trainers, assessors and curriculum developers who are subject matter experts with significant number with the <u>Public and in-house ATO</u> – Full qualification (FQ) of Advanced Certificate in Training and Assessment (ACTA) or equivalent* </td> </tr> </tbody> </table>		Pre-requisite	Specific Requirement	1.	Legal Entity	<ul style="list-style-type: none"> • Organisation is registered with the Committee for Private Education (CPE) • Organisation is registered with other appropriate registration and/or regulatory bodies • Has a local operation 	2.	Defined Roles and Responsibilities	<ul style="list-style-type: none"> • Organisation assigns duties and responsibilities to meet the needs and expectations of its stakeholders, leading towards quality CET delivery 	3.	Sound Financial Health	<ul style="list-style-type: none"> • Organisation is in good financial health • Organisation has good accounting / financial practices and records 	4.	Sufficient Line-up of Adult Educators	<ul style="list-style-type: none"> • Sufficient line-up of qualified trainers, assessors and curriculum developers who are subject matter experts with significant number with the <u>Public and in-house ATO</u> – Full qualification (FQ) of Advanced Certificate in Training and Assessment (ACTA) or equivalent*
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		<p>All developers must attain FQ of Diploma in Adult and Continuing Education (DACE) FQ or equivalent*</p> <p><u>In-house ATO only</u> – Workplace Trainer Programme (WTP) or equivalent*</p> <p>At least 1 master trainer[#] must attain FQ of ACTA or equivalent.</p> <p>At least 1 developer[#] must attain FQ of ACTA or equivalent.</p> <p>[#] can be the same person.</p> <p>* Details on the specific requirements are in the SSG website.</p>
5.	Adequate Facilities and Equipment	<ul style="list-style-type: none"> Adequate facilities and equipment in place to meet the needs of learners as well as training and/or assessment of the programme
6.	Systems and Capabilities	<ul style="list-style-type: none"> Established systems and capabilities to support ATO
7.	Two-Year Plan	<ul style="list-style-type: none"> Two-year plan for each specific new framework applied
<p>In-House ATO needs to submit items: 1, 2, 4, 5, 6 while Public ATO needs to submit additional items: 3 & 7</p>		
6	<p>Why is there a mandatory Adult Educators (AE) qualification requirement?</p> <p>The Ministry of Manpower has announced an array of CET-related initiatives at the Committee of Supply (COS) on 9 Mar 2011. One of the announcements is the introduction of new qualifications requirements to raise the professionalism of WSQ trainers, assessors and curriculum developers.</p> <p>Through phased implementation commencing 1 April 2011, new and existing WSQ training providers will have to ensure that stipulated proportions of their trainers, assessors and curriculum developers have the required or equivalent qualifications.</p>	
7	<p>Where can I find information on AE requirements?</p> <p>Visit Institute for Adult Education (IAL) website (www.ial.edu.sg) for info on pathways to achieving full WSQ ACTA, credit exemptions, and recognised equivalent qualifications.</p>	

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What is the timeline for the AE requirement?**“Public” and “Public cum In-house” WSQ ATOs**

Role	Phase I – By 1 Oct 2012	Phase II – By 1 Oct 2013	¹ Phase III – By 1 Oct 2014
Trainer and/or assessor	At least 50% with full Advanced Certificate in Training and Assessment (ACTA) or equivalent	At least 65% with Advanced Certificate in Training and Assessment (ACTA) or equivalent	At least 80% with Advanced Certificate in Training and Assessment (ACTA) or equivalent
Curriculum Developer ²	100% with Diploma in Adult and Continuing Education (DACE) or equivalent by 1 Oct 2015		

“In-House” WSQ ATOs

Role	Phase I – By 1 Oct 2012	Phase II – By 1 Oct 2013	¹ Phase III – By 1 Oct 2014
Trainer and/or assessor	At least 50% with Workplace Trainer Programme (WTP) or equivalent	At least 65% with Workplace Trainer Programme (WTP) or equivalent	At least 80% with Workplace Trainer Programme (WTP) or equivalent
Master Trainer	At least 1 master trainer* must attain full ACTA or equivalent by 1 Oct 2013		
Curriculum Developer	At least 1 developer* must attain full ACTA or equivalent by 1 Oct 2013		

[1] New ATOs or existing ATOs who are moving into new areas of training are required to meet requirements in Phase III with immediate effect.

[2] Today, curriculum developers of ATOs are already required to meet ACTA or its equivalent. They will also be required to meet the new DACE requirement by 1 Oct 2015.

* Can be the same person

- An OA applicant (applying to be a “public only” or “public & in-house/both” ATO) must have **significant number** of its adult educators (trainers, assessors, curriculum developers) possessing the full WSQ Advanced Certificate in Training & Assessment (ACTA)
- The requirement applies to the OA applicant’s entire pool of identified adult educators i.e. full-time, part-time, associate, adjunct faculty

<p>9</p>	<p>How do I make Organisation Approval (OA) application?</p> <p>WSQ Applicant submits the required documents according to the information at the SSG website on ‘Step 1: How to get your organisational approved?’ via SSG’s SkillsConnect (SCN) System and makes payment of application fee via e-payment mode for organisation approval.</p>						
<p>10</p>	<p>How much does it cost?</p> <p>A non-refundable application fee for WSQ organisation accreditation as follows:</p> <table border="1" data-bbox="316 678 1401 772"> <thead> <tr> <th>S/No.</th> <th>Type of Application</th> <th>Charges (Inclusive of GST)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>WSQ Organisation Accreditation(Include adding of Framework/s)</td> <td>\$535.00</td> </tr> </tbody> </table> <p><i>*NB: View the application fee for the Finance WSQ framework.</i></p> <ul style="list-style-type: none"> ○ Successful payment of fees and submission of application does not constitute approval of the submitted application. Upon successful submission of application for accreditation, SSG will commence auditing the submission 	S/No.	Type of Application	Charges (Inclusive of GST)	1.	WSQ Organisation Accreditation(Include adding of Framework/s)	\$535.00
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<p>11</p>	<p>Does existing WSQ ATO need to make application to deliver new WSQ Framework/s?</p> <p>Organisational application also applies to existing WSQ ATO intending to deliver new WSQ Framework/s.</p>						
<p>12</p>	<p>When I submit my OA application in SkillsConnect System, which are the right registration type number should I select?</p> <ul style="list-style-type: none"> ○ For ‘local companies’; to select : ROC with the respective ACRA registration number ○ For ‘local businesses’; to select: ROB with the respective ACRA registration number ○ For ‘local charities/societies and other type of organisation’; to select UEN with the respective registration number ○ For ‘Others: none of the above’, these two scenarios are applicable : 						

	<ul style="list-style-type: none"> ○ <u>Scenario 1</u>: applicant is a special unit/branch of a real legal entity with approval from Team Lead (e.g. a branch of PSEI such as Singapore Polytechnic (SP) which does not want to be registered under SP). ○ <u>Scenario 2</u>: Special entities such as insurance, or real estate agencies
13	<p>What is the outcome if the registration type is not in order?</p> <p>The application will be rejected as the funding cannot be processed with the erroneous registration type even in the event that the application is approved. The applicant is to put up a fresh application with OA application fee.</p>
14	<p>Why the need for the OA application to be routed back to the applicant to request for documents or clarifications?</p> <p>The need for the application to be routed back to the applicant to request for documents or clarifications arises when the submission is incomplete for processing. The incompleteness can be caused by missing or inadequate information, omission of documents, contradictories or ambiguities etc. SSG reserves the right to reject the application for incomplete submission.</p>
15	<p>What is the timeline to respond to the clarifications or request by SSG?</p> <p>Adhere to the timeline stated in the clarification note. If timeline is not stated, the rule of thumb is three working days to furnish all requested information or address all issues.</p>
16	<p>When will I be notified of the OA application outcome?</p> <p>Authorised personnel will be notified of the application result in about 20 working days upon receipt of a complete and accurate submission</p>
17	<p>What can I do if the OA application is rejected?</p> <p>If your OA application is rejected, you may re-apply at a later time with the required documents and application fee, or submit an appeal. Before re-applying, it may be beneficial to understand the rationale for the rejected outcome, address the issues before making another application.</p>

<p>18</p>	<p>How do I make an appeal if my OA is unsuccessful?</p> <ul style="list-style-type: none"> ○ Appeal to be submitted within 2 weeks (10 working days) from date of notification of unsuccessful/unfavourable outcome ○ Submit letter stating background, nature of appeal, reasons, supporting evidence why outcome decision should be reversed or revised ○ Appeal submission addressed to: <ul style="list-style-type: none"> ○ Director Quality Management Division SkillsFuture Singapore 1 Marina Boulevard #16-01 One Marina Boulevard Singapore 018989 ○ Non-refundable fee of S\$374.50 (inclusive of GST) is payable for each appeal. Payment by crossed cheque or cashier's order to the "SkillsFuture Singapore Agency". Payment to be submitted with appeal. ○ Appeal will be processed and reviewed after payment has been received in good order ○ Appeal result made known to the applicant within 4 weeks after payment effected ○ Applicant informed of outcome of appeal and decision made will be final
<p>19</p>	<p>What is the validity period for my OA status?</p> <ul style="list-style-type: none"> ○ Approval is for a period of 2 years <ul style="list-style-type: none"> ○ Special conditions may apply (this will be specified if any) ○ Continuation of approval subject to outcome of CIR audit ○ Organisations with multiple OAs i.e. approved for more than 1 WSQ framework and/or sub-sector will have common OA validity period based on 2 year cycle of the earliest framework approved ○ Routine CIR audit scheduled/conducted based on the common OA expiry date, if applicable
<p>20</p>	<p>After obtaining OA approval, when should I submit my courses for Course Accreditation (CA) application?</p> <ul style="list-style-type: none"> ○ Upon obtaining OA, WSQ ATO is to submit courses for Course Accreditation (CA) application within six months. Otherwise, the WSQ ATO may be deemed

	<p>as inactive (unless with valid reasons) and the WSQ ATO status may be affected.</p> <ul style="list-style-type: none"> ○ Unsuccessful applicants can resubmit a new OA application with usual fees ○ Such applicants may wish to discuss the shortcomings of their unsuccessful application with the relevant SSG officer before deciding to do so
21	<p>What are the obligations with your ATO status which must be fulfilled?</p> <ul style="list-style-type: none"> ○ Submit course accreditation for at least one module <u>within six months</u> from the date of Organisational Approval; ○ Training has to start <u>within 6 months</u> after the first course accreditation; ○ Provide plan(s) to SSG on managing affected learners <u>at least 1 month</u> before an intention to cease operations, should this occur; ○ Update SSG on any changes or addition of new facilities and/or location <u>at least 1 month</u> prior to change; and ○ Due delivery of the 2-year plan.
C	COURSE ACCREDITATION (CA)
22	<p>What are the types of course offering?</p> <ul style="list-style-type: none"> ○ Single (competency) unit courses <ul style="list-style-type: none"> ● Training and/or assessment leading to award of 1 WSQ Statement of Attainment (SOA) ○ Integrated (multiple competency units) courses <ul style="list-style-type: none"> ● Training and/or assessment leading to award of 2 or more WSQ Statements of Attainment (SOAs) ○ Full qualifications <ul style="list-style-type: none"> ● Training and/or assessment leading to award of a level of a WSQ certificate or diploma (which consists of several relevant competency units) ● In general, only SSG appointed Continuing Education & Training (CET) Centres are allowed to offer full qualifications
23	<p>Can I submit multiple CUs in one submission?</p> <p>Yes, this would be considered integrated submission.</p>

	<p>However for new applicants, it would be advisable to start on a modular basis. Establish track records and built up internal systems to support the development, training and assessment functions as well as administration. Upon satisfying oneself and or SSG, integrated submission should be considered.</p>															
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<p>25</p>	<p>What supporting documents do I need to provide for CA submission?</p> <ul style="list-style-type: none"> ○ Course Learner’s Profile ○ Course Lesson Plan ○ Course Assessment Plan ○ Trainer Guide ○ Learner Guide ○ Mapping of PC/PS/UK to Learner & Trainer Guide (i.e. Cross-reference Matrix) ○ Any other documents to be used in the course ○ Permission obtained from copyright owner(s) to adapt or reproduce original work in whole or part (if any) ○ CVs of AEs / SMEs (if applicable) ○ Other supporting documents (e.g. certificates of AEs / SMEs, licenses, etc) as part of the auditing and accreditation process 															

26	<p>What if I forget to submit the supporting documents?</p> <p>Omission of required documents from course accreditation application and/or incomplete course details or required documents may result in application being rejected or failed.</p>
27	<p>What is the type of file format and size supported by SkillsConnect?</p> <ul style="list-style-type: none"> ○ File size is limited by 5MB ○ Only PDF file format or zipped word document are supported. ○ Files can be zipped up for further compression.
28	<p>Will SSG contact me if there is a need for any verification?</p> <ul style="list-style-type: none"> ○ In-between date of submission and final outcome of application, SSG may contact ATO for clarifications on submission. SSG may require amendments be made to course and/or recommend areas for improvement or enhancement ○ All revisions and/or enhancements to submission expected to be completed within 10 working days and presented to SSG for further review ○ ATOs who exceed 10 working days allocated may have submission audited and accreditation outcome based on most current set of course details and documents available to SSG
29	<p>Will the auditor who evaluates the courseware conduct a site audit?</p> <p>Manager decides if site audit is required according to needs basis. The applicant's Management Representative and preferably courseware developer have to be present to facilitate the site audit.</p>
30	<p>What are the common Pitfalls or Misconceptions to be avoided for CA submission?</p> <ul style="list-style-type: none"> ○ Typographical and grammatical errors/ inconsistencies <ul style="list-style-type: none"> ○ Typographical and grammatical errors scattered around the courseware. There are also inconsistencies such as different training and assessment duration or information in the SkillsConnect Systems, Lesson Plan and Assessment Plan which contradict.

- Sometimes ATO just rectify the issues being highlighted but does not review the courseware thoroughly and revise as appropriate. Please remember that issues identified during the SSG clarification stage are not exhaustive but an indication that the courseware needs further review and rectification.
- ATO is required to establish and implement rigorous internal quality check before CA submission.
- Funding Hours
 - There may be a misconception that the approved course will be funded according to the proposed training and assessment hours.
 - If the proposed hours coincide or exceed the Recommended Learning Hours (RLH) stipulated in the Curriculum, Training and Assessment Guide (CTAG), the funding will be capped at the RLH.
 - In the event that the course duration is less than RLH, the funding will be according to the proposed duration.
- Learner Guide
 - Inadequate or no coverage of certain performance criteria (PC)/performance statement (PS)/underpinning knowledge (UK) in Learner Guide. Examples of inadequate coverage are insufficient content to impart the knowledge, concept or lacking in relevant work related examples to enable and enhance learning. In addition to the content, there must be appropriate learning activities or projects to enable applications.
- Trainer Guide
 - Trainer Guide is not developed in the way that it could serve its purpose. For example, Trainer Guide is similar to Learner Guide with insufficient instructions to guide the facilitation of the trainer in the lecturing and learning activities. Wherever possible, the learning activities should be completed with suggested answers so as to provide an objective references to aid the trainer's debrief to the learners.
 - Learner Guide and Trainer Guide are directly adopted from the Competency Standard (CS) and Curriculum Training and Assessment Guide (CTAG) with minimal additional content. SSG professional documents such as Competency Standard and Curriculum Training and Assessment Guide are meant to serve as requirement guidelines and not to be copied or adopted as the main content.
- Design of Assessment Plan

- Design of Assessment Plan is not optimal. Some examples of inappropriately designed Assessment Plan are as follows:
- Example 1: Role Play and Practical Performance are proposed as the assessment methodologies but there are no/insufficient/unclear assessment criteria to assess the competency of the candidates. If the assessment instructions are unclear, the assessment cannot be carried out effectively as well.
- Example 2: When the ratio of assessor to candidates is 1: whole class for Role Play and Practical Performance, the competency of individual candidate is not effectively assessed.
- Example 3: Design of assessment does not pitch at the correct Bloom's Taxonomy Level. For instance, for level 4 modules at Diploma level, the questions should assess the analysis, synthesis and evaluation skills in the context of the subject matter and reference can be accessed from the CS. Therefore it is not advisable to design majority of the questions at Bloom Taxonomy Level 1 (Knowledge), Level 2 (Comprehension) for Diploma Level.
- Example 4: The Range of Application in the Competency Standard is adopted wholesale to form the questions and answers in the Assessment Plan.
- Example 5: The Range of Application in the Competency Standard is not covered adequately. For example the items which must be completely included are partially assessed.
- Example 6: Assessment methods are not suitable. For example, Written Assessment is proposed when Practical Performance is more effective in determining the competency of the candidates.
- Example 7: Assessment methods which lack individual demonstration of competency. For instance, presentation which involves one presenter out of a group of learners is not recommended as summative assessment.

<p>31</p>	<p>What is the general processing time for a CA application?</p> <p>Upon successful and complete submission of a course accreditation application, ATO can expect to receive final outcome of application within 30 working days.</p> <p>It is advisable that the ATO does not pre-empt the result of CA and market or accept registration for a course before the CA result if formally notified.</p>
<p>32</p>	<p>How do I know of the status of my CA application?</p> <ul style="list-style-type: none"> ○ Courses audited and found to meet WSQ accreditation criteria will be approved i.e. PASS <ul style="list-style-type: none"> ○ A computer-generated email will be sent to ATO to inform them of their accredited course ○ An audit report attached with the email ○ Courses submitted that were evaluated to not have met WSQ accreditation requirements will not be approved i.e. FAIL <ul style="list-style-type: none"> ○ A computer-generated email will be sent to ATO to inform them of an unsuccessful accreditation outcome ○ An audit report will be attached with the email which will contain reasons for non-accreditation ○ In event CA applications REJECTED due to WSQ-approved organization not approved to offer particular course in the first instance, or in cases of incomplete submissions <ul style="list-style-type: none"> ○ An email will be sent to ATO informing them of rejection ○ No audit report will be produced
<p>33</p>	<p>After obtaining my CA approved, what must I take note of?</p> <p>Notwithstanding the above, a WSQ-accredited course may be expired i.e. accreditation withdrawn if there is no training and/or assessment conducted within 6 months of the accreditation date.</p>
<p>34</p>	<p>How do I make an appeal if my CA is unsuccessful?</p> <ul style="list-style-type: none"> ○ Appeal to be submitted within 2 weeks (10 working days) from date of notification of unsuccessful/unfavourable outcome ○ Submit letter stating background, nature of appeal, reasons, supporting evidence why outcome decision should be reversed or revised ○ Appeal submission addressed to: <ul style="list-style-type: none"> ○ Director Quality Management Division

	<p style="text-align: center;">SkillsFuture Singapore 1 Marina Boulevard #16-01 One Marina Boulevard Singapore 018989</p> <ul style="list-style-type: none"> ○ Non-refundable fee of S\$374.50 (inclusive of GST) is payable for each appeal. Payment by crossed cheque or cashier’s order to the “SkillsFuture Singapore Agency”. Payment to be submitted with appeal. ○ Appeal will be processed and reviewed after payment has been received in good order ○ Appeal result made known to the applicant within 4 weeks after payment effected ○ Applicant informed of outcome of appeal and decision made will be final 										
D	CONTINUOUS IMPROVEMENT REVIEW (CIR)										
35	<p>What is a CIR audit?</p> <ul style="list-style-type: none"> ○ CIR audit conducted by SSG on WSQ ATO at least once during ATO’s 2-year OA period. ○ Routine CIR audit conducted within the 2nd year of the ATO’s OA period (approx. 6 months before OA expiry) ○ Ad-hoc CIR audits conducted if need arises e.g. serious complaints lodged or allegations against the ATO ○ Depending on outcome of CIR audit, ATO may continue delivering WSQ, be suspended, or be exited out of WSQ system 										
36	<p>What are the Systems, Evidences and Outcomes that need to be observed in a CIR audit?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d9ead3;"> <th style="text-align: left;">CIR Review areas</th> <th style="text-align: left;">Examples</th> </tr> </thead> <tbody> <tr> <td>Course Quality Assurance System</td> <td>WSQ courses, training/assessment are reviewed, updated/enhanced, internally quality assured</td> </tr> <tr> <td>PDCA System</td> <td>Continuous review and improvement in areas relevant to delivery of WSQ</td> </tr> <tr> <td>Outcome Evaluation System</td> <td>Evaluation of WSQ training effectiveness based on Kirkpatrick’s 4-levels</td> </tr> <tr> <td>Adult Educator Management System</td> <td>Recruitment, induction, performance management, and development of WSQ AEs (including meeting of OA ACTA requirement)</td> </tr> </tbody> </table>	CIR Review areas	Examples	Course Quality Assurance System	WSQ courses, training/assessment are reviewed, updated/enhanced, internally quality assured	PDCA System	Continuous review and improvement in areas relevant to delivery of WSQ	Outcome Evaluation System	Evaluation of WSQ training effectiveness based on Kirkpatrick’s 4-levels	Adult Educator Management System	Recruitment, induction, performance management, and development of WSQ AEs (including meeting of OA ACTA requirement)
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Outcome Evaluation System	Evaluation of WSQ training effectiveness based on Kirkpatrick’s 4-levels										
Adult Educator Management System	Recruitment, induction, performance management, and development of WSQ AEs (including meeting of OA ACTA requirement)										

	<table border="1"> <tr> <td>WSQ-related Administration System</td> <td>Information/services/support provided to learners before, during, after course (including timely uploading of assessment results and issuance of SOAs)</td> </tr> <tr> <td>Viability of Organisation</td> <td>Management stability</td> </tr> <tr> <td>Breach of SSG-related Terms & Conditions</td> <td>Adherence to SSG-related Terms & Conditions</td> </tr> </table>	WSQ-related Administration System	Information/services/support provided to learners before, during, after course (including timely uploading of assessment results and issuance of SOAs)	Viability of Organisation	Management stability	Breach of SSG-related Terms & Conditions	Adherence to SSG-related Terms & Conditions
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37	<p>How much does it cost?</p> <p>S\$1,605 (inclusive of GST) will be invoiced to the ATO for each CIR audit conducted.</p>						
38	<p>What are some of the CIR matters to note?</p> <ul style="list-style-type: none"> ○ A new Plan for the next 2 years must be submitted as part of the ATO's routine CIR for review of OA continuation ○ ATOs can register for CIR Q&A session conducted by SSG by sending an email to ssg_tpg@ssg.gov.sg. 						
E	ASSESSMENT RESULTS UPLOAD						
39	<p>What must I do to submit my learner's assessment results and claiming SOAs?</p> <ul style="list-style-type: none"> ○ After a WSQ-accredited course has been conducted, ATO is required to upload the learner's assessment results into the SkillsConnect system and activate printing of the relevant SOA(s) ○ ATO is required to upload learner's assessment results within 2 weeks (10 working days) of the learner's assessment date for public ATOs and within 1 month (22 working days) for in-house ATOs. ○ Submission of assessment results by ATOs is monitored by SSG and frequent delays in the submission of such may result in sanctions e.g. suspension of WSQ-approved status being imposed on the non-conforming organization 						

40	<p>Who should the learner approach to process his/her certificate after he/she completed the last CU for the qualification?</p> <ul style="list-style-type: none">○ Under some WSQ frameworks, attainment of a suite of SOAs by learner may qualify him/her to a full certification e.g. attainment of a Certificate, Diploma, or “Certified” status○ Learner will approach ATO, from whom he/she obtained the final qualifying SOA with, to claim for his/her full certification.○ This “last” ATO is responsible for, and must submit the learner’s claim for full certification to SSG for processing and issuance of parchment
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