

Pre-Requisites and Required Documents for WSQ Organisational Approval (OA) (For Public Only, as well as, both Public and In-House) and Enhanced Registration Framework (ERF) Application

Note to all applicants:

Please complete the following “WSQ Organisational Approval (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 into a zipped folder for uploading in SCN.

S/No.	Pre-requisites	Specific Requirements	Evidences
1.	Legal Entity	<ul style="list-style-type: none"> - Organisation is registered with appropriate registration and/or regulatory bodies - Has a local operation 	<ul style="list-style-type: none"> - ACRA business profile - Any other relevant registration certificates from the registration and/or regulatory bodies
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 	<ul style="list-style-type: none"> - Organisation chart showing the management team and WSQ staff - Write-up on individual duties and responsibilities for all WSQ staff - Notes of management team and/or WSQ staff meeting
3.	Sound Financial Health	<ul style="list-style-type: none"> - Organisation is in good financial health - Organisation has good accounting/financial practices and records 	<ul style="list-style-type: none"> - Most recent 3-years financial statements and/or other records to justify business continuity - Organisation chart and write-up on job descriptions depicting staff-in-charge of accounting and financial matters
4.	Sufficient Line-up of Adult Educators (AEs)	<ul style="list-style-type: none"> - 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* - All developers must attain Diploma in Adult and Continuing Education (DACE) FQ or equivalent* <p><i>*Details on the specific requirements are in SSG’s WSQ website</i></p>	<ul style="list-style-type: none"> - ACTA FQ Certificates or equivalent of the AEs - DACE FQ Certificates or equivalent of the developers - Recognised technical certification/qualification relevant to identified field - curricula vitae (CVs) of the AEs - Write-up on organisation’s/ management in its experience in CET delivery in identified field

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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 delivery of the programme - E-Learning Requirements (If applicable): <ul style="list-style-type: none"> • Facilitator/instructor support is available for learners who need further clarification or assistance during the e-Learning • Adequate technical helpdesk support made available for learners • Mechanism/ monitoring system to track learner participation, online activities and e-learning progress • For e-assessment, physical or online authentication of the authorised learner can be carried 	<ul style="list-style-type: none"> - Write-up and photos of physical facilities and infrastructure for training and/or assessment delivery of the programme <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"> - Established systems and capabilities to support the following duties: <ul style="list-style-type: none"> • Marketing function • Designing and delivering training and/or assessment effectively • Developing and maintaining an effective training and assessment system • Monitoring, evaluating and reporting on outcomes of training • Recruiting, monitoring, training and developing AEs • Submitting training and assessment records to SSG • Issuing Statement of E-certificates or FQ certification • Making continuous improvements 	<ul style="list-style-type: none"> - Write-up and/or workflow on: <ul style="list-style-type: none"> • Mode of providing essential information to trainees and customers • Pre-course advisory service • Post-course advisory support • System to review and monitor curriculum development, training and assessment • Procedures to track outcomes • Process to recruit, monitor, train and develop AEs • Administration system to maintain training and assessment records • Administration system to print and distribute E-certificates or FQ

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			<p>certificates</p> <ul style="list-style-type: none"> • Procedures to manage customer complaints, grievances and appeals • Refund policies <p>– Deployment documents, eg. forms, receipts</p>
7.	2-Year Plan	– 2-year plan for each specific new framework applied	– Please refer to the 2-year Plan appended in Part 4 for the template and brief write-up
8.	Any Other Requirements from Specific Industry Sectors	<p>For Employability Skills (ES) WSQ – Information Communication Technologies (ICT):</p> <p>a) Have conducted computer training (end-user applications) over the last 3 years</p> <p>b) Have adequate systems, facilities and resources for ICT training and assessment:</p> <ul style="list-style-type: none"> • At least one classroom set up for computer training with access to internet • The classroom setup will be subjected to International Computer Driving License (ICDL) Asia accreditation on certification testing • Applicants have to be accredited by ICDL Asia as an Approved Test Centre before training and assessment can commence <p>c) Able to expand outreach of ES WSQ ICT modules to a new target audience. For example, ability to reach out to corporate clients who have yet to subscribe to ES ICT training</p> <p>d) Able to deliver a minimum of 400 training places per year</p>	

Note: Outcome of the CIR audit will be taken into consideration for existing WSQ accredited training providers intending to deliver new WSQ framework.

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 [CPE 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 (available for download from the [CPE website](#).)
 - 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.

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- Supporting documents must be submitted for non-WSQ courses. The list of requisite supporting documents (Parts 3 and 4) is available on the [CPE website](#).
2. Fire Safety Certificate(s) for all premises registered in the PEI Registration Smart Form.

Application for WSQ Organisational Approval (Public) and Enhanced Registration Framework (ERF)

Application No: OA-WSQ-2016_XXXXXXX

(Please complete Part 1 to 4)

Part 1 Applicant Particulars

Registered Name of Entity:	<ABC Pte Ltd>		
	<i>(As registered with the Accounting and Corporate Regulatory Authority [ACRA], Singapore or Registry of Societies [ROS])</i>		
ACRA/ ROS Registration Number:	<200511XXXX>	ACRA/ ROS Registration Date:	<DDMMYYYY >
Website:	<www.ABC_group.com>		
Address:	_____		
<input type="checkbox"/> Public Training Organisation <input type="checkbox"/> Public & In-House Organisation <input type="checkbox"/> Private Education Institution (PEI) <i>(Please put a 'X' in the relevant box)</i>	Please indicate the WSQ framework to apply for: <YYY WSQ>		
Achievements <i>(Please put a 'X' in the relevant boxes and indicate validity period) :</i>			
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Certified On-the-Job Training Centre – ITE. Validity period: _____ Singapore Quality Class – Private Education Organisations (SQC-PEOs) – SPRING Singapore Validity period: _____ People Developer – SPRING Singapore. Validity period: _____ Others, please specify: _____		
Scope of Course Approval:		Partnering Assessment Organisation <i>(if scope is 'Training delivery only'):</i>	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Training delivery only _____ Assessment only _____ Training delivery and assessment _____		

(Please put a 'X' in the relevant box)

Part 2 Personnel Information

(A) Chief Executive Officer (CEO)

Name:	_____	Tel No.:	_____
NRIC No./FIN	_____		_____
Designation:	_____	Fax No.:	_____
E-mail Address:	_____		

(B) Management Representative (MR)

The MR, appointed by the CEO of the organisation, will be the main contact person.

Name:	_____	Tel No.:	_____
NRIC No./FIN	_____		_____
Designation:	_____	Fax No.:	_____
E-mail Address:	_____		

Part 3 Pre-Requisites

3. Pre-Requisites			
3.1 Legal Entity			
3.1.1 The organisation is a legal entity registered in Singapore (To attach ACRA/ ROS profile and complete the table below)			
The ACRA/ ROS profile <is/ is not*> attached. (To delete accordingly)			
Registration No.	Entity Name	Address	
3.2 Defined Roles and Responsibilities			
3.2.1 Roles and responsibilities of the management and staff are clearly defined (To attach organization chart of management team and WSQ staff, provide write up of individual duties and responsibilities for all WSQ staff and attach minutes of meeting, where available, on WSQ-related matters.)			
The organization chart <is/ is not*> attached. The minutes of meeting <is/ is not*> attached. Roles and responsibilities of:			
<ul style="list-style-type: none"> • Management Representative • Admin Officer • Finance Officer • (To add additional roles as necessary) 			
3.2.2 Management and operations staff must be free from contractual breach and other offences in the last 3 years (To declare if your organisation and management staff is free from contractual breach and other offences in the last 3 years.)			
The management and operations staff <are/ are not*> free from contractual breach and other offences in the last 3 years. To provide additional information if any of the management or operations staff had contractual breach or other offences (where applicable).			
3.3 Sound Financial Health			
3.3.1 Acceptable accounting/financial management practices are maintained (To attach financial statements for the past 3 years and complete the table below.)			
The financial statements for past 3 years <are/ are not*> attached. Name of auditor company (for audited financial statements):			
	Year:	Year:	Year:
Cash Flow and Cash Equivalent			
Profit/ (Loss) after Tax			

3.4 Sufficient Line-up of Adult Educators (AEs)

3.4.1 Sufficient line-up of qualified trainers, assessors and curriculum developers who are subject matter experts with significant number with the full qualification (FQ) of Advanced Certificate in Training and Assessment (ACTA) or equivalent*

All developers must attain the FQ of Diploma in Adult and Continuing Education (DACE) or equivalent*

*(To attach curricula vitae (CVs), with details and supporting documents of current and past employment, company names, designations, job scopes and qualifications of all declared AEs; and complete the table below)

The CVs and supporting documents for all declared AEs **<are/ are not*>** attached.

The AE qualification requirement of 80% of the AEs with ACTA FQ **is/ is not*** met.

Name	NRIC	Indicate if AE has: • ACTA • DACE	Employment type: • Full-time • Associate	Proposed role: • Trainer • Assessor • Developer	Proposed WSQ modules to train/ assess/ develop

3.4.2 The organization understands CET needs of identified field

(To provide a write up on the organisation's core business and expertise relating to the Continuing Education and Training needs of the framework applied.)

3.5 Adequate Facilities and Equipment

3.5.1 The organisation has adequate facilities and equipment to meet the needs of learners as well as training and/or assessment delivery of the programme

(To attach photographs of the training & assessment rooms and equipment, and provide a write up on the training & assessment rooms' seating & candidate capacity respectively, and relevant infrastructure for training & assessment delivery. For WSQ/ ERF applicants, to attach a copy of the Fire Safety Certificate [FSC] issued by SCDF for the registered premise.)

3.6 Systems and Capabilities in Place to Support Fulfilment of the Roles and Responsibilities of an ATO

(For sections 3.6.1 to 3.6.8, to provide a write up on the process flow [what, who, when, why and how], including

<p>designation of personnel in charge [who] of the tasks [what/why/how] and timelines of task execution/ completion [when]).</p>
<p>3.6.1 Modes of providing essential information to trainees and customers</p>
<p>3.6.2 Pre-course advisory service</p> <p>(For WSQ & ERF applicants, to issue an Advisory Note [Form 12] to intending students before signing of student contract for private education courses – available for download at CPE website.)</p>
<p>3.6.3 Post-course advisory support</p>
<p>3.6.4 System to review and monitor curriculum development, training and assessment</p> <p>(For WSQ & ERF applicants, to refer to the roles and responsibilities of the Academic and Examination Board stipulated under Regulation 15 and 16 of the Private Education Regulations.)</p>
<p>3.6.5 Procedures to track outcomes (using Kirkpatrick's four level evaluation model)</p>
<p>3.6.6 Process to recruit, monitor, train and develop adult educators</p>
<p>3.6.7 Administration system to maintain training and assessment records</p> <p>(For WSQ & ERF applicants, records on course administration, teachers, students, managers, Academic and Examination Board and advertisements must be kept as stipulated under Regulation 21 of the Private Education Regulations.)</p>
<p>3.6.8 Administration system to submit assessment results into the SkillsConnect (SCN) portal</p>
<p>3.6.9 Administration system to print and distribute e-certificates or full qualification certificates</p>

3.6.10 Procedures to manage customer complaints, grievances and appeals

3.6.11 Refund policies

(For WSQ & ERF applicants, the refund policy should be clearly stated in the PEI-student contracts. A template is available for download at the CPE website.)

Part 4 2-year Plan

Applicants are advised to provide between 1000 and 1250 words for the proposal.

4. Plan for 2-year Timeline																				
4.1 Specific WSQ Framework(s)																				
<Identified existing WSQ framework, and/or new WSQ framework(s) with intention of embarking into>																				
4.2 Scope of Delivery																				
<Intended scope of delivery within the framework (existing and/or new> <Indicate the WSQ modules e.g. Interact with Guest, Deliver Service Excellence, Workplace Safety and Health>																				
<table border="1"><thead><tr><th>No</th><th>Competency Standard</th><th>Competency Unit Code</th></tr></thead><tbody><tr><td>1</td><td></td><td></td></tr><tr><td>2</td><td></td><td></td></tr><tr><td>3</td><td></td><td></td></tr><tr><td>4</td><td></td><td></td></tr><tr><td>5</td><td></td><td></td></tr></tbody></table>			No	Competency Standard	Competency Unit Code	1			2			3			4			5		
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1																				
2																				
3																				
4																				
5																				
4.3 Target Market and Proposed Clientele-mix																				
<The trainees and the intended proportion E.g. training only Singapore citizens (SCs) and Singapore permanent residents (SPRs)> <Target corporate clients and indicate existing clienteles' names>																				
4.4 Existing Clientele																				
<The existing ratio of SCs/SPRs trainees in relation to non-SC/SPR trainees. Existing corporate clients and indicate existing clienteles' names>																				
4.5 Proposed Outreach Strategies																				
<Proposed marketing and outreach strategies, e.g. advertising in the print/social media and newspapers, conducting course previews and participating in career fairs etc>																				

4.6 Estimated Annual Headcount to be Trained and Projected Number of SOAs
<E.g. at least 25 trainees for the 2 licensing modules at the Certificate in Security Operations level [or 40 SOAs] per month>
4.7 Proposed Learning and Assessment Strategies
<E.g. Small group tutorials cum buddy scheme for learners with low learning retention and CD would be used to support intensive trainee revisions on the practical performances before assessments at the centralised assessment centre>
4.8 Risk Assessments by the Applicant
<p><E.g. Security ATOs would face a declining number of learners should their clients convert to in-house training or install the following IT infrastructure:</p> <ul style="list-style-type: none"> - Bio-metric access and manpower scheduling system; - Remote CCTV surveillance system; and - Visitor management system> <p><The ATO would hence face a challenge to meet the initial proposed training targets. ATO to suggest and elaborate how to mitigate this and/or other risks></p>
4.9 Remark/Other Comments

Part 5 Status of Evaluation (For completion by SSG)

Summary
Other Observations and Follow-up Actions

Approval Status

- Approved
- Approved with the following conditions attached:
 - XXX
 - XXX
- Rejected

Audited and Recommended

by:

<i><Designation></i> <i>Quality Management Division</i>	<i>Date</i>
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<i><Designation></i> <i>Committee for Private Education Group</i>	<i>Date</i>
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Approved by:

<i><Designation></i> <i>Quality Management Division</i>	<i>Date</i>
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<i><Designation></i> <i>Committee for Private Education Group</i>	<i>Date</i>
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NOTE:

This audit report is made of the following parts:

- Part 1 Applicant Particulars**
- Part 2 Personnel Information**
- Part 3 Pre-Requisites**
- Part 4 2-year Plan**
- Part 5 Status of Evaluation (For completion by SSG)**