

## FAQs on the Streamlined Processes and Reduced Compliance Costs for Training Providers (as of 12 Apr 2019)

1. Information on Streamlined Processes and Reduced Compliance Costs for Training Providers
2. Organisation Registration / Application for Different Organisation Profiles
3. Annex A

### 1. Information on Streamlined Processes and Reduced Compliance Costs for Training Providers

Questions	Answers
1. What are the objectives of the streamlined processes?	<ol style="list-style-type: none"> <li>i. Harmonise and streamline processes and fees for Private Education Institutions (PEIs) and SSG-Funded Training Providers (TPs) as part of SSG's efforts to support their business transformation and raise the quality of the training and adult education sector;</li> <li>ii. To facilitate the movement of PEIs into the SSG-funded space to encourage more industry-relevant programmes.</li> </ol>
2. When do the changes take effect?	From 1 July 2019
3. What are the changes that affect me?	<p><b>For WSQ Approved Training Organisations (ATOs)</b></p> <ul style="list-style-type: none"> <li>• <u>A new compliance and performance focused training provider management process will replace the biennial Continuous Improvement Review (CIR) process</u>, saving \$1,605 for all WSQ training providers every two years. SSG will continue to retain oversight of WSQ training providers on their course delivery quality, outcome performance and standards.</li> <li>• WSQ ATOs will also enjoy cost savings when SSG reduces the <u>cost of e-Certs</u>. From 1 July, WSQ certificates will be generated upon request as e-certificates by the training provider through the MySkillsFuture portal. This removes the need for digital storage on the previous online e-Cert system and further <u>reduces the cost per e-certificate</u> from \$1.28 to \$0.64. This is an on-going effort by SSG, which started with a reduction from \$2.78 to \$1.28 per certificate in</li> </ul>

	<p>2014, whereby hardcopy certificates were replaced with e-Certs stored in an online e-Cert system.</p> <p><b>For Non-WSQ Training Providers (Non-WSQ TPs)</b></p> <ul style="list-style-type: none"> <li>• SSG aims to raise the quality of training courses to ensure that the courses will benefit consumers, supported by organisation registration and funding approval processes, and fees payable to cover SSG’s costs. From 1 July 2019, all new non-WSQ training providers will pay a \$21.40 registration fee, and all training providers applying for funding for new non-WSQ courses will pay \$107 for each course. These new fees are only applicable to new applications received from 1 July 2019 onwards and not for existing courses although both new and existing training courses receiving SSG funding will continue to be regulated.</li> </ul> <p><b>For Private Education Institutions (PEIs)</b></p> <ul style="list-style-type: none"> <li>• Removal of regulatory fees for 6 update applications:</li> <li>• Application for approval of name - \$45</li> <li>• Application for permission to change in registered premises - \$110</li> <li>• Notice of change in Management - \$45</li> <li>• Notice of change in membership of Academic Board - \$45</li> <li>• Notice of change in membership of Examination Board - \$45</li> <li>• Notification of deployment of teacher - \$20</li> </ul> <p>Above fees are flat fees.</p> <p><b>Please refer to Annex A for a summary of the revised fees.</b></p>
<p>4. With the removal of CIR w.e.f. 1 Jul 2019, does my ATO need to continue with the SOPs previously required under CIR?</p>	<p>With the new compliance and performance management training provider management process that will replace CIR from 1 Jul 2019, SSG will conduct regular checks on courses, backend screening of entities and business owners, and leverage on SSG’s training quality and outcomes surveys to manage course quality.</p>

	All ATOs are expected to ensure that they have the necessary SOPs in place to run a typical training organisation. SSG may conduct ad-hoc audits on training providers and request for relevant documents.												
5. Are there any changes to the WSQ course accreditation (CA) process?	There is no change to the CA process. After you have obtained the one-time Organisation Accreditation, you may proceed to submit courses for WSQ accreditation.												
6. Are there any changes to the WSQ CA fees?	<p>There are no changes to the CA fees. The new course funding application fee for non-WSQ courses will not apply to WSQ courses.</p> <p>The fee schedule for WSQ CA is as follows:</p> <table border="1"> <thead> <tr> <th>Transaction</th> <th>Fees (including GST)</th> </tr> </thead> <tbody> <tr> <td>Course accreditation – singular</td> <td>\$642.00</td> </tr> <tr> <td>Course accreditation – integrated</td> <td>\$1,016.50</td> </tr> <tr> <td>Course accreditation – Assessment Plan only</td> <td>\$481.50</td> </tr> <tr> <td>Course accreditation – Integrated Assessment Plan only</td> <td>\$749.00</td> </tr> <tr> <td>Administrative fees</td> <td>\$160.50</td> </tr> </tbody> </table>	Transaction	Fees (including GST)	Course accreditation – singular	\$642.00	Course accreditation – integrated	\$1,016.50	Course accreditation – Assessment Plan only	\$481.50	Course accreditation – Integrated Assessment Plan only	\$749.00	Administrative fees	\$160.50
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<b>General Information</b>													
7. My courses are supported by Public Agencies for SkillsFuture Credit (SFC), are the fees applicable?	No, the fees are not applicable to SFC-only courses supported by Public Agencies.												
8. Where can I view the information on WSQ and non-WSQ courses registered with SSG?	You may refer to SkillsConnect portal via <a href="http://www.skillsconnect.gov.sg">http://www.skillsconnect.gov.sg</a> for the information.												

9. Who can I approach if I have enquiries related to the changes?

You may contact the SSG One Call Center at 67855785 or at <https://portal.ssg-wsg.gov.sg/feedback> or visit the SkillsConnect (SCN) portal or SSG-CPE website for FAQs.

## 2. Organisation Registration / Application for Organisation Profiles

Questions	Answers
<b>ATOs</b>	
<p>10.If I wish to apply to be a PEI, what should I do and what fees do I pay?</p>	<ul style="list-style-type: none"> <li>• You are required to submit an OA application (select ERF framework) via SkillsConnect (SCN) and upload the WSQ OA-ERF Registration Form, Registration Smart Form and Fire Safety Certificate. The outcome of your application will be made known to you via email. More information on the application can be found <u>on SkillsConnect portal via <a href="http://www.ssg.gov.sg/cpe/for-peis/enhanced-registration-framework-erf/how-do-i-register.html">http://www.ssg.gov.sg/cpe/for-peis/enhanced-registration-framework-erf/how-do-i-register.html</a></u>.</li> <li>• No fees are required since you are an existing ATO. Please contact the following SSG officer, Saedah Sulaiman at Saedah_SULAIMAN@cpe.gov.sg before you submit the OA application form in SCN.</li> <li>• You will be subjected to an ERF renewal at a fee of \$535 per renewal after you have become a registered PEI.</li> </ul>
<p>11.If I wish to apply for a Non-WSQ Training Organisation profile, what should I do and what fees do I pay?</p>	<ul style="list-style-type: none"> <li>• You are required to apply for a non-WSQ training organisation profile via SkillsConnect (SCN). More information on the application can be found on SkillsConnect portal via <u><a href="http://www.skillsconnect.gov.sg">http://www.skillsconnect.gov.sg</a></u>.</li> <li>• No fees are required since you are an existing ATO. Please contact the following SSG officer, Saedah Sulaiman at Saedah_SULAIMAN@cpe.gov.sg before you submit the OA application form in SCN.</li> <li>• You will not be subjected to any renewal given your status as an existing ATO and/or Non-WSQ training provider.</li> </ul>

<b>Non-WSQ TPs</b>	
12. If I wish to apply to be a PEI, what should I do and what fees do I pay?	<ul style="list-style-type: none"> <li>You are required to apply for ERF application via LicenceOne portal at <a href="https://licence1.business.gov.sg">https://licence1.business.gov.sg</a>. The outcome of your application will be made known to you via email. More information on the application can be found on SSG website at <a href="http://www.ssg.gov.sg/cpe/for-peis/enhanced-registration-framework-erf/how-do-i-register.html">http://www.ssg.gov.sg/cpe/for-peis/enhanced-registration-framework-erf/how-do-i-register.html</a>.</li> <li>You are required to pay ERF registration fee of \$535 via LicenceOne.</li> <li>You will be subjected to an ERF renewal at a fee of \$535 per renewal after your become a registered PEI.</li> </ul>
13. If I wish to apply to be a WSQ ATO, what should I do and what fees do I pay?	<ul style="list-style-type: none"> <li>You will be required to submit an OA application via SkillsConnect (SCN) and pay a fee of \$535 (GST inclusive) via SCN.</li> <li>You will not be subjected to any renewal given your status as an existing ATO and/or Non-WSQ training provider.</li> </ul>
<b>PEIs</b>	
14. If I wish to apply to be a WSQ ATO, what should I do and what fees do I pay?	<ul style="list-style-type: none"> <li>You are required to submit an OA application via SkillsConnect (SCN). The outcome of your application will be made known to you via email. More information on the application can be found <u>on SkillsConnect portal via <a href="http://www.ssg.gov.sg/cpe/for-peis/enhanced-registration-framework-erf/how-do-i-register.html">http://www.ssg.gov.sg/cpe/for-peis/enhanced-registration-framework-erf/how-do-i-register.html</a></u>.</li> <li>No fees are required since you are a registered PEI. Please contact the following SSG officer, Saedah Sulaiman at Saedah_SULAIMAN@cpe.gov.sg before you submit the OA application form in SCN.</li> <li>As a registered PEI, you will be subjected to an ERF renewal at a fee of \$535 per renewal.</li> </ul>

<p>15. If I wish to apply for a Non-WSQ Training Organisation profile, what should I do and what fees do I pay?</p>	<ul style="list-style-type: none"> <li>• You are required to apply for a non-WSQ training organisation profile via SkillsConnect (SCN). More information on the application can be found on SkillsConnect portal via <a href="http://www.skillsconnect.gov.sg">http://www.skillsconnect.gov.sg</a>.</li> <li>• No fees are required since you are a registered PEI. Please contact the following SSG officer, Saedah Sulaiman at Saedah_SULAIMAN@cpe.gov.sg before you submit the OA application form in SCN.</li> <li>• As a registered PEI, you will be subjected to an ERF renewal at a fee of \$535 per renewal.</li> </ul>
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<p><b>PEIs and ATOs</b></p>	
<p>16. If I wish to apply for a Non-WSQ Training Organisation profile, what should I do and what fees do I pay?</p>	<ul style="list-style-type: none"> <li>• You are required to apply for a non-WSQ training organisation profile via SkillsConnect (SCN). More information on the application can be found on SkillsConnect portal via <a href="http://www.skillsconnect.gov.sg">http://www.skillsconnect.gov.sg</a>.</li> <li>• No fees are required since you are a registered PEI/ATO. Please contact the following SSG officer, Saedah Sulaiman at Saedah_SULAIMAN@cpe.gov.sg before you submit the OA application form in SCN.</li> <li>• As a registered PEI, you will be subjected to an ERF renewal at a fee of \$535 per renewal.</li> </ul>
<p><b>PEIs and Non-WSQ TPs</b></p>	
<p>17. If I wish to apply for a WSQ ATO, what should I do and what fees do I pay?</p>	<ul style="list-style-type: none"> <li>• You are required to submit an OA application via SkillsConnect (SCN). The outcome of your application will be made known to you via email. More information on the application can be found <u>on SkillsConnect portal via <a href="http://www.ssg.gov.sg/cpe/for-peis/enhanced-registration-framework-erf/how-do-i-register.html">http://www.ssg.gov.sg/cpe/for-peis/enhanced-registration-framework-erf/how-do-i-register.html</a></u>.</li> </ul>

	<ul style="list-style-type: none"> <li>No fees are required since you are a registered PEI. Please contact the following SSG officer, Saedah Sulaiman at Saedah_SULAIMAN@cpe.gov.sg before you submit the OA application form in SCN.</li> </ul>
<b>ATOs and Non-WSQ TPs</b>	
<p>18. If I wish to apply for a PEI, what should I do and what fees do I pay?</p>	<ul style="list-style-type: none"> <li>You are required to submit an OA application (select ERF framework) via SkillsConnect (SCN) and upload the WSQ OA-ERF Registration Form, Registration Smart Form and Fire Safety Certificate. The outcome of your application will be made known to you via email. More information on the application can be found <u>on SkillsConnect portal via <a href="http://www.ssg.gov.sg/cpe/for-peis/enhanced-registration-framework-erf/how-do-i-register.html">http://www.ssg.gov.sg/cpe/for-peis/enhanced-registration-framework-erf/how-do-i-register.html</a></u></li> <li>No fees are required. Please contact the following SSG officer, Saedah Sulaiman at Saedah_SULAIMAN@cpe.gov.sg before you submit the OA application form in SCN.</li> <li>You will be subjected to an ERF renewal at a fee of \$535 per renewal after you have become a registered PEI.</li> </ul>



## Annex A

The revised fees are shown below. All fees are inclusive of GST unless otherwise stated.

Types of Providers	Before 1 July 2019	From 1 July 2019	Processes (From 1 July 2019)
WSQ	Continuous Improvement Review (CIR) @ \$1,605	Not Applicable	<ul style="list-style-type: none"> <li>The current processes and fees to apply for WSQ Organisation Accreditation (OA) and Course Accreditation (CA) remain the same</li> <li>The process and fee for Continuous Improvement Review (CIR) will be removed</li> </ul>
	Generation of e-Certificate @\$1.28	Generation of e-Certificate @\$0.64	
Non-WSQ	No fee for Non-WSQ Training Organisation (TO) profile application	\$21.40 per Non-WSQ TO profile application for <u>new entrants</u>	<ul style="list-style-type: none"> <li>The current processes to apply for Non-WSQ Training Organisation (TO) Profile and Non-WSQ Course Funding (CF) in SkillsConnect system (SCN) remain the same</li> <li>There will be introduction of new fees for these two processes for new applications received from 1 July 2019</li> </ul>
	No fee for Non-WSQ Course Funding (CF) application	\$107 per <u>new Non-WSQ CF application</u>	

<p>PEIs</p>	<p>Flat Fees for 9 applications:</p> <ul style="list-style-type: none"> <li>• Application to be a PEI - \$535</li> <li>• Renewal Application of a PEI - \$535</li> <li>• Application for permission to offer a course - \$20</li> <li>• Application for approval of name - \$45</li> <li>• Application for permission to change in registered premises - \$110</li> <li>• Notice of change in Management - \$45</li> <li>• Notice of change in membership of Academic Board - \$45</li> <li>• Notice of change in membership of Examination Board - \$45</li> <li>• Notification of deployment of teacher - \$20</li> </ul>	<p>No fee change to these 3 applications:</p> <ul style="list-style-type: none"> <li>• Application to be a PEI - \$535</li> <li>• Renewal Application of a PEI - \$535</li> <li>• Application for permission to offer a course - \$20</li> </ul> <p>Fees for these 6 applications are removed:</p> <ul style="list-style-type: none"> <li>• Application for approval of name - \$45</li> <li>• Application for permission to change in registered premises - \$110</li> <li>• Notice of change in Management - \$45</li> <li>• Notice of change in membership of Academic Board - \$45</li> <li>• Notice of change in membership of Examination Board - \$45</li> <li>• Notification of deployment of teacher - \$20</li> </ul>	<ul style="list-style-type: none"> <li>• No change to current processes.</li> <li>• All applications to be submitted via LicenceOne.</li> <li>• Application/Notification of 6 update applications are still required via LicenceOne though the fees are removed.</li> </ul>
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