

**FREQUENTLY ASKED QUESTIONS (FAQ) AND ANSWERS ON THE
DISCONTINUATION OF EMPLOYABILITY SKILLS WORKFORCE SKILLS
QUALIFICATIONS CAREER READINESS CERTIFICATE (CRC)**

S/N	Questions and Answers
About ES WSQ and CRC	
1.	<p>What is the Employability Skills (ES) Workforce Skills Qualifications (WSQ) Framework?</p> <p>The ES WSQ framework was developed in 2004 by then-Singapore Workforce Development Agency (WDA). It aims to equip the Singapore workforce with generic and transferable skills to stay resilient and adapt to challenges posed in the increasingly diverse and dynamic working environment. It equips workers with foundational skills required to secure employment as well as to facilitate their acquisition of occupational and job-specific skills relevant to the respective industries which they serve in. It also enables employers to have access to a pool of skilled and adaptable workforce which provides a competitive edge for organisational and business success.</p>
2.	<p>What does the ES WSQ framework consist of?</p> <p>The ES WSQ framework comprises the Workplace Literacy and Numeracy (WPLN) programme and the ES programme. The ES programme comprises a total of sixty (60) competency units pegged at WSQ Levels 1, 3, 4 and 5, encapsulated under five competency categories, as follows:</p> <ul style="list-style-type: none"> • Information and Communication Technologies (ICT) • Personal Management and Development Skills (PMD) • Analytical, Conceptual and Evaluative Skills (ACE) • Interpersonal Skills (IP) • Job Safety Skills (JS)
3.	<p>What is the Career Readiness Certificate (CRC)?</p> <p>The CRC is a key employability skills-based qualification in the WSQ system. A CRC will be awarded to individuals who have attained ten (10) Statements of Attainments (SOAs) in ES WSQ modules, including three (3) WSQ WPLN modules or a combination of ES WSQ (including WSQ WPLN) and other WSQ modules.</p> <p>The CRC is awarded at the Operations, Supervisory and Managerial level. In addition to the Workplace Literacy and Numeracy (WPLN) which requires two (2) Workplace Literacy modules and one (1) Workplace Numeracy module, individuals need to complete a total of seven (7) modules with a minimum of five (5) modules from the ES WSQ framework (refer to Table 1 for the requirements of the CRC). The remaining modules can be taken from other WSQ horizontal frameworks or industry frameworks.</p>
Discontinuation of CRC	
4.	<p>What is the discontinuation of the CRC about?</p> <p>Since 2 Jan 2020, SSG has transited to a new assessment system for the WPLN programme. SSG has appointed British Council (Singapore) Limited to administer new assessments for the WPLN programme. The new WPLN assessments are non-WSQ and replaced the WSQ WPLN assessments which were discontinued since 13</p>

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	<p>Dec 2019. British Council will issue Candidate Reports (refer to <u>Annex A</u>) to trainees who attained the new non-WSQ WPLN achievements.</p> <p>In view of the declining demand for CRC arising from the changing profiles of our local workforce, more employability skills-related training options, and the shift in the delivery model for the WPLN assessments, SSG will be discontinuing the CRC from 1 Jan 2021 onwards. The ES WSQ modules will continue to be available for individuals to enrol in.</p>
5.	<p>When can individuals still qualify and be issued the CRC? What are the cut-off dates?</p> <p>With effect from 1 Jan 2021, the CRC will be discontinued. During the transition period between 2 Jan 2020 and 31 Dec 2020, individuals will still be issued the CRC if they fulfil its requirements.</p> <p>For WSQ trainees who have completed the requirements of the CRC (including the WSQ WPLN) on/before 31 Dec 2020, they will be awarded the CRC and WSQ transcript.</p> <p>For WSQ trainees who have completed the requirements of the CRC on/before 31 Dec 2020, and the new non-WSQ WPLN between 2 Jan and 31 Dec 2020, they will receive the CRC and WSQ transcript along with a supplementary transcript which shows the new non-WSQ WPLN achievements (refer to <u>Annex B</u> for sample).</p> <p><i>[Please see also Q10]</i></p>
6.	<p>What can WSQ trainees do if they have not completed the WSQ WPLN assessments by 13 Dec 2019 to qualify for the CRC?</p> <p>WSQ trainees can register with British Council for the new non-WSQ WPLN assessments which is available since 2 Jan 2020.</p> <p>They should complete and attain the new non-WSQ WPLN achievements as well as fulfil the other requirements (refer to <u>Table 1</u>) of the CRC on/before 31 Dec 2020 in order to be awarded the CRC and WSQ transcript along with a supplementary transcript (refer to <u>Annex B</u> for sample).</p> <p><i>[Please see also Q7]</i></p>
7.	<p>I have achieved 1 or 2 of the 3 WSQ WPLN SOAs required for CRC on/before 13 Dec 2019. Can I still qualify for the CRC?</p> <p>WSQ Trainees will need to register for the new non-WSQ WPLN assessments which has taken effect from 2 Jan 2020 to complete the remaining WPLN assessment(s) and fulfil the CRC requirements to qualify for the CRC (refer to <u>Table 1</u> for the CRC requirements).</p> <p><i>[Please see also Q6]</i></p>
8.	<p>Will I still attain a CRC as the new WPLN assessments are now non-WSQ?</p>

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For WSQ trainees who have achieved ten (10) WSQ SOAs **on/before 31 Dec 2020**, including the three (3) SOAs for WSQ WPLN achievements attained **on/before 13 Dec 2019**, they will receive the CRC and WSQ transcript.

For WSQ trainees who have achieved seven (7) to nine (9) WSQ SOAs **on/before 31 Dec 2020** and are issued the Candidate Reports by British Council for attaining one (1) to three (3) of the new non-WSQ WPLN achievements from 2 Jan 2020 onwards, they will receive the CRC and WSQ transcript along with a supplementary transcript for the new non-WSQ WPLN achievements (refer to **Annex B** for a sample of the supplementary transcript).

Refer to table below for an overview on the CRC version which will be issued to WSQ trainees under two scenarios. This depends on whether they hold only WSQ WPLN achievements, or new non-WSQ WPLN achievements:

S/N	Scenario	CRC Version to Issue
1	WSQ trainee who has completed and attained all three (3) <u>WSQ WPLN</u> achievements on/before 13 Dec 2019 and fulfilled the rest of the requirements for the CRC [i.e. attained the remaining seven (7) WSQ SOAs for ES WSQ and other WSQ modules, where applicable] on/before 31 Dec 2020 .	WSQ trainee will receive the following: <ul style="list-style-type: none"> • The CRC • WSQ transcript
2	WSQ trainee who wish to seek the CRC and have not completed and attained the three (3) WSQ WPLN achievements on/before 13 Dec 2019 . WSQ trainee may register with BCL for the new non-WSQ WPLN assessments. WSQ trainee may request for the CRC upon attaining the new non-WSQ WPLN achievements and fulfilling the rest of the requirements for the CRC [i.e. attain the remaining WSQ SOAs for ES WSQ and other WSQ modules, where applicable] on/before 31 Dec 2020 .	WSQ trainee will receive the following: <ul style="list-style-type: none"> • The CRC • WSQ transcript • Supplementary transcript showing the new non-WSQ WPLN achievements

9. Will there be changes in the CRC application process for WSQ trainees?

Yes, there will be changes in the CRC application process for WSQ trainees who have attained the new non-WSQ WPLN achievements from 2 Jan 2020 onwards.

They are required to submit the required SOAs for seven (7) to nine (9) WSQ modules completed as well as the Candidate Reports issued by British Council for attaining one (1) to three (3) of the new non-WSQ WPLN achievements.

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	There will be no changes to the CRC application process for WSQ trainees who have attained the required ten (10) WSQ SOAs, including WSQ WPLN achievements attained on/before 13 Dec 2019 .
10.	What is the cut-off date for submitting applications for the CRC?
	For WSQ trainees who have achieved seven (7) to nine (9) WSQ SOAs and are issued the Candidate Reports by British Council for attaining one (1) to three (3) of the new non-WSQ WPLN achievements from 2 Jan 2020 onwards, they can approach any WSQ ATO to apply for the CRC by 31 Mar 2021 .
11.	Following the discontinuation of the CRC, will ES WSQ modules continue to be delivered?
	Yes, ES WSQ modules will continue to be delivered by ES WSQ ATOs. Following the completion of the modules, WSQ trainees will be issued SOAs.
Impact on ES WSQ Framework	
12.	What is the impact of the discontinuation of the CRC on ES WSQ framework Competency Standards (CS) and/or Skills Standards (SS)?
	There is no impact on the ES WSQ framework. ES WSQ ATOs will continue to offer ES WSQ modular courses.
Other	
13.	Where can I find information about the ES WSQ framework and the new non-WSQ WPLN?
	Details of the updated ES WSQ framework can be found at https://www.ssg.gov.sg/wsqa/wps.html .
	The new non-WSQ WPLN assessments offered by British Council can be found at https://www.ssg.gov.sg/individuals/wpl-and-wpn-series.html .

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Table 1: Requirements of the Career Readiness Certificate

	Operations		Supervisory		Managerial	
Workplace Literacy (WPL) Modules	Level 5 (WSQ/non-WSQ)* <i>(Any two of the four WPL skills)</i>		Level 6 (WSQ/non-WSQ)* <i>(Any two of the four WPL skills)</i>		Level 7 (WSQ/non-WSQ)* <i>(Any two of the four WPL skills)</i>	
Workplace Numeracy (WPN) Modules	Level 5 (WSQ/non-WSQ)*		Level 6 (WSQ/non-WSQ)*		Level 7 (WSQ/non-WSQ)*	
Workplace Skills (WPS) Modules	A minimum of five Workplace Skills modules at Operations Level	A maximum of ONE out of the seven WSQ modules can be taken at Supervisory OR Managerial Level	A minimum of five Workplace Skills modules at Supervisory Level	A maximum of ONE out of the seven WSQ modules can be taken at Operations or Managerial Level	A minimum of five EDGE modules at Managerial Level	A maximum of ONE out of the seven WSQ modules can be taken at Supervisory Level
Any WSQ Modules	A maximum of two modules at Operations Level		A maximum of two modules at Supervisory level		A maximum of two modules at Managerial level	

**This refers to WSQ WPLN achievements reflected on WSQ SOAs and/or new non-WSQ WPLN achievements reflected on Candidate Reports issued by SSG's appointed WPLN assessment partner, British Council.*

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Annex A: Sample Candidate Report Issued by British Council



in
collaboration
with



**Workplace Literacy and
Numeracy (WPLN) Assessment**

**Candidate
report**

Candidate name

Candidate ID

Test date

Skill name	Skill score	WPLN level
Listening		
Reading		
Speaking		
Writing		
Grammar and vocabulary		
Numeracy		

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Annex B: Sample Supplementary Transcript for New Non-WSQ WPLN Achievements

SKILLS *future* SG

SUPPLEMENTARY TRANSCRIPT

Name:

<Official Transcript
No.>-1

ID No.:

Qualification:

CAREER READINESS CERTIFICATE IN OPERATIONS LEVEL

REMARKS: ACHIEVED THE FOLLOWING WORKPLACE LITERACY/ WORKPLACE NUMERACY RESULTS WITH BRITISH COUNCIL (SINGAPORE) LIMITED FOR THE EMPLOYABILITY SKILLS WORKFORCE SKILLS QUALIFICATIONS (WSQ) CAREER READINESS CERTIFICATE (OPERATIONS LEVEL) ON 13 DECEMBER 2020

Competency Unit	Results	Assessment Date	Issuing Institute
Workplace Literacy (Speaking) – Level 5	Competent	18 Jul 2020	BRITISH COUNCIL
Workplace Literacy (Reading) – Level 5	Competent	09 Aug 2020	BRITISH COUNCIL
Workplace Numeracy – Level 5	Competent	13 Dec 2020	BRITISH COUNCIL

The assessment of the abovementioned learner is accredited by the SkillsFuture Singapore Agency in partnership with the British Council (Singapore) Limited.

Please refer to the Workforce Skills Qualifications (WSQ) Official Transcript for WSQ achievements attained for the CRC.