

Pre-Requisites and Required Documents for WSQ Organisational Accreditation Application (For Public Only, as well as, both Public and In-House)

| S/No. | Pre-requisite                         | Specific Requirement   | Evidence  |
|-------|---------------------------------------|--|---|
| 1.    | Legal Entity                          | <ul style="list-style-type: none"> <li>- Organisation is registered with the Council for Private Education (CPE). For details on whether you are required to register with the CPE, please refer to <a href="http://www.cpe.gov.sg/cos/o.x?c=/cpe/pagetree&amp;func=view&amp;rid=451">http://www.cpe.gov.sg/cos/o.x?c=/cpe/pagetree&amp;func=view&amp;rid=451</a></li> <li>- Organisation is registered with other appropriate registration and/or regulatory bodies</li> <li>- Has a local operation</li> </ul> | <ul style="list-style-type: none"> <li>- CPE registration</li> <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 of individual duties and responsibilities for all WSQ staff</li> <li>- Mins of meeting on the duties and responsibilities of the management team and/or WSQ staff</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 description/s depicting staff-in-charge of accounting and financial matters</li> </ul>  |
| 4.    | Sufficient Line-up of Adult Educators | <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 having Advanced Certificate in Training and Assessment (ACTA) or equivalent*</li> <li>- All developers must attain Diploma in Adult and Continuing Education (DACE) or equivalent <b>by 1 Oct 2015.*</b></li> </ul> <p><i>#Details on phased-in approach to refer to the <a href="#">hyperlink</a></i></p>                         | <ul style="list-style-type: none"> <li>- Certificates of Advanced Certificate in Training and Assessment (ACTA) or equivalent of the adult educators</li> <li>- Certificates of Diploma in Adult and Continuing Education (DACE) of the developers</li> <li>- Recognised technical certification/qualification relevant to identified field</li> <li>- CVs of the adult educators</li> <li>- Write-up on organisation's/management in its experience in CET delivery in identified field</li> </ul> |

**Pre-Requisites and Required Documents for WSQ Organisational Accreditation Application (For Public Only, as well as, both Public and In-House)**

|    |   |   |  |
|----|---|---|--|
| 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 of the programme</li> </ul>   | <ul style="list-style-type: none"> <li>- Write-up and photos of physical facilities and infrastructure for training delivery</li> </ul> <p><i>NB: WDA 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 adult educators</li> <li>• Submitting training and assessment records to WDA</li> <li>• Issuing Statement of Attainment (SOA) or Full Qualification 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 adult educators</li> <li>• Administration system to maintain training and assessment records</li> <li>• Administration system to print and distribute SOAs or full qualification certificates</li> <li>• Procedures to manage customer complaints, grievances and appeals</li> <li>• Refund policies</li> </ul> </li> <li>- Deployment documents, eg. Forms, receipts</li> </ul> |
| 7. | 2-Year Plan   | <ul style="list-style-type: none"> <li>- 2-year plan for each specific new framework applied</li> </ul>   | <ul style="list-style-type: none"> <li>- Please refer to <a href="#">Annex A</a> appended below for the template and brief write-up</li> </ul>   |

**Pre-Requisites and Required Documents for WSQ Organisational Accreditation Application (For Public Only, as well as, both Public and In-House)**

|    |   |   |
|----|---|---|
| 8. | Any Other Requirements from Specific Industry Sectors | <p><u>For Human Resource (HR) WSQ</u></p> <ul style="list-style-type: none"> <li>- Pre-requisites to become a HR WSQ ATO include: <ul style="list-style-type: none"> <li>• Organisations should have a minimum of 5 years' experience and a proven track record in delivering relevant HR programmes to Professionals, Managers and Executives (PMEs);</li> <li>• In addition to the <a href="#">Qualifications Requirements for Adult Educators</a> (AEs), AEs engaged by organisations should have a minimum of 3 – 5 years' leadership and people management experience, the experience of which should commensurate with the target audience of the programmes. They should also have a minimum of 3 years' experience in designing and/or delivering related programmes.</li> </ul> </li> <li>- Responsibilities of HR WSQ ATOs include: <ul style="list-style-type: none"> <li>• Develop training curriculum and assessment plans for at least <b>5 competency units within 2 years</b>;</li> <li>• Conduct the accredited courses to the public based on open access and meet the targeted number of headcounts as agreed in the terms of appointment, which shall not be less than <b>150 headcounts per unit</b> within the 2-year period;</li> <li>• Submit a monthly progress update to WDA on the progress of the development &amp; delivery of the programmes.</li> </ul> </li> </ul> <p><u>For Leadership and People Management (LPM) WSQ</u></p> <ul style="list-style-type: none"> <li>- Pre-requisites to become a LPM WSQ ATO include: <ul style="list-style-type: none"> <li>• Organisations should have a minimum of 5 years' experience and a proven track record in delivering relevant LPM programmes to Professionals, Managers and Executives (PMEs);</li> <li>• In addition to the <a href="#">Qualifications Requirements for Adult Educators</a> (AEs), AEs engaged by organisations should have a minimum of 3 – 5 years' leadership and people management experience, the experience of which should commensurate with the target audience of the programmes. They should also have a minimum of 3 years' experience in designing and/or delivering related programmes.</li> </ul> </li> <li>- Responsibilities of LPM WSQ ATOs include: <ul style="list-style-type: none"> <li>• Develop training curriculum and assessment plans for at least <b>4 competency units within 2 years</b>;</li> <li>• Conduct the accredited courses to the public based on open access and meet the targeted number of headcounts as agreed in the terms of appointment, which shall not be less than <b>200 headcounts per unit</b> from 10 different organisations within the 2-year period;</li> <li>• Submit a monthly progress update to WDA on the progress of the development &amp; delivery of the programmes.</li> </ul> </li> </ul> |
|----|---|---|

**Pre-Requisites and Required Documents for WSQ Organisational Accreditation Application (For Public Only, as well as, both Public and In-House)**

|  |  |   |
|--|--|---|
|  |  | <p><u>For Business Management (BM) WSQ</u></p> <ul style="list-style-type: none"> <li>- Pre-requisites to become a BM WSQ ATO include: <ul style="list-style-type: none"> <li>• Organisations should have a minimum of 5 years' experience and a proven track record in delivering relevant BM programmes to Professionals, Managers and Executives (PMEs);</li> <li>• In addition to the <a href="#">Qualifications Requirements for Adult Educators</a> (AEs), AEs engaged by organisations should have a minimum of 3 – 5 years' business management experience, the experience of which should commensurate with the domain and target audience of the programmes. They should also have a minimum of 3 years' experience in designing and/or delivering related programmes.</li> </ul> </li> <br/> <li>- Responsibilities of BM WSQ ATOs include: <ul style="list-style-type: none"> <li>• Develop training curriculum and assessment plans for at least <b>6 competency units</b> within 2 years;</li> <li>• Conduct the accredited courses to the public based on open access and meet the targeted number of headcounts as agreed in the terms of appointment, which shall not be less than <b>100 headcounts per unit</b> from 10 different organisations within the 2-year period;</li> <li>• Submit a monthly progress update to WDA on the progress of the development &amp; delivery of the programmes.</li> </ul> </li> </ul> |
|--|--|---|

*NB. In addition to the above-mentioned 8 criteria, CIR grade will be taken into consideration for existing WSQ accredited training providers intending to deliver new WSQ framework.*

**Pre-Requisites and Required Documents for WSQ Organisational Accreditation Application (For Public Only, as well as, both Public and In-House)**

**Annex A – On the 2-year Plan**

Please complete this template which should be uploaded to WDA's SkillsConnect (SCN) System with the other supporting documents.

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

|   |
|---|
| <b>i. Specific WSQ framework</b>  |
| Identified <u>existing</u> WSQ framework, and/or new WSQ framework(s) with intention of embarking into.   |
| <b>ii. Scope of delivery</b>  |
| 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.  |
| <b>iii. Target market and proposed new clientele-mix</b>  |
| <ul style="list-style-type: none"> <li>• The trainees and the intended proportion Eg., training only Singaporean and local PRs.</li> <li>• Target Corporate Clients (indicate clienteles' names).</li> </ul>  |
| <b>iv. Existing clientele</b>   |
| <ul style="list-style-type: none"> <li>• The existing ratio of Singaporeans/PRs trainees in relation to foreign trainees.</li> <li>• Existing Corporate Clients.</li> </ul>   |
| <b>v. Proposed outreach strategies</b>  |
| Proposed marketing and outreach strategies, eg. advertising in the print media and newspapers, course previews and career fairs, etc.   |
| <b>vi. Estimated annual headcount to be trained and projected number of SOAs</b>  |
| Eg. at least 25 trainees for the 2 licensing modules at the Customer Service Officer level, (or 40 Statements of Attainments [SOAs]) per month.   |
| <b>vii. Proposed learning and assessment strategies</b>   |
| Eg. Small group tutorials cum buddy scheme for learners with low learning retention ability and compact disks (CD) would be deployed for intensive trainee revisions on the practical performances before assessments at the centralised assessment centre.   |
| <b>viii. Risk assessments by the applicant</b>  |
| <p>Eg. Security ATOs would face a declining no. of trainees should their clients convert to in-house training or install the following IT infrastructure:</p> <ul style="list-style-type: none"> <li>- Bio-metric access and manpower scheduling system;</li> <li>- Remote CCTV surveillance system; and</li> <li>- Visitor management system.</li> </ul> <p>The ATO would hence face a challenge to meet the initial proposed training target/s. ATO to suggest and elaborate how to mitigate this risk.</p> |
| <b>ix. Remark/Other Comments</b>  |
|   |