

Post-Approval Quality Check Checklist

All sections in this checklist, where applicable, are to be completed.

| Information / Supporting Documents to be Submitted for WSQ and / or Non- WSQ Courses | | | |
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| S/N | Components | | |
| | WSQ and / or Non- WSQ Course Titles | | |
| | Course Title 1: ABC Course Code: TGS-20YYNNNNNN Course Title 2: EFG Course Code: TGS-20YYNNNNNN | | |
| | 1) Course Quality Assurance System | | |
| | 1.1a WSQ course (if applicable) | Met | Not Met |
| | <p>System to ensure courseware and assessment plan are aligned to: i) WSQ standards; ii) pedagogically sound i.e. wrt constructive alignment; and iii) contextualized, where applicable</p> <p>Courseware: Facilitator Guide (FG), Lesson Plan (LP), Learner Guide (LG) and Assessment Plan (AP)</p> <p>Supporting documents: <i>Examples include SOPs / flowcharts, courseware i.e. FG, LP, LG and AP, deployed forms etc</i></p> | | |

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| | <i>3 Learners' assessment records (AR) from attendance record S/N #1, #3 & #5 (if available) for each assessment date</i> | | |
| | 1.1b) Non-WSQ course (if applicable) | Met | Not Met |
| | <p>System: Internal course quality assurance system</p> <p>Courseware: FG, LP, LG and AP, if applicable</p> <p>Supporting documents: <i>Examples include SOPs / flowcharts, courseware i.e. FG, LP, PPT, LG and AP, if applicable</i></p> | | |
| | 1.2 System to screen / profile learners to ensure that the course is fit for purpose | Met | Not Met |
| | <p>a. Systematic screening / profiling of learners is in place i.e. learners meet prerequisites of the course in terms of:</p> <ul style="list-style-type: none"> i. Literacy level ii. Numeracy level iii. Required assumed knowledge / skills <p>b. Only learners with appropriate aptitude / attitude are enrolled into the course</p> <p>Supporting documents: <i>Examples include SOPs / flowcharts etc to demonstrate that the TP consistently checks that learners meet course prerequisites prior to course enrolment viz., workflow or a flowchart for response to a phone / walk-in / corporate enquiry and supporting forms i.e. pre-course advisory / registration / admission screening forms or aptitude tests e.g. English</i></p> | | |

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| <p><i>test records for Skills Framework (SFw) for Security courses for Security Officers</i></p> | | |
| <p>1.3 System to ensure training activities are monitored and managed</p> | <p>Met</p> | <p>Not Met</p> |
| <ul style="list-style-type: none"> • Training activities are monitored and managed consistently to ensure they are in accordance to: <ul style="list-style-type: none"> i. SSG requirements i.e. AE meets stipulated requirements (if applicable), quality of delivery etc; and ii. Industry practices / sector agency's requirements e.g. standard, quality and currency, if applicable <p>^According to WSQ AE qualifications requirements, TP is to ensure that at least 80%* of its trainers / assessors meet the qualifications requirements, i.e. Workplace Trainer Programme (WTP) or Workplace Learning Facilitator (WLF) Programme for in-house Training Provider / ACTA or ACLP qualification or equivalent for public TP.</p> <p>Failure to meet the qualifications requirements may result in a lapse of the TP status.</p> <p>Note (*): The percentage requirement refers to actual deployment of trainers/assessors for each course approved at course accreditation, where the deployment is over a one-year period.</p> <p>Supporting documents:</p> <p><i>Examples include SOPs, guides, documents etc to demonstrate compliance to this criterion viz., AE technical / professional qualification and training qualification certificates; industry requirements documents e.g. Civil Aviation Authority Singapore (CAAS) air safety requirements;</i></p> | | |

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| | <i>National Environment Agency (NEA) Basic Food Hygiene AE technical qualifications requirements etc are met</i> | | |
| | 1.4) System to manage assessment activities, if applicable | Met | Not Met |
| | <p><u>WSQ course*</u></p> <ul style="list-style-type: none"> • Assessment activities are managed consistently to ensure they are in accordance to: <ul style="list-style-type: none"> i. principles of assessment, viz., valid, reliable, fair, and flexible and; ii. rules of evidence, viz., valid, sufficient, current and authentic; and iii. SSG requirements e.g. AE meets WSQ qualifications requirements; and iv. industry practices and sector agency's requirements, viz., standard, quality and currency of assessment content / setup specification, if applicable <p><i>Supporting documents:</i></p> <p><i>Examples include SOPs, guides, documents etc to demonstrate compliance to this criterion viz., assessment administration and management processes, post-assessment appeal process etc with evidence such as deployed assessment site specification checklist; assessor's code acceptance form, learner appeal form etc</i></p> <p><i>*Integrity and / or quality of assessment is SSG requirements in the "Terms for Training Providers" at https://www.ssg.gov.sg/termsandconditions.html</i></p> | | |
| 2 | 2A Learning Management System (LMS), if applicable | Met | Not Met |

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| | <p>2A.1 Learning Management System (LMS) meets training delivery requirements</p> <p><u>WSQ course and / or Non-WSQ course*</u></p> <ul style="list-style-type: none"> • System is able to: <ul style="list-style-type: none"> i. authenticate learners' identities; and ii. validate attendance records & track learners' progress*. <p><i>*Administrator rights to LMS is to be granted to SSG, if required</i></p> <ul style="list-style-type: none"> iii. Trainer / instructor support is available for trainee who need further clarification or assistance iv. Technical helpdesk support is available v. Process in place to validate course commencement date, course end date and estimated number of learning hours expected to complete the course vi. Process in place to verify trainee identity to facilitate conduct of e-assessments and ensure accuracy and authenticity of the assessment results <p>Supporting documents:</p> <p><i>Examples include SOPs, guides, documents etc. to demonstrate compliance to this criterion viz., printouts on: i) attendance / learning progress tracking; ii) trainer and learner interactions via group chats; technical support and / or helpdesk interactions with trainer and / or learner etc</i></p> | | |
| 2 | 2B Synchronous E-learning Delivery System, if applicable | Met | Not Met |
| | 2B.1 System meets synchronous E- training delivery requirements | | |

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| <ul style="list-style-type: none"> • System in place to support synchronous e-learning, e.g. via Zoom <p>A sample of supporting documents are listed below:</p> <p><u>Authentication of identity and tracking attendance</u></p> <ul style="list-style-type: none"> • Process in place to authenticate the learner's identity for each session of the course as listed below: <ol style="list-style-type: none"> 1. Trainee name and trainee email address (if an email is used to register on the synchronous online training platform). Training providers will also have to provide timestamped photographs/snapshots of the online classrooms showing trainees attending the class at the start and end of each session. This may be recorded through the application/tool used to conduct the online training session, or through photographs taken by cameras or mobile phones; 2. Name and/or email address of trainer(s) who delivered the training sessions; 3. Date and time records of the delivery of the training sessions; and 4. Date and time records of the presence of trainees corresponding to the training sessions; 5. Keeping the full recording of each online session for SSG's audit when required. <p>Note:</p> <ul style="list-style-type: none"> • All the above records (1) to (4) must be provided to support claims submissions in SkillsConnect / Training Grant System (TGS) for training conducted using this mode of e-learning. • For record under item (5) above, training providers must retain the records but do not need to produce it to support their claims submissions. | | |
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| | <ul style="list-style-type: none"> All the records must also be kept for a minimum period of three years in accordance to SSG Terms for TPs in the TPGateway, Section 7, "Retention of Documents", Clause 7.1g. | | |
| 3 | Plan-Do-Check-Act (PDCA) System | Met | Not Met |
| | <p>3.1 System for WSQ and / or non-WSQ course quality assurance review</p> <ul style="list-style-type: none"> Demonstrate that PDCA processes are instituted for courseware quality assurance review Analysis of data / information collated from the review Follow up action(s) on analyzed information wrt benchmarks set <p>Supporting documents:</p> <p><i>Examples include processes on review of courseware, training and delivery, technology-enabled learning etc, and evidences like notes of meeting, matters arising to meetings, corrective action documented etc</i></p> | | |
| 4 | Compliance to Marketing Guidelines | Met | Not Met |
| | <ul style="list-style-type: none"> Demonstrate there is process in place to manage and ensure compliance to SSG's marketing guidelines No observed evidence on non-compliance to SSG's marketing guidelines. <p>Supporting documents:</p> <p><i>Examples include SOPs / flowcharts / process flows on ensuring compliance and other supporting document / evidence could include, but not limited to, those listed below:</i></p> <p><i>i. Brochure</i></p> | | |

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| | <ul style="list-style-type: none"><i>ii. Brand / TP Guide</i><i>iii. Competitive sell sheets etc</i><i>iv. Website content</i><i>v. Social Media</i><i>vi. Infographics</i><i>vii. Videos etc</i> | | |
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