

Frequently Asked Questions (FAQ) on Post-Approval Quality Check (PQC)	
PQC Information and Process	
S/No	Questions and Answer
1	Why is SkillsFuture Singapore (SSG) conducting PQC on SSG approved and / or funded courses?
	PQC is part of continuous efforts by SSG to ensure quality training and / or assessment delivery by Training Providers (TP) following course approval, and this is in accordance to Section 8 of the SSG Terms for TP: https://www.ssg.gov.sg/termsandconditions.html
2	What are the areas that TPs will be checked?
	<p>The scope of PQC, where applicable, is as follows:</p> <p>1) Course Quality Assurance System 1.1a System to ensure courseware and assessment plan are aligned to WSQ standards, pedagogically sound and contextualised, if applicable; and / or 1.1b System in place to ensure non-WSQ course objectives and training materials are aligned to learning outcomes, if applicable; and 1.2 System to screen / profile learners to ensure that the course is fit for purpose; and 1.3 System to ensure training activities are monitored and managed; and 1.4 System to manage assessment activities, if applicable</p> <p>2A) Learning Management System (LMS), if applicable 2A.1 LMS meets training delivery requirements</p> <p>2B) Synchronous E-learning Delivery System, if applicable 2B.1 System meets synchronous E- training delivery requirements</p> <p>3) Plan-Do-Check-Act (PDCA) System 3.1 System(s) for WSQ/ Non-WSQ course quality assurance review</p> <p>4) System on compliance to Marketing Guidelines for Training Providers (not applicable for in-house TPs) 4.1 System, process and /or workflow on compliance to marketing guidelines</p>
3	Does PQC apply to both Singapore Workforce Skills Qualifications (WSQ) courses and SSG certifiable courses?
	PQC applies to all SSG approved and / funded certifiable and non-certifiable courses.
4	Would there be a guide for TPs' reference to support their preparation for PQC?
	SSG will publish a PQC Guide at SSG's website (https://www.ssg-wsg.gov.sg/) in due course for TP to download for reference. For now, a checklist will be sent to the TPs with the PQC notification.
5	How will TPs know if they have been shortlisted for PQC?
	If shortlisted for PQC, the TP's Management Representative (MR) as stated in Training Partners Gateway (TPGateway) will receive a notification email from SSG and is required to response within 14 calendar days.
6	How much lead time would the TP be given to prepare for PQC?
	The TP will be given up to fourteen (14) calendar days to prepare the requested documents and the submission deadline will be stated in the PQC notification email.
7	Would SSG conduct training and / or assessment observation as part of PQC?
	SSG may conduct training and / or assessment observations for selected PQC cases. We would notify TP in advance to provide the details to SSG.
8	When will TP be notified on the outcome of the review after date of complete submissions of the required documents?
	SSG will follow up with TP on the notification of outcome after the PQC has been completed. The completion of PQC will depend on the various factors such as the completion of the submitted document, the number of clarifications and response time from the TP.
9	Will TP's be given a copy of the PQC report?
	<p>Yes, a copy of the PQC report, together with the PQC outcome, would be shared with the TP.</p> <p>The PQC report will also contain the Areas of Improvements (AFIs), and SSG will follow up with TP on the rectifications for the AFIs.</p>
10	For a TP which has not received the outcome of its PQC, can the TP continue to submit course applications via TPGateway?
	Yes, unless the TP has been advised otherwise by SSG.

11	For in-house TPs, which do not need to market courses, does the requirement on compliance to Marketing Guidelines still apply?
	The requirement on compliance to Marketing Guidelines will not be applicable to in-house TPs, which do not market their courses.
12	If TPs have further queries on PQC processes and requirements, where can TPs seek help?
	Should you have further enquiries on PQC processes and requirements, please contact SSG via the feedback portal at: https://portal.ssg-wsg.gov.sg/feedback or call the hotline on Tel: 6785 5785.
Submission of requested documents	
13	How could TPs submit the requested documents to SSG?
	<p>Upon receipt of PQC notification, TPs are to send the requested documents via notifying officer's SSG email with file names clearly indicated.</p> <p>The maximum file size per email to SSG is 5MB, and TPs could split their submissions as required.</p> <p>Please note that we are unable to accept submissions via drop-box etc.</p>
Others	
14	What is the difference between Continuous Improvement Review (CIR) and PQC?
	<p>CIR is a biannual exercise on TPs delivering WSQ courses as part the renewal of the TPs' organisational status. CIR has ceased since 2018 audit.</p> <p>PQC is the check on selected TPs' courses based on SSG's internal selection criteria on targeted areas. This allows SSG to focus its resources on targeted areas to continue to retain oversight of TPs and their course delivery quality, outcome performance and standards on a regular basis.</p>