

# WHAT IS POST APPROVAL QUALITY CHECKS (PQC) ABOUT?

It is a framework that SSG puts in place to help Training Partners (TPs) improve robustness and quality of the courses post approval.

# HOW OFTEN DOES PQC HAPPEN?

All TPs offering SSG approved courses will be subjected to PQC at least once every 2 to 4 years.

# WHAT IS THE SCOPE OF PQC?

1

## COURSE QUALITY ASSURANCE SYSTEM

- System to screen / profile learners to ensure that the course is fit for purpose
- System to ensure training activities are monitored and managed
- System to manage assessment activities, if applicable

2

## E-LEARNING DELIVERY SYSTEM

- Learning Management System (LMS), if applicable, meets training delivery requirements
- Synchronous E-learning Delivery System, if applicable, meets synchronous E-training delivery requirements

3

## PLAN-DO-CHECK-ACT (PDCA) SYSTEM

- System for WSQ/Non-WSQ course quality assurance review to demonstrate that PDCA processes are instituted for courseware quality

4

## COMPLIANCE TO MARKETING GUIDELINES

- Demonstrate the process in place to manage and ensure compliance to SSG's marketing guidelines
- No observed evidence on non-compliance to SSG's marketing guidelines

# STEP-BY-STEP GUIDE TO PQC PROCESS

## 1. Notification Email by SSG

An email will be sent out to TPs to prepare for PQC review. TPs would be given up to 14 calendar days to prepare and submit the required documents.

## 2. Submission of Required Documents

Documents to be submitted via email to SSG Associate Manager copying SSG officer.

## 3. Conducting of Training and/or Assessment Observations

SSG may need to conduct training and/or assessment observations on selected courses as part of the course review. TP may be notified in advance.

## 4. Reviewing of Documents by SSG

SSG will review the submitted documents and may include the clarification process, further verifications or request for additional information.

## 5. Issuing of PQC Report to TPs

Report would include details on the criteria against identified gaps to facilitate corrective action and closure of gaps by TPs.