

## Frequently Asked Questions (FAQs) for Assessment Results Upload on SkillsConnect

Date revised: 09 April 2019

S/No.	FAQs								
<b>A</b>	<b>FOR WSQ APPROVED TRAINING ORGANISATIONS (ATOs)</b>								
<b>A1</b>	<b>Assessment Results Upload to SkillsConnect</b>								
<b>1</b>	<p><b>What are the fields required in the assessment result upload template?</b></p> <p>WSQ ATOs are required to upload the assessment result onto SkillsConnect via assessment result upload template or online upload.</p> <p>There are two (2) tabs in the assessment result upload template, namely:</p> <p style="text-align: center;">1. e-Cert-Header Template</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">New Fields</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>• Primary Contact Person</li> <li>• Primary Contact Salutation</li> <li>• Primary Contact Tel (Office)</li> <li>• Primary Contact Tel (Others)</li> <li>• Primary Contact Email</li> <li>• Secondary Contact Person</li> <li>• Secondary Contact Salutation</li> <li>• Secondary Contact Tel (Office)</li> <li>• Secondary Contact Tel (Others)</li> <li>• Secondary Contact Email</li> <li>• Remarks</li> </ul> </td> </tr> </tbody> </table> <p style="text-align: center;">2. Body Template</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">New Fields</th> <th style="text-align: left;">Revised Fields</th> <th style="text-align: left;">Deleted Fields</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>• Trainee Contact No. (Mobile) <i>Mandatory if Trainee Email Address is empty</i></li> <li>• Trainee Contact No. (Others) – <i>optional</i></li> <li>• Trainee Email Address – <i>Mandatory if Trainee</i></li> </ul> </td> <td> <ul style="list-style-type: none"> <li>• ID Type – <i>renamed from NRIC Type</i></li> <li>• ID Number – <i>renamed from NRIC number</i></li> <li>• Nationality – ‘Non-S’pore Citizen’ is replaced by ‘Singapore PR’.</li> <li>• Medium of Assessment – <i>renamed from Language</i></li> <li>• Trainer ID – <i>renamed from</i></li> </ul> </td> <td> <ul style="list-style-type: none"> <li>• Type of Registration</li> <li>• Company Registration No.</li> <li>• Supervisor Assessor NRIC</li> </ul> </td> </tr> </tbody> </table>	New Fields	<ul style="list-style-type: none"> <li>• Primary Contact Person</li> <li>• Primary Contact Salutation</li> <li>• Primary Contact Tel (Office)</li> <li>• Primary Contact Tel (Others)</li> <li>• Primary Contact Email</li> <li>• Secondary Contact Person</li> <li>• Secondary Contact Salutation</li> <li>• Secondary Contact Tel (Office)</li> <li>• Secondary Contact Tel (Others)</li> <li>• Secondary Contact Email</li> <li>• Remarks</li> </ul>	New Fields	Revised Fields	Deleted Fields	<ul style="list-style-type: none"> <li>• Trainee Contact No. (Mobile) <i>Mandatory if Trainee Email Address is empty</i></li> <li>• Trainee Contact No. (Others) – <i>optional</i></li> <li>• Trainee Email Address – <i>Mandatory if Trainee</i></li> </ul>	<ul style="list-style-type: none"> <li>• ID Type – <i>renamed from NRIC Type</i></li> <li>• ID Number – <i>renamed from NRIC number</i></li> <li>• Nationality – ‘Non-S’pore Citizen’ is replaced by ‘Singapore PR’.</li> <li>• Medium of Assessment – <i>renamed from Language</i></li> <li>• Trainer ID – <i>renamed from</i></li> </ul>	<ul style="list-style-type: none"> <li>• Type of Registration</li> <li>• Company Registration No.</li> <li>• Supervisor Assessor NRIC</li> </ul>
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	<p><i>Contact No (Mobile) is empty</i></p> <ul style="list-style-type: none"> <li>• Course Start Date – <i>Mandatory for Train-and-Assess courses but non-mandatory for Assessment-only courses and for exempted results</i></li> </ul>	<p><i>Trainer NRIC Mandatory for Train-and-Assess courses but non-mandatory for Assessment-only courses and for exempted results</i></p> <ul style="list-style-type: none"> <li>• Assessor ID – <i>renamed from Assessor NRIC Mandatory for Train-and-Assess courses but non-mandatory for Assessment-only courses and for exempted results</i></li> <li>• Printing of SOA/Generating of e-Cert – <i>renamed from 'Printing of SOA'</i></li> </ul>		
2	<p><b>What does WSQ ATOs need to do with the assessment result upload file when submitting assessment results?</b></p> <p>There are two (2) tabs (e-Cert Header Template &amp; Body Template) in the assessment result upload file. WSQ ATOs need to complete the e-Cert Header Template and Body Template when uploading the assessment result.</p>			
3	<p><b>Is it still required for ATOs to provide trainee's information when uploading the assessment results upload template?</b></p> <p>Trainee's contact details are required for SSG to reach trainees regarding the feedback or enquiries they submit. It is also required to facilitate any investigation conducted by SSG.</p>			
4	<p><b>Are all fields mandatory in the assessment result upload template?</b></p> <p>Not all fields in the assessment result upload template are mandatory, e.g. secondary fields are not mandatory. Fields that are mandatory will be indicated with * at the end of the field name.</p>			

5	<p><b>What contact information should ATOs provide in the event where trainees does not have e-mail address or local mobile number?</b></p> <p>For trainees without their e-mail addresses or local mobile numbers, ATO can provide training organisation’s e-mail address, training organisation’s mobile number, employer’s e-mail or employer’s mobile number. The ATO will need to follow up with the affected trainees to inform trainees to download their WSQ e-Certs at MySkillsFuture Portal via SingPass at <a href="https://myskillsfuture.sg">https://myskillsfuture.sg</a> or print a hardcopy WSQ e-Certs for them.</p>
6	<p><b>Does ATOs have the option of providing only e-mail address or local mobile number?</b></p> <p>Yes. ATOs should provide at least one of the contact method in the assessment result upload file i.e. e-mail address and/or local mobile number under the Body Template.</p>
7	<p><b>Can ATOs provide overseas mobile number?</b></p> <p>No, only local mobile number is accepted.</p> <p>If ATOs provide overseas mobile number, it will result in error message as there is validation check on this field. In the event where trainee does not have a local number, ATOs can provide theirs.</p>
8	<p><b>For WSQ ATOs offering Assessment Only Pathway (AOP) courses, what information should they give for the “Course Start Date” and “Trainer ID” fields?</b></p> <p>For courses under the Assessment Only Pathway (AOP), the “Course Start Date” and “Trainer ID” are not applicable in this context. “Course Start Date” and “Trainer ID” are non-mandatory for assessment-only courses and for exempted results.</p> <p>For Train-and-Assess courses, please input the “Course Start Date” and “Trainer ID” of the course when submitting the assessment result.</p> <p><u>Please take note of the following:</u></p> <ul style="list-style-type: none"> <li>• Course Start Date <ul style="list-style-type: none"> <li>- <i>Mandatory for Train-and-Assess courses but non-mandatory for Assessment-only courses and for exempted results</i></li> </ul> </li> <li>• Trainer ID –renamed from Trainer NRIC <ul style="list-style-type: none"> <li>- <i>Mandatory for Train-and-Assess courses but non-mandatory for Assessment-only courses and for exempted results.</i></li> </ul> </li> <li>• Assessor ID –renamed from Assessor NRIC <ul style="list-style-type: none"> <li>- <i>Mandatory for Train-and-Assess and Assessment-only courses but non-mandatory for exempted results</i></li> </ul> </li> </ul>

9	<p><b>What is the turnaround time for the generation of WSQ e-Certs after assessment results are uploaded?</b></p> <p>There are three (3) types of e-Certs for WSQ courses:</p> <ul style="list-style-type: none"> <li>• WSQ e-Cert Statement of Attainment (SOA) WSQ Approved Training organisations (ATOs)/trainees can access or download SOA two (2) working days after training organisation has successfully uploaded the assessment results onto SkillsConnect.</li> <li>• WSQ e-Cert Composite Statement Of Attainment (CSOA) WSQ ATOs/trainees can access or download CSOA two (2) working days after training organisation has successfully uploaded the assessment results onto SkillsConnect.</li> <li>• WSQ e-Cert (Qualifications and Transcript) WSQ ATOs/trainees can access or download Qualifications and Transcripts fifteen (15) working days after automatic (or straight-through) or manual qualification process.</li> </ul> <p>Please note that with effect from 13 April 2019, viewing and/or downloading of WSQ e-Certs will transit to MySkillsFuture Portal. For more information, please visit <a href="https://myskillsfuture.sg">https://myskillsfuture.sg</a>.</p>
10	<p><b>How can WSQ ATOs find out what information is needed for each field?</b></p> <p>SSG have improved the assessment result upload template by incorporating the instructions and comments in the fields' columns. ATOs can simply mouse over the respective fields and view the instructions and comments. These instructions will help to guide ATOs in providing the data or information required.</p>
11	<p><b>When should WSQ ATOs <u>void</u> an assessment result, and how is voidance done?</b></p> <p>The voidance of assessment results is <u>necessary</u> if there is an error in any of the following fields:</p> <ul style="list-style-type: none"> <li>• Trainee's ID</li> <li>• Trainee's Name</li> <li>• Date of Assessment</li> <li>• Course Reference Number</li> <li>• Competency Standard Code</li> <li>• Cert Code</li> <li>• Assessment Result (Competent/Not Yet Competent/Exempted)</li> </ul>

	<p>If an assessment result is to be voided, indicate 'Void' under the submission type and re-upload the correct records with the submission type 'New'.</p> <p>Please note that WSQ ATOs would need to pay for the voidance and regeneration of WSQ e-Certs SOAs.</p>
12	<p><b>When should WSQ ATOs <u>update</u> an assessment result, and how is update done?</b></p> <p>The update of assessment results is <u>necessary</u> if there is an error in any of the following fields:</p> <ul style="list-style-type: none"> <li>➤ Any fields under the e-Certs Header tab</li> <li>➤ Body tab- Gender, Nationality, Date of Birth, Race, Trainee contact number (Mobile), Trainee Contact No (Others), Trainee email address, Company name, Designation, Medium of Assessment, Education Level, Salary Range, Assessment Venue, Course start date, Trainer ID and Assessor ID.</li> </ul> <p>Therefore, voidance is <u>not necessary</u> if there is an error in any of the fields mentioned above.</p> <p>WSQ ATOs would only need to perform an update with the submission type as 'Update'. Please refer to the SkillsConnect user guide on the steps to perform the update, which can be found on the SkillsConnect website, Section 7 on “Upload Assessment Results”, item 7.1 – Upload WSQ Assessment Results:  <a href="https://www.skillsconnect.gov.sg/sop/portal/Help&amp;Resources/Guides%20to%20Using%20SkillsConnect/guides.jsp">https://www.skillsconnect.gov.sg/sop/portal/Help&amp;Resources/Guides%20to%20Using%20SkillsConnect/guides.jsp</a></p>
13	<p><b>Will WSQ ATOs be able to obtain trainees’ contact details and other personal information under the Personal Data Protection Act (PDPA)?</b></p> <p>Trainee’s contact details are required for SSG to reach trainees regarding the feedback or enquiries they submit. It is also required to facilitate any investigation conducted by SSG.</p> <p>In addition, any public agency or organisation in the course of acting on behalf of a public agency, are excluded from the application of the Data Protection Provisions as spelled out in the Personal Data Protection Act 2012, Section 4(1). Nevertheless, ATOs are required to ensure the strict confidentiality of all personal information obtained from trainees as per SkillsFuture Singapore (SSG)’s Terms and Conditions, except for disclosure to SSG as required. The personal information (i.e. trainee’s education level, salary, etc) is necessary for SSG as part of its data collection for analysis on the continuing education and training landscape.</p>

14	<p><b>Will there be any change of CIR criteria such as in issuing and distributing of certificate?</b></p> <p>There is no change in CIR criteria for accurate and timely assessment results uploading.  <i>(Note: The removal of CIR will take effect from 1 July 2019)</i></p> <p>With the availability of WSQ e-Certs on MySkillsFuture Portal, it is not compulsory for ATOs to print hard copies SOAs for trainees as they are able to print them on their own by logging into MySkillsFuture Portal at <a href="https://myskillsfuture.sg">https://myskillsfuture.sg</a>. However, for trainees who face challenges in accessing their WSQ e-Certs, ATOs are required to assist in trainees' request and print the first hard copy WSQ e-Certs.</p> <p>WSQ ATOs are not to impose a fee on the first hard copy printing (SOA, Qualification and/or Transcript) for trainees. The hard copy printing of SOA, Qualification and Transcript are to be printed in colour on 100gsm A4-size white papers. WSQ ATOs are to note that the printing charges for second and subsequent hard copy of WSQ e-Certs should be reasonable on a cost recovery basis. WSQ ATOs would need to inform trainees upfront on the charges.</p> <p><u>WSQ ATOs are required to print hard copies of all WSQ Qualifications/Transcripts for trainees.</u></p>
15	<p><b>Can ATOs use Mac computer to submit assessment result?</b></p> <p>Yes. ATOs can submit assessment results using the online form via SkillsConnect System since SkillsConnect is web-based. However, if ATOs use the excel template for submission, please use Office for Mac with version 2011 or 2014. With this Office application, ATOs can also prepare the assessment records using the latest excel template for submission into SkillsConnect system.</p> <p>As the SSG's assessment result upload template file uses macro to protect the sheet and generate csv, ATOs will need to ensure that the MS Excel installation setting have VBA to be compatible for use with macro.</p>
<b>A2</b>	<b>Cost and Invoice / Payment of e-Certs</b>
1	<p><b>How are WSQ ATOs charged after WSQ e-Certs transits to MySkillsFuture Portal?</b></p> <p>The WSQ e-Cert fee of S\$0.60 (before GST) is chargeable for each e-Cert Statement of Attainment (SOA) generation with effect <u>from 1 July 2019</u>. The e-Cert fee of \$0.60 (before GST) is also chargeable for each assessment result voidance and re-generation of e-Cert <u>from 1 July 2019 onwards</u>.</p> <p>WSQ ATOs will have to pay SSG for every generation of WSQ e-Cert SOA with trainees assessed as competent.</p>

2	<p><b>Why does WSQ ATOs need to pay for the e-Certs if there is no hardcopy printing of certificate?</b></p> <p>SSG is operating on a cost recovery mode to cover the capital and operating cost of system.</p>
3	<p><b>How is the billing for WSQ e-Certs carried out? Who does SSG sends the monthly invoice to? What are the different modes of payment?</b></p> <p>The e-Certs billing will be done via monthly invoicing to the Finance Officer of WSQ ATOs (email to the email address of the Finance officer as indicated in the WSQ organisation profile in SkillsConnect).</p> <p>Different modes of billing for e-Certs include:</p> <ul style="list-style-type: none"> <li>• Billing of e-invoices to companies' (ATOs) email addresses via CREST; and</li> <li>• Billing of e-invoices via vendors@gov for Ministries/Statutory Boards to make payment to SSG.</li> </ul> <p>The collated amount based on the number of WSQ e-Certs SOAs generated for the month will be sent to WSQ ATOs at the beginning of the following month. WSQ ATOs are to indicate the invoice number and make payment via cheque or interbank transfer (GIRO) within thirty (30) days credit terms. For cheque payment, payment is to be made by crossed cheque to 'SkillsFuture Singapore Agency'.</p> <p><u>Billing address:</u></p> <p>SkillsFuture Singapore Agency  1 Marina Boulevard  #18-01 One Marina Boulevard  Singapore 018989</p> <p><b>Attention to: Corporate Services Division (CSVD)</b></p> <p>If WSQ ATOs would like SSG to issue an e-invoice via vendors@gov, please submit a request to the following email address: AR_Invoices@ssg.gov.sg.</p>
4	<p><b>How does WSQ ATOs reconcile the WSQ e-Certs invoice amount?</b></p> <p>The collated month-end invoice will show the respective assessment batches uploaded that were generated into WSQ e-Certs SOAs for the month. WSQ ATOs could reconcile the invoice amount with reference to assessment results uploaded onto SkillsConnect. WSQ ATOs could also have manual tracking on the assessment batches uploaded with fields such as assessment results upload batch reference number or date of submission.</p> <p>Please note that last-stop ATOs will not be invoiced for WSQ e-Certs Qualifications and/or Transcript generated.</p> <p>For clarifications on the amount, please contact SSG's hotline at 6785 5785 or our feedback portal at <a href="https://portal.ssg-wsg.gov.sg/feedback">https://portal.ssg-wsg.gov.sg/feedback</a>.</p>

5	<p><b>Can WSQ ATOs delay assessment result upload if trainees have not paid their course fees?</b></p> <p>WSQ ATOs should not delay the assessment result upload. ATOs are required to abide by the stipulated assessment result upload timeline when uploading trainees' assessment results to SkillsConnect. SSG may suspend the WSQ ATO status or take other punitive actions against ATOs which fail to comply with the requirement for timely and accurate submission of assessment results.</p> <p>Note: The current timeline for the assessment result upload given to public WSQ ATOs and in-house WSQ ATOs are two (2) weeks and one (1) month respectively.</p>
<b>B</b>	<b>ON WSQ ELECTRONIC-CERTIFICATES (e-Certs) RELATED</b>
	<p>The viewing and downloading of WSQ e-Certs have migrated to MySkillsFuture Portal with effect from <b>13 April 2019</b>. Please visit <a href="https://www.myskillsfuture.sg/content/portal/en/header/faqs/eCerts.html">https://www.myskillsfuture.sg/content/portal/en/header/faqs/eCerts.html</a> for FAQs regarding:</p> <ul style="list-style-type: none"> <li>➤ e-Cert search</li> <li>➤ e-Cert download</li> <li>➤ Printing of e-Cert</li> <li>➤ And more</li> </ul> <p>The user guide for e-Cert search and download is also available at <a href="https://www.myskillsfuture.sg/content/dam/Help/eCerts_TrainingProviders_UserGuide.pdf">https://www.myskillsfuture.sg/content/dam/Help/eCerts_TrainingProviders_UserGuide.pdf</a></p>
<b>C</b>	<b>SKILLSCONNECT /WSQ E-CERT HELPDESK</b>
1	<p><b>Where can ATOs/trainees seek help from for WSQ e-Cert download?</b></p> <p>ATOs/trainees can visit <a href="https://myskillsfuture.sg">https://myskillsfuture.sg</a> for more information and assistance.</p>
2	<p><b>Who can ATOs/trainees contact for further details?</b></p> <p>ATOs/trainees can:</p> <ul style="list-style-type: none"> <li>a) Call SSG via phone 6785 5785 or</li> <li>b) Submit their query or feedback at <a href="https://portal.ssg-wsg.gov.sg/feedback">https://portal.ssg-wsg.gov.sg/feedback</a></li> </ul>