

Frequently Asked Questions (FAQs) for WSQ e-Cert System

For e-Cert full launch in Nov 2014

Date revised: 3 Nov 2014

S/No.	<u>FAQs</u>
A	BACKGROUND INFORMATION
1	<p>What is the change in the WSQ Certificate Issuance system?</p> <p>The hardcopy WSQ certificates have been issued since the start of WSQ. Printing of WSQ certificates is undertaken by WSQ-appointed security printer. The WSQ Certificates (SOAs, Qualifications and Transcripts) are printed in hardcopy quality paper with security printing features such as watermark, UV ink and micro text. Certificates printing and delivery to ATOs take about four to six weeks from the time request is sent by ATO.</p> <p>With advancement in Technology, general workforce has become more IT savvy and there is uptrend on needs for e-services. As such, WDA is also capitalising on the advancement of web technology.</p> <p>Therefore, the change moving forward is to have the certificate issuance via electronic form. Trainees will receive notification on the availability of e-Cert image in their SkillsConnect account via email and/or SMS.</p>
2	<p>Why is this change needed?</p> <p>There are limitations to the hardcopy system, such as:</p> <ul style="list-style-type: none">• Delay in certificate issuance• Trainees do not receive SOAs / Qualifications• Reported cases of misplaced certificate• No online feature to verify authenticity of certificate <p>Therefore, it is timely to have the certificate issuance via electronic form and making e-certificate available to trainees.</p>
3	<p>What are the benefits of certificate in electronic form or e-certificate (e-Cert) system?</p> <p>The benefits of e-Cert system are:</p> <ul style="list-style-type: none">• <u>Shorter waiting time</u> for the trainees to receive the electronic version of the certificates. Instead of the usual 4 to 6 weeks of the hardcopy delivery time, trainees will be able to access to their e-Cert (SOA) within 2 days after ATOs have uploaded the assessment results. For e-Cert (Qualifications or Transcripts), trainees will be able to access to their e-Cert within 15 working days upon e-mail request by the training organisations.

	<ul style="list-style-type: none"> • <u>Reduce waiting time</u> for the trainees and their employers, resulting in an improvement in productivity, and process efficiency. • <u>Streamlined process</u> can reduce chances of misplaced certificate and alleviate admin efforts by ATOs • <u>Verification of the authenticity</u> of e-Cert via web-portal by potential employers • <u>Easy access</u> to e-Cert for trainees and ATOs via any mobile devices • <u>Reduce paper wastage</u>
<p>4</p>	<p>Who will be affected with e-Cert system?</p> <p>I. Trainees</p> <ul style="list-style-type: none"> - Instead of receiving a hardcopy, they will receive e-Cert notification via email or SMS. - Trainees can view / retrieve and download their e-certificate via Skillsconnect (SCN) at https://www.skillsconnect.gov.sg using Adobe Reader software of at least version 10. <p>II. ATOs</p> <ul style="list-style-type: none"> - ATOs will need to inform the trainee on the format of certificate they will receive. - ATO is required to print e-Cert qualifications and transcripts for trainees. - ATOs will not need to print the e-Cert SOAs unless upon request by trainees. - ATOs can view / retrieve, download and print e-certificate of assessment results they uploaded via Skillsconnect (SCN) using Adobe Reader software of at least version 10. - ATOs will need to follow up with trainee upon receipt of email notification on unsuccessful attempt to reach trainee. <p>III. Employers</p> <ul style="list-style-type: none"> - They can log onto the web portal at https://e-cert.wda.gov.sg to verify the authenticity of the e-Cert submitted by job applicants.
<p>5</p>	<p>Was there any testing of the system before the launch?</p> <p>WDA conducted a comprehensive User Acceptance Test (UAT) before rolling out the system. We have adopted a two-phased launch approach: soft launch and actual full launch. For the soft launch which started on 1 July 2014, we have selected 15 ATOs as indicated below. The full implementation launch is on 3 Nov 2014.</p> <p>The selected 15 ATOs for the e-Cert soft launch are as follows:</p> <ol style="list-style-type: none"> 1. Ascendo Consulting Pte. Ltd. 2. Center for Competency-Based Learning and Development Pte. Ltd (CBLD) 3. Centre For Employability Skills (CES) 4. Digipen Institute Of Technology Singapore Pte. Ltd. 5. IFI Academy Pte. Ltd. 6. Institute for Adult Learning (IAL)

	<p>7. KK Women's and Children's Hospital Pte. Ltd. 8. Micron Semiconductor Asia Pte. Ltd. 9. National University Of Singapore (STMI,NUS) 10. Polwel Co-operative Society Limited 11. ROHEI Corporation Pte Ltd 12. SEED Institute Pte. Ltd. 13. SIGNAL Institute 14. The Singapore Contractors Association Limited (SCAL) 15. Wyeth Nutritionals (Singapore) Pte. Ltd.</p>			
B	ON TRAINING ORGANISATIONS (ATOs)			
B1	Assessment Result Upload to SCN			
1	<p>What are the field changes in the assessment upload template?</p> <p>ATOs are still required to upload the assessment result to SCN via assessment result upload template or online upload.</p> <p>There are some changes in the assessment result template as indicated below which was implemented since July 2014.</p> <p>There are 3 tabs in the assessment upload template, namely:</p> <ol style="list-style-type: none"> 1. TOPPAN-HeaderTemplate 2. This is an existing tab for ATOs on hardcopying printing mode. <table border="1" data-bbox="300 1205 1321 1469"> <tr> <td>Revised fields</td> </tr> <tr> <td> <ul style="list-style-type: none"> • Invoice Designation – <i>renamed from Designation</i> • Invoice Tel(Office) – <i>renamed from Tel(Office)</i> • Invoice Fax(Office)– <i>renamed from Fax(Office)</i> Invoice Mobile – renamed from Mobil </td> </tr> </table> <ol style="list-style-type: none"> 3. e-Cert-HeaderTemplate <p>This is a new tab for ATOs for e-Cert full launch.</p> <table border="1" data-bbox="300 1585 1390 1637"> <tr> <td>New Fields</td> </tr> </table>	Revised fields	<ul style="list-style-type: none"> • Invoice Designation – <i>renamed from Designation</i> • Invoice Tel(Office) – <i>renamed from Tel(Office)</i> • Invoice Fax(Office)– <i>renamed from Fax(Office)</i> Invoice Mobile – renamed from Mobil 	New Fields
Revised fields				
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New Fields				

- Primary Contact Person
- Primary Contact Salutation
- Primary Contact Tel (Office)
- Primary Contact Tel (Others)
- Primary Contact Email
- Secondary Contact Person
- Secondary Contact Salutation
- Secondary Contact Tel (Office)
- Secondary Contact Tel (Others)
- Secondary Contact Email
- Remarks

4. BodyTemplate

New Fields	Revised fields	Deleted Fields
<ul style="list-style-type: none"> • Trainee Contact No. (Mobile) <i>Mandatory if Trainee Email Address is empty</i> • Trainee Contact No (Others) – <i>optional</i> • Trainee Email Address - <i>Mandatory if Trainee Contact No (Mobile) is empty</i> • Course Start Date - <i>Mandatory for Training-and-Assess courses but non-mandatory for Assessment-only courses and for exempted results</i> 	<ul style="list-style-type: none"> • ID Type – <i>renamed from NRIC Type</i> • ID Number –<i>renamed from NRIC Number</i> • Nationality - ‘Non-S’pore Citizen’ is replaced by ‘Singapore PR’. • Medium of Assessment – <i>renamed from Language</i> • Trainer ID –<i>renamed from Trainer NRIC Mandatory for Training-and-Assessment courses but non-mandatory for Assessment-only courses and for exempted results</i> • Assessor ID –<i>renamed from Assessor NRIC Mandatory for Training-and-Assessment and Assessment-only courses but non-mandatory for exempted results</i> • Printing of SOA /Generating of e-Cert’ - <i>renamed from ‘Printing of SOA’</i> 	<ul style="list-style-type: none"> • Type of Registration • Company Registration No. • Supervisor Assessor NRIC

2 Are there any changes in filling up the assessment result upload file template for ATOs?

	<p>Yes. There are three tabs (Toppan-Header Template, e-Cert Header Template & Body Template) in the assessment upload template. ATOs need to complete the e-Cert Template and Body Template when uploading the assessment result. ATOs are advised not to use the Toppan-Header Template.</p>
3	<p>What are the important trainee's information required in the revised assessment result upload template?</p> <p>To facilitate the notification to trainee, either trainee's email address or trainee mobile number has been made mandatory in the revised assessment result template. Please see the explanation below for providing these trainee's contacts information.</p> <p><u>Trainee's email address field</u> ATOs must fill in trainee's email address if trainee's mobile number is left empty.</p> <p><u>Trainee's mobile number</u> ATOs must fill in trainee's mobile number if trainee's email address is left empty.</p> <p>Trainees will receive e-Cert notification via email and/or SMS. It is very important for the ATOs to key in the correct trainee's address and/or mobile number. Otherwise, the trainees will not receive the notification.</p>
4	<p>Are all fields mandatory in the assessment result template?</p> <p>Not all fields are mandatory, e.g. secondary fields are not mandatory. Those mandatory fields are indicated with * at the end of the field name.</p>
5	<p>What should the ATO key in for trainees without e-mail address or local mobile number?</p> <p>For trainees without their e-mail addresses or local mobile numbers, ATO could key in ATO's e-mail address or ATO's mobile number or employer's e-mail or employer's mobile number. The ATO will need to follow up with the affected trainees to print or distribute the e-Cert to them.</p>
6	<p>Can ATO have the option of keying either e-mail address or local mobile number?</p> <p>ATOs have to provide at least one of the fields in the assessment result upload file i.e. e-mail address and/or local mobile number under the Body Template.</p>
7	<p>Can ATO key in overseas mobile number and can the SMS notification be sent to the overseas number?</p> <p>We only accept local mobile number and SMS notification will be sent to the local mobile number.</p>

	<p>If ATO provides overseas mobile contact, it will result in error message as there is validation check on this field.</p>
<p>8</p>	<p>On trainee' contact fields, can we provide ATO / employer's email address and contact number in replacement of the trainee's email and contact number?</p> <p>We prefer that the trainee's email address and/or mobile number be provided so that the trainee can be promptly notified when the e-cert is ready. However, in the event that the trainee does not email address and/or mobile number, ATO could key in ATO's / employer's e-mail address or mobile number. The e-Cert e-mail and/or SMS notification will be sent to this ATO's / employer's contact number and the ATO / employer is required to inform their trainees that they could access their e-Cert via SINGPASS login into Skillsconnect system at https://www.skillsconnect.gov.sg</p>
<p>9</p>	<p>We only offer Assessment Only Pathway (AOP) courses. What date should we input for the fields, "Course Start Date" and Trainer ID?</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>To note below:</u></p> <ul style="list-style-type: none"> • Course Start Date - <ul style="list-style-type: none"> - <i>Mandatory for Train-and-Assess courses but non-mandatory for Assessment-only courses and for exempted results</i> • Trainer ID –renamed from Trainer NRIC <ul style="list-style-type: none"> - <i>Mandatory for Train-and-Assess courses but non-mandatory for Assessment-only courses and for exempted results.</i> • Assessor ID –renamed from Assessor NRIC <ul style="list-style-type: none"> - <i>Mandatory for Train-and-Assess and Assessment-only courses but non-mandatory for exempted results</i>

<p>10</p>	<p>Under the Assessment result upload, what are the certificate status and turnaround time?</p> <p>They are as follow:</p> <table border="1" data-bbox="296 353 1401 792"> <thead> <tr> <th data-bbox="296 353 592 398">Certificate Status</th> <th data-bbox="592 353 1038 398">Printing of SOA</th> <th data-bbox="1038 353 1401 398">Generating of e-Cert</th> </tr> </thead> <tbody> <tr> <td data-bbox="296 398 592 555">Processing</td> <td data-bbox="592 398 1038 555">Assessment results are pending daily system processing job to be sent to printer.</td> <td data-bbox="1038 398 1401 555">Assessment results are pending daily system processing job to be sent to e-Cert system.</td> </tr> <tr> <td data-bbox="296 555 592 633">Not Applicable</td> <td data-bbox="592 555 1038 633">Printing of SOA not selected</td> <td data-bbox="1038 555 1401 633">Generating of e-Cert <u>SOA</u> not selected</td> </tr> <tr> <td data-bbox="296 633 592 792">Sent For Printing</td> <td data-bbox="592 633 1038 792">Sent for printing for hardcopy Estimated turnaround time: 30 working days</td> <td data-bbox="1038 633 1401 792">Sent for generating of e-Cert e-image Estimated turnaround time: 2 days</td> </tr> </tbody> </table>	Certificate Status	Printing of SOA	Generating of e-Cert	Processing	Assessment results are pending daily system processing job to be sent to printer.	Assessment results are pending daily system processing job to be sent to e-Cert system.	Not Applicable	Printing of SOA not selected	Generating of e-Cert <u>SOA</u> not selected	Sent For Printing	Sent for printing for hardcopy Estimated turnaround time: 30 working days	Sent for generating of e-Cert e-image Estimated turnaround time: 2 days
Certificate Status	Printing of SOA	Generating of e-Cert											
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<p>11</p>	<p>Can assessment upload template be made more user-friendly?</p> <p>We have improved the assessment upload template by incorporating the instructions and comments on the fields' columns. The ATO can just mouse over the respective fields and the instruction will be shown to guide ATO keying in the data or information.</p>												
<p>12</p>	<p>After ATO submitted and uploaded trainees' result to SCN and e-Cert had been generated, if ATO discovered that they have uploaded the erroneous record, what are the fields that require a voidance of trainee's assessment result?</p> <p>If ATO uploaded the erroneous record with fields relating to below, ATO is required to void the previous record with the submission type as "Void" and re-upload the correct record with the submission type as "New".</p> <ul style="list-style-type: none"> - Trainee's ID Number - Trainee's Name - Date of Assessment - Course Reference Number - Competency Standard Code - Cert Code - Assessment Result (Competent / Not Yet Competent/Exempted) <p>The previously e-Cert will be voided and new e-Cert will be generated. ATO will have to pay for the cost of the regeneration of the e-cert. We would like to remind the ATOs to ensure accuracy in the submission of information to WDA.</p>												
<p>13</p>	<p>After ATO submitted and uploaded trainees' result to SCN, if ATO discovered that they have uploaded the erroneous record, what are the fields that can perform an</p>												

	<p>update on assessment result upload?</p> <p>If ATO uploaded the erroneous record with fields relating to below. ATO is required to update the previous record with the submission type as “Update”.</p> <ul style="list-style-type: none"> ➤ Any fields under the e-Cert Header tab ➤ 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.
14	<p>Will ATO able to obtain trainee’s contact details under the Personal Data Protection Act (PDPA)?</p> <p>Trainee’s contact details are required for the purpose for e-Cert system to notify them when their e-Certs are generated. This would facilitate trainee in accessing their e-Certs via SkillsConnect system.</p>
15	<p>Will there be any change of CIR criteria such as in issuing and distributing of certificate?</p> <p>There is no change in CIR criteria for accurate and timely assessment results uploading.</p> <p>As for the printing/distribution of e-Certs, the last ATO should print the qualifications/transcripts for trainees. In addition, some learners may still wish to have their e-Cert SOAs printed. Therefore, ATOs should revise their current SOP to cater for such learners.</p>
16	<p>Can we use Mac computer to submit assessment result?</p> <p>Yes. For submission of assessment results using online form via SkillsConnect system, as SkillsConnect system is web-based, you could submit using Mac. However, if you are using the excel template for submission, there is Office for Mac with current version as 2011 and version 2014 launching soon. With the Office application, you could also prepare the assessment records using our latest excel template for submission into SkillsConnect system.</p> <p>ATO to note also that the Ms Excel installation setting must have VBA to be able to use the excel file with macro. As the WDA’s assessment result template file is using macro to protect the sheet and generate csv, ATO may not be able to use if their Excel do not have VBA.</p>
B2	Download e-Cert
1	<p>When can ATOs access or download their trainees’ e-Certificates in Skillsconnect? <u>e-Cert (SOA)</u></p> <p>ATO/Trainees can access or download their trainees’ e-Cert (SOA) two days after</p>

	<p>successfully upload of their assessment result to the Skillsconnect system.</p> <p><u>e-Cert (Qualifications or Transcripts)</u></p> <p>For e-Cert (Qualifications or Transcripts), ATOs/trainees will be able to access to their e-Cert within 15 working days upon e-mail request by the training organisations.</p>
2	<p>How can ATO download e-Cert?</p> <p>ATO can download e-Cert by selecting any of the 2 options below:</p> <ul style="list-style-type: none"> • By Search Criteria <p>The search criteria function allows the ATO to search for specific e-Certs by keying in their desired search criteria such as assessment result upload reference no., ID no., trainee name, CS code, trainee company name, date of assessment/submission and cert serial no. to download e-Cert for those assessment records uploaded by the ATO. To facilitate multiple e-Cert download, there is a check all button in the search function.</p> <ul style="list-style-type: none"> • By Batch Download <p>The Batch Download function is the easiest and fastest way to access and download e-Cert. ATO can search up to maximum 200 recent e-Cert batches which were previously uploaded by them and download the results in a .ZIP file</p> <p>for further action Please refer to e-Cert user guide under the “Download e-Cert” function.</p>
3	<p>Who should ATO’s clients/employers approach if they want the e-Cert?</p> <p>The e-Cert generated will be retrievable by ATOs. ATOs can download the e-Cert via logging into SkillsConnect system and send to their clients.</p> <p>Similarly, e-Cert generated will be made available in trainee’s training achievement record in Skillsconnect and e-Cert system. Trainee can also download the e-Cert via logging into Skillsconnect system at https://www.skillsconnect.gov.sg and send to their employers.</p>
4	<p>What is the file format of e-Cert?</p> <p>The file format of e-Cert certificate is in pdf.</p>
5	<p>What software is required to view the e-Cert (e-image)?</p> <p>Trainee needs to use the Adobe Reader software of at least version 10 to view the e-Cert.</p> <p>You can download and install Adobe Reader Version 10 and above from this website at https://get.adobe.com/reader/.</p>

6	<p>Will e-Cert be sent to employer?</p> <p>The e-Cert generated will be accessible by the ATOs and trainees only at https://www.skillsconnect.gov.sg. ATO can serve their own clients to download the e-Cert and send to them. Similarly, the trainees can also download the e-Cert and send to their employers.</p>
7	<p>Will the e-Cert include co-badging certificate such as National Infocomm Competency Framework (NICF), etc.?</p> <p>If WDA is the awarding body, e-Cert will be generated with the respective co-badging logo such as NICF. For certificates such as “Hanban”, where WDA is not the awarding body, e-Cert. will not be generated.</p>
B3	<p>Email & SMS Notification on e-Cert</p>
1	<p>Would ATO be informed if e-Cert notifications were not received by trainees?</p> <p>Should there be a failed delivery in trainee’s contacts (mobile number or e-mail address); the system will send an e-mail notification to inform ATOs for their follow-up with the affected trainees.</p>
2	<p>With regards to the failed notifications to trainees, will ATO be penalised if ATO did not follow up with the trainee?</p> <p>ATO is advised to put in place a SOP/procedure to manage trainee’s information and follow - up with the affected trainees.</p> <p>For failed notification, we need ATO’s due diligence to follow up as part of the ATO’s responsibilities.</p>
3	<p>Do we need to check with the employer whether they have re-distributed the e-Cert to their trainee/staff?</p> <p>With the implementation of e-Cert system, trainees can self-help and access their e-Cert using their SINGPASS login into Skillsconnect system. ATO is required to inform their trainees that they could access their e-Cert via SINGPASS login into Skillsconnect system.</p>
4	<p>If trainee changes their contacts after assessment result upload, is ATO required to update the changes again?</p> <p>For changes on trainee’s contact details (Mobile no. or email address) only, ATO is not required to re-upload the assessment result again if the e-Cert has been generated. Hence, ATO is to ensure accuracy in their contact details submitted.</p>
5	<p>If ATO has uploaded multiple assessment results in one submission, how many emails will the ATO receive?</p> <p>If ATO has multiple records uploaded in one submission file, ATO will only receive one email notification. In general, ATO will only receive one email notification for all</p>

	the submissions uploaded within the same day.
B4	Printing of e-Cert
1	<p>With e-Cert, is ATO responsible for printing of e-certificate to trainees?</p> <p>With the implementation of e-Cert, we encourage trainees to use the e-Cert for their job search or submission to their current employers. They can print the e-Cert on their own. However, for trainees who faced challenges in accessing e-Cert (e.g. rank and file trainees) as they may not have access to Internet / SingPass, ATOs are required to assist these trainees.</p> <p>ATOs are required to print all e-Cert Qualification/Transcript for trainees. For e-Cert SOA, however, ATOs are required to print for trainees who requested for the hardcopy. The hard copy printing of SOA, Qualification and Transcript are to be printed in colour on 100gsm A4 size white papers.</p> <p>ATOs are also not to impose a fee on the first hard copy printing (SOA, Qualification and Transcript) for the trainees.</p>
2	<p>Can ATO impose a fee on the first hard copy printing of e-Cert for the trainees?</p> <p>No. ATOs are not to impose a fee on the first hard copy printing (SOA, Qualification and Transcript) for the trainees.</p> <p>The hard copy printing of SOA, Qualification and Transcript are to be printed in colour on 100gsm A4 size white papers.</p>
3	<p>How should ATOs charge for second and subsequent hard copy e-Cert printings (SOA, Qualification and Transcript) for the trainees?</p> <p>ATOs are to note that the printing charges should be reasonable on cost recovery basis.</p>
4	<p>Apart from self-print and print through ATO, can trainee go to other venues to get e-Cert downloaded or printed?</p> <p>If trainees genuinely need assistance in printing the WSQ e-Cert, we will require the ATOs to print on their behalf. Trainees can also contact WDA OCC at 6883 5885 for advice on e-Cert download and printing.</p>
5	<p>Is there any restriction for ATO/trainee to download and view the e-Cert?</p> <p>Once the e-Cert has been generated, it can be downloaded and printed by ATO / trainee anytime. There is no limit to the access of e-Cert or the quantity being downloaded or printed.</p> <p>For voided / exempted assessment results, no e-Cert is generated.</p> <p>Please refer to the user guide to download the e-Cert.</p>

6	<p>Current process to update print qualification requires ATO to email WDA_WSQ_ADMIN, moving forward, is this process still the same or completely through the new portal?</p> <p>WDA is working towards straight through qualification where ATOs are not required to send e-mail request for e-Cert qualification to WDA_WSQ_ADMIN@wda.gov.sg except for the selected qualifications which the affected ATOs will be updated in due course.</p>
7	<p>Is there any change to “last-stop-ATO” practice/process in awarding qualifications?</p> <p>The ‘last-stop-ATO’ practice will not be changed. The ‘last-stop-ATO’ will not be invoiced for the e-Cert qualification and transcript. They are required to print all e-Cert Qualification/Transcript for trainees.</p>
8	<p>Can we generate the hardcopy certificates printed upon the launch of the e-Cert implementation?</p> <p>Yes. ATO can generate the previously hardcopy printed certificates and non-printed certificate to e-Cert via SCN.</p> <p>For previously hardcopy printed certificates, they will be generated to e-image with ‘Certified Copy’ stamp. For non-printed certificate, they will be generated to e-image with the current e-Cert template.</p>
9	<p>How long the e-Cert information be kept in the e-Cert system?</p> <p>All e-Cert records will be kept in the e-Cert system as they are necessary for public e-Cert verification. Nevertheless, WDA will look into the archiving policy in due course.</p>
10	<p>How do foreign workers without SingPass access e-Cert?</p> <p>Foreign workers can check for eligibility for SingPass and apply for SingPass using online request at https://www.singpass.gov.sg/sppubsvc/req1.html or approach Community Centres, CPF Woodlands Service Centre and Land Transport Authority. With the SingPass, the foreign workers can access their e-Certs online.</p> <p>Foreign workers who are not eligible for SingPass can approach their ATOs to print or download the e-Cert for them.</p>
11	<p>Who can apply for SingPass?</p> <p>The following groups of users are eligible to apply for SingPass:</p> <ul style="list-style-type: none"> - Singapore Citizen and Permanent Resident - Employment Pass and Personalised Employment Pass holders - EntrePass holders - S-Pass holders - Dependant Pass holders (of EP, PEP, EntrePass and S-Pass holders) - Selected Work Permit Holders

	NOTE: Minimum age requirement is 15 years old.
B5	COST AND INVOICE / PAYMENT OF E-CERT
1	<p>What are ATO charged for charged under the e-cert system?</p> <p>The e-Cert fee is chargeable for each e-Cert SOA generation and voidance.</p> <p>ATOs will have to pay WDA for the generation of e-certs SOA for trainees who have assessed to be competent for the WSQ programmes that they have attended.</p>
2	<p>Why does ATO need to pay if there is no hardcopy printing of certificate?</p> <p>WDA is operating on a cost recovery mode to cover the capital and operating cost of system.</p>
3	<p>How is the billing for e-Cert carried out? Who do we send the monthly invoice to? What are different modes of payment?</p> <p>The e-Cert billing will be via monthly invoicing method to the Finance Officer of 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 the e-cert will include:-</p> <ul style="list-style-type: none"> • Billing of e-invoices to companies (ATOs) email address via CREST • Billing of e-invoices via vendors@gov for Ministries/Stat Boards to make payment to WDA <p>The collated amount based on the e-Cert SOAs generated for the month will be sent to ATOs in the beginning of the following month. ATOs are to make the payment via cheque or interbank transfer (GIRO) within 30 days credit terms. For cheque payment, payment is to be made by crossed cheque to 'Skills Development Fund'.</p> <p><u>Billing address:</u></p> <p>Singapore Workforce Development Agency 1 Marina Boulevard #16-01 One Marina Boulevard Singapore 018989 Attention to Finance or Corporate Services Division (CSVD)</p> <p>If you would like WDA to issue e-invoice via vendors@gov, please send an email to WDA_AR_Managers@wda.gov.sg</p>

<p>4</p>	<p>How do ATOs reconcile the e-Cert invoice amount?</p> <p>The collated month end invoice will show the respective assessment batches uploaded that were generated into e-Cert SOAs for the month. ATOs could reconcile the invoice amount with reference to assessment records uploaded in SCN. 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 ATO will not be invoiced for e-Qualification/e-Transcript generated.</p> <p>For clarifications on the amount, please contact WDA’s helpdesk at 6883 5885. From 7 Oct 2014, wda_skillsconnect_helpdesk@wda.gov.sg was replaced by WDA’s feedback portal. ATOs could also contact WDA at https://portal.wda.gov.sg/feedback.</p>
<p>5</p>	<p>Can ATO delay assessment result upload due to their client’s payment issue?</p> <p>ATOs should not delay the assessment result upload. ATOs are required to abide to the stipulated assessment result upload timeline to upload the trainees’ assessment result to SCN.</p> <p>The current timeline for the assessment result upload given to public ATOs and in-house ATOs are two weeks and one month respectively.</p>
<p>C ON TRAINEES</p>	
<p>1</p>	<p>What is the lead time before trainees will receive the e-Cert and how do trainees access the e-Cert?</p> <p>Upon ATO successful upload of assessment results in SCN, trainee will be able to receive SMS and/or e-mail notification and also will be able to access via their login from Skillsconnect system at https://www.skillsconnect.gov.sg to download e-Cert in two days’ time after the upload.</p>
<p>2</p>	<p>For the SMS notification, what hand phone number will be displayed as the sender of SMS?</p> <p>Please note that currently, the e-Cert SMS notification sent out to trainee will display the sender as “e.g. +65 8521 0945”. This setting will be enhanced to reflect “WDA” as the mobile ID. WDA will update ATO/Trainee in due course.</p> <p><u>SMS notification below for your information</u></p> <p>[From WDA]: Congratulations on your completion of WSQ course. Please login using SingPass to https://www.skillsconnect.gov.sg to view e-Cert(s) under 'View Achievement'. Please do not reply to this SMS.</p>

<p>3</p>	<p>How do trainees download e-Cert?</p> <p>To download e-Cert, pls follow the steps below</p> <ol style="list-style-type: none"> 1. Go to SCN website at https://www.skillsconnect.gov.sg 2. Click the SingPass icon to login via SingPass 3. Once you have entered into the Trainee Screen, click “View Achievement “ 4. Click “Course Attended” or “Qualification Attended” 5. On the result page, you can download e-Cert. 6. To download e-Cert, click on the corresponding Download icon in the “Download e-Cert” column.
<p>4</p>	<p>Who can get SingPass?</p> <p>The following groups of users are eligible to apply for SingPass:</p> <ul style="list-style-type: none"> - Singapore Citizen and Permanent Resident - Employment Pass and Personalised Employment Pass holders - EntrePass holders - S-Pass holders - Dependant Pass holders (of EP, PEP, EntrePass and S-Pass holders) - Selected Work Permit Holders <p>NOTE: Minimum age requirement is 15 years old.</p>
<p>5</p>	<p>What software is required to view the e-Cert (e-image)?</p> <p>Trainee needs to use the Adobe Reader software of at least version 10 to view the e-Cert.</p> <p>You can download and install Adobe Reader Version 10 and above from this website at https://get.adobe.com/reader/</p>
<p>6</p>	<p>When I try to view the e-Cert, what should I do if I encountered “prompted password” issue when I try to view my e-cert image?</p> <p>This issue occurs because the Trainee is not using the official Adobe Reader software to open the PDF file. If you encountered this issue, you need to download and install Adobe Reader Version 10 and above from this website at https://get.adobe.com/reader/ and try to open the pdf file again.</p>
<p>7</p>	<p>Is e-Certificate (e-Cert) equivalent to hardcopy certificate?</p> <p>Yes. WSQ e-Cert is equivalent to hardcopy certificate. In addition, there is digital signature on every authentic e-Certificate (e-Cert) generated <u>upon full launch</u>. This is a security feature embedded in e-Cert to ensure the authenticity of the e-Cert.</p>
<p>8</p>	<p>If trainee left the company, what will happen to their e-Cert?</p> <p>The e-Cert is available under trainee’s account in Skillsconnect system. Trainee can still access their own e-Cert via Skillsconnect system via their SingPass login.</p>

9	<p>How do foreign workers without SingPass access e-Cert?</p> <p>Foreign workers who are not eligible for SingPass can approach their ATOs to print or download the e-Cert for them.</p>
10	<p>If trainee required hardcopy certificate, how do trainees obtain hardcopy e-Cert?</p> <p>As ATOs are required to print all e-Cert Qualification/Transcript for trainees, trainees could obtain their hardcopy e-Cert Qualification/Transcript from ATOs. For e-Cert SOA hardcopy, trainees could request the hardcopy e-Certs from ATOs.</p> <p>However, should the ATO no longer have the WSQ ATO status; trainee can contact WDA OCC at 6883 5885 for advice on e-Cert download and printing.</p>
11	<p>Can trainee scan old WSQ certificate (hard copy) and become e-Cert image?</p> <p>Trainee can scan any hardcopy document to a softcopy. Please take note that this e-Cert will not be able to be verified via e-Cert system.</p>
12	<p>How long the e-Cert information be kept in the e-Cert system?</p> <p>All e-Cert records will be kept in the e-Cert system. As we need it for public verification, as such we will not archive the old e-Cert data as yet.</p>
D	ON EMPLOYERS - e-Cert VERIFICATION AND AUTHENTICATION
1	<p>For the public verification, how do employers verify trainee's e-Cert?</p> <p>We encourage employers or any other organisations who receive the e-Cert to verify the authenticity of the e-Cert. To check trainee's e-cert, log onto https://e-cert.wda.gov.sg.</p> <p>Enter an applicant's Identification No and E-Cert Serial No and the system will show the WSQ courses that the applicant has completed.</p>
2	<p>Will there be any URL indicated on the e-Cert certificate for verification of e-Cert?</p> <p>Yes, there will URL indicated on the e-Cert for public to check and verify the e-Cert.</p> <p>The URL is https://e-cert.wda.gov.sg.</p>
3	<p>What type of e-Cert we can verify via the e-verification portal?</p> <ul style="list-style-type: none"> • This e-Service verifies WSQ certificates issued by WDA which are generated to electronic certificates (e-Cert). You may use this e-verification services for those e-Cert generated. • To identify the e-Cert that you can verify, there will be a liner at the footer of e-Cert printed below: "For verification of this certificate, please visit https://e-cert.wda.gov.sg" <p><u>To note</u></p> <ul style="list-style-type: none"> • This e-Service does not verify the hard copy WSQ certificates prior to the launch of WDA e-Cert System, unless they have been subsequently converted / generated to e-Certs.

	The public verification website is at https://e-cert.wda.gov.sg .
4	Other than authenticating thru 'URL link', what other ways to check authenticity – e.g. security feature embedded in e-Cert created? Yes, there will be digital signature on every authentic e-Cert generated upon full launch from 3 Nov 2014.
5	Can trainee scan old WSQ certificate (hard copy) and become e-Cert image? Trainee can scan any hardcopy document to e-copy. Please take note that this e-Cert will not be able to be verified via e-Cert system.
6	How long the e-Cert information be kept in the e-Cert system? All e-Cert records will be kept in the e-Cert system. As we need it for public verification, as such we will not archive the old e-Cert data as yet.
E	DATA MIGRATION / Previous WSQ DATA
1	What is the cut-off date for porting of the data to e-Cert system? Old data previously printed in hardcopy WSQ certificates will not be ported to the e-Cert system. The e-Cert data will start from the date of implementation of the e-Cert system i.e. soft launch in July 2014 for those ATOs participating in soft launch and full launch in Nov 2014 for remaining ATOs.
H	WDA SKILLSCONNECT /E-CERT HELPDESK
1	I need help in using the new e-Cert system. Where can I seek help? You can go to www.wda.gov.sg/about-ecert to view tutorial videos, or download the manual guides for step-by-step instructions.
2	Who should I contact for further details? You can contact us either by: a) Calling us via phone 6883 5885 or b) Visiting our new feedback portal at https://portal.wda.gov.sg/feedback

Prepared by: WDA