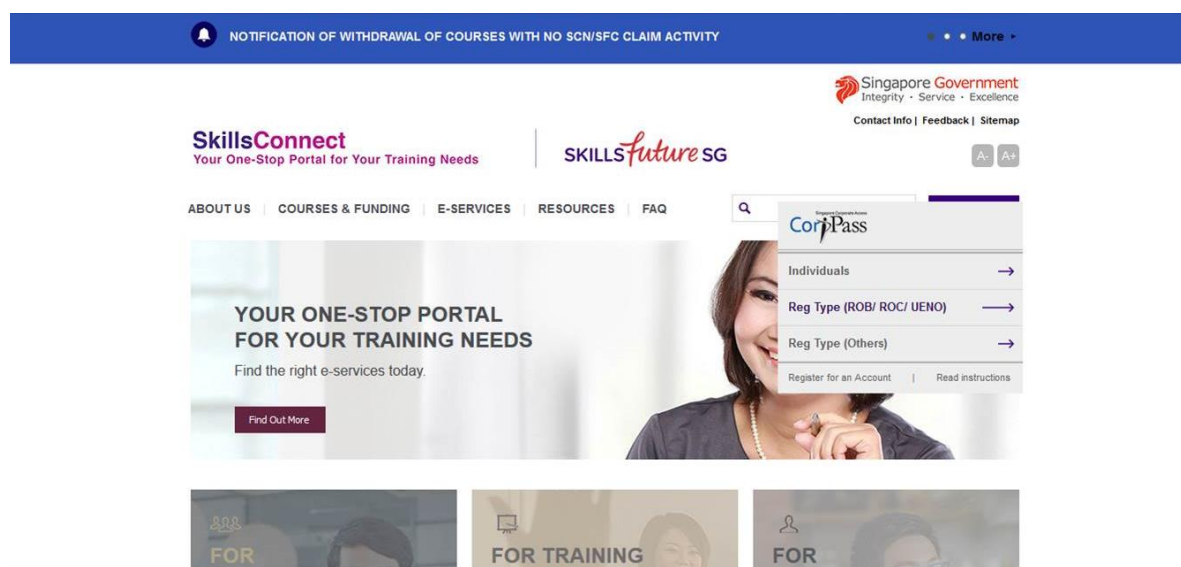


### 3.1 WSQ Training Organisation

#### 3.1.2 Edit or View WSQ Course Profile

To edit or view course profile, please follow the following steps:

1. Go to the SkillsConnect system website at <http://www.skillsconnect.gov.sg>
2. Select from the “Login” dropdown box.



3. The system will display the CorpPass login page.



4. Enter the required details and click the “Login” button.

Singapore Corporate Access  
**CorpPass**  
BETA

Singapore Government  
Integrity · Service · Excellence

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**New Features on CorpPass!**  
Enjoy even better internal control over CorpPass accounts with two new features - Assignment Profile and Change Account Type. For more details, refer to User Guides under the Help section (Set Up and Manage Assignment Profile of Sub-Admins, and Manage CorpPass Accounts).

### Log in with CorpPass

UEN/ENTITY ID ⓘ

CORPPASS ID ⓘ

Password ⓘ

Remember Entity ID ⓘ

Forgot [Entity / CorpPass ID](#) or [Password](#)

Cancel Login ▶

5. The system will display the Profile Summary page. Click the “WSQ Approved Training Organisation & Accredited Courses” button.

SKILLSfuture SG

## Profile Summary

You may apply for new organisation profile by clicking "New Application".

[New Application](#)

Welcome, S1234567A

You may check for status of new profile application/existing application by clicking "Application Listing".

[Application Listing](#)

**Please note**

- New entities with registration type ROB/ROC/UENO are required to register a CorpPass account to transact in the SkillsConnect Portal.
- You are strongly encouraged to register for a CorpPass account to continue transacting in the SkillsConnect Portal.
- SingPass login will be terminated after 31 Dec 2017.

Select one of the following profiles to continue.

Organisation Profile(s)  
For existing users, please select the relevant profile below for Access into SkillsConnect.

<b>Non-Accredited Training Organisation</b>
ABC TRAINING SCHOOL
Headquarter
<b>WSQ Approved Training Organisation &amp; Accredited Courses</b>
ABC TRAINING SCHOOL
Headquarter
Participating Company
ABC TRAINING SCHOOL
Headquarter

Please click [here](#) for SSG's funding mechanism and eligibility criteria.

## SkillsConnect System Training Guide

- The system will display the inbox of the account. At the left menu panel, click the “**Course Management**” and then click the “**Update Course Profile**” button.
- The system will display the Course Listing page. Select the course that you want to view and/or update and click the “**Select**” button.

Adhoc Claim Menu		Course Listing				
Enquiry		* Course Ref Num	Course Name	Validity Period	Industry	Accreditation Scope
Create Claim		<input type="radio"/> CRS-Q-0004135-RE	Manage Quality Customer Service 1 (please reject this submission)	29 Jul 2005 - 08 Jul 2016	RETAIL	Training and Assessment
Enquiry		<input type="radio"/> CRS-Q-0004136-RE	Coordinate Interaction with Customer (please reject this submission)	29 Jul 2005 - 08 Jul 2016	RETAIL	Training and Assessment
Training Grant Menu		<input type="radio"/> CRS-Q-0004137-RE	Interact with Customers - To terminate funding with effect from 28 Jan 14	29 Jul 2005 - 08 Jul 2016	RETAIL	Training and Assessment
Create Application		<input type="radio"/> CRS-Q-0004670-SV	Provide GEMS Service.	29 Jul 2005 - 08 Jul 2016	Service Excellence	Training and Assessment
Edit Application		<input type="radio"/> CRS-Q-0004872-RE	Promote Workplace Innovation	29 Jul 2005 - 08 Jul 2016	RETAIL	Training and Assessment
TM Admin Menu		<input type="radio"/> CRS-Q-0004962-RE	Develop Ideas for Workplace Innovation	29 Jul 2005 - 08 Jul 2016	RETAIL	Training and Assessment
Qualification Certificate		<input type="radio"/> CRS-Q-0005187-SV	Provide GEMS Service (Chinese)	29 Jul 2005 - 08 Jul 2016	Service Excellence	Training and Assessment
Transcript Certificate		<input type="radio"/> CRS-Q-0005264-SV	Offer Customised and Personalised Service (Operations)	29 Jul 2005 - 08 Jul 2016	Service Excellence	Training and Assessment
Organisation Menu		<input type="radio"/> CRS-Q-0005295-SV	Lead a Service Team (Sup)	29 Jul 2005 - 08 Jul 2016	Service Excellence	Training and Assessment
Account & Billing Management		<input type="radio"/> CRS-Q-0005296-SV	Coach Service Teams and Individuals (Sup)	29 Jul 2005 - 08 Jul 2016	Service Excellence	Training and Assessment
Apply for Accreditation		<input type="radio"/> CRS-Q-0005771-SV	Lead a Service Team (Chinese)	29 Jul 2005 - 08 Jul 2016	Service Excellence	Training and Assessment
Assessment Result		<input type="radio"/> CRS-Q-0005806-SV	Offer Customised and Personalised Service (Chinese)	29 Jul 2005 - 08 Jul 2016	Service Excellence	Training and Assessment
Course Management		<input type="radio"/> CRS-Q-0005819-RE	Interact with Customers (Ops) - 3 days	29 Jul 2005 - 08 Jul 2016	RETAIL	Training and Assessment
Download e-Cert		<input type="radio"/> CRS-Q-		29 Jul 2005 -		Training and
Gen e-Cert Qual and/or Trans						
Maintain Trainer/Assessor						
Online Receipt Enquiry						
View/Edit Organisation Profile						
Workdesk Modules						
Inbox						
Logout						

- The system will display the information entered earlier.

Adhoc Claim Menu	
Create Claim	
Enquiry	
Enquiry	
Training Grant Menu	
Create Application	
Edit Application	
TM Admin Menu	
Qualification Certificate	
Transcript Certificate	
Organisation Menu	
Account & Billing Management	
Apply for Accreditation	
Assessment Result	
Course Management	
Download e-Cert	
Gen e-Cert Qual and/or Trans	
Maintain Trainer/Assessor	
Online Receipt Enquiry	
View/Edit Organisation Profile	
Workdesk Modules	
Inbox	
Logout	

**Important:** Ensure the course is submitted to WDA for approval prior to the commencement of training.  
Please note that fields with \* are compulsory.

**PARTICULARS OF COURSE**

**Course Title \*** Provide GEMS Service.

**Course Objective \*** Provide Gems Service

**Course Content \* ⓘ** Provide Gems Service.

**Course URL**

**LOA Reference number**

**Certification Type \***  
 Statement of Attainment  
 Qualification

**Certification Title \*** SOA

**Competency Standard(s) Covered \***  
 List of Competency Standards selected:  
 To delete any of the standards below, click on the checkbox and press the Delete button.

Select	Competency Standard	CS Code	Recommended Training Hrs	Recommended Assessment Hrs
<input type="checkbox"/>	Provide GEMS Service	SV-CS-101G-1	20.0	0.0

**Accreditation Scope \***  
 For training only, please state Partner Assessment Organisation.

Assessment Only  
 Training and Assessment  
 Training Only

**Framework/Industry Conceptualised \***  
 SECURITY  
 Leadership and People Management  
 RETAIL  
 SERVICE EXCELLENCE COMPETENCY FRAMEWORK

**Declaration Of Trainer / Assessor** List of Trainer/Assessor(s)

## SkillsConnect System Training Guide

9. View and/or update the information. The following fields are not editable after the course is approved:
  - a. Certification Type
  - b. Competency Standard(s) Covered
  - c. Accreditation Scope
10. Click the “**Next**” button to update the Course Profile.

S/N	Supporting Documents	Mandatory	
1	Learner's Profile	Y	<input type="checkbox"/>
2	Consolidated Document	N	<input type="checkbox"/>
3	Appeal letter (Confidential)	N	<input type="checkbox"/>
4	General Correspondence	N	<input type="checkbox"/>
5	Cross-reference matrix	N	<input type="checkbox"/>
6	Detailed Lesson Plan	Y	<input type="checkbox"/>
7	Detailed Trainer Guide	Y	<input type="checkbox"/>
8	Detailed Participant Handouts	Y	<input type="checkbox"/>
9	Detailed Presentation Slides	Y	<input type="checkbox"/>
10	Detailed Assessment Plan with tools including marking record sheets	Y	<input type="checkbox"/>
11	Document of approval from MOM and/or BCA (if applicable)	N	<input type="checkbox"/>
12	Other Documents (Confidential)	N	<input type="checkbox"/>

[Upload / Download Supporting Documents](#) [Back](#) [Save Draft](#) [Next](#)

11. You will get this confirmation message below:-

Thank you for updating your profile. Your application is currently being processed. Please allow 7 working days for approval. An email will be sent once approved. Please proceed to [inbox](#) to continue.

Note: The profile update will be routed to SSG for approval.

12. Exception case:-

### Update Approved Profile Failed

A organisation profile update has already been submitted for this organisation and is currently pending processing, submission of another update is not allowed.

[Close](#)

The validation message means that there is a pending organisation application in progress and no update is allowed until that application is completed.