6 May 2021

[SSG CIRCULAR/PPD/2021/5]: Advisory on the additional guidelines under Phase Three (Heightened Alert) and mandatory deployment of SafeEntry Gateway (SEGW) for CET venues

Dear Training Providers,

      This advisory provides additional guidelines on the Phase Three (Heightened Alert) measures for Continuing Education and Training (CET) activities and venues, following the Multi-Ministry Taskforce (MTF)'s announcement on 4 May 2021. This is for **strict compliance** by all Training Providers (TPs).

Temporary tightening of national Safe Management Measures (SMMs)

2   Key changes arising from the temporary tightening of national SMMs, effective from 8 May 2021 to 30 May 2021, are highlighted below.

Conditions for in-person training

3   ***Maximum class size***. To minimise risk of transmission at CET venues, the maximum class size for all CET activities is capped at 50 persons (including the trainer(s)), including conferences and seminars. However, ***SSG's prevailing guideline for a maximum class size of 40 persons (excluding the trainer(s)) for course quality reasons remains and takes precedence.*** Group work, if required, should be done in ***groups of not more than 5 persons***, in line with the permitted group size for social gatherings, which has been lowered from 8 persons to 5 persons. All TPs must put in place safe management measures, in line with the prevailing safe management measures for the workplace and/or training sites, stipulated by the Ministry of Manpower (MOM).

4   ***CET delivery mode***. For courses with existing approved in-person training, TPs are granted the flexibility to conduct these training via synchronous e-learning delivery mode between 8 May 2021 to 30 May 2021, without the need to seek SSG's approval. TPs will need to ensure that they comply with the prevailing SSG criteria for synchronous e-learning courses (refer to Annex A for the e-learning criteria). TPs that have obtained approval to offer training of the same course content in dual delivery modes (i.e. both in-person and synchronous e-learning) can continue to do so.

On-site manpower to support CET activities

5   In line with MOM's guidelines on the SMMs at workplaces, which are applicable to training sites for CET activities, TPs must exercise heightened vigilance at the workplaces, and ensure that ***no more than 50% of staff who are able to work from home return to workplaces at any time***, down from 75% at present. Staff whose work must be done on-site (e.g. to support learners attending in-person classes) can continue to do so.

Implementation of TraceTogether-only SafeEntry (ToS)

6   ***In tandem with the national roll-put, ToS will be implemented across all CET venues from 17 May 2021***. TPs are to remind learners that they should bring along their TT Token or App with them, to facilitate accurate contact tracing, should the need arise. At the point of entry into the training

venues, if any learners forget to bring their TT token, they are required to download the TT App on their phones before they can be allowed entry. If they are unable to do so (e.g. phone is out of battery, or non-smartphone), TPs can still allow the learners entry by taking down their NRIC details. These records should be maintained for at least a month for contact tracing purposes. For learners who repeatedly fail to bring their TT token or refuse to use the TT App, TPs should take the necessary actions to ensure compliance.

Mandatory deployment of SafeEntry Gateway (SEGW) for CET venues

7   *From 15 June 2021, the deployment of SEGW will be mandatory for all in-person CET venues* (see Annex B on the list of venues required to deploy SEGW).

8   The SEGW works with TraceTogether App or Token, and it facilitates a more convenient check-in experience for visitors and helps users find out when their Token is out of battery. It only requires the TraceTogether App or Token to be brought within 1-25cm of range to detect Bluetooth signals for check-in. *Please note that the deployment of SEGW will be one of the contact tracing requirements for all in-person CET venues from 15 June 2021*.

How to deploy the SEGW

9   TPs may choose to deploy either the SEGW Box or SEGW App. To apply for the SEGW Box, please visit the SafeEntry website (safeentry.gov.sg/login) and log in with your SafeEntry business account. Each TP is eligible to apply for one free SEGW Box, and the process may take up to 2 weeks from application to delivery.

10   For CET venues that have multiple public facing entrances or have heavy footfall at an entrance, TPs may put in an appeal after the initial application to request for more than one SEGW Box. TPs experiencing issues with the application may refer to Annex C for the resource guides on how to apply, or contact the helpdesk at https://go.gov.sg/gateway-support.

11   Please refer to the table below for specifications of the SEGW Box and App.

	SEGW Box	**SEGW on SE (Business) App Version >1.1.0**
Equipment requirements	- Requires constant power source - Or can work with power bank but need to recharge power bank - Comes with one-year cellular data	- Additional feature on the existing SafeEntry (Business) App - Mobile phone or tablet has to have cellular data or be connected to WiFi
Time taken to deploy	- Takes up to 2 weeks from application to process and deliver - After receiving SEGW Box, set-up takes about 5 min	Download or upgrade the SafeEntry (Business) app, turn on SEGW feature for immediate use
Provision of device	- Government to fund one device (including cellular) per manned public-facing entrance - Subject to a cap per venue; you may appeal for more pieces if you have many entrances (subject to approval)	Businesses to use own compatible mobile phone/tablet and cellular data/WiFi

	SEGW Box	SEGW on SE (Business) App Version >1.1.0
Check-in confirmation	• A green light and "beep" to indicate successful check-in; • If check-in is unsuccessful, the device will not flash green or beep	• App will have pop-out screen if check-in is successful
Response time for check-in	1-2s	1-2s

12   For more information on the SEGW, including FAQs and how to appeal for more SEGW Box, User Guides and new posters on SEGW, please visit https://go.gov.sg/gateway-overview.

General Safe Management Measures (SMMs)

13   TPs should continue to abide by the SMMs for TPs as previously laid out in SSG's advisories, as well as MOM's guidelines on SMMs for the workplace. Where in doubt, TPs should check www.gov.sg/features/covid-19 for updates and the latest advisories.

a. *Training venues*. There should be fixed seating and safe distancing of at least 1m between individuals, where practicable. If this is not possible, TPs must ensure there is at least 1m distance between groups of no more than five persons in learning venues, except for instances where students are required to move around the venue e.g. to handle machinery. TPs should also ensure that there is no congregation (i.e. large crowds of learners) in the premises.

b. *Staggered entry and exit*. To reduce inter-mingling between groups when learners enter and disperse from training venues, TPs should make appropriate adjustments to the timetable to stagger lesson start and end times as far as possible.

c. *Use of masks and face shields*. Staff and learners must wear masks at all times, except when eating, drinking or engaging in strenuous physical exercise, while trainers have the option of wearing face shields in lieu of masks while teaching, if necessary. Trainers wearing face shields when teaching must remain in a fixed position and maintain a safe distance of at least 1m away from any other persons, if not at least 2m as best practice.

For strict compliance by Training Providers

14   TPs are required to strictly comply with national COVID-19 measures and all additional measures stipulated by SSG. Failure to comply may be taken as a violation of the COVID-19 (Temporary Measures) (Control Order) Regulations with its attendant penalties which include a fine not exceeding $10,000 or imprisonment for a term not exceeding 6 months, or both, for first time offenders. Higher penalties of a fine of up to $20,000, imprisonment of up to 12 months, or both, may apply for subsequent offences. TPs may also be subject to additional SSG actions, e.g. termination of registration status or suspension of SSG funding.

15   For any clarifications, you may contact SSG's hotline at 6785 5785 or log a case via the Feedback Portal at https://portal.ssg-wsg.gov.sg/feedback.

Thank you.

Annex A – E-learning criteria	Annex A_E-learning criteria.pdf
Annex B – List of venues required to deploy SEGW	Annex B - List of venues required to deploy SEGW.pdf
Annex C – Resource guides for SEGW	Annex C-1_User guide to apply for SEGW device.pdf Annex C-2_User guide for SEGW box setup.pdf Annex C-3_User guide for SEGW feature on App setup.pdf

ANNEXES

Annex A: E-learning criteria

Criteria for conduct of e-learning in <u>synchronous mode</u>, i.e. via webinars and video conferencing

E-learning course evaluation criteria:

i. Demonstrate system capability to authenticate learners' identities;
ii. Demonstrate system capability to validate attendance records & track learners' progress;
iii. Trainer/instructor support must be available for trainee who need further clarification or assistance; and
iv. Technical helpdesk support must be available.

To organise synchronous online training, training providers must also be able to meet the following supplementary requirements to part (ii) of the e-learning course evaluation criteria:

1. Trainee name and trainee email address (if an email is used to register on the synchronous online training platform). Training providers will also have to provide time-stamped photographs/snapshots of the online classrooms showing trainees attending the class at the start and end of each session. This may be recorded through the application/ tool used to conduct the online training session, or through photographs taken by cameras or mobile phones;
2. Name and/or email address of trainer(s) who delivered the training sessions;
3. Date and time records of the delivery of the training sessions; and
4. Date and time records of the presence of trainees corresponding to the training sessions
5. Keep the full recording of each online session for SSG's audit when required.

Note:
- Training providers are to indicate the URL link for the online training sessions in the course schedule published in My SkillsFuture portal. This will enable SSG to conduct checks during the conduct of lesson.
- All the above records (1) to (4) must be provided to support claims submissions in SkillsConnect for training conducted using this mode of e-learning.
- For record under item (5) above, training providers must retain the records but do not need to produce it to support their claims submissions.
- [Updated] All the records must also be kept for a minimum period of three years in accordance to clause 7.1 (g) of SSG Terms for Training Providers.

Annex B: List of venues required to deploy SEGW

1. Funeral parlours with wake halls
2. **Schools and educational institutions (incl. PEIs and TPs)**
3. Preschools and student care centres
4. Healthcare facilities e.g. hospitals, clinics, TCM clinics, complementary healthcare facilities
5. Residential and community-based care facilities e.g. nursing homes, Senior Activity Centres, Senior Care Centres, Day Activity Centres for Persons with Disabilities
6. Places of worship
7. Hotels and hostels
8. Retail bank branches and insurers with customer-facing locations
9. Retail, personal and food & beverage (F&B) services
   a. Malls
   b. Supermarkets[1]
   c. Large retail outlets (> 930 sqm or 10,000 sqft)[1]
   d. F&B outlets for dine-in customers
   e. Personal care services e.g. hairdressers, barbers, spas, beauty and wellness
   f. Facilities providing basic pet services (that do not function on a drop-off, pick-up basis)
   g. Selected popular wet markets (Geylang Serai Market, Block 104 / 105 Yishun Ring Road (Chong Pang Market), Block 20/21 Marsiling Lane, and Block 505 Jurong West Street 52)
   h. Showrooms
10. Tuition and enrichment and training centres
11. Other training/ class venues
    a. Sports and fitness centres, including gyms, studios
12. Country and recreation clubs
13. Registered premises of other member clubs/societies
14. Cultural and entertainment venues
    a. Libraries
    b. Selected museums, heritage institutions and galleries[2]
    c. Cinemas
    d. Ticketed attractions
    e. Other entertainment venues: amusement centres, computer game centres, board game centres, billiard saloons, paintball game centres, axe-throwing centres
15. MICE event venues (hotels/convention centres with events for >100pax)

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[1]Supermarkets and large retail outlets that are fully within malls and buildings covered by TraceTogether-only SafeEntry and have the same operating hours, will no longer be required to implement SafeEntry nor TraceTogether-only SafeEntry for customers, clients and visitors
[2]Selected museums will be informed by the National Heritage Board (NHB)

<u>Annex C</u>: Resource guides for SEGW

Description	Attachment
A. User guide to apply for SEGW device	Annex C-1_User guide to apply for SEGW device.pdf
B. User guide for SEGW box setup	Annex C-2_User guide for SEGW box setup.pdf
C. User guide for SEGW feature on App setup	Annex C-3_User guide for SEGW feature on App setup.pdf