WDA

SkillsConnect User Guide

Assessment Upload & e-Cert Generation Module

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1. Introduction

1.1 Objective

This document provides the step by step guide to Approved Training Organisations (ATO) who conduct assessment on how to upload assessment results of their trainees and e-Cert generation in SkillsConnect System.

1.2 Pre-requisite

NIL

1.3 Intended Audience

Approved Training Organisations (ATO)

1.4 Related Document

ATO Search and Download e-Cert Module.

2. User Guide to Assessment Upload & e-Cert Generation Module

2.1 Login

1. The e-Cert System requires Users to login to SkillsConnect (SCN) (via SingPass or EASY) before he/she is able to access the Download e-Cert menu.
2. Go to the SCN website at https://www.skillsconnect.gov.sg
3. Click the SingPass icon to login via **SingPass.**
4. Enter your NRIC Number as your SingPass ID if you are Singaporean. For Permanent Resident, enter the CPF account or FIN Number as your SingPass ID. Note that all Employment Pass holders can apply for SingPass.
5. Enter your SingPass.
6. Click the **"Submit"** button.

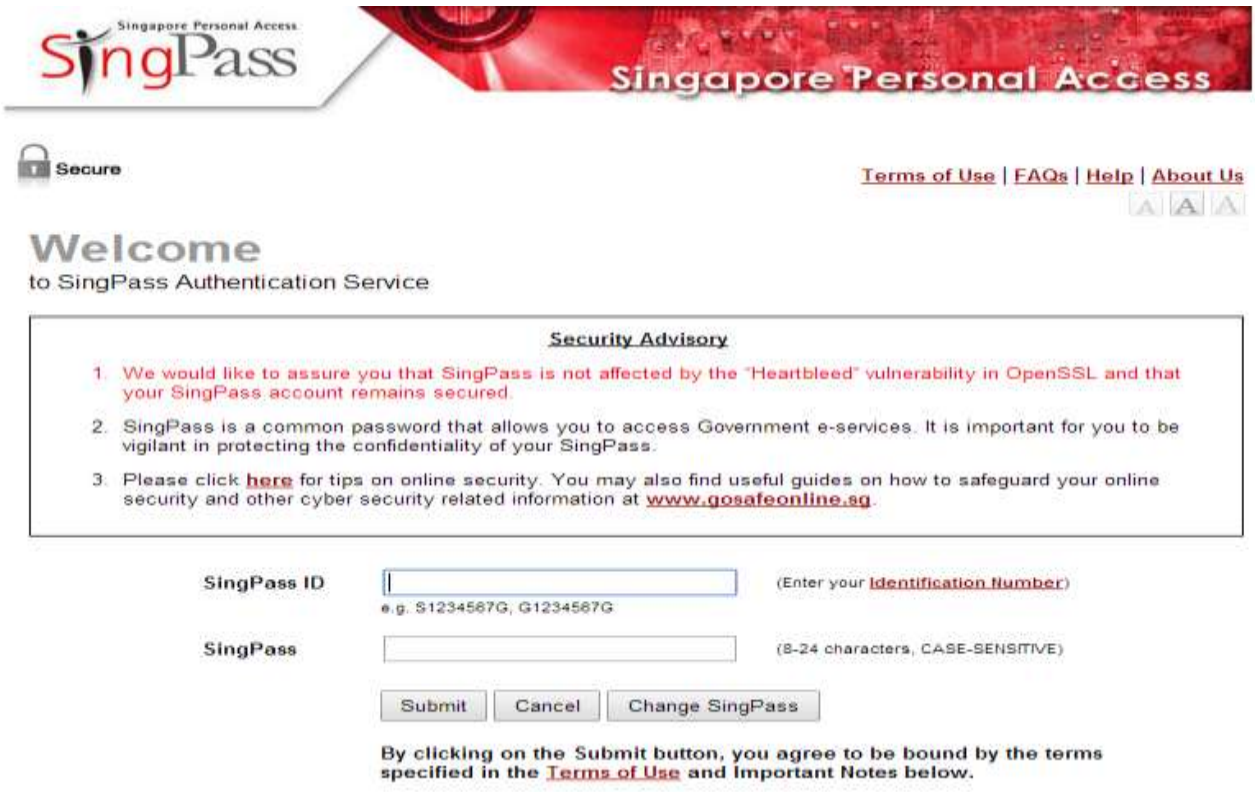


Figure 1: Login Page

2.2 ATO Upload Function

For ATOs with multiple SCN profiles, the System would display a Profile Summary Screen. Click on the ATO SCN profile you wish to access. Example in the screen below. WSQ Profile.

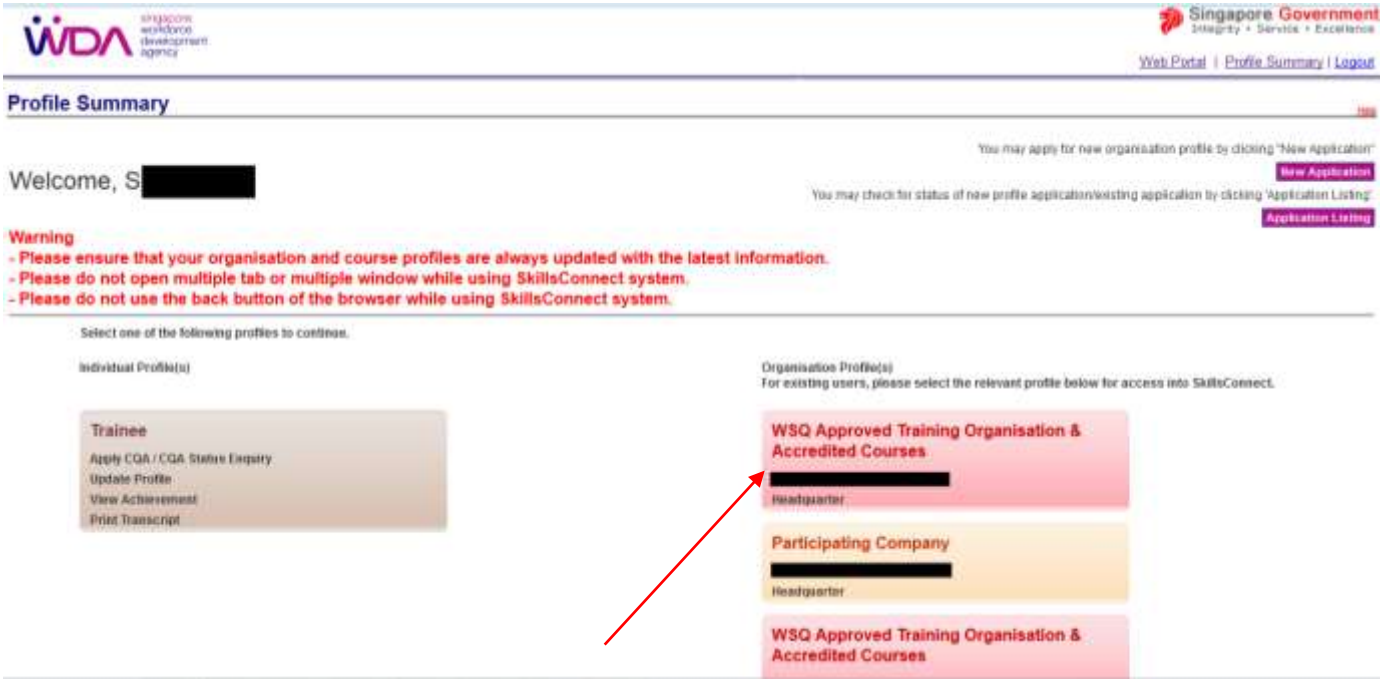


Figure 2: Profile Summary Page

Upon granted access into SCN, the System would display the SCN Portal ATO Screen.

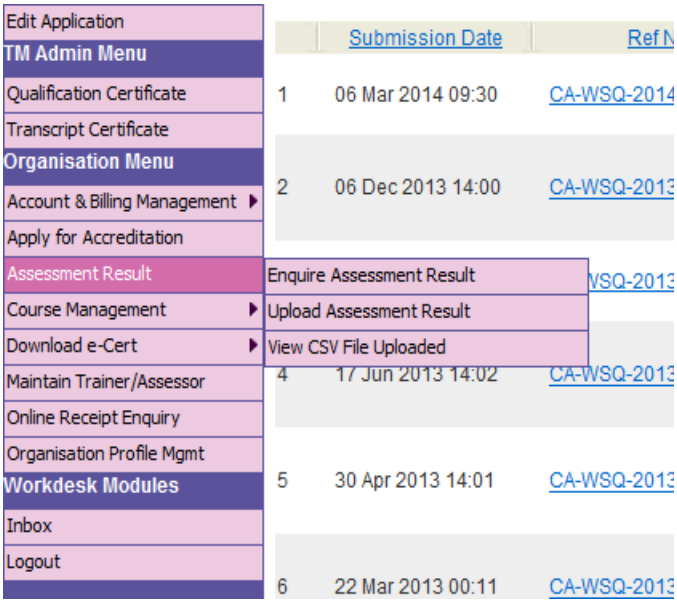


Figure 3: Upload Assessment Result Option

1. To access ATO upload function, click **"Assessment Result"**.

   There are two methods you can create new assessment result:

   <u>Method 1</u>

   a. Upload the assessment result via assessment result file template.

   <u>Method 2</u>

   b. Add Assessment Result using the online form.

Figure 4: Upload options

2. For Method (a) Upload Assessment File

   Click **"Download Assessment Result File Template"**.

   a. Download the template into the local directory.

      i. Open the template using EXCEL.

      ii. Ensure to enable the **"Macro"** button in template before working on the file.

         1. Click **"Options".**
         2. Click **"Enable this content"**.
         3. Click **"Ok"**. Take note that Macro must be enabled for the CSV generation to work. In the event Macro is disabled by accident, close and reopen the document again.

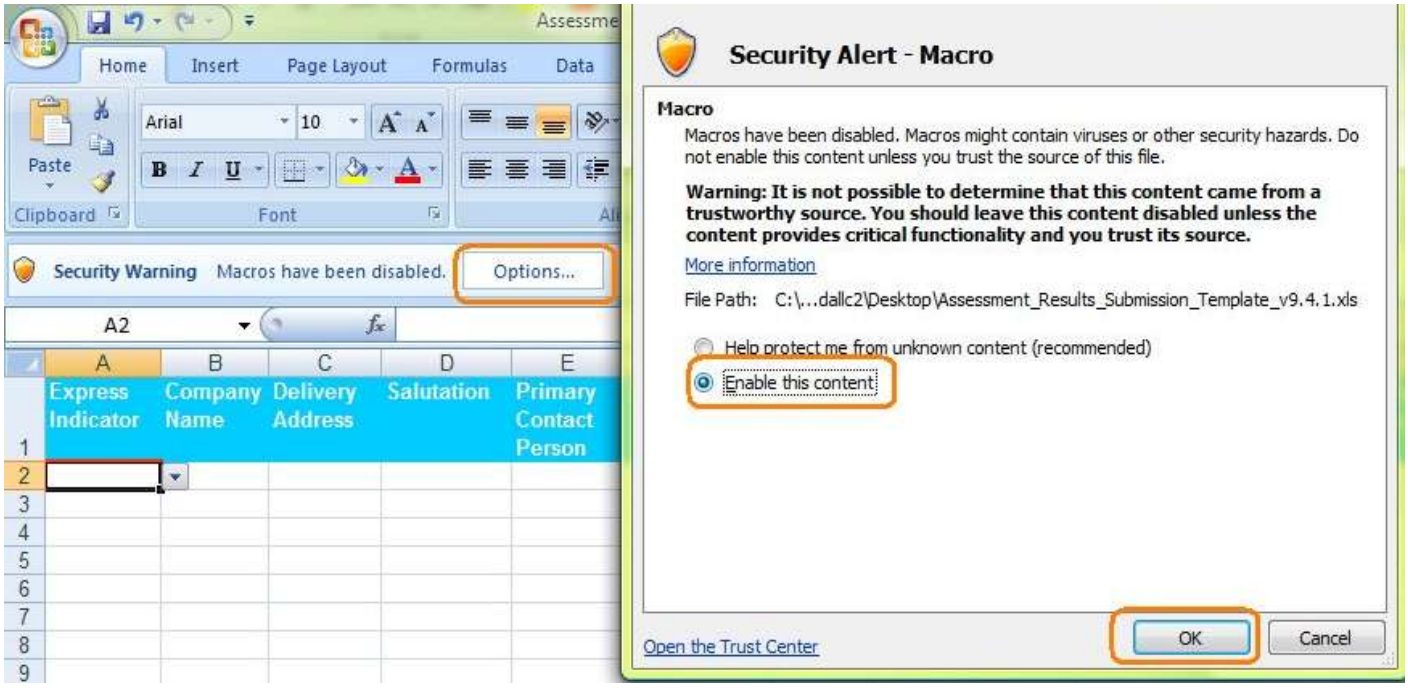


Figure 5: Enable Macro in Excel

b. The Excel file has three tabs. The three tabs are:

i) Toppan-Header,

ii) e-Cert-Header Template

iii) Body Template.

For ATO is still using hard copy certificate printing, please complete the i) Toppan-Header and iii) Body Template in the Excel file. (fields with * are mandatory)

For ATO is using e-Cert, please complete i) e-Cert-Header and iii) Body Template. (fields with * are mandatory)

Please note when the e-Cert is fully launch, the Excel file template will be replaced with only two tabs. i) e-Cert-Header Template and ii) Body Template.

i. Toppan-Header Template *(ATO information)*

If the ATO is still using hard copy certificate printing, then the ATO shall fill up this worksheet

S/N	Field	Description
1	Express Indicator *	(Yes/No). No – To request normal delivery i.e. 30 Working Day. Yes – To request express delivery i.e. 5 Working Day.
2	Company Name *	ATO's Name
3	Delivery Address *	Certificate will delivery to this Address
4	Salutation *	(Dr / Mr / Mrs / Ms / Mdm / Prof) Salutation
5	Primary Contact Person *	Main contact person
6	Designation *	Designation
7	Tel (Office) *	8 digit local phone number
8	Fax (Office)	8 digit local fax number
9	Mobile	8 digit local mobile number
10	Delivery Contact Email *	Email Address
11	Special Packaging	Free text to fill in the instruction
12	Invoice Contact Person *	Invoice Contact Person
13	Invoice Company Name *	Invoice Company Name
14	Invoice Address *	Invoice Address
15	Designation *	Designation
16	Tel(Office)	8 digit local phone number
17	Fax (Office)	8 digit local fax number
18	Mobile	8 digit local mobile number
19	Invoice Contact Email *	Email Address

ii. E-Cert-Header Template *(ATO information)*

For ATO using the e-Cert instead of hard copy certificate printing, please fill up this tab

S/N	Field	Description
1	Primary Contact Person *	Name of primary contact person
2	Primary Contact Salutation *	Salutation
3	Primary Contact Tel (Office) *	8 digit local phone number
4	Primary Contact Tel (Others)	8 digit local phone number
5	Primary Contact Email *	Email Address
6	Secondary Contact Person	Name of secondary contact person
7	Secondary Contact Salutation	Salutation
8	Secondary Contact Tel (Office)	8 digit local phone number
9	Secondary Contact Tel (Others)	8 digit local phone number
10	Secondary Contact Email	Email Address
11	Remarks	Free text to fill in remarks

iii. Body Template *(Trainee information)*

All ATO shall provide information in this worksheet

S/N	Field	Description
1	NRIC Type *	(NRIC /FIN /OTHERS)
2	NRIC (ID) Number *	NRIC number of Singaporean or Singapore Permanent Resident. Foreign Identification Number (FIN) of the foreigner; OTHERS.
3	Name (As in NRIC) *	Trainee's Name
4	Gender *	Gender
5	Nationality *	Nationality
6	Date of Birth DDMMYYY *	Date of Birth
7	Race *	Race
8	Trainee Contact No (Mobile) *	e-Cert will send notification to this mobile no. to notify of e-Cert generated. At least "Trainee Contact No" or "Trainee Email Address" must be completed. If "Trainee Email Address" is not available, to complete only the "Trainee Contact No". 8 digit local mobile number should start with digit '8' or '9'. Please enter only local mobile number and SMS notification will be sent to the local mobile number. No overseas mobile contact as SMS will not send to

S/N	Field	Description
		overseas mobile number.
9	Trainee Contact No (Others)	e-Cert will send notification to this mobile no. to notify of e-Cert generated. 8 digit local mobile no. should start with digit ‘8’ or ‘9’. Please enter only local mobile number and SMS notification will be sent to the local mobile number. No overseas mobile contact as SMS will not send to overseas mobile number.
10	Trainee Email Address *	Email Address. e-Cert will send notification to this email address to notify of e-Cert generated. At least “Trainee Contact No” or “Trainee Email Address” must be completed. If “Trainee Email Address” is not available, to complete only the “Trainee Contact No”.
11	Company Name	Trainee’s Company
12	Designation *	Designation
13	Medium of Assessment *	Language of Assessment is conducted.
14	Education Level *	Education Level
15	Salary Range *	Salary Range
16	Assessment Venue	Assessment Venue

S/N	Field	Description
17	Course Start Date (DDMMYYYY) *Note	Course Start Date If course accreditation scope is 'Training and Assessment', then Course Start is mandatory
18	Course Reference Number *	SkillsConnect's Course Reference Number
19	Cert Code *	Cert Code
20	Submission Type *	i) **NEW** – This is a new submission of a Trainee's assessment result into the SkillsConnect System. ii) **UPDATE** – This is an update submission to earlier assessment result uploaded to the SkillsConnect system. *Please note that update of assessment result will not trigger generation of e-Cert. Please also note that Update is not applicable for these fields: a) Trainee's ID Number b) Trainee's Name c) Date of Assessment d) Competency Standard Code iii) **VOID** – This is to Void/Remove the previously submitted assessment result of a trainee. To void the record, the key information of the trainee

S/N	Field	Description
		must be provided: a) Trainee's ID Number b) Trainee's Name c) Date of Assessment d) Competency Standard Code
21	Date of Assessment DDMMYYYY *	Date of the last assessment activity to deem trainee as competent or not yet competent.
22	Result *	(Competent / Not Yet Competent / Exempted)
23	Trainer ID	Trainer ID (NRIC) If course accreditation scope is 'Training and Assessment', then Trainer ID is mandatory
24	Assessor ID *Note	Trainer ID (NRIC) If course accreditation scope is 'Assessment Only' or 'Training and Assessment', then Assessor ID is mandatory For ATOs who have multiple trainer/assessor, to elaborate that ATO could separate the IDs using semicolon ";".
25	Printing of SOA/ Generating of e-Cert *	(Yes/No)

** Take note that fields with * are mandatory*

c. Click **"Generate CSV File"** button.

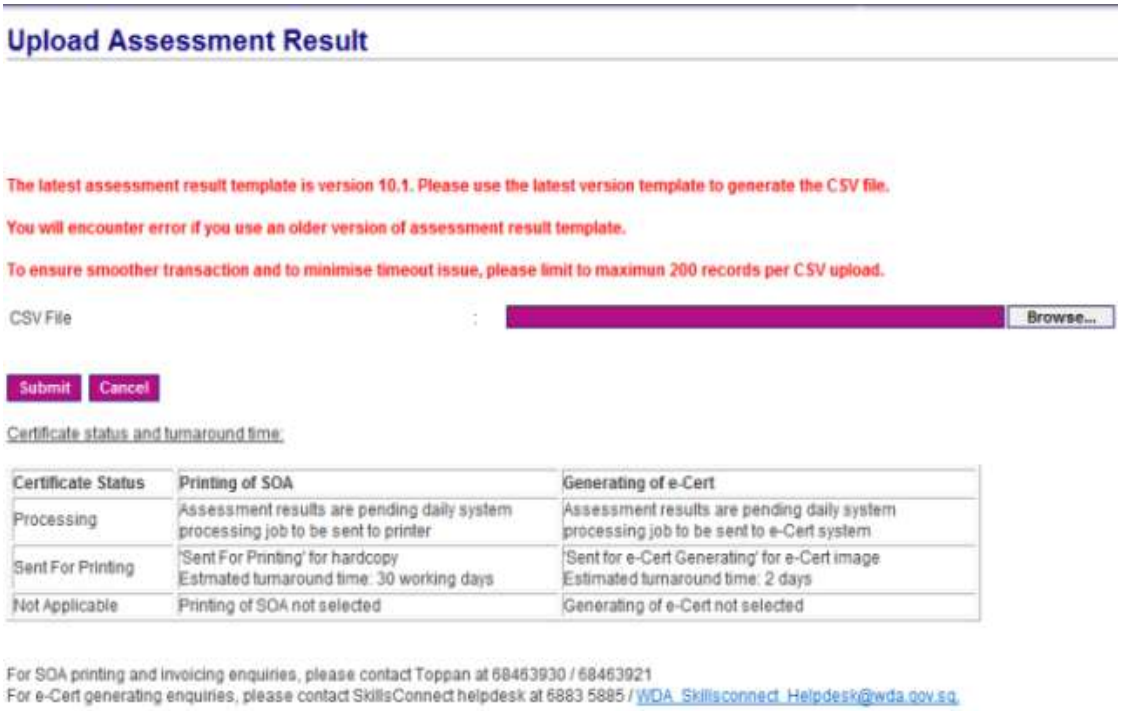
d. Excel would prompt the User to save the generated CSV file into the local directory.

e. Save as type **"CSV Files"**.

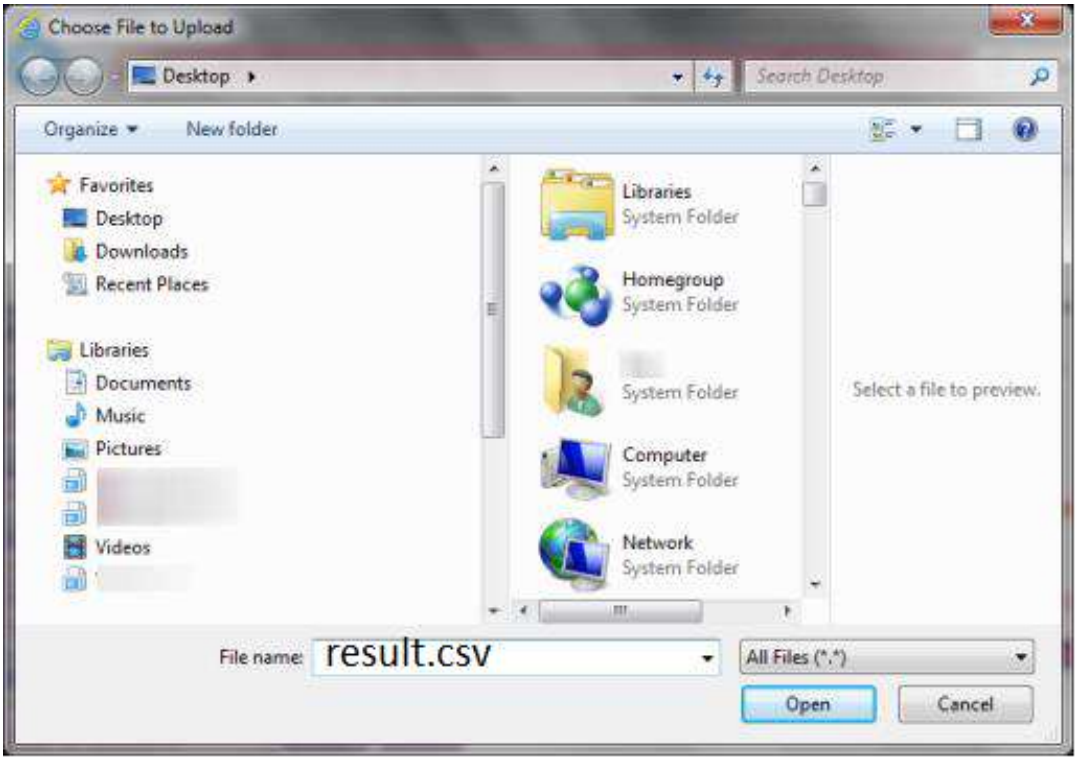
f. Excel would display the following results:
   i. CSV file generated without error
   ii. CSV file generated with error
      1. Open the CSV file saved in the local directory
      2. Read the errors generated in the CSV file
      3. Make relevant changes to the Excel file
      4. Click **"Generate CSV File"** button again
   iii. Run-Time error
      1. Save all progress in Excel file
      2. Close the Excel file
      3. Reopen the Excel file
      4. Click **"Generate CSV File"** button again

g. Click **"Upload Assessment Result"** in the SCN system.

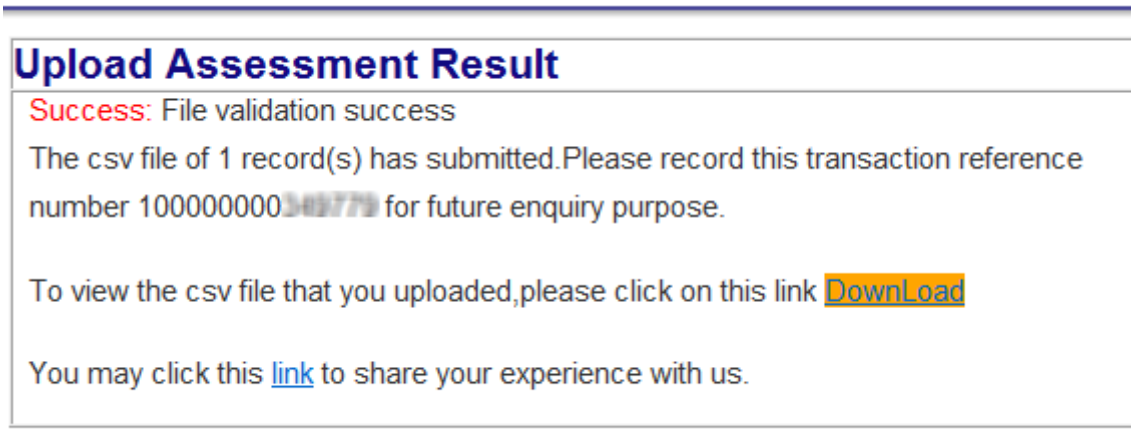
h. Click **"Browse".**



i. Choose the **CSV file** just generated by Excel.



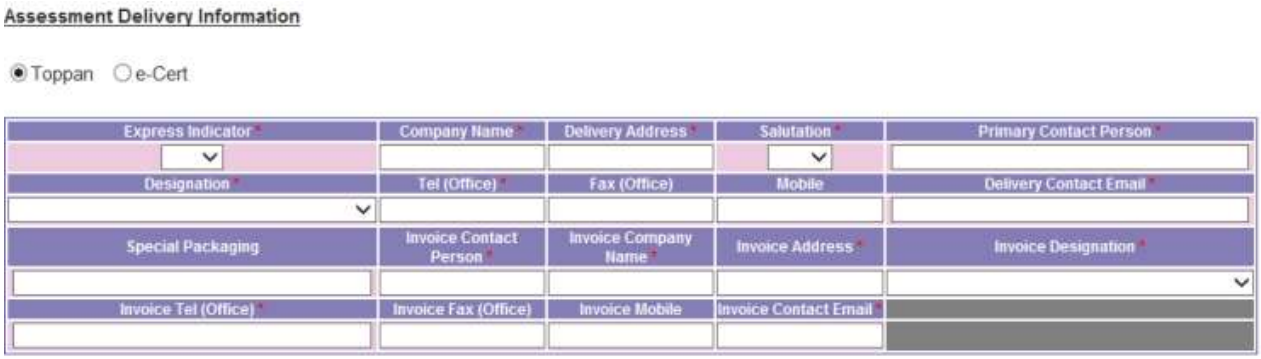
j. Click **"Submit"**. Take note of the 'Assessment Result Upload Reference No.' for future tracking purposes.



3. For method (2) – Add Assessment Result using Online Form.
   Click on **"Add Assessment Result"**.
   a. Pick the Course that Trainee attended, click on the radio button next to the course. Click on "Assessment Result" button to proceed.

b. If you are uploading the assessment for printing, please pick the radio button for Toppan. If you are uploading the assessment for e-Cert, please pick the radio button for e-Cert.

c. For Toppan's Assessment Delivery Information. Please fill in all the mandatory information. (Please refer to section 2.2 for Toppan-Header Template information)



d. For e-Cert's: Assessment Delivery Information. Please fill in all the mandatory information. (Please refer to section 2.2 for e-Cert-Header Template information)

Assessment Delivery Information

○ Toppan ◉ e-Cert

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

e. Fill in the Trainee's Information. (Please refer to section 2.2 Body Template Information)

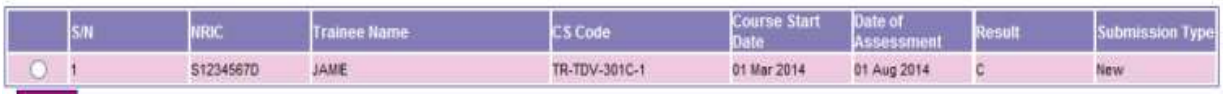
Trainee Information

Please select the respective checkbox(es) if you wish to retain the same value(s) for the next trainee's information.

☐	NRIC Type *	
☐	NRIC Number *	Get Trainee Info
☐	Name (As in NRIC) *	
☐	Gender *	
☐	Nationality *	
☐	Date of Birth *	
☐	Race *	
☐	Trainee Contact No (Mobile) * (Trainee's Contact No (Mobile) must be provided if Trainee Email Address is not provided or left blank.)	
☐	Trainee Contact No (Others)	
☐	Trainee Email Address * (Trainee's Email Address must be provided if Trainee Contact No (Mobile) is not provided or left blank.)	
☐	Company Name	
☐	Designation *	
☐	Medium of Assessment *	
☐	Education Level *	
☐	Salary Range *	
☐	Assessment Venue	
☐	Course Start Date *	
☐	Competency Standard Code *	
☐	Cert Code *	
☐	Submission Type *	
☐	Date of Assessment *	
☐	Result *	
☐	Trainer ID	
☐	Assessor ID *	
☐	Printing of SOA / Generating of e-Cert *	◉ Yes ○ No

f. Click on **"Add Trainee Info To List"**.

g. A new trainee information will be appeared after click on the button "Add Trainee Info To List"



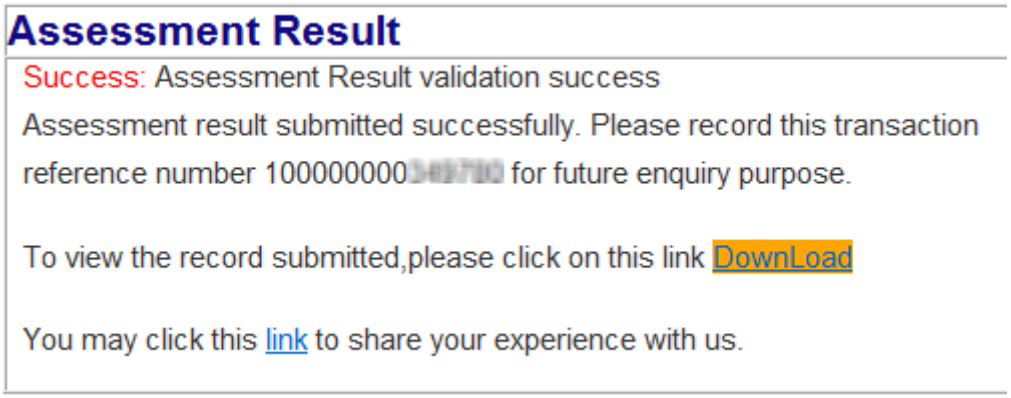
	S/N	NRIC	Trainee Name	CS Code	Course Start Date	Date of Assessment	Result	Submission Type
○	1	S1234567D	JAMIE	TR-TDV-301C-1	01 Mar 2014	01 Aug 2014	C	New

h. If you wish to add more assessment records, fill in a new Trainee's information and click **"Add Trainee Info To List"**.

i. If you wish to remove certain Trainee's record from the list, select the record from the radio button and click on "**Delete**" button.

j. If you wish to view the trainee's information or some changes to the Trainee's information, click on "**View & Update**" button.

k. Once you added all the trainee(s) to the list. Click on "**Submit**" button. Acknowledgement will be displayed.



l. Please note down the Transaction Reference Number on the screen for future enquiry purpose.

4. In the event you face problems with uploading assessment results, please email WDA_SkillsConnect_Helpdesk@wda.gov.sg with the following:
   a. Error Screen shot(s)
   b. Assessment result template (Excel)
   c. Assessment result file (CSV)

2.3 ATO Generate e-Cert

ATOs are able to generate e-Certs for SOA that have been printed before for their Trainees. Do note that such records must exist in the SCN Database for this function to be utilized.

1. Click **"Organisation Menu"**.
2. Click **"Assessment Result"**.
3. Click **"Enquire Assessment Result"**.
4. The System would display a page which allows the User to search for existing Assessment Results. E.g.

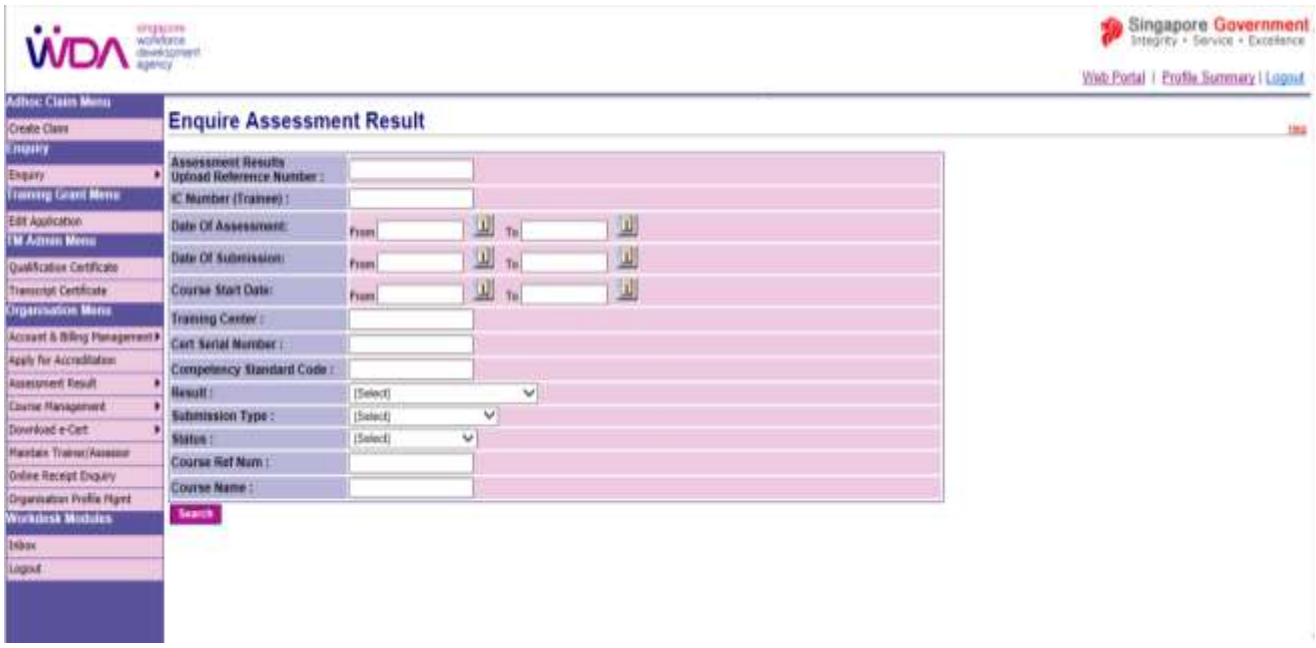


Figure 6: Enquire Assessment Result

5. Enter the search criteria as desired and press **"Search".**
6. The System would display the results page. E.g.

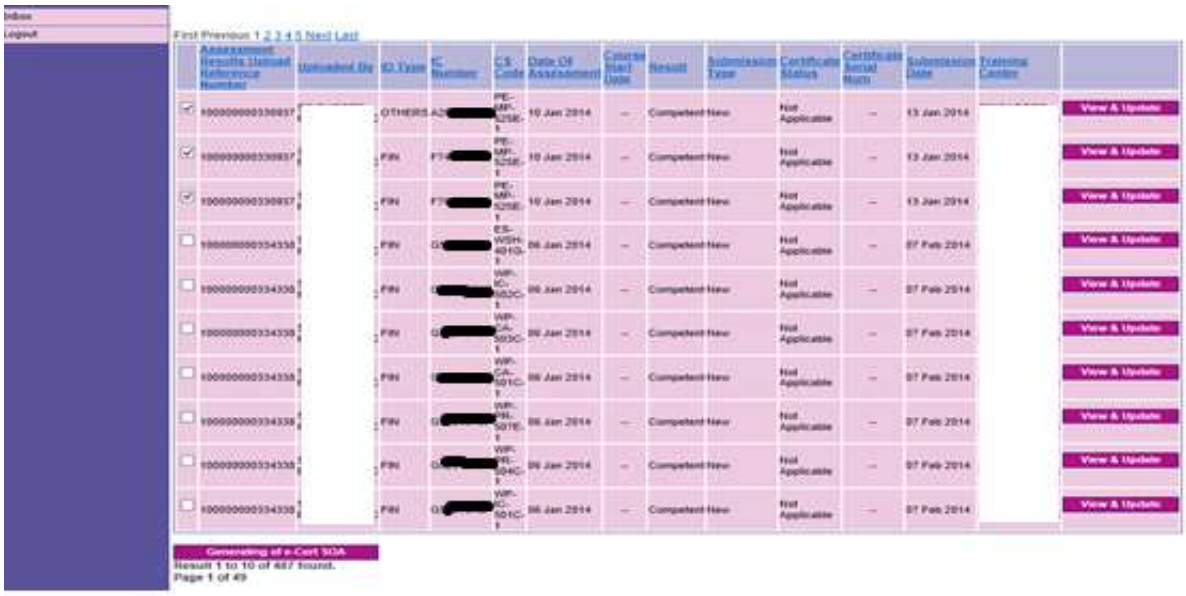


Figure 7: Result Page

7. Choose the record to be generated by checking the corresponding check box.
8. Click **"Generating e-Cert SOA"** button.
9. The System would display a page which the User can add in ATO's Primary and Secondary contacts. Do note that the fields marked with an (*) are mandatory. E.g.

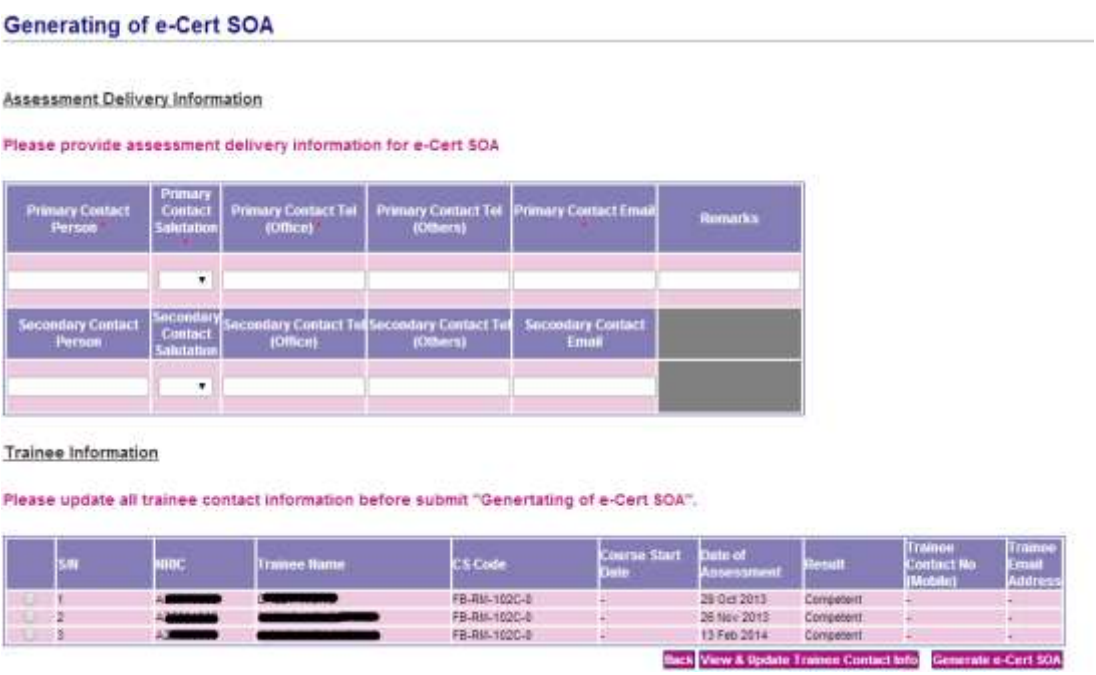


Figure 8: Reprint Assessment Result Page

10. Click the corresponding radio button of the Assessment Result record and click **"View & Update Trainee Contact Info"**.
    a. The System would display a page which allows User to view and edit Trainee's information.
    b. System allow user to update Cert Code from dropdown list if the cert code used in this SOA is no longer valid.

Please update all trainee contact information before submit "Genertating of e-Cert SOA".

NRIC Type *	OTHERS
NRIC Number *	[redacted]
Name (As in NRIC) *	[redacted]
Gender *	Male
Nationality *	MALAYSIAN
Date of Birth *	30 Sep 1983
Race *	CHINESE
Trainee Contact No (Mobile) * (Trainee's Contact No (Mobile) must be provided if Trainee Email Address is not provided or left blank.)	
Trainee Contact No (Others)	
Trainee Email Address * (Trainee's Email Address must be provided if Trainee Contact No (Mobile) is not provided or left blank.)	
Company Name	[redacted]
Designation *	Service Workers and Shop and Market Sales Workers
Medium of Assessment *	Chinese
Education Level *	Lower Secondary
Salary Range *	$1,000 - $1,499
Assessment Venue	
Course Start Date *	-
Competency Standard Code *	FB-RM-102C-0
Cert Code *	
Submission Type *	Generating of e-Cert SOA
Date of Assessment *	26 Nov 2013
Result *	Competent
Trainer ID	[redacted]
Assessor ID *	[redacted]

Update To List Cancel

Figure 9: View and Edit page

    i. To save Trainee information update, click **"Update to List"**.
    ii. To cancel Trainee information update click **"Cancel"**.
    c. Repeat Step 10 for all Assessment Result records shown.
11. To generate e-Cert, click **"Generating e-Cert SOA"**.

2.4 ATO Void Erroneous SOA using Excel Template file upload method.

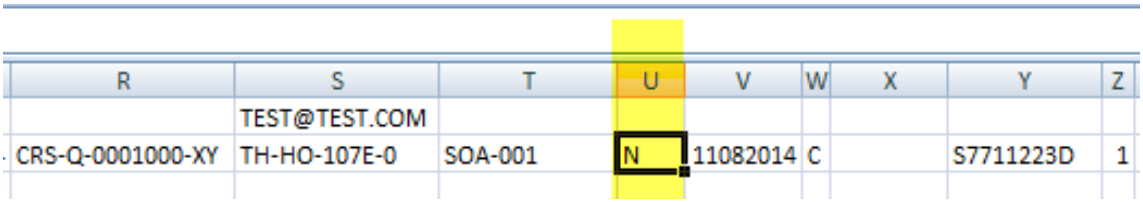
For erroneous SOA, ATO to void the existing record in SkillsConnect and send the amended assessment record(s) for generation of e-Cert.

<u>Void the existing record(s) in SkillsConnect</u>

1. Make a copy of the results submission CSV file containing the erroneous assessment record(s) before doing the necessary amendments.

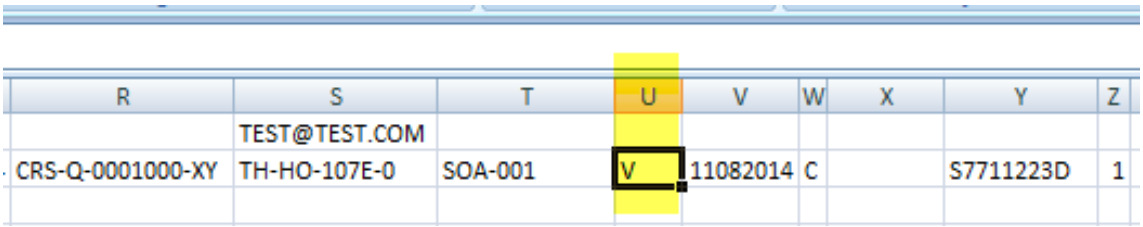
2. Open the copy of the results submission CSV file and delete record(s) for which reprint is / are not required. Only keep the record(s) for which you intend to reprint.

3. Change the Submission Type (Column U) to “Void” - V for these assessment record(s).



R	S	T	U	V	W	X	Y	Z
	TEST@TEST.COM							
CRS-Q-0001000-XY	TH-HO-107E-0	SOA-001	N	11082014	C		S7711223D	1

Change the submission from NEW (N) to VOID (V)



R	S	T	U	V	W	X	Y	Z
	TEST@TEST.COM							
CRS-Q-0001000-XY	TH-HO-107E-0	SOA-001	V	11082014	C		S7711223D	1

4. Change the Printing of Certificate (Column Z) to “No” (0) for these assessment record(s).

S	T	U	V	W	X	Y	Z
TEST@TEST.COM							
TH-HO-10	SOA-001	N	11082014	C		S1234567D	1

Change column Z from 1 to 0 (for the Printing of Certificate to No)

S	T	U	V	W	X	Y	Z
TEST@TEST.COM							
TH-HO-10	SOA-001	N	11082014	C		S1234567D	0

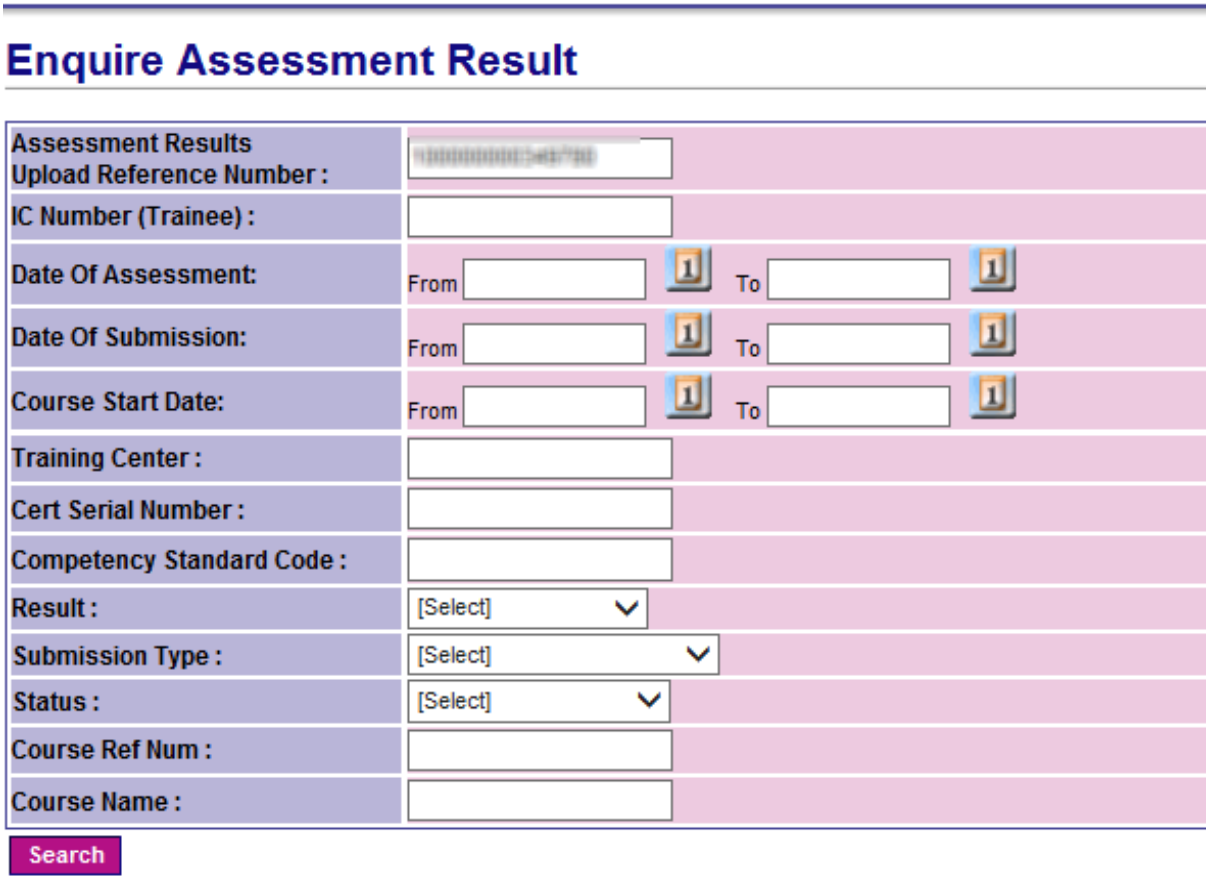
5. Save the file and upload the CSV file to SkillsConnect.
   This will void the existing erroneous assessment record(s) in SkillsConnect.

   This will send the amended assessment record(s) for printing via SkillsConnect.

   Kindly return the erroneous certificate(s) to WDA. Please do not hesitate to contact us if you require further assistance.

2.5 Void Erroneous SOA using online form.

1. Click on Enquire Assessment Result Page.
2. Search by Assessment Results or by Trainee NRIC number.



3. Click on View & Update to proceed to Void the selected record.

First Previous 1 Next Last

Assessment Results Upload Reference Number	Uploaded By	ID Type	IC Number	CS Code	Date Of Assessment	Course Start Date	Result	Submission Type	Certificate Status	Certificate Serial Num	Submission Date	Training Center	View and Update original assessment result
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	View & Update

4. Select the Void in the Submission Type.

C. Assessment Results

CS Code *	Submission Type	New Submission Type *	Date Of Assessment *	Result *	Trainer ID	Assessor ID *	Course Start Date *	Printing of SOA / Generating of e-Cert *
[illegible]	New	(•) Void ( ) Update	01 Aug 2014	Competent		[illegible]	01 Mar 2014	✓

5. Click "**Update**" button to proceed voiding the record.

Update

6. A successful acknowledgement page displayed. Please note down the transaction reference number for future enquiry. Kindly return the erroneous certificate(s) to WDA. Please do not hesitate to contact us if you require further assistance.

Assessment Result

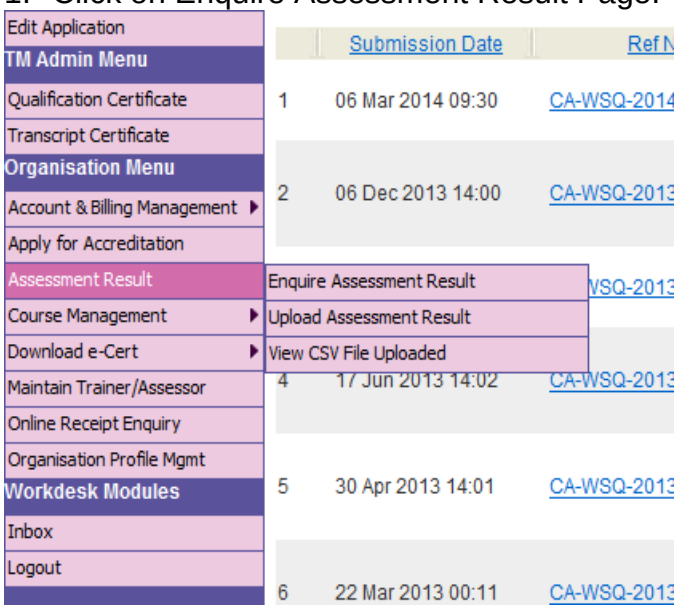
Success: Assessment Result validation success

Assessment result submitted successfully. Please record this transaction reference number 100000000[illegible] for future enquiry purpose.

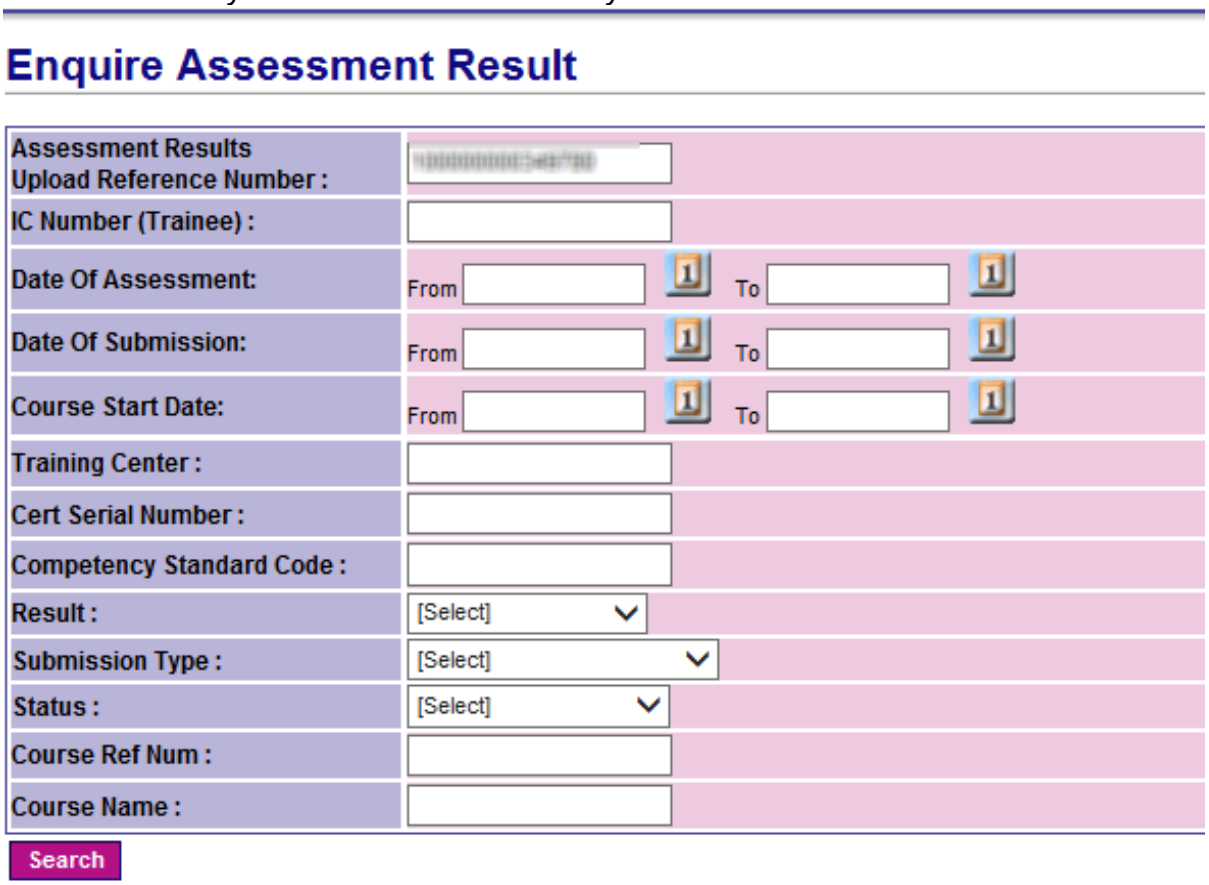
You may click this link to share your experience with us.

2.6 Update SOA Using Online Form

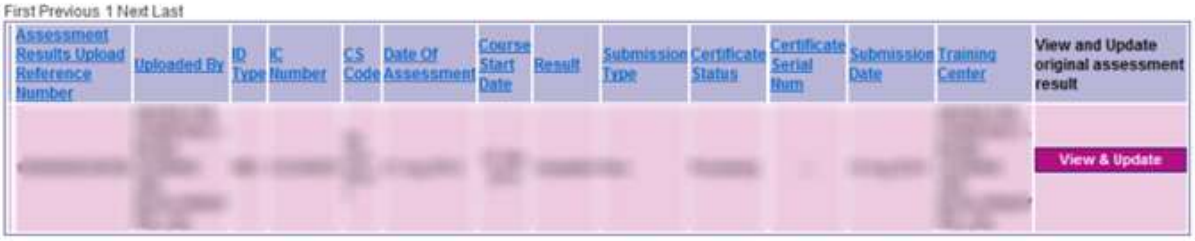
1. Click on Enquire Assessment Result Page.



2. Search by Assessment Results or by Trainee NRIC number.



3. Click on View & Update to proceed to update the selected record.



4. Update the new trainee's information in the Update Assessment Result form.

Update Assessment Result For Course :

A.1. Assessment Result Delivery Information

Express Printing * :	No
Company Name * :	
Delivery Address * :	
Salutation * :	
Primary Contact Person * :	
Designation * :	
Tel (Office) * :	
Fax (Office) :	
Mobile :	
Delivery Contact Email * :	
Special Packaging	

A.2. Assessment Result Invoice Information

Invoice Contact Person * :	
Invoice Company Name * :	
Invoice Address * :	
Designation * :	
Tel (Office) * :	
Fax (Office) :	
Mobile:	
Invoice Contact Email * :	

B. Trainee Information

NRIC Type *	
NRIC Number *	
Name (As in NRIC) *	
Gender *	
Nationality *	
Date of Birth *	
Race *	
Trainee Contact No (Mobile) * (Trainee's Contact No (Mobile) must be provided if Trainee Email Address is not provided or left blank.)	
Trainee Contact No (Others)	
Trainee Email Address * (Trainee's Email Address must be provided if Trainee Contact No (Mobile) is not provided or left blank.)	
Company name	
Designation *	
Medium of Assessment *	
Education Level *	
Salary Range *	
Assessment Venue	

C. Assessment Results

CS Code *	Cert Code *	Submission Type	New Submission Type *	Date Of Assessment *	Result *	Trainer ID	Assessor ID *	Course Date *
		New	Void / Update	10 May 2013	Competent			

Update | Back To Search | Cancel

5. Click on the "Update" button at the end of the form. Ensure the Submission Type radio button is pick on "**Update**"

C. Assessment Results

CS Code *	Cert Code *	Submission Type	New Submission Type *	Date Of Assessment *	Result *	Trainer ID	Assessor ID *	Cours Date
CLG-SS-101C-1		New	○ Void ● Update	10 May 2013	Competent			

Update | Back To Search | Cancel

6. The Update success acknowledgement will be displayed. Please note down the 16 transaction reference number for future enquiry purpose.

Assessment Result

Success: Assessment Result validation success

Assessment result submitted successfully. Please record this transaction reference number 100000000[illegible]9 for future enquiry purpose.

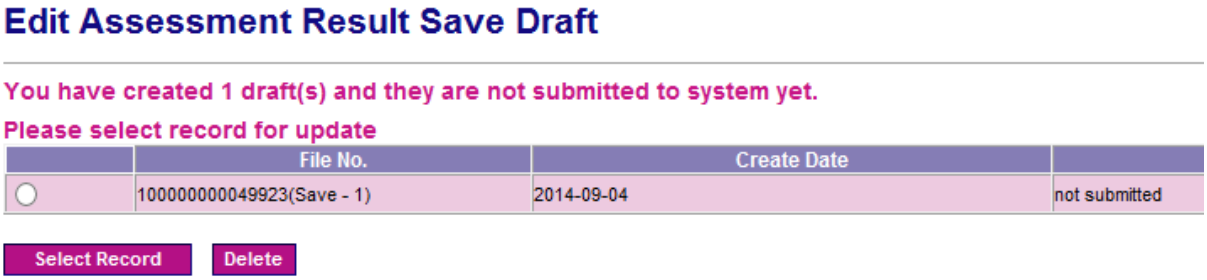
You may click this link to share your experience with us.

2.7 Save Draft for SOA using Online Form

1. In the Add Assessment Result Online Form, there is a function for you to save a draft of your work. Click of the “Save Draft” button to create a copy of draft.

2. When you are ready to continue working on the last draft again, click on the “Assessment Result Save Draft” from the Organisation Menu.

3. You can pick the last save draft from the list and click on “Select Record” to continue editing the draft.



4. You can only keep maximum of 3 saved draft in the system.