Guidelines for PA Trainers/ Operators on applying, organising, and managing new online courses/including SkillFuture online courses
(Updated as of 11 July 2025)

Overview
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1. *How to apply to PA to conduct online courses?*

a) Trainers/ Operators must submit the course proposal form to PA_Talent_Times@pa.gov.sg for approval before conducting online courses. The form can be downloaded from this link (click on the word highlighted in yellow).

b) Only online courses that are approved by Lifeskills & Lifestyle Division (2LD), can be run at CCs/RCs/RNs/ SCCs.

c) Trainer/ Operator may approach CCs/RCs/RNs/SCCs to run their approved online courses.

d) For those courses with online grading, approval must be sought from the relevant associations and supporting documents must be submitted to 2LD for approval, prior to informing the course participants.

2. *How to organise and manage new online courses?*

Before class creation

a) Discuss and clarify with the organizing committee on each other's roles and responsibilities which include but not limiting to:

    (i) Provision of the digital platform (e.g., Zoom) – Trainers/ Operators can provide the digital platform for running online courses. If necessary,

trainer/operator may request for the organizing committee to provide the digital platform.

(ii) Communication and basic tech/admin support to registered participants - Regardless of who is providing the digital platform, the PA course coordinator should communicate the virtual classroom details to all registered participants via email/sms, and guide participants on how to set-up/use the online platform (e.g., Zoom), with support from the trainer/operator if necessary.

(iii) Trainer/Operator must allow any PA staff/volunteers of the organizing GRO/PA-appointed auditor to access and join any of the online class as observers, or to engage participants (e.g., to solicit feedback, share about upcoming e-volunteering opportunities or encourage participants to join interest groups). PA will inform the trainer/operator before the session starts.

(iv) For all Trainers and Operators, there must be a Service Agreement (SA) with the organizing committee before commencement of classes. The SA can be issued and acknowledged via digital means.

Class creation

b) All online classes' registration and payment must be made via onePA only. The closing date for online registration should be 3 days before the class starts, so as to allow ample time for administrative processes for online classes.

c) All online courses should not have any material fees chargeable to participants. Collection of Material fees will only be allowed for courses approved by 2LD under special circumstances. In cases where Trainer/Operator are allowed to collect material fees, participants have the freedom to choose if they want to purchase the materials from Trainer/Operator. It is not compulsory that participants must buy the materials from Trainer/Operator. They can source for their own alternatives.

d) Trainers conducting online courses should not request participants for material fees unless pre-approved by 2LD for specific considerations. Under this special arrangement, the CCs/RCs are to seek the participants' consent via email (or any other means where practical) before sharing participants' contact details with trainers. CCs/RCs should also state upfront under onePA "Class remarks" and/or in publicity materials that their contact details will be sent to trainers for follow-up on digital payment of material fees and for delivery/collection of the materials.

Before class starts (Administrative and Technical Support)

e) If the Trainer/Operator is providing the digital platform, the attendance should be given to the Trainer/ Operator <u>at least 1 week</u> before the online class starts, so that he/she may set-up the connection for the virtual class.

f) Regardless of whoever is providing the digital platform, the PA course coordinator should email/SMS participants the virtual classroom details (e.g., hyperlink, class ID and password) <u>before</u> the class start date. For e.g., if the class is starting on 15 June 2020, the details should be sent via email and/or SMS by 14 June 2020. A unique classroom hyperlink, ID and password should be created for every session and sent to participants.

g) The Trainer/Operator should ensure that the necessary settings and security features have been implemented before using any of the digital platforms. The digital platforms should be paid for and regularly updated before being used to conduct online classes.

h) Registered PA Trainers must be the main person teaching the online courses.

i) The Trainer/Operator should start hosting the virtual class at least 15mins before the class starts to verify the attendees in a 'waiting room/lobby', before allowing them to enter the virtual classroom.

j) The Trainer/Operator should allow only fee-paying participants in the virtual classroom, unless otherwise allowed by the CC/RC/RN/SCC.

k) Trainer/Operator will be provided with the soft copy of the attendance list for attendance taking. Trainer/Operator is required to take a screenshot attendance of the class before the session starts, and before it ends. The screenshot should include the faces and names of all the participants with date/time stamps. For e.g., the screenshot can be taken through the gallery view of the digital platform, so that all participants can be seen. Please refer to a sample below.
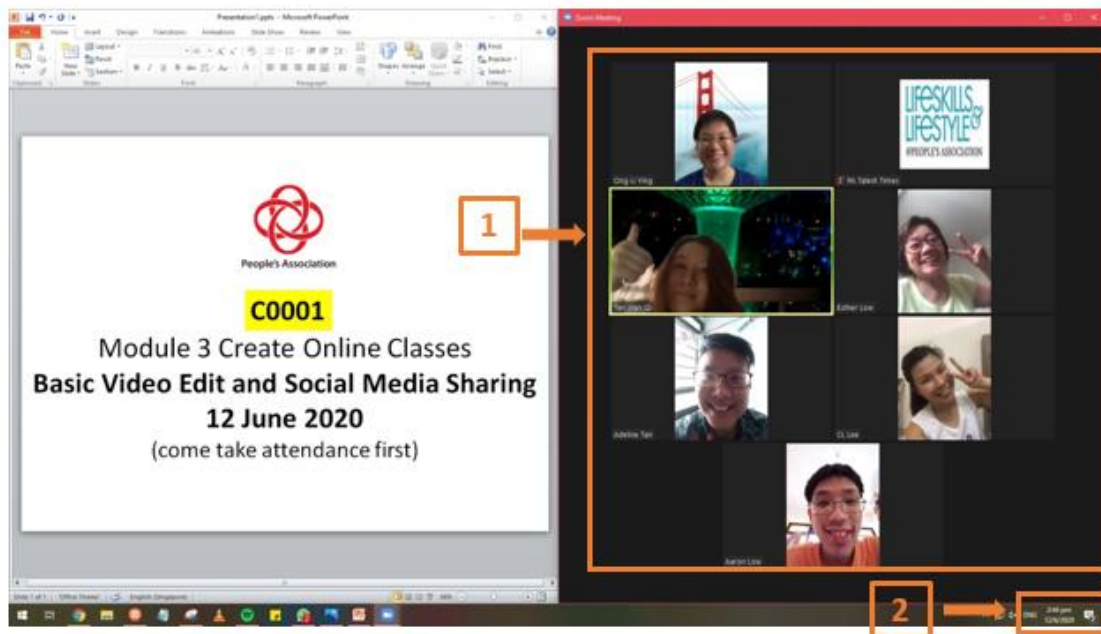
For attendance taking, please check that the photo/ screenshot* include:
1) faces and names of all the participants
2) date/time stamps
*once before the session starts and once before the session ends

1) The Trainer/Operator should remind participants, especially seniors in Sports, Fitness and Dance courses, to take the necessary safety precautions before they engage in any physical activities online. Examples include:

    a. Avoid any strenuous or physically demanding activity if they are unwell;
    b. Not to exert themselves, especially if they have just recovered from an illness;
    c. Consult their doctor if they have an existing medical condition; and
    d. Ensure sufficient space in the house for the exercise.

m) The Trainer/Operator should email the PA course coordinator <u>at least 1 week in advance</u>, if there are any special instructions (e.g., safety and health instructions highlighted in above para) or materials for the participants to prepare/standby (e.g., to complete e-assignments, standby yoga mats, wear comfortable sports attire) before the online class commences.

n) With effect from 1 October 2023, SkillsFuture Singapore (SSG) has implemented a different approach with regard to taking screenshots and videos for attendance and audit purposes.

For SkillFuture Course (SFC)-only Training Providers (CCs) **who have adopted** the e-attendance taking via SingPass (using the generated dynamic

QR codes), SSG has removed the following requirements for synchronous e-learning courses:

(i) Full video-recording of the training session/lesson;
(ii) Date and time records of the delivery of the training session/lesson; and
(iii) Date and time records of presence of Trainees corresponding to that training session/lesson

SFC-only Training Providers (CCs) **who have not adopted** the e-attendance taking via SingPass (using the generated dynamic QR Codes) will need to get from the trainers' screenshots of the time-stamped photographs/snapshots of the online classes showing trainees/participants attending the class at the start and end of each session and keep them for audit purposes.

SkillsFuture trainers will have to work with the CCs to determine the mode of attendance taking (i.e., e-attendance via SingPass or manual attendance). Upon confirmation, if CC has yet to adopt the e-attendance method, trainers are to provide the screenshots of the time-stamped photographs/snapshots of the online classes showing trainees/participants attending the class at the start and end of each session. Video recordings will no longer be required for training sessions that took place from October 2023, regardless of the mode of attendance-taking.

o) PA staff, volunteers of the organizing committee, or PA-appointed vendor (e.g., auditor) has the rights to observe any of the online class.

<u>After every session/class ends</u>

p) For online non-SkillsFuture@PA courses, the attendance list and screenshots of each session should be emailed to the course coordinator after the session has ended. All records must be archived for at least 5 years for audit purposes.

q) For online SkillsFuture@PA classes, the requirements depend on the attendance system used. CCs that have implemented e-attendance via SingPass only need to maintain the SingPass attendance records and PA attendance list, with no screenshots required. CCs that have not implemented e-attendance via SingPass, trainer/ operator must submit attendance list and screenshots of each session to the CC/RC/RN/SCC. All records must be archived for at least 5 years for audit purposes. Video recordings are no longer required as of October 2023.

3. *Recommended Technical & Security Protocols*

<u>Before the Session</u>

Online Class Schedule-
1. The online class details should be communicated via a closed channel (e.g. SMS/WhatsApp or personal emails)
2. Do not post the online class details on publicly accessible platforms such as Facebook.
3. Restrict the dissemination of the meeting details to registered participants only.

Ensure Correct Security Settings-
1. Be early for the online class and check through the security settings.
2. Disable participant screen sharing option to allow "host only" to share content so that the session do not get hijacked by others
3. Disable file sharing to prevent any potential mischief from participants
4. Disable the ability to record the session for participants
5. Disable the function to "join before host" and to ensure the use of a waiting room to admit authorised participants
6. Verify your participants (both by name and face) individually
   a. If there are unidentifiable participants, do not admit them
   b. If a participant used a different name, ask them to change to their real name before admitting them.
7. Lock your virtual classroom (if applicable) before class starts, once all participants have been verified

<u>During the Session</u>

Establish Ground Rules (for a fruitful online learning experience)
   <u>DOs</u>
1. Request participant to switch on camera to allow Trainer to identify him/ her
2. Remind participants to observe cyber-wellness, e.g., respect others by using appropriate language and not sending inappropriate content
3. If there is question, participant is to "raise" hand or post questions in chatbox, so as not to disrupt the lesson
4. Remind participants to mute their audio when class is on, to reduce noise interference
5. If an intruder enters your online session,
   a) Inform participants that you are ending the meeting and end the meeting immediately
   b) Adjust the necessary settings to prevent intruders
   c) Invite the participants to join the new meeting
   d) Verify that the intruder did not join the new meeting
   e) Lock the meeting room

 f) Explain to the participants what happened

 DON'Ts
6. Do not share the online class details with others
7. Do not allow recording of the session by individual participants using any devices, to respect the other participants

4. Frequently Asked Questions (FAQ)

1) **Is it a must for trainers/ operators to provide digital platform for virtual class?**
Trainers/ Operators are strongly encouraged to provide the digital platforms and set-up the virtual classrooms, so that they can use the platform to run online classes at various CCs/RCs/RNs/SCCs.

2) **What types of digital platforms should trainer/ operator provide?**
Trainers/ Operators can decide on the types of digital platform to use. It should be a commonly used digital platform, known to both PA staff and Trainer/ Operator. Based on current trends (as of June 2020), Zoom or MS Teams appear to be the more commonly used digital platforms amongst the e-learning community.

3) **Is there a specific digital platform that Trainers/ Operator should use, if they are providing their own?**
No, if the Trainer/Operator has been requested to provide the digital platform, they can decide on the type of digital platform that they are familiar with. However, the organising committee can also suggest the preferred platform for Trainer/Operator's consideration, based on their understanding of their residents' preferences.

4) **Can Trainer/ Operator charge the participants additional fee to subscribe the digital platform?**
No. For online courses, collection of any additional fees is not allowed, unless explicitly approved by 2LD.

5) **Can Trainer/ Operator request for CCs/RCs/RNs/SCCs to provide the logistics setup such as physical room, laptop and internet network for the virtual classroom?**
Trainer/Operator can discuss with the organizing committee to provide the physical infrastructure such as room, laptop with internet data plans.

6) **Why is the course fee spilt ratio still at 65/35% when online classes do not require PA's physical facilities?**

Although there is no physical use of PA's facilities, PA is providing the payment gateway for course registration, administration/technical support, publicity and marketing for the courses.

7) **What should the participants do if they could not log into the virtual class?**
A helpline (e.g., contact number of trainer/ operator/ CC) must be provided to the participants in the email/sms, so that they know who to contact for assistance.
If the Trainer/Operator is providing the digital platform, his/her number may also be shared with participants, to provide prompt assistance before class starts.

8) **For online SkillsFuture classes, there is an online QR code to scan for attendance. However, some participants are not comfortable using Singpass to record their attendance. Hence, is the screenshot of the attendance sufficient for audit purposes?**
All SFC-only Training Providers (CCs) with courses conducted via Classroom or Synchronous e-Learning, are encouraged to adopt the e-attendance taking via SingPass (using the generated dynamic QR codes). CCs are encouraged to implement the e-attendance taking but SSG is not making it mandatory for CCs to implement it.

If there are cases of participants not wanting to take their e-attendance via SingPass (using the generated dynamic QR codes) at CCs that have implemented the e-attendance, we seek COs' help to check with such course participants the reason/s for their concerns and email to PA_Talent_Times@pa.gov.sg. We will feedback to SkillsFuture Singapore (SSG) for their advice.

9) **Who can I look for if I have further query on organising online courses?**
You can email 2LD at PA_Talent_Times@pa.gov.sg, and we will respond to your query.