



PA Operators and Trainers Pre-Appointment Briefing

WITH EFFECT FROM 1 JANUARY 2023



Our Mission
Spark and Nurture
Community Participation for a
Caring and United Singapore

What we will cover today

2



The People's Association

OUR MISSION

**Spark and Nurture Community Participation
for a Caring and United Singapore.**

**All PA Operators and Trainers play a vital role
in helping PA to expand community
participation and build a community that
cares.**



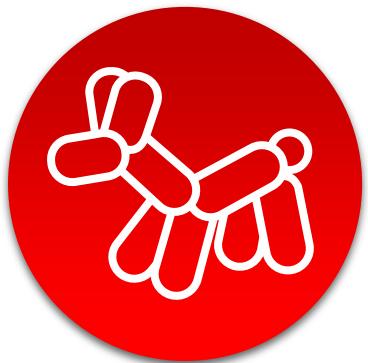
ENGAGING RESIDENTS

Widening Outreach (A.R.E.) through a variety of courses.

A Age
R Race
E Estate

DEEPENING ENGAGEMENTS

Through Interest Groups (IGs)



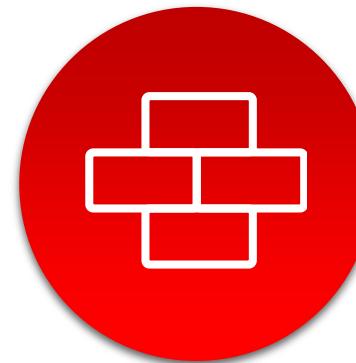
Balloon Sculpting



Culinary Arts



Clay Art



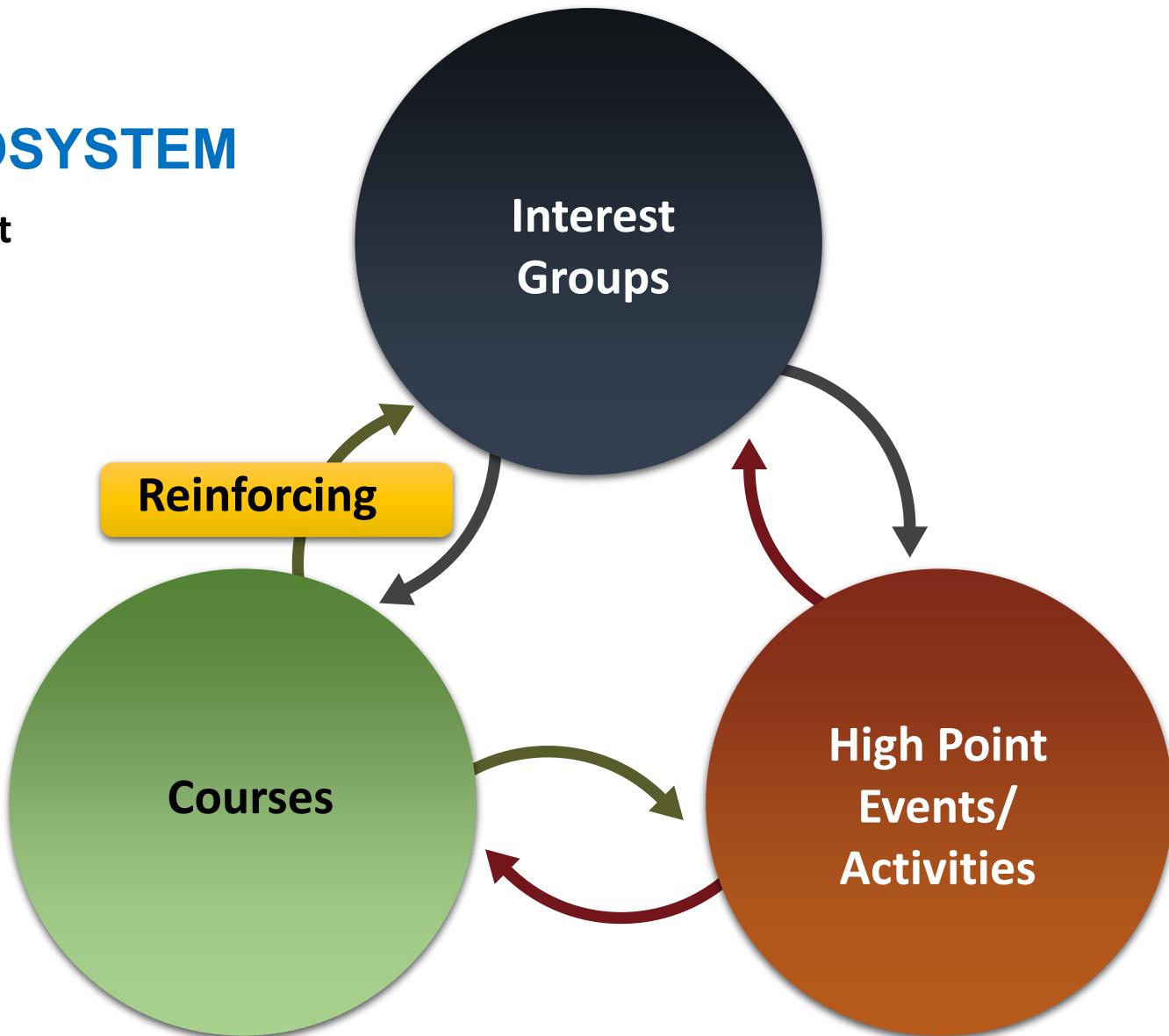
Brick Art



Gardening

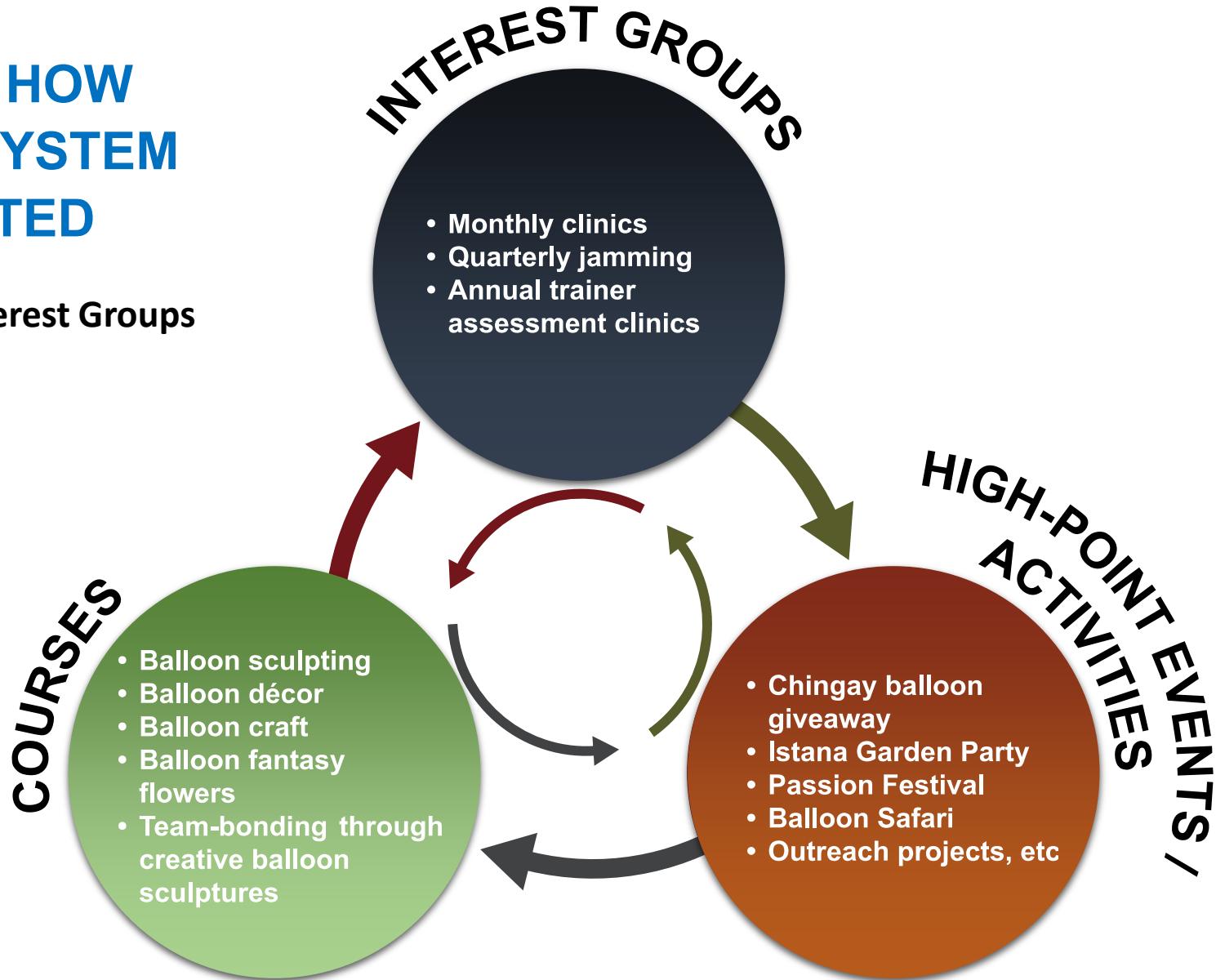
THE PA ECOSYSTEM

No fixed start point



EXAMPLE OF HOW THE PA ECOSYSTEM IS IMPLEMENTED

Balloon Sculpting Interest Groups



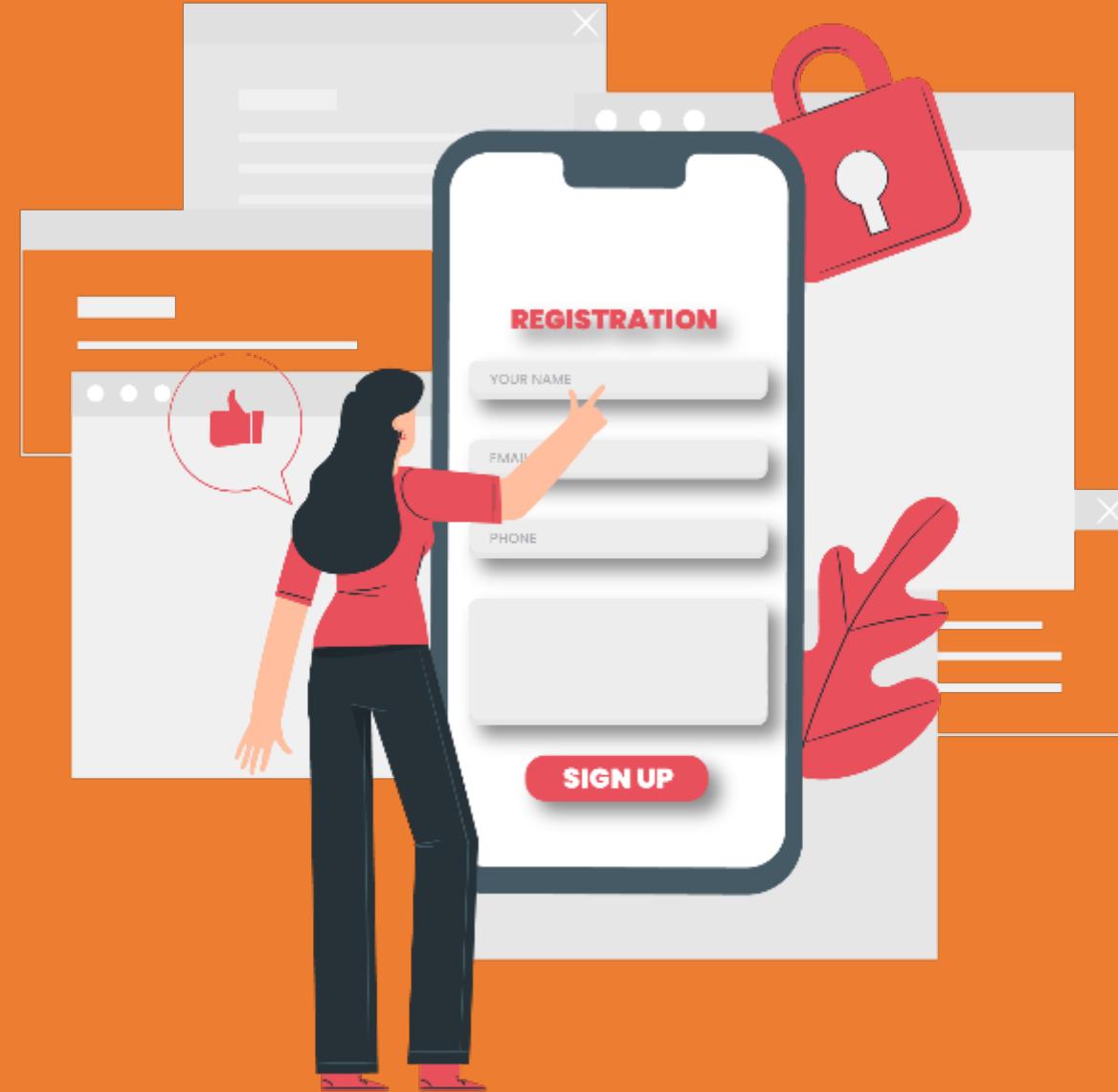
About Us

Lifeskills and Lifestyle Division



ADMINISTRATIVE REQUIREMENTS

**Registration and
renewal**





The PA's **Lifeskills and Lifestyle** Division recruits and registers **training operators and individual trainers** to conduct courses at Grassroots Organisations (GROs) in these categories:

Health & Wellness

Lifelong Learning

Lifestyle & Leisure

Education & Enrichment

Sports & Fitness



PROFESSIONAL STANDARDS AND GUIDELINES

These Professional Standards and Guidelines (“PSG”) apply to all PA Operators and PA Trainers.

They may be revised and/or updated at the PA’s discretion. Any revisions to the PSG will be disseminated to PA Operators and PA Trainers.

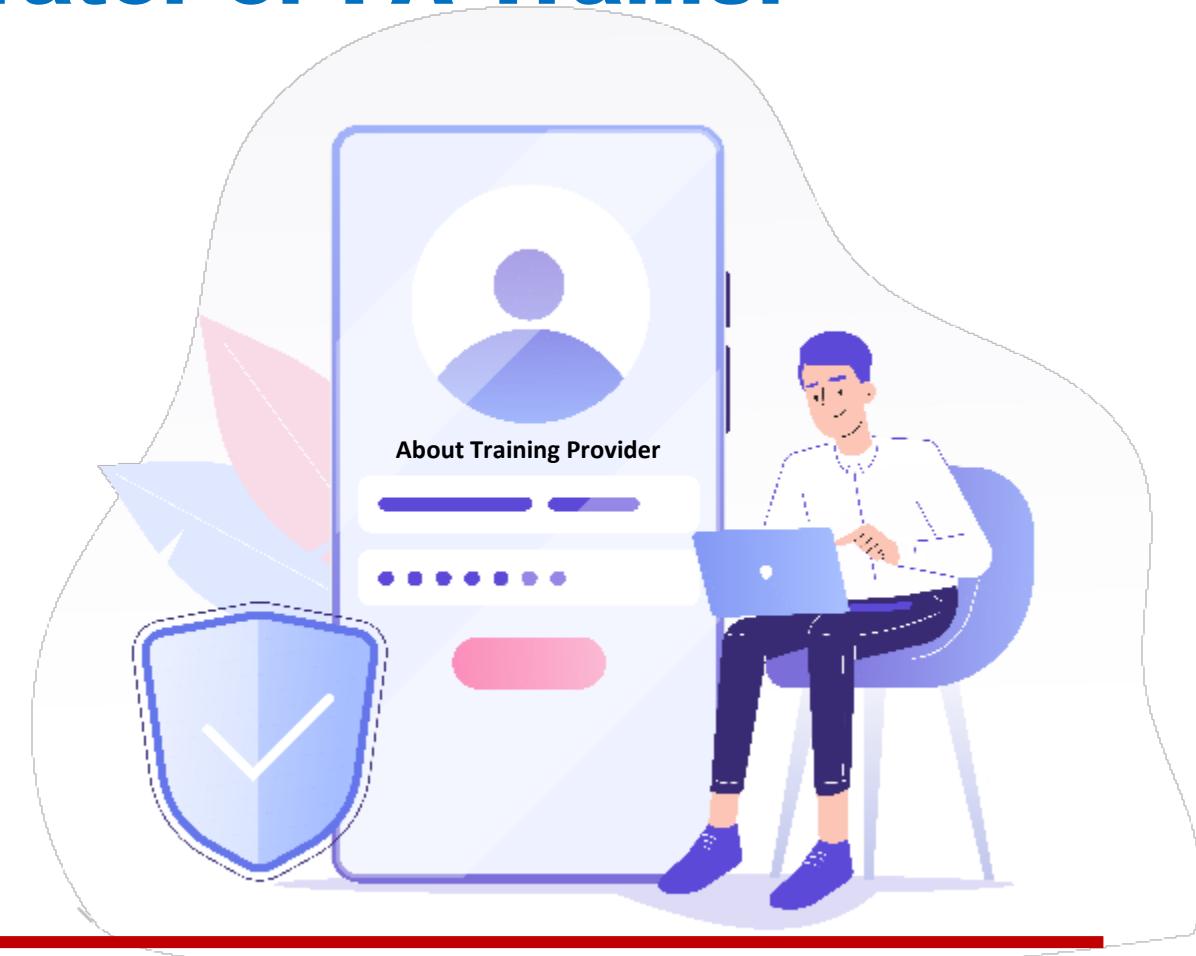
PA Operators, including their employees and agents, and PA Trainers must comply with prevailing PSG at all times.

Registration as a PA Operator or PA Trainer

The PA Group is made up of the People's Association and its Grassroots Organisations.

To conduct courses at the PA Group:

- **Individuals** must be registered as a **PA Trainer**
- **Business entities** (e.g. company, partnership or sole-proprietor) must be registered as a **PA Operator**
- Registration is **non-transferable** and **only valid for the duration** stated in the Letter of Appointment or Letter of Renewal
- Registration is not a guarantee that the PA Operator or PA Trainer will be engaged to conduct courses



Your PA registration status is NOT a form of endorsement of your products, services or expertise and must not be used as such.

PA Operators and Trainers

**Are independent service providers and
NOT agents or employees of the PA**

Are not eligible for CPF contributions, annual leave, medical/dental benefits, or any other benefits

Do not have authority to make statements or representation on behalf of the PA Group

Do not incur any obligation or expense on behalf of the PA Group

May not use the PA Group's name or logo without written consent from the PA

May not associate yourselves with the PA Group without written consent from the PA

PA Operators and Trainers can engage in any other activity or business. However, ensure that they do not conflict with your commitments under the PA Service Agreement(s)



**DO NOT USE PA
LOGO without
prior approval**

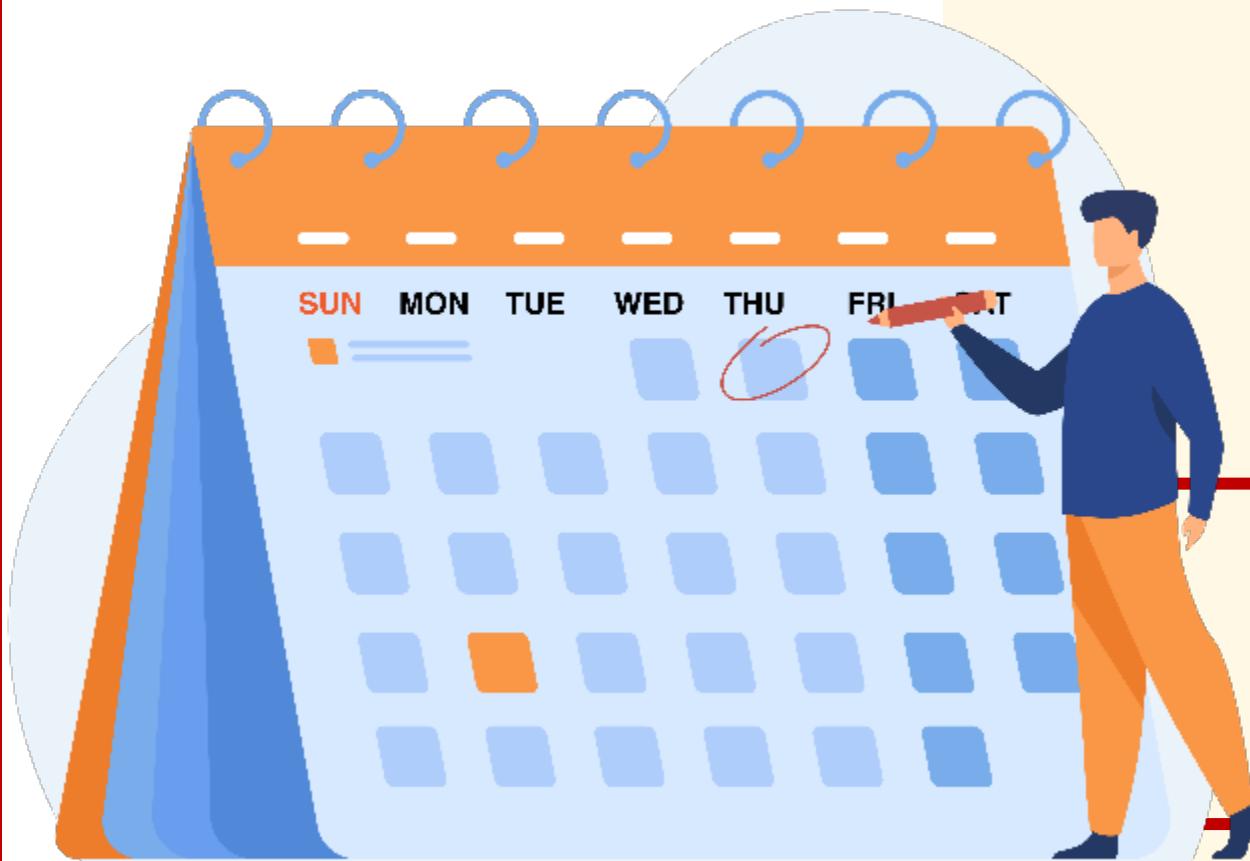


YOUR SERVICE AGREEMENT

When an Operator or Trainer accepts an offer to conduct a course at PA, they must enter into a Service Agreement with the PA or relevant GRO before starting any course.



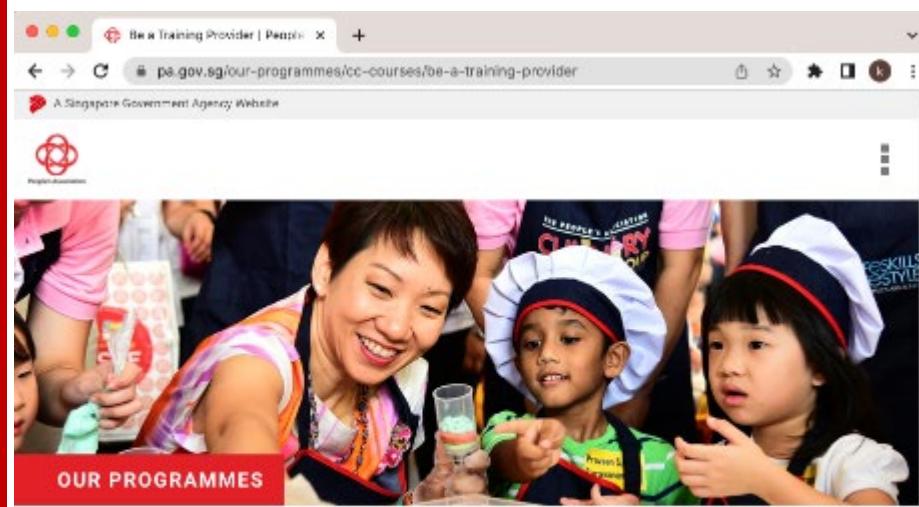
- Once a Trainer or Operator enters into a Service Agreement with the PA Group, they must confirm the details of the courses with the relevant GRO at least 7 days before starting the course.
- Any changes to the course must be approved by the GRO before they can take effect.
- PA Operators and Trainers are responsible for obtaining any approvals required by law to conduct the approved courses.
- Being registered to conduct an approved course by the PA Group is not a guarantee that there will be more engagements.



PA Operators and Trainers must work with the GRO and Constituency Office (CO) to:

Encourage participants to sign up early for the next stage of their courses.

Discuss the closing date for registration and payment before reminding participants to make payment to secure their places.



The screenshot shows a woman smiling while a young boy and girl in chef hats look on at a cooking demonstration. Below the image is a red banner with the text "OUR PROGRAMMES".

PA.gov.sg | People's Association
A Singapore Government Agency Website

OUR PROGRAMMES

ACTIVE AGEING
COMMUNITY ARTS
COMMUNITY DIALOGUE
RACIAL HARMONY
FAMILY LIFE
COMMUNITY SPORTS
COMMUNITY INTEGRATION
CC COURSES
BE A TRAINING PROVIDER
SCHOOL HOLIDAYS SERIES
INDUSTRY GURU SERIES
SKILLSFUTURE & PA
PA SHIOK SERIES
ONLINE

Help us Improve

pa.gov.sg/our-programmes/cc-courses/be-a-training-provider

Print Text Size: A+ A=

60th Anniversary
Join Your Community
Be Our Volunteer
Connect with Government

#PAssionToInspire
SHARE YOUR PASSION TO Inspire

From our PA Trainers

“Many people said they do not have the ‘green fingers’ when the primary issue was that they had used the wrong gardening technique. I would like to impart gardening knowledge to the course participants, so that they can also share with their neighbours and friends, and more people can benefit from the knowledge.” – Tomy Yau, teaching Creative Gardening at CCs / RCs for 3 years.

Although I am demonstrating the art of preparing dishes

RENEWING YOUR APPOINTMENT AS A PA TRAINER OR OPERATOR

To be eligible for renewal, conduct at least 3 approved courses within your Term of Appointment.

Submit your PA Operator/PA Trainer Renewal Form at least 4 months before your Term of Appointment expires. If not, you must re-apply for registration.

The PA Operator/PA Trainer Renewal Form can be found at <https://www.pa.gov.sg/our-programmes/cc-courses/be-a-training-provider>.

A Letter of Renewal will be issued to shortlisted PA Operators and Trainers after successful registration. The acceptance letter must be signed and returned to the PA.

ADMINISTRATIVE REQUIREMENTS

Course Fees and Payments





All course fees must be:

Charged in the amount stated in your Service Agreement

Shared with the PA and GRO according to the ratio stated in your Service Agreement

Include prevailing GST and promotion discount rates, where applicable



The PA may implement further discounts on your listed course fees for promotional or publicity purposes.

The proportion of course fees due to the PA Trainer or Operator will be calculated based on the aggregate sum of:

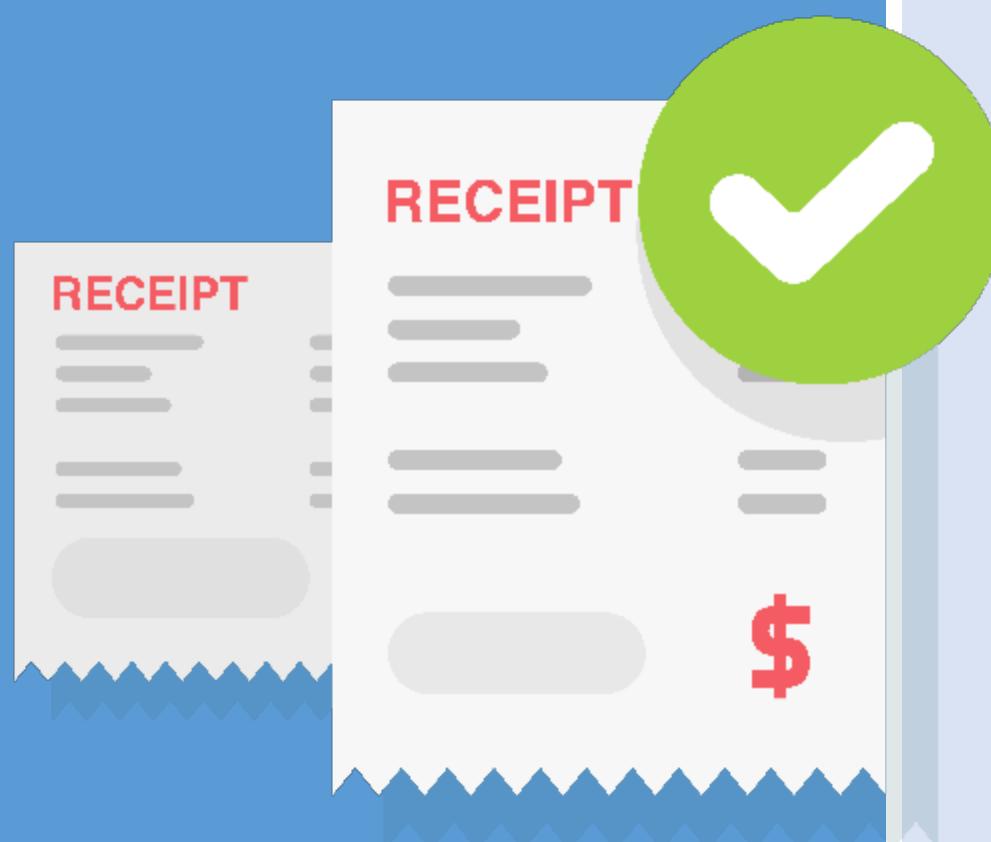
Course fees
collected

X

The Sharing
Ratio

(excluding GST, if applicable)

PA Trainers and Operators are not entitled to any other money from the PA Group.



COLLECTION OF COURSE FEES

Do not collect course fees on behalf of the PA or GRO unless instructed to do so.

If you do, you must issue receipts on behalf of the GRO for the fees collected.

Fully and accurately declare and account for all fees collected.

The PA Group will report any criminal, fraudulent and dishonest conduct to the authorities. This includes under-declaration of fees collected or the number of participants.

The PA Group will claim any shortfall of fees from the PA Operator or Trainer.



REFUNDS

Courses fees are not refundable. Do not commit to refunds unless approved by the PA Group.

INTEREST

All payments to the PA Group must be made on time or incur interest at the prevailing rate.

STATEMENT OF COLLECTIONS

Keep accurate records of any money collected.
Submit a monthly statement of collections to the GRO.



PAYMENT TO PA OPERATORS AND TRAINERS

Payment of course fees will be made on the date or within the time frame specified in the Service Agreement.

To receive payment by electronic means, provide your banking details to the GRO .

INSURANCE

You may have to purchase and maintain insurance coverage at your own expense, based on your Service Agreement. If you do, ensure that:

- The insurance policies specifically include the PA and GRO as insured parties
- There is a waiver of rights of *subrogation in the policies
- The insurance policies cover the entire duration of the course
- The insurance certificates are submitted to the PA and GRO by dates specified by them

If an incident occurs that may affect the validity of the policy's coverage:

- Try to mitigate and minimise the effects of the event to ensure that the insurance remains valid on the same terms and conditions
- Inform the PA and GRO immediately



* Subrogation describes a right held by most insurance carriers to legally pursue a third party that caused an insurance loss to the insured

PROFESSIONAL CONDUCT



PROFESSIONALISM AND ETHICS



Conduct all courses in a professional, ethical and responsible manner.

Deliver well-planned and well-executed courses.

Use appropriate pedagogy based on participants' stage of learning and ages.

Explore the use of learning aids and other teaching methodologies that may benefit participants.

Strive to ensure that all participants meet their learning objectives.

GENERAL CONDUCT

DO

- Conduct yourselves professionally, with integrity, honesty, fairness and consideration towards participants, other users of PA/GRO facilities, and PA GRO employees
- Engage ONLY in a professional relationship with participants



DO NOT

- Discriminate against participants or promote violence in any way
- Conduct yourselves in any manner that may bring disrepute to or harm the interests of the PA Group
- Use threatening, abusive or insulting words or behaviour to anyone
- Enter into any unnecessary physical contact with participants. Allegations of inappropriate physical contact will be reported to the authorities and result in cancellation of the training provider's registration status
- Give, offer or solicit any favours, gifts or special treatment
- Accept offers or use connections or information that arise out of your PA engagements to enter into personal investments



FINANCIAL PROPRIETY

Inform the PA if the training provider:

- is an undischarged bankrupt
- is the subject of bankruptcy proceedings
- is reported to be a judgement debtor
- is insolvent
- is the subject of winding up, judicial management, reorganisation or other similar proceedings
- has a receiver, liquidator, or judicial manager appointed over its undertakings or property
- has an order made or a resolution passed for its winding up or dissolution



CONFLICT OF INTEREST

Ensure that there is no conflict of interest between your obligations as a training provider and your own personal and business interests.

If you are a training provider who is also a grassroots leader of the same GRO you are conducting a course at, you must

- Declare conflict of interest annually, at the first meeting of the GRO that you serve at
- Declare conflict of interest whenever a new or potential conflict of interest arises

Conflict of interest must be approved by the GRO before a training provider can conduct the course at the GRO.

Training providers must:

- Ensure your financial and other interests and actions do not conflict or appear to conflict with your obligations
- Avoid or deal with any situation where there is a conflict of interest arising from your relationships with any PA staff or course participants



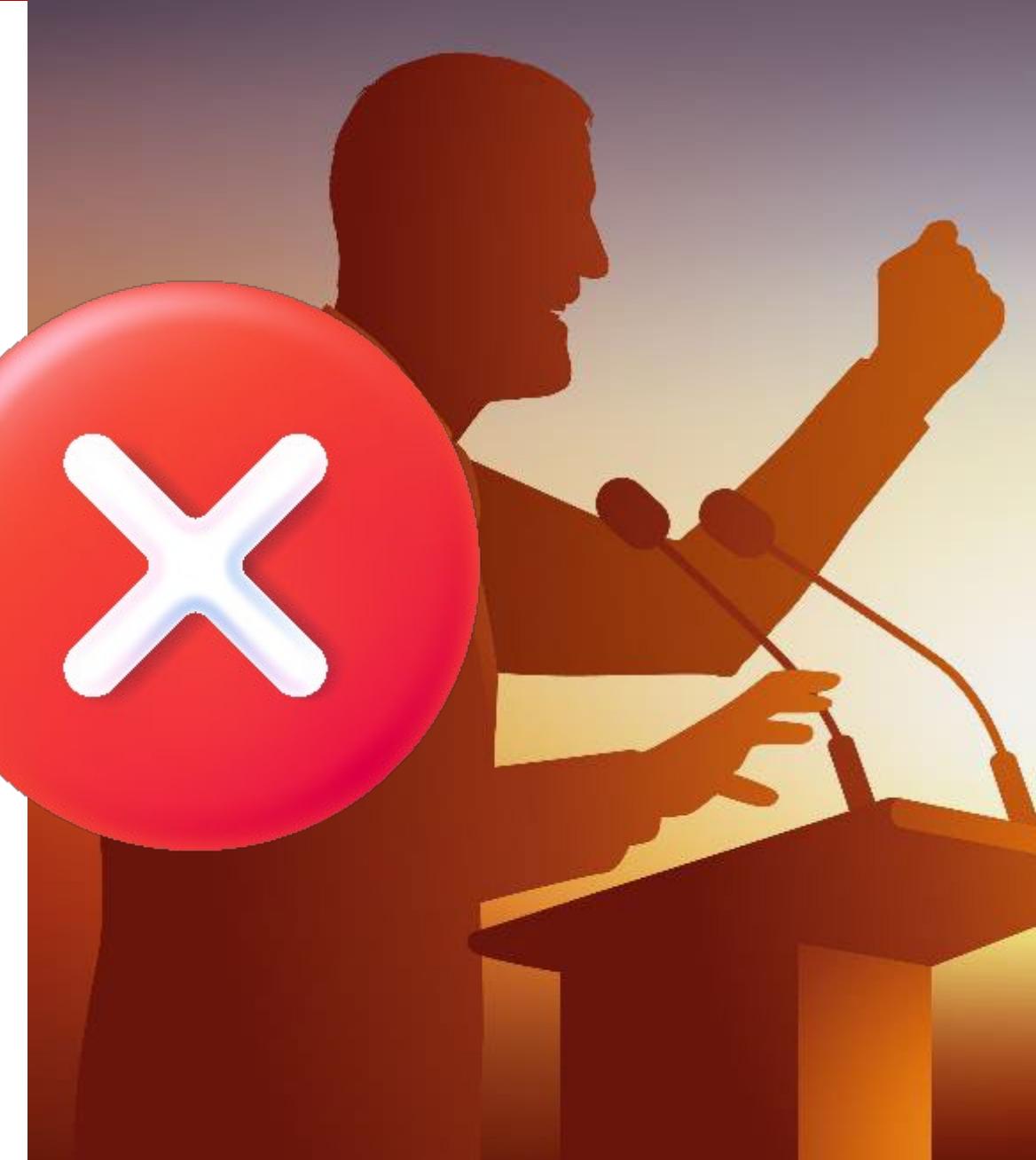
Training providers must not:

- Use your positions for personal benefit or to create any perception that you might be doing so
- Allow your personal relationships or business interests to affect your obligations or influence your judgements in the course of your engagement

POLITICAL AND RELIGIOUS ACTIVITIES

When conducting courses, DO NOT:

- Promote, conduct or participate in activities of a political nature
- Wear any political emblems or anything that might be construed as affiliation to any political organisation
- Denigrate or degrade a person, group or class of people on the basis of race or religion





DIVERSION OF BUSINESS

DO NOT solicit or encourage participants to move to another centre, school or establishment.

INTELLECTUAL PROPERTY RIGHTS

- Ensure that all course and publicity materials are original works and do not infringe on any third-party IP rights
- Obtain all necessary licenses and approvals to use, reproduce or duplicate works or materials
- If complaints or allegation of IP infringement are made against you, PA may suspend the course
- The PA Group may use the course name, description and relevant publications across all GROs

For customised courses jointly developed by a PA Training Provider, and the PA Group

- The IP rights belong to both parties
- The PA Group may allow other parties to use this IP to conduct similar courses
- The PA Training Provider will not be paid licensing fees for any usage



CONFIDENTIALITY AND PERSONAL DATA

Do not copy, extract or divulge:

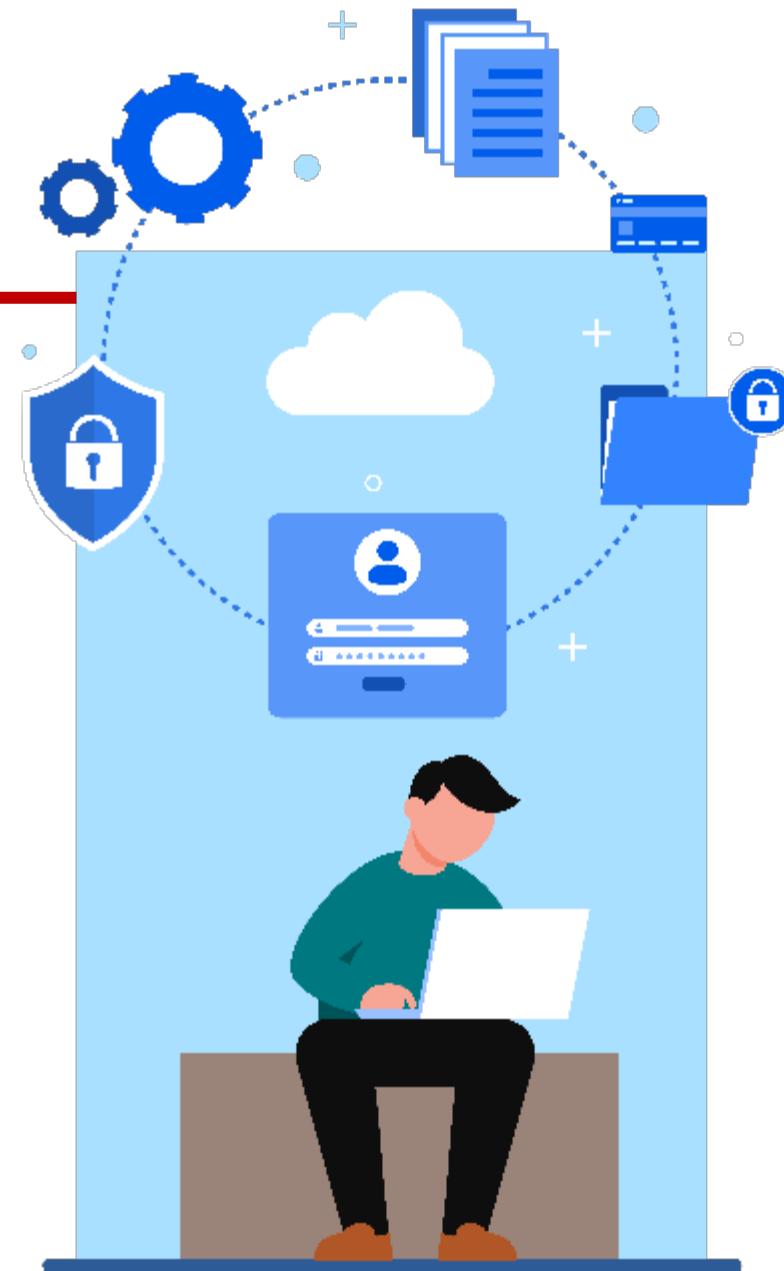
- Any terms of the PSG
- Any terms of your appointment as a PA Trainer or Operator
- Any terms of the service agreement
- Any confidential information obtained during your registration or engagement as a PA Trainer or Operator



CONFIDENTIALITY AND PERSONAL DATA

When collecting *personal data for courses, ensure that:

- It is used only for fulfilling obligations under the PSG and/or Service Agreement
- It is not disclosed for any other purpose
- It is protected against loss, unauthorised or accidental access, disclosure and misuse
- Only authorised personnel have access to the data
- It is not kept after completion of the course without participants' consent
- PA is notified as soon as you become aware of a data breach
- PA Group's requests about the handling of personal data is addressed



* Personal data includes a person's name, contact number, NRIC number, email address, photographs and address

USE OF FACILITIES



Before starting a course:

- Survey the facilities to determine if they are suitable
- Determine and discuss the logistic requirements with the GRO/CO staff
- Confirm the availability of the facilities/premises for the duration of the course
- If the GRO's facilities are inadequate or unsuitable, make alternative arrangements in consultation with the GRO
- PA Trainer does not have exclusive use of the GRO's facilities/premises
- A separate agreement must be signed with the GRO if PA Trainer requires exclusive use of the facilities/premises



Access is given only during the courses' time slots



- Allow the PA Group and its agents to inspect the facilities/premises any time without prior notice
- Maintain the cleanliness and condition of the facilities
- Promptly report any loss or damage
- Ensure that any equipment brought in is safe and fit for use
- Observe all rules and regulations regarding the use of the facilities/premises
- PA Operators and Trainers are responsible for any loss or damage to the property
- PA Operators and Trainers must indemnify the PA Group against all liability arising from the use of equipment during your course
- The GRO may remove or ask that equipment be removed if it is deemed unsuitable or unsafe
- The PA is not responsible for any loss or damage to any equipment



DO NOT :

- Use the facilities or premises for any other purpose than the approved course at the approved time
- Share or sublet the facilities/premises to a third party unless you have written approval from the GRO

OPERATING REQUIREMENTS

**FOR PA OPERATORS
AND TRAINERS**



OPERATIONAL REQUIREMENTS AND CONDUCT FOR PA TRAINERS

- A PA Trainer must be the main person teaching the approved course
- The Trainer must not sub-contract or assign the course to another party without written consent from the GRO or PA
- If a PA Trainer has an assistant, they must not delegate the main teaching duties to the assistant
- The assistant trainer is not allowed to conduct classes in the PA Trainer's absence
- The PA Trainer must be present for the full duration of every class

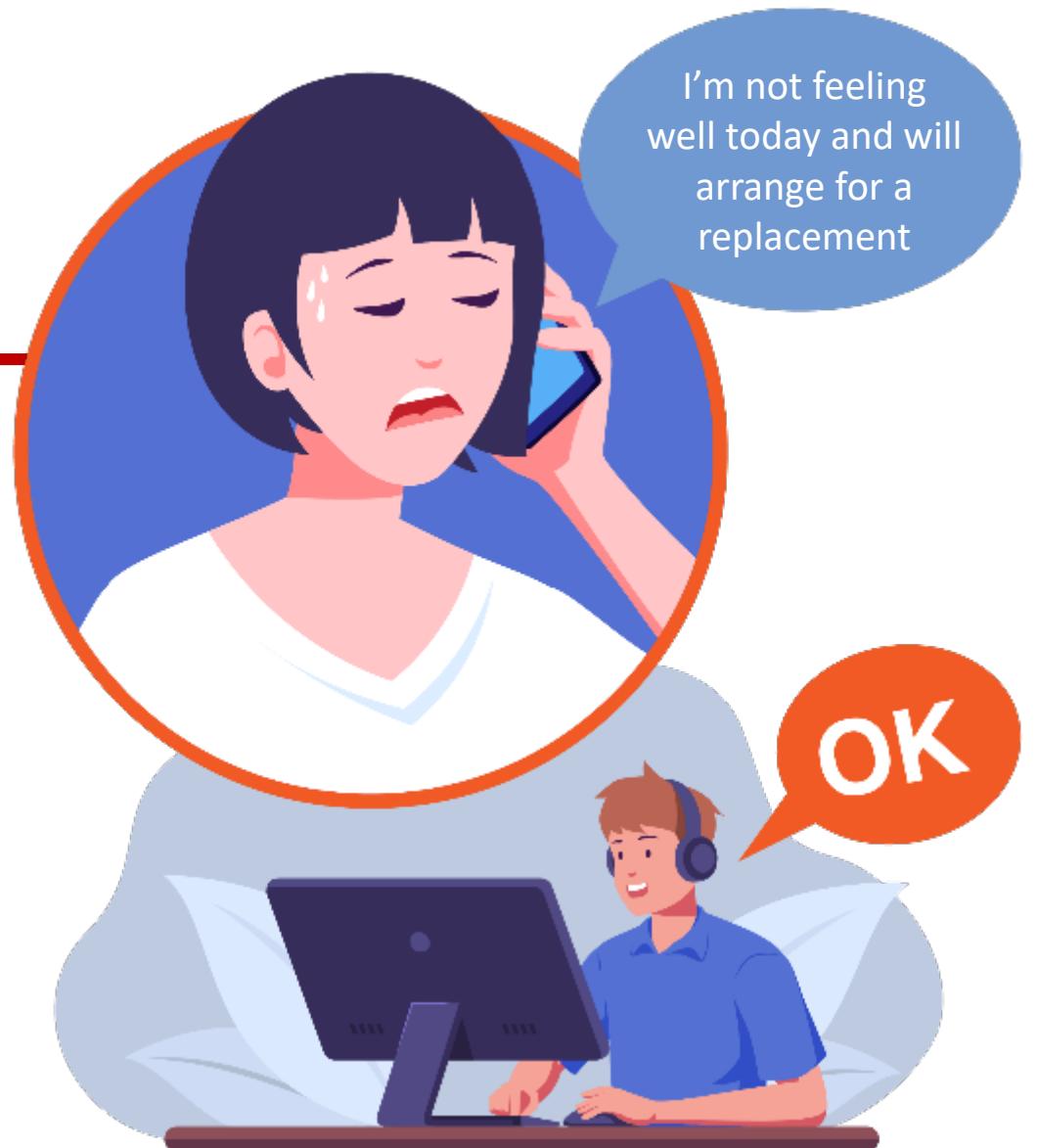
If the Trainer cannot attend and conduct the class, they must:

- Inform the GRO immediately and provide documentation to verify the reason
- Work with the GRO to inform course participants and arrange a make-up class



If a PA Trainer will be absent for multiple classes, they must:

- Inform the GRO as soon as possible
- Arrange for a temporary PA Trainer
- Extend the duration of the course to account for the absence
- If the period of absence covers more than 20% of the course duration, engage another PA Trainer to conduct the course and perform a proper handover



CONDUCTING COURSES – PA OPERATORS

PA Operators may not assign or transfer their registration or sub-contract any Service Agreement without the PA's and GRO's written consent

Ensure that all staff conducting PA courses are:

- Singapore Citizens
- Singapore Permanent Residents
- With valid Employment Pass or Work Permit Holders

Ensure all deployed staff:

- Comply with PSG
- Meet the Minimum Qualifying Standards set out by PA, which may be amended at the PA's discretion

If required by the PA, Operators must:

- Ensure that staff attend interviews or skills tests before they are allowed to conduct courses
- Provide PA with all information and documents



SUBSTITUTE STAFF OF PA OPERATORS

Have enough qualified substitute staff (who meet the minimum qualifying standards) to step in if a deployed staff is unable to turn up for class.

For urgent substitutions, inform the GRO immediately, before informing participants.

For non-urgent cases, provide at least 3 weeks' notice to the GRO and inform participants at the earliest opportunity.

The PA may:

- Decline approval of any deployed staff or substitutes
- Require Operators to replace a deployed staff or substitute immediately

All PA Operators are responsible for ALL acts or omissions made by their staff and agents

SUBSTITUTE STAFF

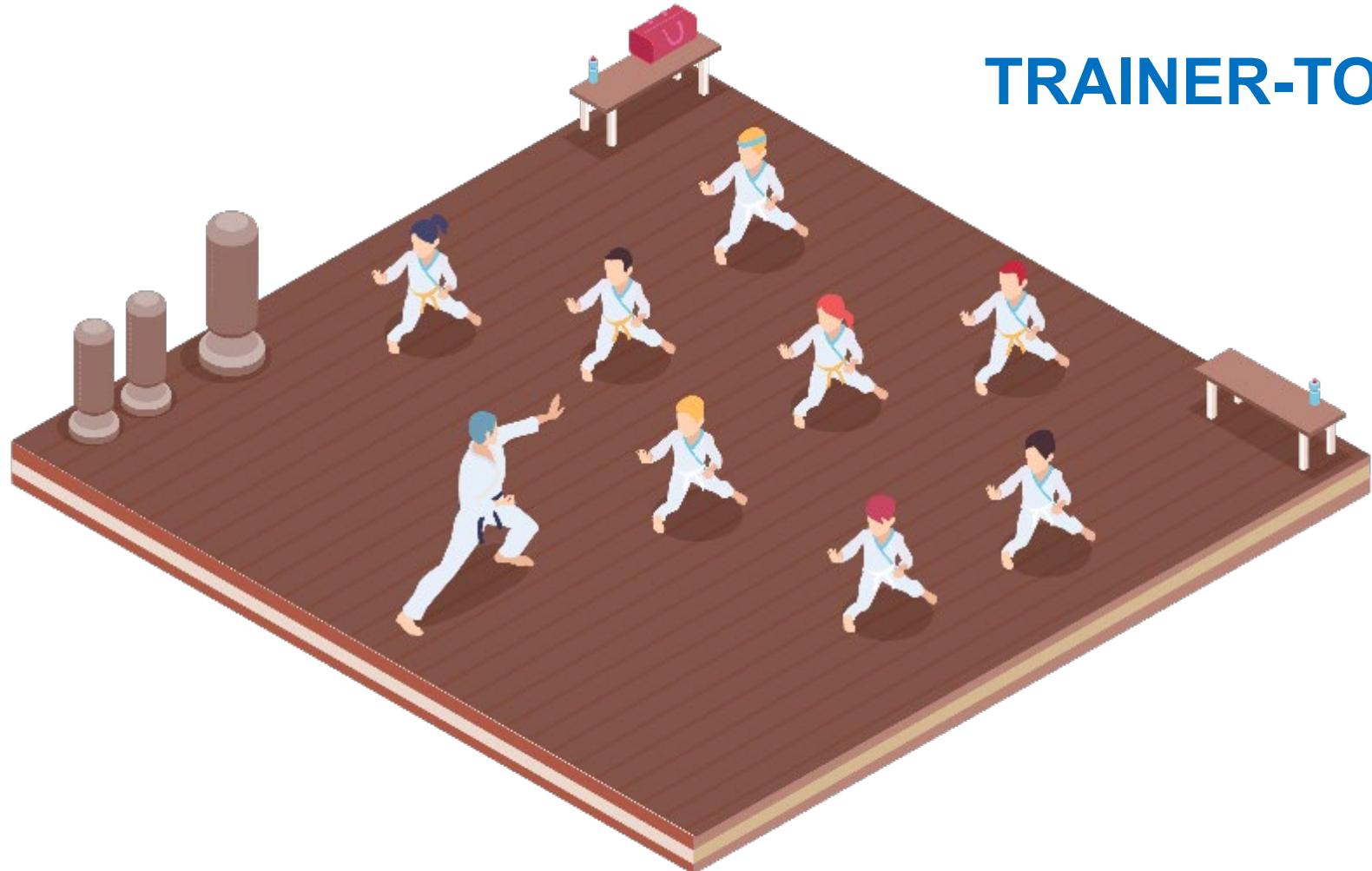


COURSE DELIVERY BY PA OPERATORS

Ensure deployed staff and substitutes:

- Have the necessary knowledge and skills to conduct their courses
- Conduct them only in the approved language of instruction. Use other languages only when necessary
- Conduct them with the reasonable care and skill agreed upon
- Deliver course content clearly and concisely
- Conduct courses with adequate safety measures in place
- Give participants proper supervision and guidance





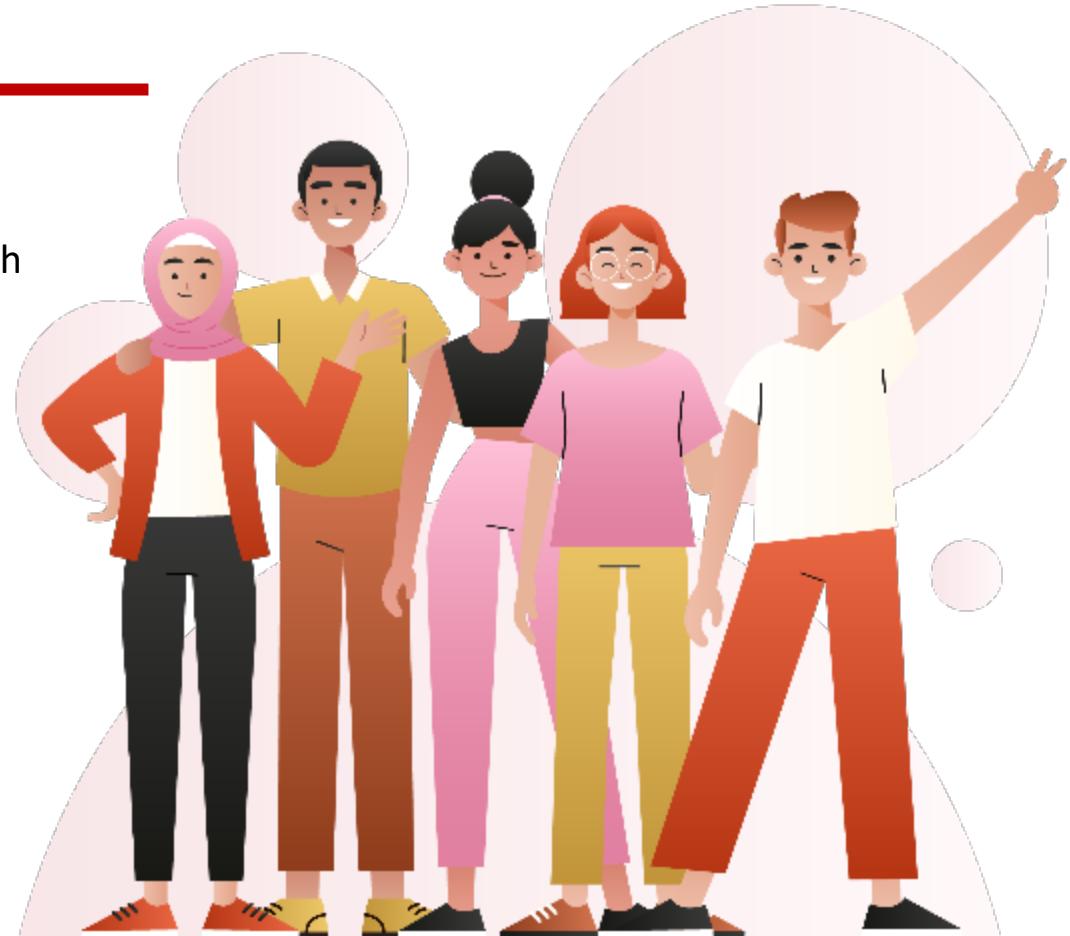
TRAINER-TO-PARTICIPANT RATIO

- Follow all PA requirements to ensure the safety and comfort of participants
- When more than one trainer is required to meet the trainer-to-participant ratio, the additional trainer must be a PA Trainer or a deployed staff of a PA Operator

BUILDING FRIENDSHIPS AND BONDING THE COMMUNITY

To provide a meaningful and fruitful course experience, we strongly encourage ice breakers and class introductions:

- Introduce adult participants to one another
- Introduce children to one another or introduce their parents to each other. This can be done at the 'Meet The Parents' session for children's courses
- Facilitate the exchange of contact information among course participants and/or their parents. (Note that this is strictly on a voluntary basis)
- Help organise class or inter-class activities during and after class, or after the course
- Encourage signing up for or renewal of PAssion Card membership among adult participants or parents of child participants



COURSE PUBLICITY

All publicity materials must be approved by the PA and/or GRO before the course begins.

The GRO must be acknowledged as the joint organiser in the course publicity materials.



Do not use any intellectual property of the PA Group without written consent

Do not publicise any course not organised by the PA group without written consent

PA Trainer must seek PA prior approval before publicity to media or accepting media interview

COURSE ADMINISTRATION

All course handouts must be typewritten neatly in the stipulated language of instruction.

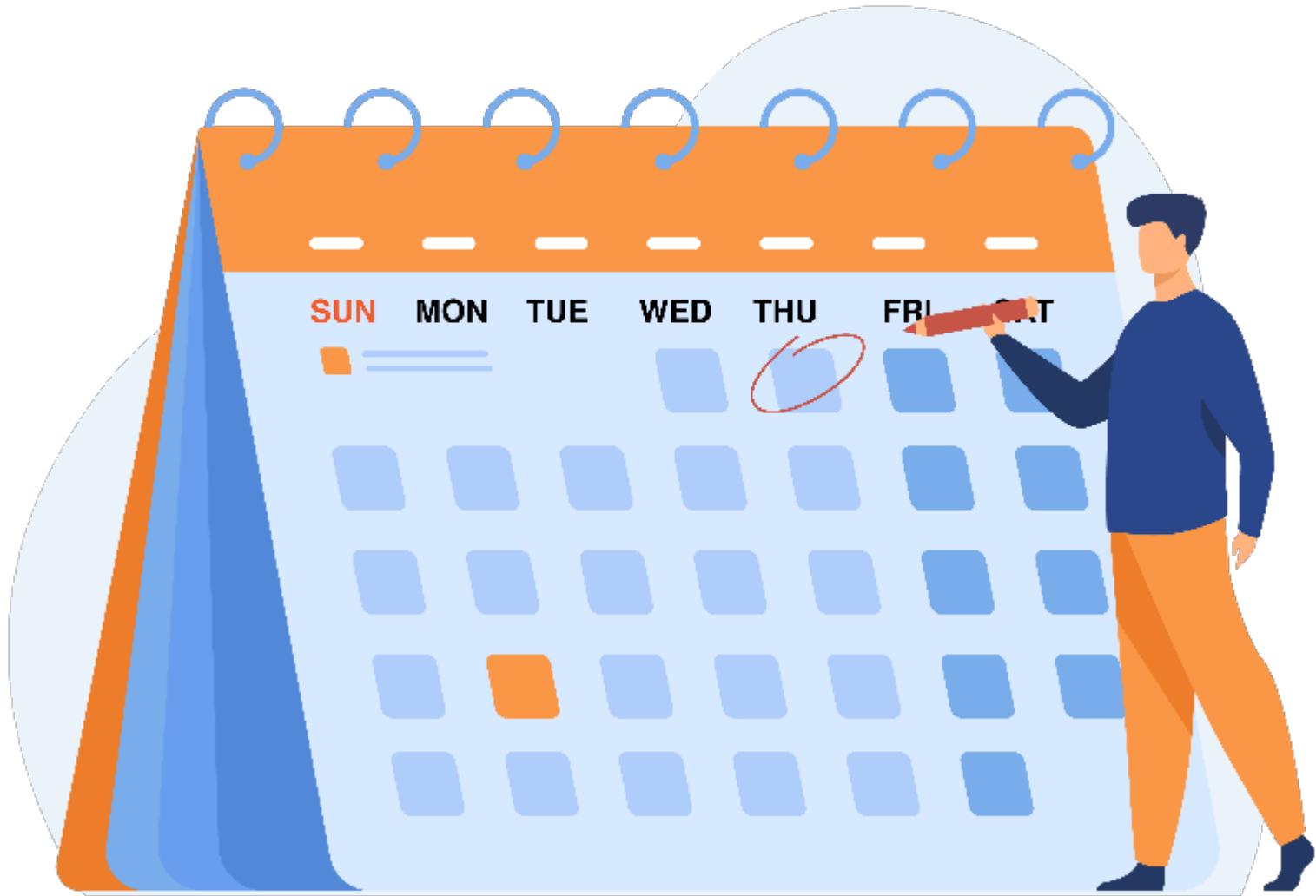
Provide all materials, tools, instruments and equipment necessary to conduct your course (unless otherwise agreed with the GRO).

Ensure there is enough for all participants.



PUBLIC HOLIDAYS

If a class falls on a public holiday, schedule a make-up class on a date and time agreed upon by the GRO



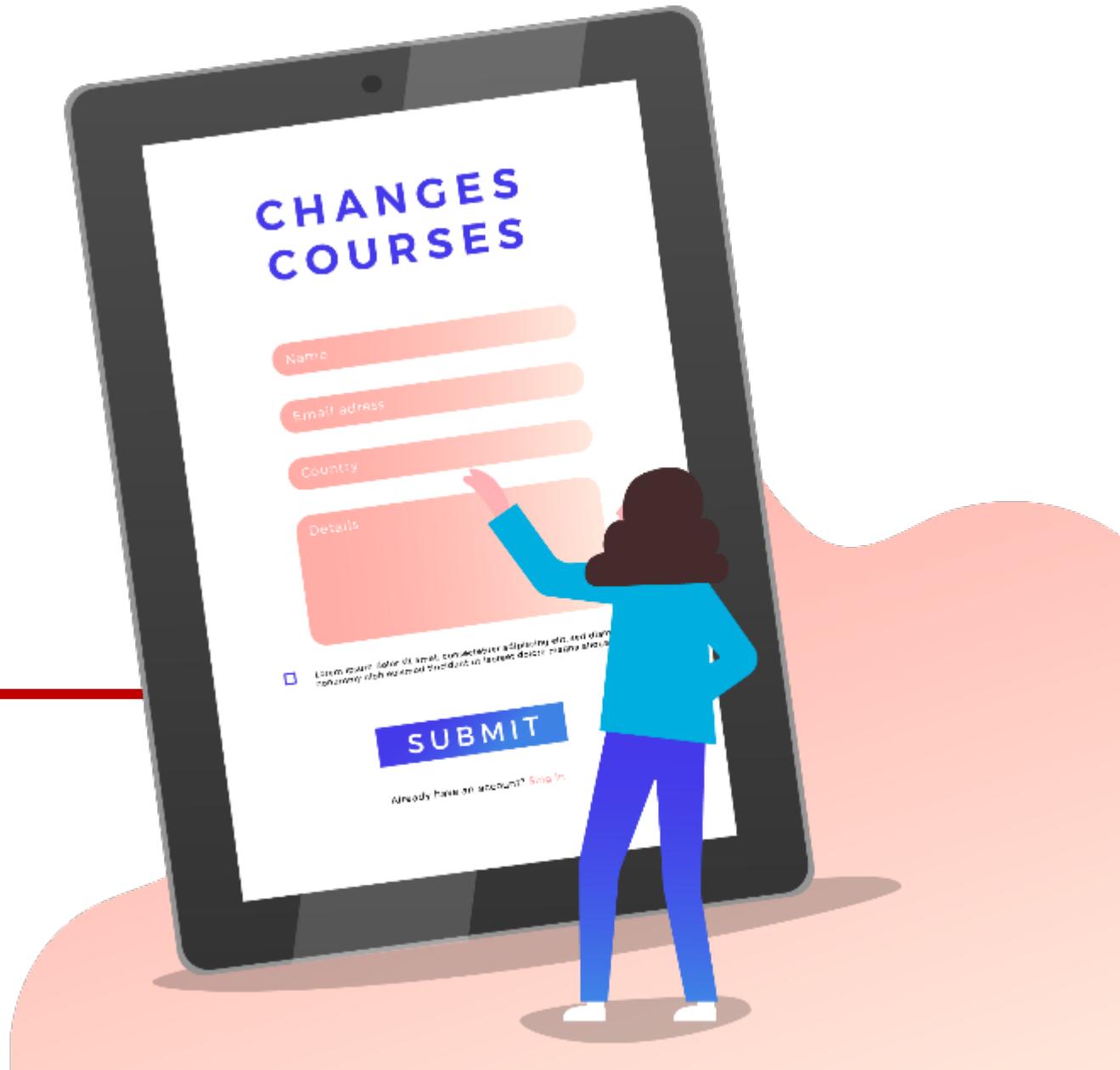
MAKING CHANGES TO EXISTING COURSES / NEW COURSES

Submit a detailed written proposal to the PA for approval before making any changes to your course.



DO NOT

conduct new courses that are not approved by the PA.



GUIDELINES FOR ONLINE AND BLENDED COURSES



Important Guidelines for Online Courses



Online classes must be “live”, and not pre-recorded.

Trainers can include videos as supplementary materials during the live session.



Participants shall not pay for any rights or subscription fee to access the e-platform.

All fees should be included in the course fee.



Collection of material fees is not encouraged for online courses. If a fee for materials is really required, trainers should clearly state the collection mode and make arrangements to deliver materials to participants.



Trainers **must allow PA staff/rep/auditor to join any online course session.**

Important Guidelines for Online Courses



ATTENDANCE TAKING

From October 2023, SkillsFuture SG has revised its approach to attendance and audit documentation for SkillsFuture Course (SFC)-only Training Providers (CCs):

- For those using e-attendance via SingPass with dynamic QR codes:
Requirements for full video recording, date/time records of training sessions, and trainee presence records have been removed for synchronous e-learning courses.
- For those not using e-attendance via SingPass:
Trainers must provide time-stamped screenshots showing trainees at the start and end of each online session for audit purposes



CLASS SIZE

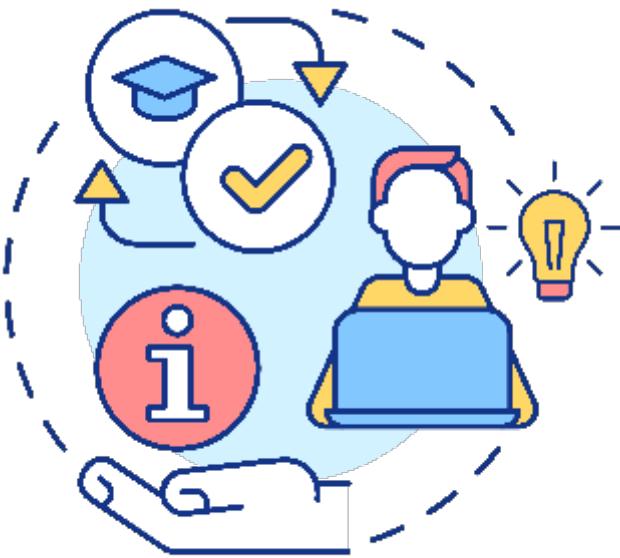
Class size is **8 to 25 participants**. Any deviation from class size requires approval from Lifeskills & Lifestyle Division (2LD).



LIVE RECORDING FOR **SKILLSFUTURE@PA CLASSES**



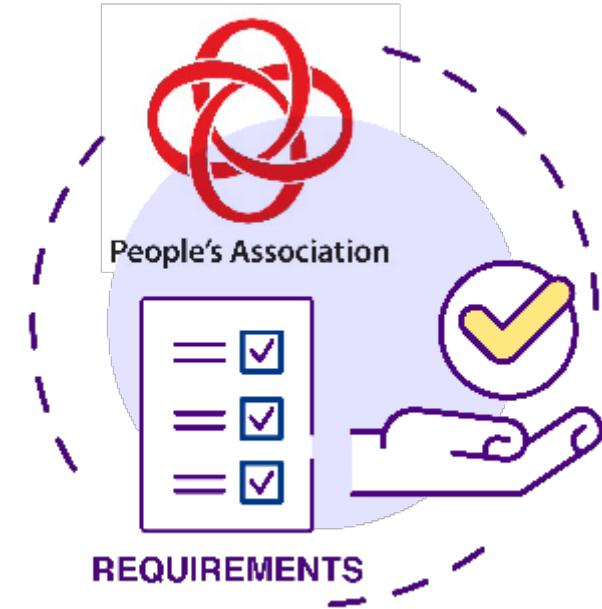
Important Guidelines for Blended Courses



Trainer to state clearly what would be taught during the online and physical sessions, number of sessions per mode etc.



For online session, to follow guidelines under online courses and PSG where applicable

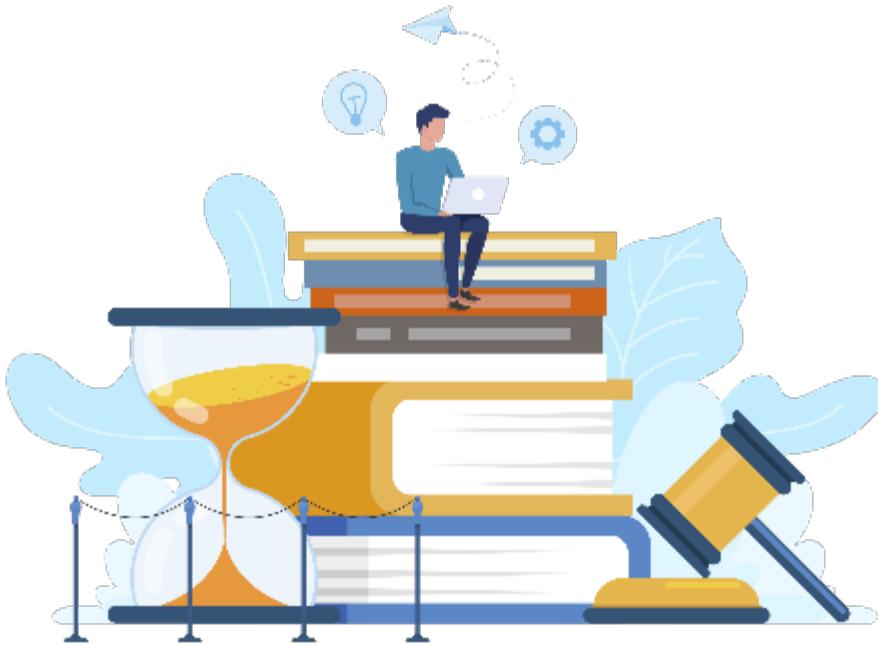


For physical sessions, to follow usual requirements as per PSG

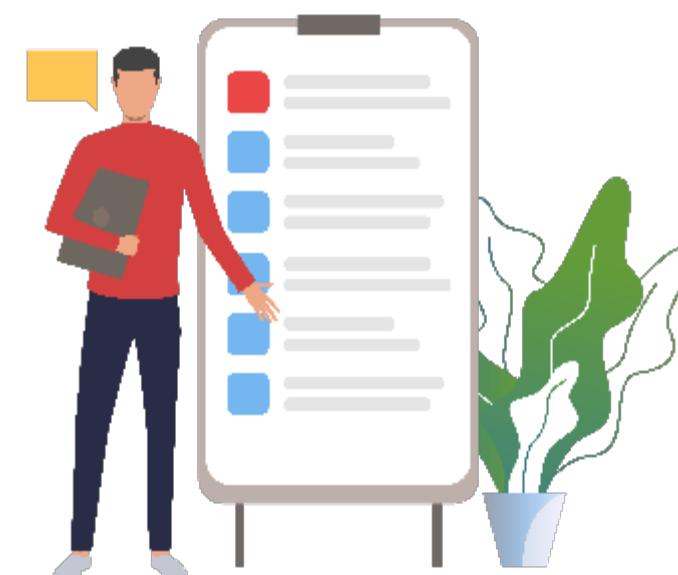
GENERAL CLAUSES



COMPLIANCE WITH LAWS AND THE PA'S RULES AND POLICIES



Comply with all applicable laws and indemnify the PA Group against all penalties and liabilities for the breach of those laws.



Comply with rules, directions and instructions issued by the PA, which may be amended from time to time.



QUALITY MANAGEMENT AND AUDITS

When required to conduct surveys among course participants, please co-operate with the PA and GROs.

You may be required to make improvements if the PA deems that the course is not conducted satisfactorily.

These improvements must be made within 21 days of the PA's request, or an agreed time frame, and at your own expense.

The PA Group may conduct audits on PA Operators and Trainers to ensure compliance with the PSG and Service Agreements. These may be conducted by PA Group staff or external auditors.

INVESTIGATIONS AND BREACHES

The PA may conduct investigations into an operator's or trainer's conduct. If a breach of the PSG or service agreement is found, you may have to submit a written explanation within 14 days.



INVESTIGATIONS AND BREACHES

The PA may:

- Issue a verbal or written warning
- Require a remedy of the breach within 14 days of the written notice. If the breach is not remedied in time, PA can terminate the Service Agreement and cancel the trainer's or operator's registration
- Direct a refund of all course fees collected from participants
- Take any other necessary action



CANCELLATION OF REGISTRATION

The PA may cancel the registration of an operator/trainer with immediate effect if:

- A receiver or liquidator is appointed over its undertaking or property
- An order or resolution is passed for its winding up or dissolution
- It is the subject of winding up proceedings
- It has a bankruptcy order made against it
- It becomes bankrupt or dies
- It enters into any composition or arrangements with creditors
- It is charged with and convicted of a criminal offence
- It is found to have submitted false or inaccurate information in the application form



CANCELLATION OF REGISTRATION

- A PA Operator or Trainer may cancel their registration by giving the PA at least one month's notice
- If they do so, they must complete the current term for the course unless instructed by the PA
- All Service Agreements will be automatically terminated on the date of cancellation of the registration

All ongoing courses must cease immediately if the cancellation is initiated by PA.



TERMINATION OF SERVICE AGREEMENT

The PA Group or Operator/Trainer can terminate the Service Agreement by giving the other party 1 month's written notice.

The PA may, without notice, deduct any sum of money owed to it from the PA Operator or Trainer.



INDEMNITY

Operators and trainers must:

- Indemnify the PA Group against all claims, losses, liability, damages, penalties, costs and expenses arising from a breach of the PSG or Service Agreement
- Indemnify the PA Group against all legal costs or expenses that may be incurred in relation to the breach
- Be responsible for income tax, CPF contributions and any other liability deduction, contribution, assessment or claim made in connection with their services
- Indemnify PA Group against all reasonable costs and expenses, penalty, fine or interest payable as a result of their actions
- Indemnify PA Group against any employment-related claims in connection with the services they provide



DISPUTE RESOLUTION

If a dispute arises out of the PSG or Service Agreement:

- The PA or PA Operator/Trainer must give the other party written notice of the dispute
- The parties must try to resolve the dispute amicably within 30 days of the written notice
- Any dispute not resolved within that period may be referred to an advisory committee for review
- The PA will take reference from the committee's recommendations to determine how to resolve the dispute
- If any dispute arises between a PA Operator/Trainer and a course participant, the matter must be escalated to the PA immediately



Customised Courses



CUSTOMISED COURSES TO ENHANCE OUTREACH

SkillsFuture@PA

Industry Guru

PA Kiddies

SHIOK Series



SkillsFuture@PA

OVERVIEW OF SKILLSFUTURE CREDIT



Singapore Citizen

To encourage
individual ownership
of skills development
and lifelong learning.



Aged 25 years and above

All Singaporeans aged
25 and above will
receive S\$500.



Receive \$500 initial credit

Credit does not expire.
Periodic top-ups will be
provided.

SkillsFuture@PA

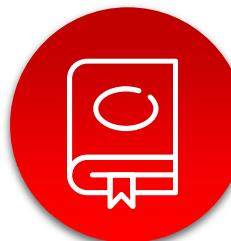
As an easy point of reference, PA courses eligible for SkillsFuture Credits are branded as '**SkillsFuture@PA**'.



People's Association



Conducted by approved Training Providers



Providing a range of over **470** courses to-date (approved by SSG)



Accessible across **75** CCs islandwide



Affordable course fees, as low as **\$10**

SkillsFuture@PA

SkillsFuture@PA courses are selected and approved based on criteria set by SSG and the PA (i.e training hours of at least 7 and above, and work-related learning outcomes).

PA-registered Trainers/Private Operators keen on offering work-related courses under the SkillsFuture@PA initiative may inform 2LD.

PA Trainers/ Private Operators whose PA-approved courses are selected and approved as SkillsFuture@PA courses will be asked to attend a SkillsFuture@PA briefing.



Industry Guru

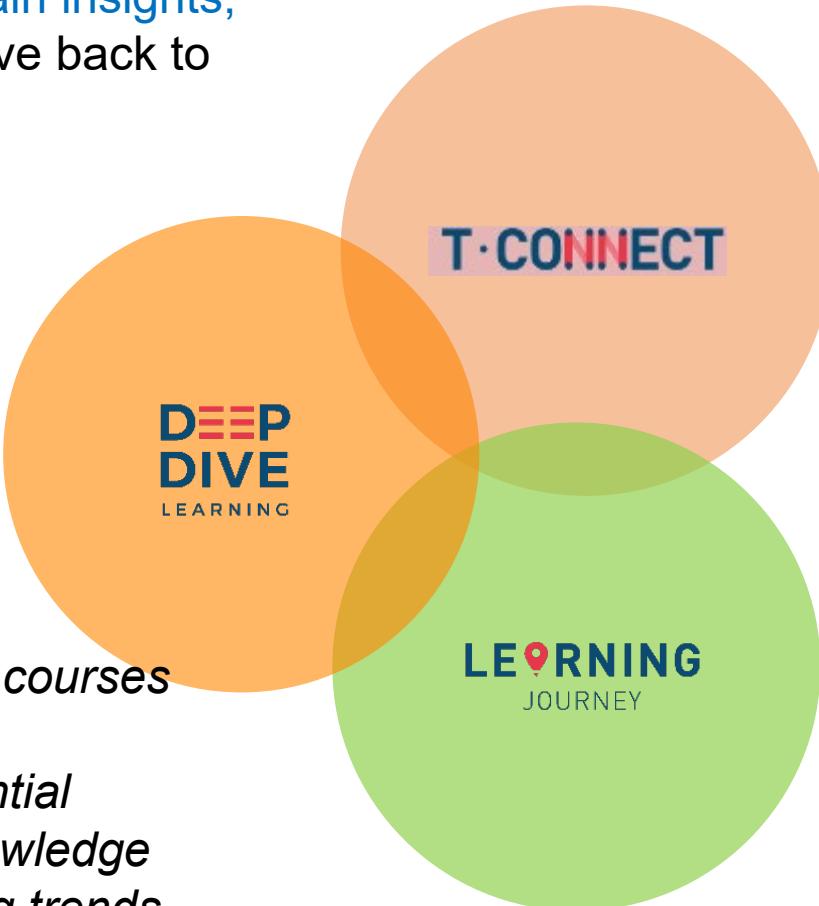


Industry Guru

is a customised professional networking platform upon which to **network**, **exchange ideas and gain insights**, with opportunities to give back to the community.



A series of co-created courses aimed at equipping participants with essential skills and in-depth knowledge on current and growing trends. **Leading with Data Analytics & Machine Learning** to prepare them for the future.



A platform to delve into topics of interest or share PMEs' concerns through focus group discussions. These smaller sessions facilitate more focused exchanging of ideas and networking.

Be a Game-Changer: Reinventing & Staying Ahead



Starhub Hubtricity Innovative Learning Session
- Starhub Singapore

Providing PMEs opportunities to gain real insight and exposure through office tours and sharing sessions by industry experts.

PA Kiddies



ABOUT PA KIDDIES

Encourages family bonding with enriching programmes.

Curated course offerings (physical and online) launched between May-June and Nov-Dec.

Diverse range of courses customised for

Children aged 4 to 12

Parent & Child

Young Parents (Parenting)

Platform for parent network



Trendy Lifestyle Courses Through Partnership with Malay Muslim Organisations (MMO)



OVERVIEW

Curated courses and programmes to meet the needs, learning aspirations and interests of the **Malay community**.

Area of interests:

Sports

Music,
Drama &

Culinary

Hobby Crafts

Potential partnerships with MMOs, industry experts and celebrities.

Online courses also provide an opportunity to engage the community digitally.



*Customised Coin Pouch by
Maketh Project*



*Raya Styling by
Fatimah Mohsin via Zoom*

SUPPORT TO PA TRAINERS AND PRIVATE OPERATORS

- **Online video on revised PSG for ease of learning and familiarisation 24/7** (with option to arrange for in-person consultation session at PA premises if needed)
- **List of Newly Appointed PA Trainers & Operators** emailed monthly to all CCs, RCs, RNs, NCs, SCCs
- **e-bites** to share details on upcoming events, new policies, best practices, compliments on PA Trainers
- **Marketplace of Courses** to showcase courses and IGs to better equip CC staff and Grassroots Leaders with product knowledge to facilitate course take-up rate



CUSTOMISED COURSES



Note: PA Trainers/Private Operators can promote their courses to CCs/RCs/RNs/NCs/SCCs.

Trainers and course participants are welcome to share photos of their classes on our FB page/Instagram, or tag us in their FB/Instagram/YouTube posts. If they do not have access to these social media platforms, they can get their friends to post on their behalf.

Trainers can publicise upcoming PA Courses/IG activities on Facebook/Instagram/YouTube.

Follow us at:



PA Courses



PA.Courses



PA Courses

HOW TO PUBLICISE YOUR CLASSES AT PA/CCs/RCs/RNs/NCs/SCCs?



Like us on Facebook today!

Encourage your class participants to like us too.

Search for PA Courses or go to www.facebook.com/pacourses

Write a post on PA Courses Facebook page to publicise your courses held on PA premises.

VISIT US AT:

PAssion L!VE Facebook Page: www.go.gov.sg/PACoursesFB

PAssion L!VE YouTube Channel: www.go.gov.sg/PACoursesYT

The screenshot shows the PA Courses Facebook page. At the top right is a profile picture featuring various items like a guitar, paintbrushes, and a cake. To the right of the profile picture is the text "PAssion for living and learning COURSES AND INTEREST GROUPS". Below the profile picture, the page name "PA Courses" is followed by a blue verified badge, the handle "@pacourses", a rating of 4 stars from 110 reviews, and a "Community Organization" label. A "Send message" button is at the top right. Below the header, there are tabs for Home, About, Photos, Reviews, and More. The "About" section includes a map showing the location at 9 King George's Avenue, Singapore, Singapore 208681, with Kallang nearby. It lists two posts: one from June 8 at 8:00 PM about Silat, and another from June 10 at 8:00 PM encouraging likes and follows. The "About" section also contains a bio, a link to the PA website, and a phone number. On the right side of the page, there is a sidebar with options for creating a post, photo/video, check-in, and tagging friends.



TERMS AND CONDITIONS

Posts must contain sufficient and accurate information on classes, eg. duration, dates, timings, venue, images, etc, or link to <https://onepa.gov.sg>. While 2LD reserves the right to use any channels and methods available to check for accuracy, we will not be held responsible for any inaccurate information.

Ensure that posts do not contain explicit language and/or offensive images.

Posts on non-PA/CC/RC/RN/NC/SCC classes will be deleted.

2LD reserves the right to select, reject and/or not share posts made on PA Courses Facebook page. Queries will not be entertained. 2LD reserves the right to modify, amend or alter the terms and conditions at its sole discretion.

PA TRAINERS AND PRIVATE OPERATORS VIRTUAL PRE-APPOINTMENT BRIEFING SESSION

During Q&A



Turn on your camera,
and mute your
microphone (unless
you are speaking).



Raise your virtual
hands first during
Q&A if you wish to
ask questions.



Wait for the host to
call your name
before you unmute
to speak.



CONTACT US

The People's Association
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Policy & Administration
9 King George's Avenue
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Email: PA_talent_times@pa.gov.sg

THANK YOU