

Application Guide for Career Planning Providers

1. Introduction

- 1.1 Ensuring the quality of Career Planning providers is vital to Skills and Workforce Development Agency's (SWDA) efforts to help individuals to embark on meaningful and forward planning of their careers. With Career Planning (CP) Programmes being highly personal and intensive, quality providers with credentialed career practitioners who advocate professional and ethical standards will be key to building and maintaining trust and credibility with the individuals.
- 1.2 This document serves to guide Career Planning (CP) Providers in understanding the scope of assessment when applying to become a SWDA-Registered CP Provider (SFC-only eligible) to deliver CP Programmes eligible for SkillsFuture Credit (SFC). CP Providers should ensure that you have the ability to meet the obligations as indicated in **Section 3** before putting in the application. Approved CP Programmes may be supported for a period of up to 3 years, subject to review by SWDA.

2. Scope of Assessment

- 2.1 The following key information and documents are required at the point of application submission. SWDA may request for additional information not listed below where necessary.

Scope of Assessment	Information & Documents to be submitted
1. Vision for CP Provision	- Write-up on Organisation Vision - Data Collection Tool (DCT) file. Please refer to <u>Annex A</u> for DCT templates and reference guides.
2. Financial Health and Credibility	- Accounting and Corporate Regulatory Authority (ACRA) Biz Profile Report - Latest and Final Notice of Assessment (NOA)¹ - For Limited Liability Partnership (LLP), CP providers must provide both the Original Allocation of

Scope of Assessment	Information & Documents to be submitted
	Profit/Loss to Partners and their individual partner's latest and final NOAs ¹ .
3. Delivery Capability and Track Record in CP Provision	- Providers must have at least a one-year track record in delivering CP programmes. The track record should demonstrate regular delivery, with programmes conducted at least once in each quarter of the preceding year. - Providers to use the attached track record template in Annex B, with supporting documentation that demonstrates actual CP delivery, such as invoices, attendance records and communications with participants - Providers to share service recovery and escalation processes detailing personnels managing complaints and appeals. <i>For providers with past collaboration with WSG (now SWDA) on the provision of CG (now CP) programmes, please provide the following details - name of WSG (now SWDA) division and point of contact, programme description and outcomes achieved.</i>
4. Credentialed Career Practitioners	Profile of Career Practitioners who will be delivering the CP programme, detailing their experiences (e.g. relating to Coaching, experience within the sector etc) and credential/certifications, including that of the Certified Career Practitioner credential under the <u>SWDA Career Development Framework</u>.
5. Content and Curriculum	- CP Programme (and template for Career Development Plan including minimum 2 hours of one to-one engagement) content outline and respective activities, including sample activity worksheets detailing use of career tools. - Career Management Skills Mapping (Mapping template can be downloaded here).

¹ Please note that NOA showing Estimated Chargeable Income (ECI) will not be accepted

- 2.2 All applications, including the information and documents required above, are to be submitted here. SWDA will contact you to schedule an interview assessment upon receiving your application, to understand your recruitment strategy, learning and development plan for your Career Practitioners, as well as your marketing plan.
- 2.3 A journey overview from application to setting up of Training Partners Gateway (TPGateway) for SkillsFuture Credit transactions can be found in **Annex C**.

3. Obligations as a SWDA-Registered Career Planning (CP) Provider (SFC-only eligible)

- 3.1 As a provider who is offering programmes eligible for SkillsFuture Credit, you are required to accept the Terms & Conditions upon your first login to TPGateway. In general, any Terms & Conditions pertaining to 'Training Providers', 'Listed Course' and 'Course Fees' will refer to 'Career Planning Providers', 'Listed Career Planning Programme' and 'Fees chargeable for the Career Planning Programme'.
- 3.2 With reference to any approved CP programme, you shall not make any changes to the programme contents, title, fees, programme duration or delivery mode as may have been conveyed in the application unless prior written approval from SWDA for such change(s) has been obtained.
- 3.3 For new/additional career practitioners appointed to deliver the registered programme (s), you are required to update SWDA with their i) details, ii) profiles, detailing their experiences (e.g. relating to Coaching, experience within the sector etc) and iii) credential/certifications, including that of the Certified Career Practitioner credential under the SWDA Career Development Framework.
- 3.4 As a SWDA-Registered CP Provider (SFC-only eligible), you are required to submit your participants' completed Career Development Plans (CDP) as records, and to administer SWDA's post programme feedback survey. Details are as follow:
 - 3.4.1 Administer and ensure that all participants acknowledge the Terms & Conditions as indicated in **Annex D** prior to programme commencement, for their personal data and completed CDP to be captured and shared with SWDA.
 - 3.4.2 Update and upload participants' data and completed CDPs² **within 7 calendar days from end of programme**.
 - 3.4.3 Administer feedback survey² provided by SWDA to participants upon completion of the CP programme. The list of survey questions included can be found in **Annex E**, for your reference.
- 3.5 SWDA-Registered CP Providers (SFC-only eligible) are expected to abide by the People and Career Development Association's (PCDA) and the Career Development Association of Singapore (CDAS) Code of Ethics for Career Professionals.

² Respective FormSG links will be generated for each programme and will be shared with you once your application has been approved

- 3.6 SWDA-Registered CP Providers (SFC-only eligible) should not use SWDA logo in your marketing materials but may wish to mention that you are/have been approved as a SWDA-Registered Career Planning Provider (SFC-only eligible).
- 3.7 SWDA-Registered CP Providers (SFC-only eligible) are to adhere to [SSG \(now SWDA\)'s Marketing Code of Practice for Registered Training Provider \(RTPs\)](#) and [Terms for Training Providers](#). For latest update on Terms for Training Providers, please refer to [Training Partner Gateway's webpage](#).

Annex A – Data Collection Tools (DCT) Templates & Reference Guide

- DCT Templates**

Please complete the following [DCT templates](#) and submit each template as a .csv file as part of your application:

Data Domain	File Format and Name
Organisation Master	<Agency Acronym>_Organisation_Master_<Date_Timestamp>.csv e.g. SWDA_Organisation_Master_20150321_003532.csv
Organisation Contact	<Agency Acronym>_Organisation_Contact_<Date_Timestamp>.csv e.g. SWDA_Organisation_Contact_20150321_003532.csv
Course Master	<Agency Acronym>_Course_Master_<Date_Timestamp>.csv e.g. SWDA_Course_Master_20150321_003532.csv

- SkillsFuture Credit (SFC) DCT Templates Reference Guide**

This [reference guide](#) provides details on the mandatory and non-mandatory fields in the respective DCT templates and how each field is to be filled in.

- Supplementary Reference for DCT Templates**

This [supplementary reference](#) provides further details in the context of Career Planning

Annex B – Track Record Template

Please complete the track record template and submit it as part of your application.

Annex C – Journey Overview: Career Planning Providers

This journey overview is meant for Career Planning (CP) Provider applying to become a SWDA-Registered CP Provider (SFC-only eligible), offering CP programmes which will be eligible for SkillsFuture Credit (SFC).

1 Put in your Application

Gather the required information and documents and put in your application. SWDA will contact you to schedule an interview assessment upon receiving your application.

2 Set up Corppass and Assign User Permission[^]

SWDA-Registered CP Providers (SFC-only eligible) will need to use the Training Partners Gateway (TPGateway) for SkillsFuture Credit transactions. To transact with TPGateway, you are required to be assigned with Corppass credentials. Users with "TPGAdmin" Corppass role is required to assign permission for users to access the "SkillsFuture Credit" tile.

3 Update Organisation Profile[^]

Upon SWDA's approval of the application, log in to TPGateway to update your organisation information including mailing address and Corporate PayNow account for SkillsFuture Credit Payout under the "Organisation Profile" tile.

4 Accept Terms & Conditions[^]

You are required to enter your organisation's information and accept the Terms & Conditions upon your first login to TPGateway.

5 Check Approved Programmes[^]

Go to "Course Registry" tile to check if your approved CP programmes have been uploaded one week post SWDA's approval. You will be required to approach SWDA if you wish to edit, renew or cease your programmes.

6 SkillsFuture Credit Transactions (e.g. Pay-out, Refund etc) and Reports[^]

To view SkillsFuture Credit transaction reports or perform pay-out/refund request in TPGateway, click on "Skillsfuture Credit" tile upon login to TPGateway. (Note: Users should have access to "SkillsFuture Credit" tile. Kindly refer to step 2 for User Permission.)

[^]Applicable to SWDA -Registered CP Providers (SFC-only eligible)

Annex D – Participant’s Data (Terms and Conditions)

As participants’ data will be captured and shared with SWDA, SWDA-Registered CP Providers (SFC-only eligible) are to ensure that each participant acknowledges and agrees to the following Terms and Conditions at the point of programme application.

The participant

- (1) agrees to SWDA disclosing personally identifiable information (including, without limitation, name, NRIC number, contact details, curriculum vitae, and employment history) to:
 - a) the Government of the Republic of Singapore;
 - b) any other statutory body;
 - c) any third party that SWDA works with, or engages, for purposes related to career planning and facilitation only; and
 - d) any third party engaged to maintain, repair or enhance MyCareersFuture (found at <https://www.mycareersfuture.gov.sg> or at such other website address as may operate in lieu thereof), or otherwise perform services for SWDA.
- (2) agrees and accepts that SWDA shall be entitled to use and disclose the participant’s personally identifiable information which may be disclosed to it (SWDA) by third party sources including, without limitation, the Government of the Republic of Singapore or any other statutory board to any third party for career planning and facilitation purposes only.
- (3) acknowledges and accepts that the Government of the Republic of Singapore or any other statutory board may disclose the participant’s personally identifiable information to SWDA for career facilitation purposes.
- (4) agrees and accepts that SWDA shall be entitled to disclose any non-personally identifiable information of any nature (including non-personally identifiable information derived from information provided by the participant) to any third party as SWDA deems fit.
- (5) declares and undertakes that all information provided, or to be provided, by the client to SWDA are, or will be, true to the best of the participant’s knowledge, and the participant has not suppressed, and will not suppress, any material information.
- (6) understands and acknowledges that the participant is required to provide personal and career information for the purposes of career planning and facilitation (including but not limited to career conversations and career assessment purposes) during the course of Services rendered by SWDA and its appointed third parties. Except as otherwise provided above, the information will be kept private and confidential.

Annex E – Post Programme Feedback Survey Questions

1. I have developed a Career Development Plan (CDP)/Career Action Plan (CAP)
[Yes, Ongoing, No]
2. How satisfied are you with the career planning programme?
[Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied]
3. I am aware that proactive career planning can contribute to better career outcomes.
[Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree]
4. I am clearer/confident about navigating my career journey in the next 3 years.
[Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree]
5. I am able to identify new/other job/career opportunities than what I was aware about previously.
[Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree]
6. How useful was the career planning programme for you?
[Useful, Somewhat useful, Neutral, Somewhat not useful, Not useful]