

USER GUIDE

CSC's Process for Standard In-House Classes



CONTENT

	<i>Page</i>
Programmes Available for Direct Booking	1
Programmes Not Onboard Direct Booking	1
Confirmation Process for Standard in-house Classes	2
Summary of Processes for Standard In-House Classes	3
Process for Booking Customised In-House Classes	5
Frequently Asked Questions (FAQs)	6
Annex A	
Differences between Standard and Customised In-House Programmes	7
Annex B	
CSC's Terms & Conditions (T&Cs)	9

1

Booking Process of Standard In-House Classes

From **March 2026** onwards, bookings of **ALL** standard in-house will be done through BookingSG, except for the **3 programmes below** which will be booked via email confirmation.

1. **Coaching Skills for Authentic Conversation (Fundamental)**
2. **[Blended Classroom] The E.M.M.A Experience**
3. **[Virtual Classroom] Middle Manager 360 Intervention - Small Learning Group**

The two approaches for booking standard in-house classes are through direct booking for selected programmes or through dates published upon request. Please refer to the programme listing below on the approach to take.

CSC will continue to offer the option for you to select Agency's venue (If applicable) when you book a standard in-house class on BookingSG.



Programmes available for direct booking (pre-published dates)

<https://go.gov.sg/programmes-available-for-direct-booking-prepublished-dates>

Please contact your [Agency Engagement\(AE\) Managers](#) for standard in-house classes when there are no available dates for booking.



Programmes that are NOT onboard direct booking (dates published upon agency's request)

<https://go.gov.sg/programmes-not-onboard-direct-booking>

Please contact your [Agency Engagement\(AE\) Managers](#) to arrange for a standard in-house class.

2

Confirmation Process for Standard In-House Classes

A system-generated confirmation email will be sent to you upon successful booking of standard in-house classes on BookingSG.

A sample of the **system-generated confirmation email** that you will receive can be found below.

Official Confirmation Email

From: stg-notifications@booking.gov.sg <stg-notifications@booking.gov.sg>
Sent: Thursday, 15 January 2026 2:24 pm
To: Woo Tha GOH (CSCOLLEGE) <GOH_Woo_Tha@csccollege.gov.sg>
Subject: [Automated] BookingSG confirmation: Testing for booking - Data Clinic

Dear **GOH WOO THA**

Please retain this email as the official confirmation for your booking.

Should you wish to cancel or postpone the booking, do email us no later than **20 working days before** the programme's commencement. Otherwise, 50% of the programme fees will be charged to your agency.

[Programme Information]

Programme title: **Data Clinic**

Programme Date(s) and Time: **Friday 6 February 2026, 9:00am to 12:00pm - Test-SP-CIE**

Refreshments: **Tea breaks are provided for class conducted at CSC's venue**

Venue: **Venue provided by Agency**

Programme's Trainer and Class Fees:

Terms & Conditions (T&Cs): <https://go.gov.sg/csc-terms-and-conditions-bsg> (Click on link to download)

[Other Information]

Please send the confirmed participants' name list 3 weeks before class commencement to our Programme Experience Partner (PXP).

Programme Experience Partner (PXP): **Goh Woo Tha (~~Goh_Woo_Tha@csccollege.gov.sg~~)**

Participants' name list: <https://go.gov.sg/in-house-namelist> (Click on link to download and fill in)

Warm Regards,

CSC

Do not reply to this email.

3

Summary of Processes for Standard In-House Classes

Programmes available for direct booking

New Process

Will a proposal be issued?

> 8 weeks before class

- Step 1:** Refer to the programme listing to access the relevant link for your selected programme and check for available class dates.
- Step 2:** Agency should seek internal approval first before proceeding with the online booking.
- Step 3:** Choose class date and select venue (for applicable programmes only) to book your standard in-house class directly.

Immediately after booking

- Step 4:** Agency will receive a system-generated confirmation email immediately after successful booking.

No Proposal

Please ensure that you only select the date(s) that your agency is able to commit to, as your booking will be instantly confirmed as a purchase upon successful booking (i.e., step 3).

Please refer to our step-by-step guide for direct bookings:



<https://go.gov.sg/booking-guide-for-agencies>

3

Summary of Processes for Standard In-House Classes

Programmes that are not onboard direct booking

Process Workflow

Will a proposal be issued?

> 8 weeks before class

- Step 1:** Email your AE Manager to request for standard in-house classes. Do indicate your preferred programme and month(s) to conduct the class.
- Step 2:** Programme Experience Partners (PXPs) will provide you with available dates of the trainer.
- Step 3:** Upon your confirmation of the class date(s), PXPs will notify you when the class(es) are ready for booking.

Immediately after booking

- Step 4:** Agency will receive a system-generated confirmation email immediately after successful booking.

No Proposal

Please ensure that you only select the class(es) that are created for your agency. Your booking will be instantly confirmed as a purchase upon successful booking.

4

Process for Booking Customised In-House Classes

Please do not book through BookingSG if:

- I. You would like to customise the programme to your agency's specific needs (Example: change in programme outline and content)
- II. You have previously customised the programme for your agency and you are looking to purchase re-runs of the customised programme.

Please contact your AE Manager directly for the customised in-house classes. More details on standard and customised in-house classes can be found in [Annex A](#).



5 Frequently Asked Questions (FAQs)

Question for Standard In-House Classes

Do I still need to endorse a proposal to book a standard in-house class?

Since 8 March 2024, CSC has ceased issuing proposals for standard in-house classes. For programmes available for direct booking, Agencies can book through [here](#). For the rest of the programmes, please contact your AE Manager to request for standard in-house classes.

Questions for Direct Booking Process

How many bookings can I make for my agency?

Agencies can make multiple bookings based on the available dates. Each booking will count as a confirmed purchase of 1 standard in-house class.

What if there are insufficient dates displayed in BookingSG?

Please contact your AE Manager if there are insufficient dates available for booking.

Will I incur a penalty if I cancel my booking?

Agencies will incur a penalty if they fail to notify CSC of class cancellation at least 20 working days before the class start date. Do read through CSC's Terms & Conditions (T&Cs) in [Annex B](#) before booking. You will need to acknowledge that you have read through the T&Cs before submitting your booking.

Can I postpone my booking?

To postpone a booking, Agencies will have to first inform CSC via email. Thereafter, CSC will work with Agencies to find a suitable replacement date(s). Agencies will incur a penalty if they fail to notify CSC of the postponement within the stipulated notice period before the class commencement, in accordance with CSC's T&Cs.

Annex A

Differences between Standard and Customised In-House Programmes

	Standard in-house programmes	Customised in-house programmes
Content 	Covers the same content as a open run programme.	Tailor to your agency's unique and/or contextualised learning needs, from the base of a standard open run programme. Customised in-house programmes would be recommended if your agency would like to (but are not limited to): • Include your agency's frameworks, Standard Operating Procedures (SOPs), standards, guidelines, management's expectations • Development of agency-centric scenarios, examples and/or case-studies • Modify content (including adding or reducing content) to suit your learners' requirements • Modify learning methodologies (e.g., activities and assignments) to meet desired learning outcomes
Modality 	Change in modality is not applicable.	Change in modality may require a customisation of the programme design. Therefore, the standard training fee for any change in modality may not apply. If you would like to explore a change in modality, please contact your AE manager.

Annex A

Differences between Standard and Customised In-House Programmes

	Standard in-house programmes	Customised in-house programmes
Costing 	Please refer to BookingSG for details on the programme fee and class size. All in-house classes are NOT eligible for PSD grants.	There will be additional cost due to a development fee for customised in-house programmes. All in-house classes are NOT eligible for PSD grants.
Timeline 	Your purchase will be confirmed immediately if the direct booking for standard in-house class is done through BookingSG. Upon booking, an official confirmation email will be sent via BookingSG. For programmes with no published dates, please contact your AE manager for an in-house class. Agency will receive a system generated confirmation email immediately after successful booking.	A minimum 3-month lead period is required for customised in-house programmes. This allows CSC and the trainer time to customise and develop the programme to best suit your agency's needs.

Annex B

CSC's Terms & Conditions (T&Cs)

T&Cs for direct booking

Click on link or scan the QR code on the right to download our T&Cs.



[https://go.gov.sg/
csc-terms-and-conditions-bsg](https://go.gov.sg/csc-terms-and-conditions-bsg)

T&Cs for confirmation of in-house class(es) through your AE Manager

Click on link or scan the QR code on the right to download our T&Cs.



[https://go.gov.sg/
csc-terms-and-conditions-coe](https://go.gov.sg/csc-terms-and-conditions-coe)

We hope you find this guide useful. If you have any question, please do not hesitate to contact your AE Manager.