



# iLTMS 2.0



## **USER GUIDE** **for Trainers**

| <b>Version Number</b> | <b>Effective Date of Release</b> | <b>Summary of Included Changes</b> | <b>Author</b>            |
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| 1.0                   |                                  | First Edition                      | Social Service Institute |
|                       |                                  |                                    |                          |
|                       |                                  |                                    |                          |

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## When Things Don't Work: Browser Troubleshooting Steps

Before exploring detailed features, try these quick troubleshooting steps if you're experiencing display issues, slow loading, or missing functionality:



### Clear cache

If pages look broken, buttons do not work, you experience display or loading issues or you cannot see recent updates to a website, try clearing cache in your browser.



### Refresh browser

Reload the webpage to get the latest version and clear any temporary glitches.



### Use different browser

Try opening the same page in Google Chrome, Microsoft Edge or Safari to see if it works better.



### Minimize screen size

Some website features are designed to appear only when the screen is a certain size - adjusting your view can make them visible.

## Supported Browsers

The following table provides the required browser version. We recommend that you use the most recent versions of the following browsers for the best experience.

| Browser         | Required version for desktop | Required version for Android mobile/tablet | Required version for iOS mobile/tablet |
|-----------------|------------------------------|--------------------------------------------|----------------------------------------|
| Google Chrome   | The latest 2 major versions  | The latest 2 major versions                | The latest 2 major versions            |
| Microsoft Edge  | The latest 2 major versions  | The latest 2 major versions                | N/A                                    |
| Mozilla Firefox | The latest 2 major versions  | N/A                                        | N/A                                    |
| Safari          | The latest 2 major versions  | N/A                                        | The latest 2 major versions            |

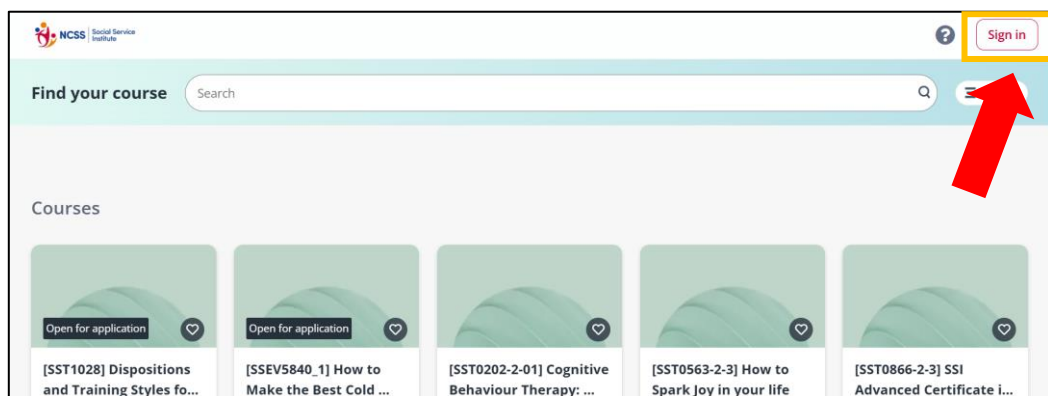
## Logging in to SSI Training Management System (TMS) for Trainers

### Via Singpass

*Note: You will require a Singpass account and the Singpass application installed on your mobile device. For more information on Singpass, please visit: [Singpass - Login](#)*

**Step 1:** Using your preferred browser on your laptop or mobile device, **go to the SSI Training Management System** and you will be directed to the main course page.

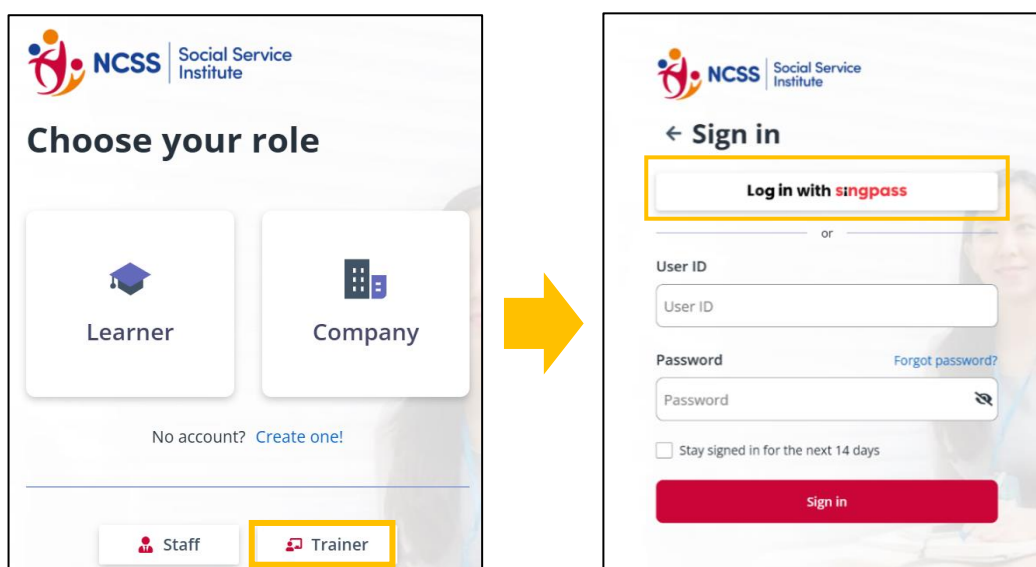
**Step 2:** Click **Sign In**.



Picture reference: Home Page

**Step 3:** Click **Trainer**.

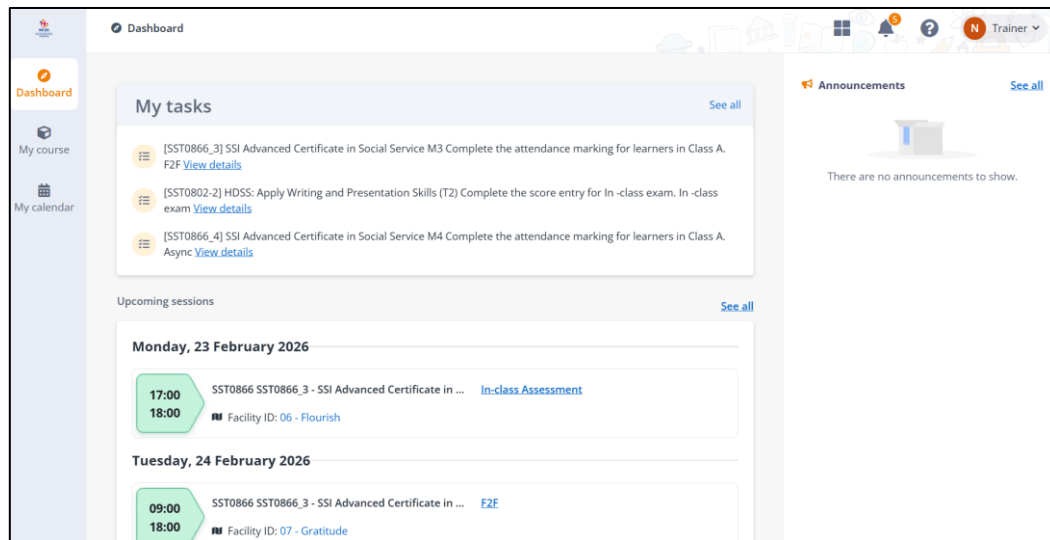
**Step 4:** Click **Log in with Singpass**.



Picture reference: Sign in Page

**Step 5:** You will be directed to **Singpass Login** page. **Scan the QR code** or **Password login** with your Singpass app to log in.

**Step 6:** Upon successful login, you will be redirected back to Training Management System (TMS) Home page (see screenshot below).



Picture reference: Training Management System (TMS)

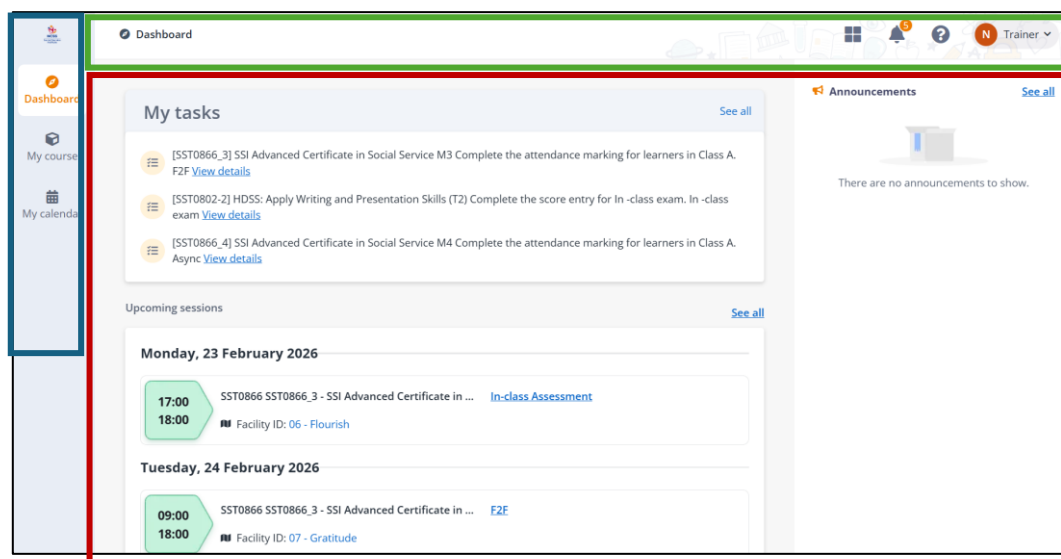
## Navigating the Training Management System (TMS)

This section shares with you some key features and guides you on how to navigate around SSI [Training Management System](#) (TMS) Portal.

Upon logging in, you will see the “**Dashboard**” page. The three key panels in this page are:

- **Top Panel (in green)** – From this panel, you can switch to the other portals, view shared notifications, access the user guide, and update company profile/personal information.
- **Navigation Panel (in blue)** – From this panel, you will be able to navigate to the courses and calendar within the Training Management System (TMS) Portal.
- **Main Panel (in red)** – From this panel, you will be able to view your tasks, upcoming sessions, courses you are assigned as a Trainer and have a quick view of announcements shared with you.

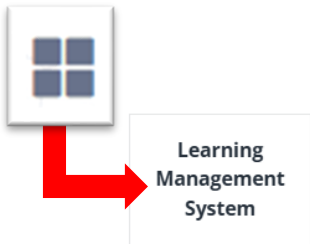
Please refer below sections for detailed information on each panel.



Picture reference: Trainer's Dashboard Page

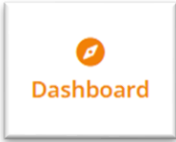
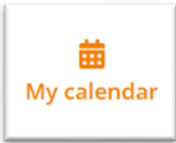
## Top Panel – User Tools

Displays your personal tools for profile settings, notifications () , shortcuts to switch to other portals () , and support () .

| Icons                                                                               | Features                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p><u>Quick link</u></p> <p>This icon provides quick access to switch between different system portals, including the Training Management System (TMS) and Learning Management System (LMS).</p>                        |
|   | <p><u>Notification</u></p> <p>This icon provides access to view system notifications about pending tasks and updates.</p> <p>To view all notifications, click <b>See all</b> to view them in the Notification page.</p> |
|  | <p><u>Help</u></p> <p>This icon provides access to the User Guide in a new browser tab.</p>                                                                                                                             |

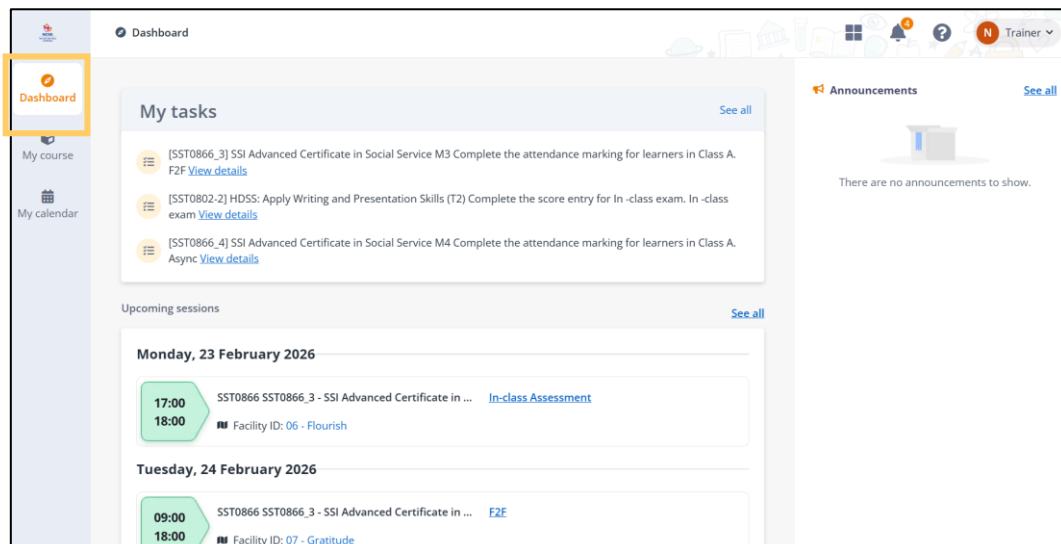
## Navigation Panel

There are the various sections that you can navigate to. These are the corresponding icons and how they can be used:

| Section Menu                                                                      | Features                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"> <li>• My Tasks</li> <li>• My recent courses</li> <li>• Announcements</li> <li>• Quick Links</li> </ul>                                                |
|  | <ul style="list-style-type: none"> <li>• Trainer can view current courses and completed courses which assigned to trainer</li> </ul>                                                     |
|  | <ul style="list-style-type: none"> <li>• Trainer can view schedule of the course which assigned to trainer at 'My Calendar'.</li> <li>• Trainer can also set unavailable time</li> </ul> |

## Dashboard

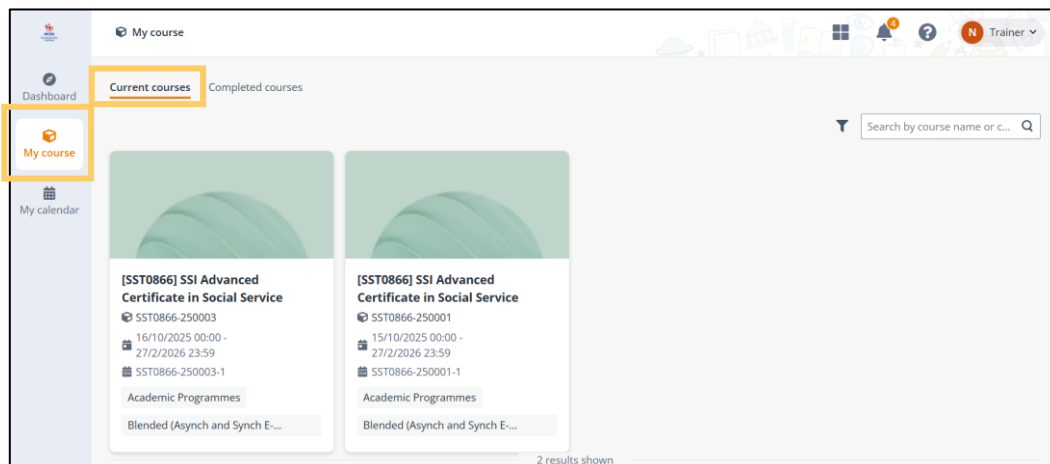
The dashboard shows the trainer's view upon logging into Training Management System (TMS).



Picture reference: Dashboard Page

## My Course

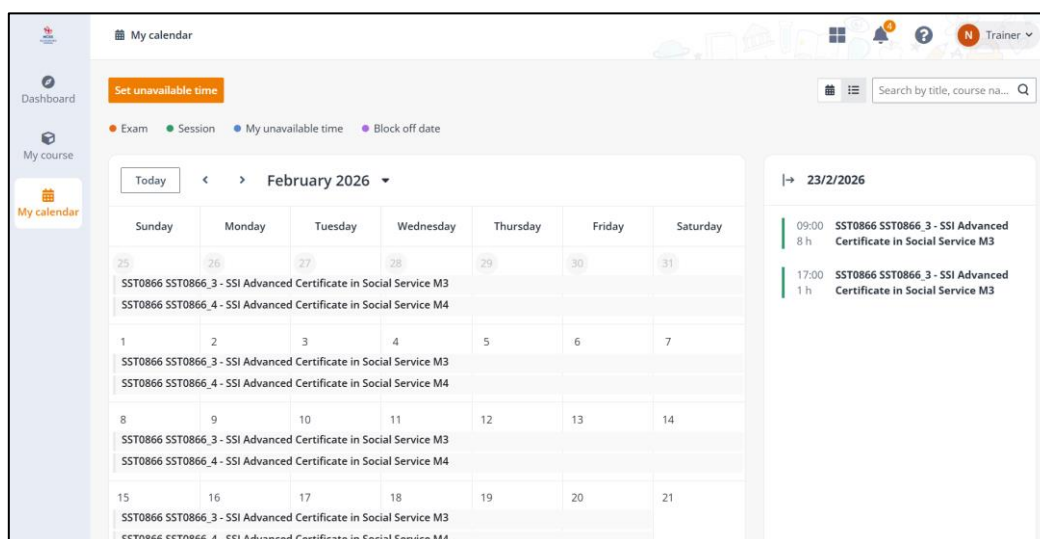
Trainers can view **current courses and completed courses** which assigned to them.



Picture reference: My Course Page

## My Calendar

Trainers can view the schedules of the courses which are assigned to them and also set unavailable time.



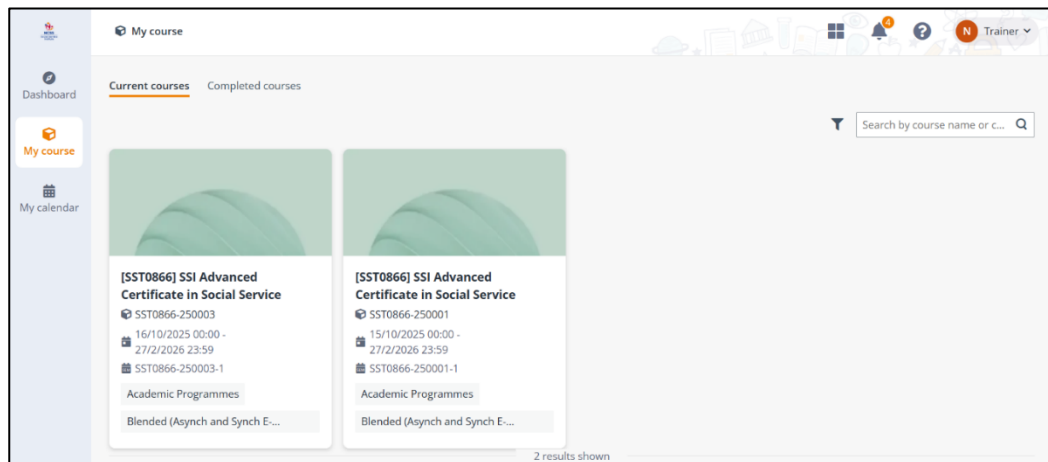
Picture reference: My Calendar Page

## My Assigned Courses

To see the list of courses assigned to me:

**Step 1:** Go to **My Course** in the left navigation panel.

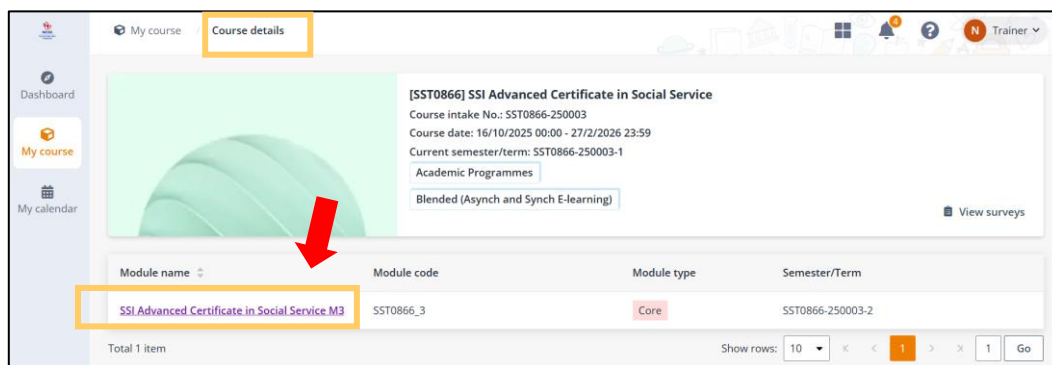
**Step 2:** On this page, you can view your currently assigned courses as well as completed courses.



Picture reference: 'My Course' page

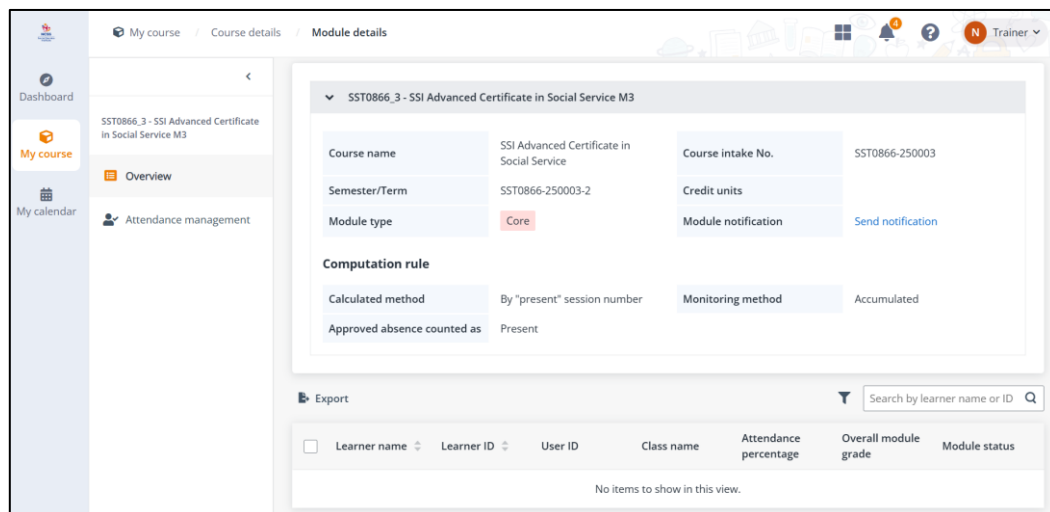
**Step 3:** To view detailed information about current courses, **click the Course card**.

**Step 4:** Upon clicking on the course, the page will show the 'Course details' page. **Click the Module name** link to see further information.



Picture reference: Course details page

**Step 5:** Upon clicking it, trainers can see the **overview of the module details** which **includes learners enrolled and attendance management**.



Picture reference: Module details page

## Attendance Management

### Taking Attendance with QR code

The trainer can generate a QR code for both learners and the trainer to record their attendance.

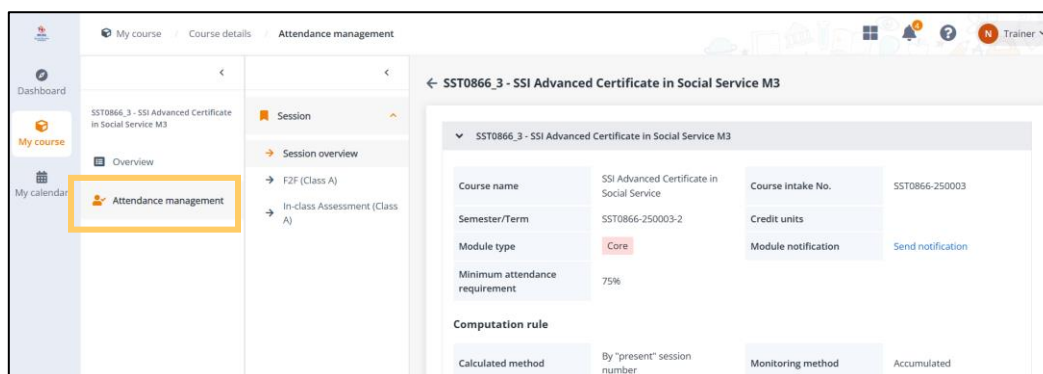
### Generate QR Code for Non-TPG courses

**For non-TPG courses**, to generate a QR code for learners to check in, trainers to follow the steps below:

**Step 1:** Go to **My Course** in the left navigation panel.

**Step 2:** Find the course and click on the course card. Then, click on the **Module name** link.

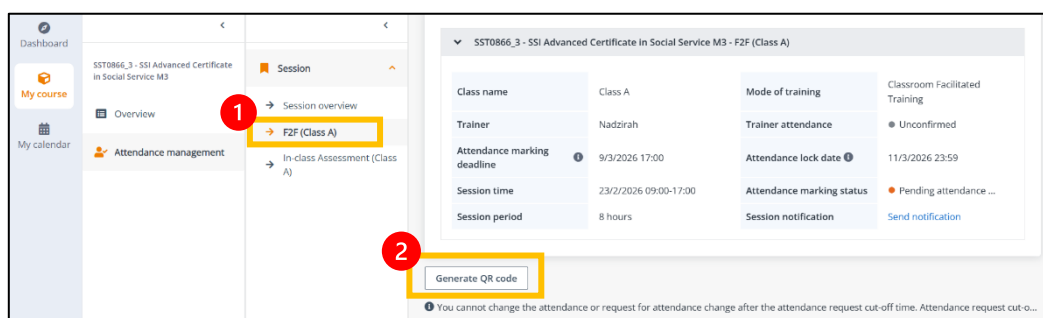
**Step 3:** Click on the **Attendance management**. The page will display sessions set up in the module.



Picture reference: Attendance management page

**Step 4:** Click on the selected session under the session overview. Then click the **Generate QR code** button. This allows learners to scan the QR to check in the session.

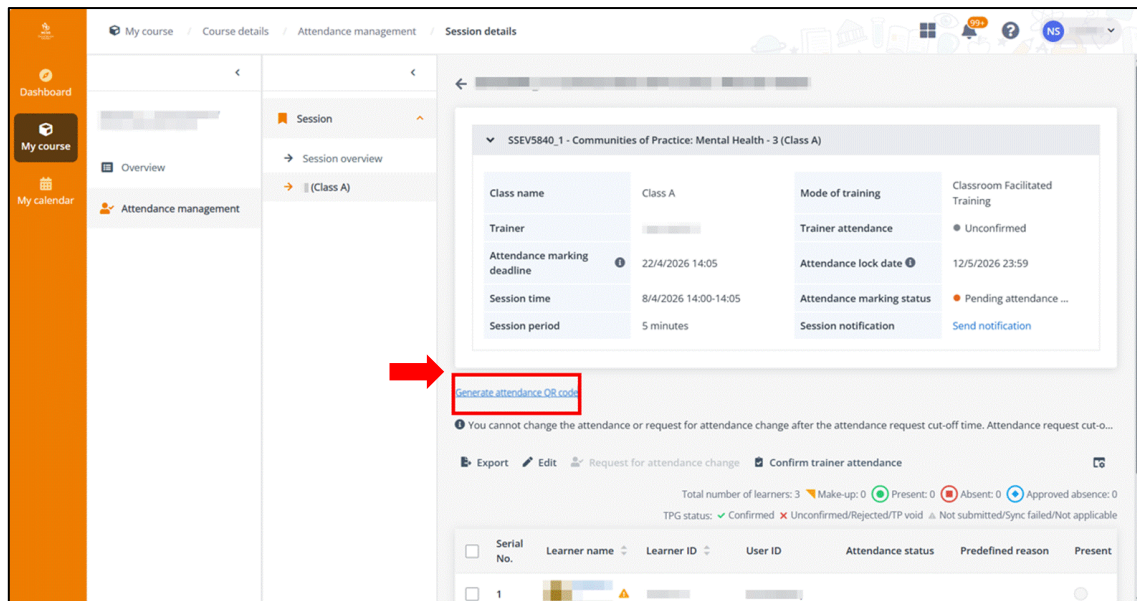
**\*Note:** QR codes can only be generated from 30 minutes before the session start time till 30 minutes after the session end time.



Picture reference: Attendance management page

## Generate QR Code for TPG courses

For TPG courses, when the trainer needs to generate a QR code, click **Generate attendance QR code** above the learner list, and then enter the course run code.



Picture reference: Attendance management page

## Checking In as a Trainer

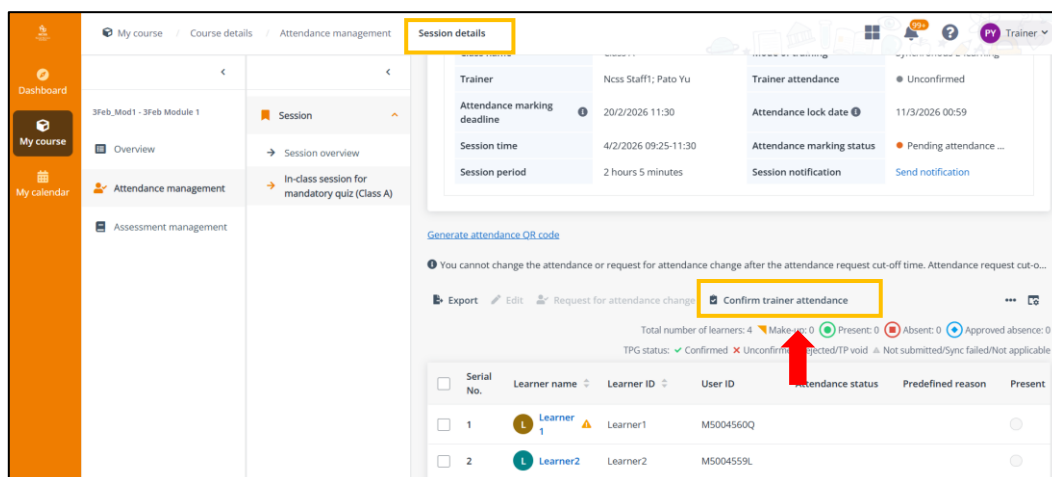
After generating the QR code for attendance marking, both learners and trainers can check in for their session using the generated QR code.

To submit the attendance for a session, the trainers can use the scanners on their mobile devices to scan the QR code. Upon scanning, the trainer will be redirected to an information page. On the page, **click Continue without sign-in** and **then enter the last 4 characters of the NRIC/FIN** and the mobile number to complete the check-in.

## Confirming Trainer Attendance (Non-TPG courses)

To confirm trainer attendance:

On the 'Session details' page, **select 'Confirm trainer attendance'** (refer to the screenshot below). A confirmation prompt will then appear—**click 'OK'** to proceed with the confirmation.



Picture reference: Session details page (TMS)

## Marking Attendance Manually for Learners (Non-TPG courses)

To mark attendance manually, the steps are similar as above:

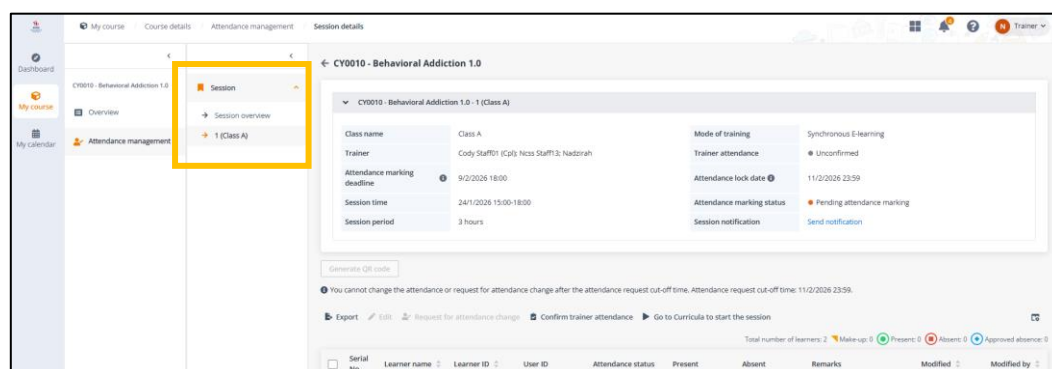
**Step 1:** Click **My Course** in the left navigation panel.

**Step 2:** Find the course.

**Step 3:** Click on the **Module name** link.

**Step 4:** Click on the **Attendance management**. The page will display sessions set up in the module.

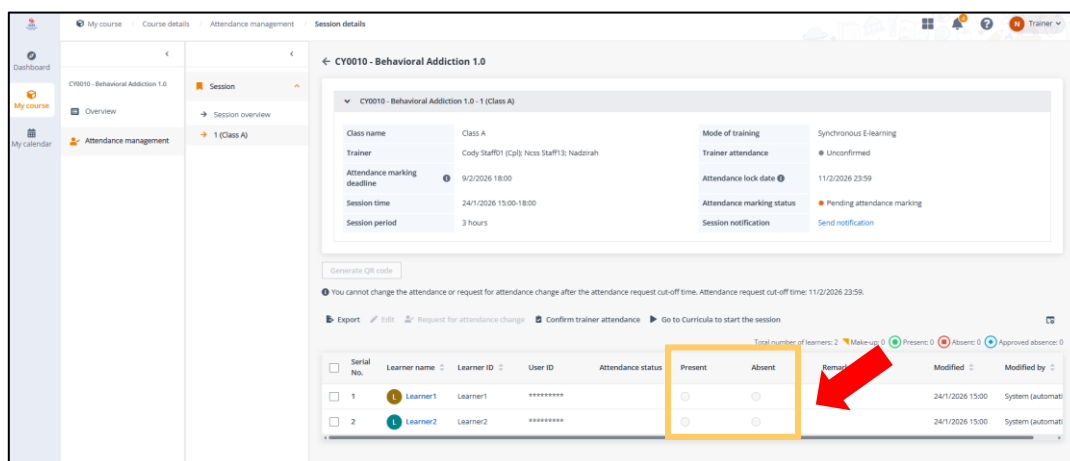
**Step 5:** Click on a **session scheduled** under the session overview.



Picture reference: Session details page

**Step 6:** On the 'session details' page, trainers can view enrolled learners and their attendance status. **Select learner** and **click 'Edit'**.

**Step 7: Mark attendance** by clicking **present** or **absent**.



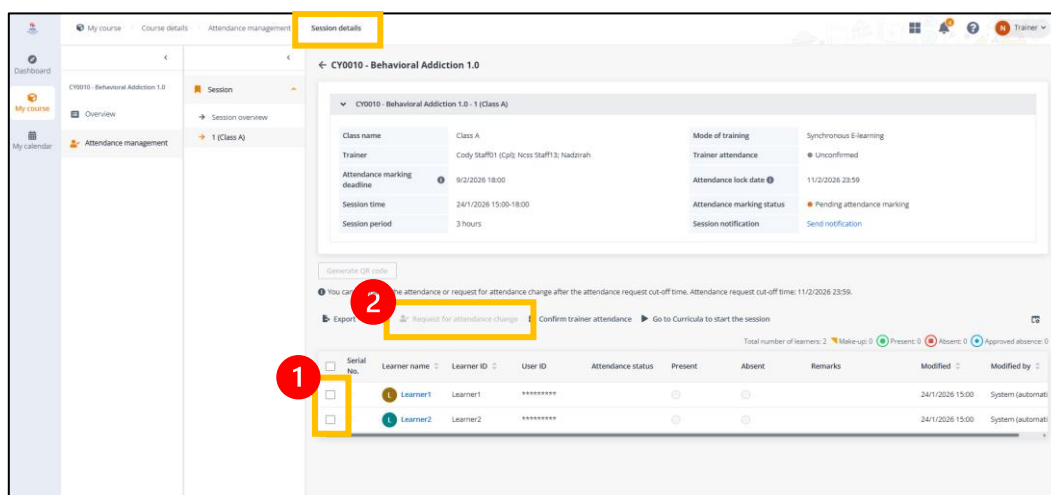
Picture reference: Session details page

**Step 8: Click 'Save'** after finishing the attendance marking.

## Requesting an Attendance Change

To request for attendance change, simply follow the steps similar to “[Marking Attendance Manually for Learners \(Non-TPG courses\)](#)” until step 6.

On the ‘session details’ page, **trainers to tick the affected learners** and **click the ‘Request for attendance change’** button. (see screenshot below)



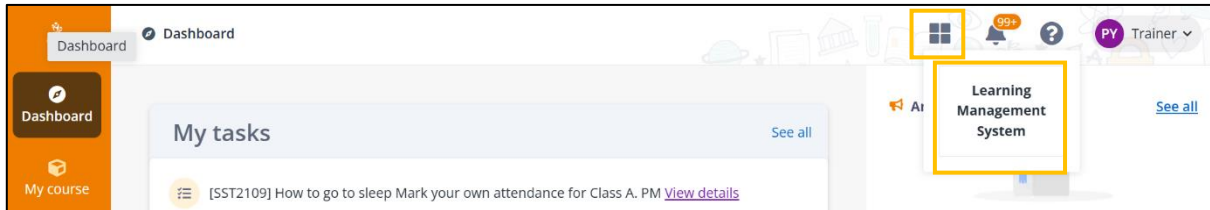
Picture reference: Session details page

## How to Access Zoom Meeting

Zoom Meeting can be accessed in LMS through two methods — the Course Page or the Calendar. Follow the steps below to proceed:

### Via Course Page

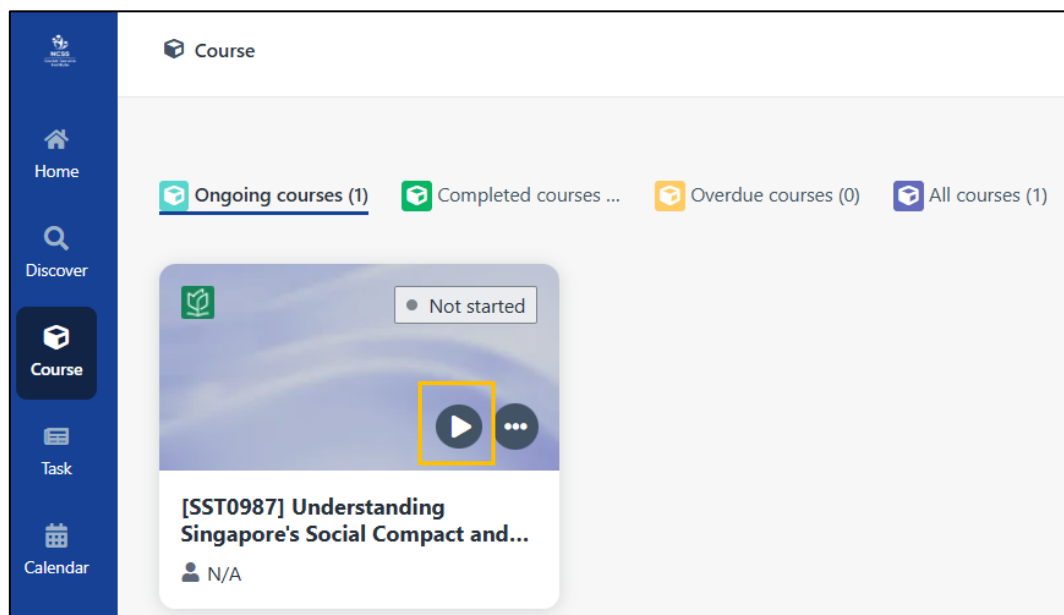
**Step 1:** On the TMS page, **click the four-squared icon to switch to LMS.**



Picture reference: Dashboard page (TMS)

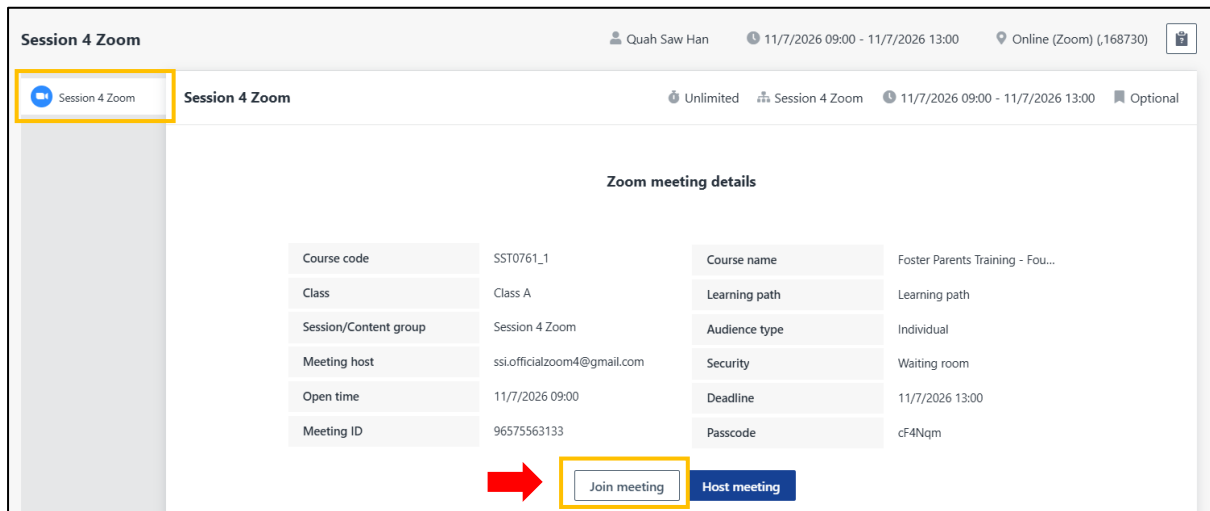
**Step 2:** A new tab will open, displaying the LMS home page. **Click 'Course'** and **search for the related course.**

**Step 3:** Then, click on the 'Play' icon (  ).



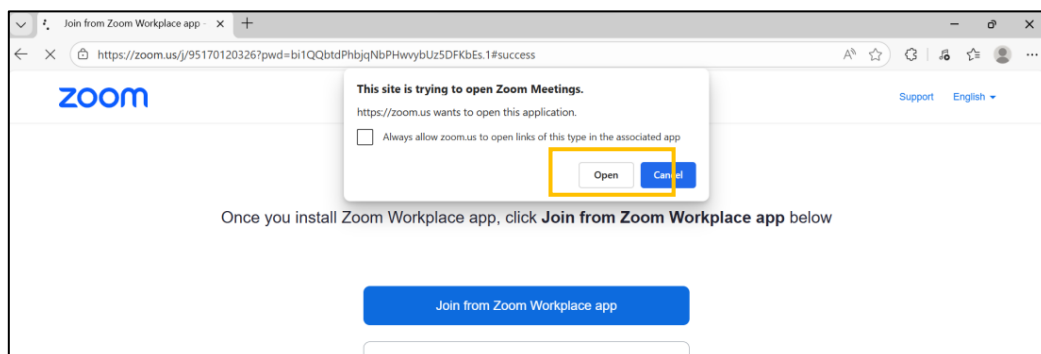
Picture reference: Course page (LMS)

**Step 4:** The Learning Activities page will appear. **Search for the relevant session with a Zoom Meeting** and **click 'Join Meeting'** to proceed.



Picture reference: Learning Activities page (LMS)

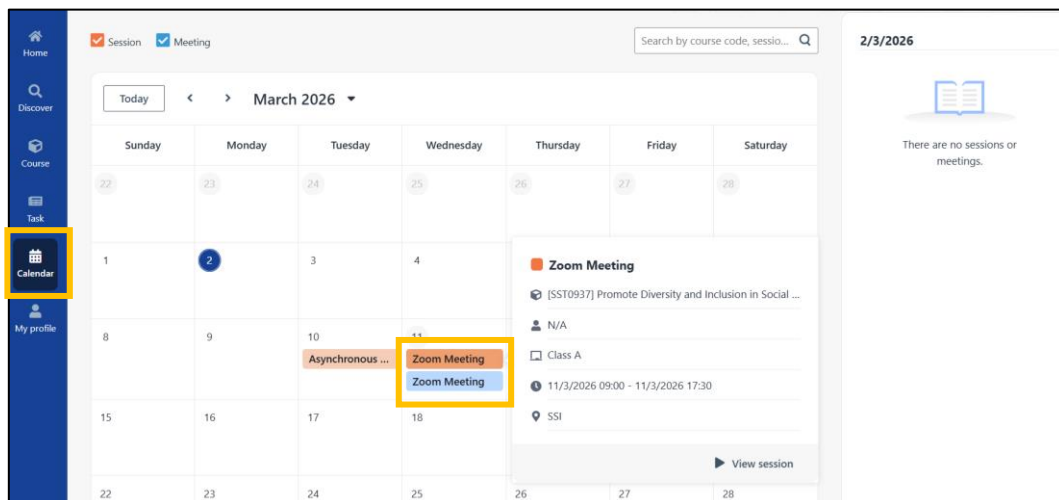
**Step 5:** Upon clicking, the page will display the Zoom meeting details. **Click 'Open'** to launch the Zoom meeting.



Picture reference: Zoom website

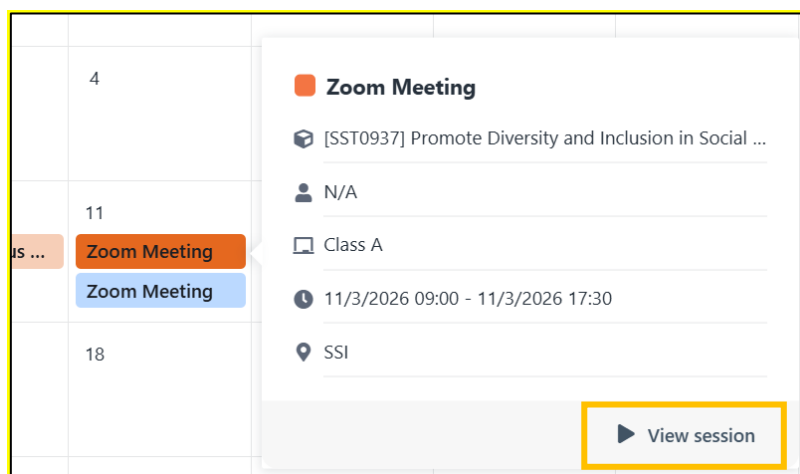
## Via Calendar

**Step 1:** On the calendar page, you can see days marked as 'Zoom Meeting'. Click on them to view more details.



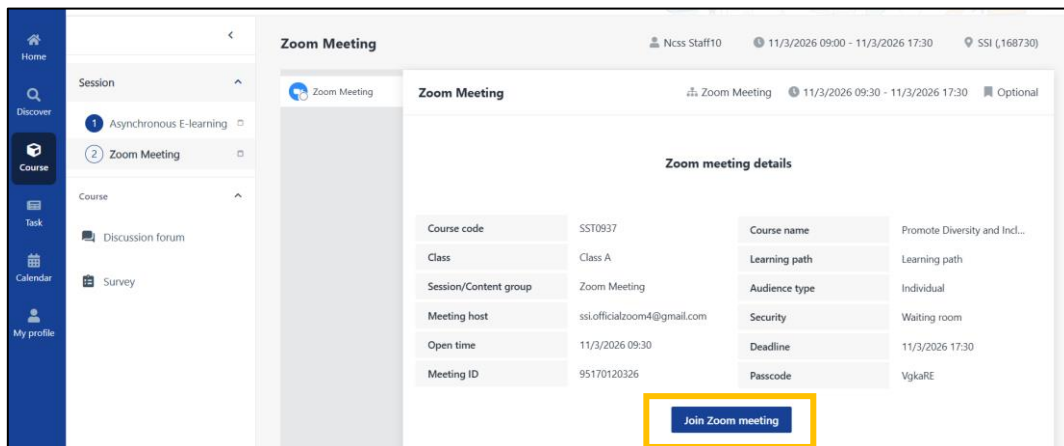
Picture reference: Calendar Page in (LMS)

**Step 2:** To view the Zoom meeting and access the meeting ID or passcode, click “**View session.**”



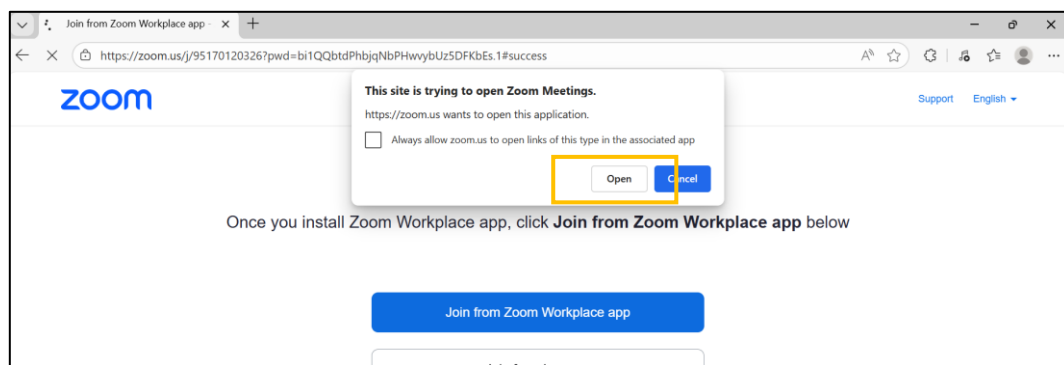
Picture reference: Calendar Page in (LMS)

**Step 3:** The Zoom meeting details will be displayed. **Click 'Join Zoom Meeting'.**



Picture reference: Zoom Meeting Page in (LMS)

**Step 4:** A new tab will open, displaying the Zoom meeting details. **Click “Open”** to launch the Zoom meeting.



Picture reference: Zoom Website

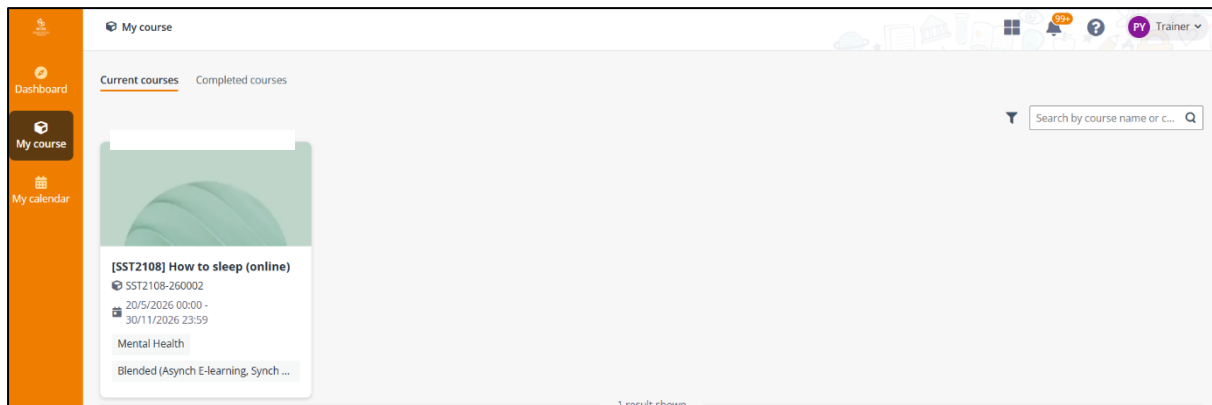
## Managing Assessment Information in TMS

### Assigning Competency Grades to Learners

Follow the steps below to assign a Competent or Not Yet Competent grade to a learner:

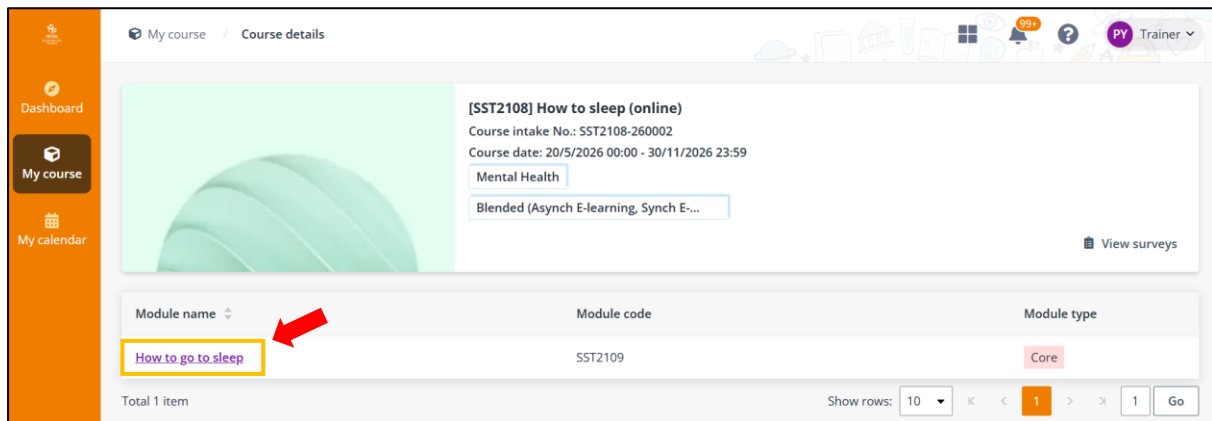
**Step 1:** Go to **My Course** in the left navigation panel.

**Step 2:** Find the course.



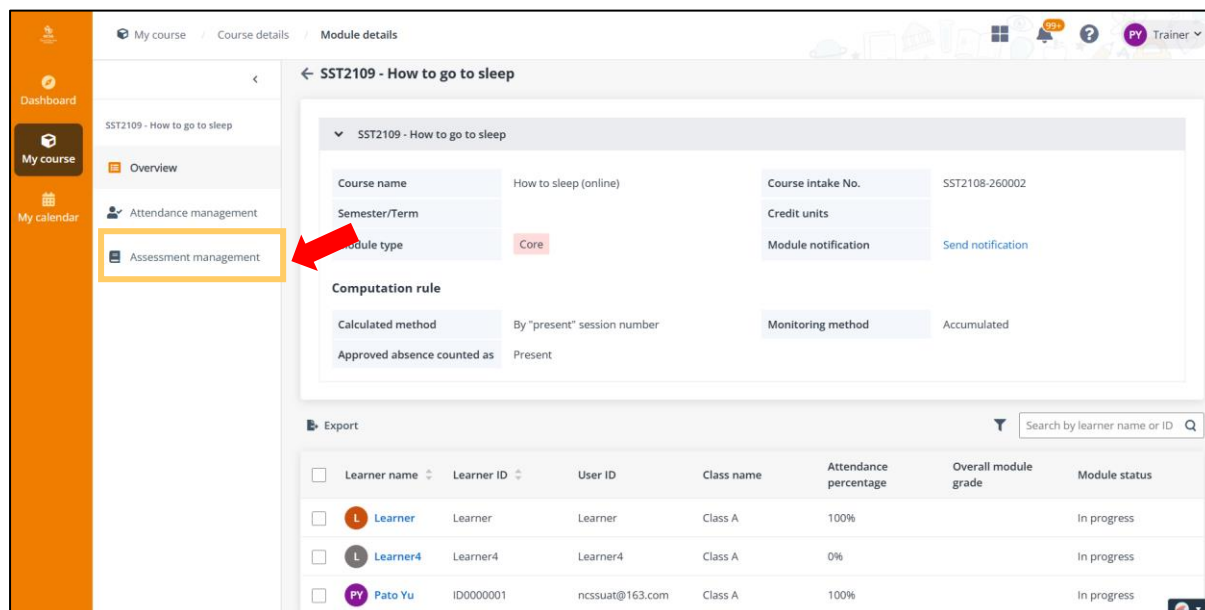
Picture reference: My Course page

**Step 3:** Find and click on the selected **Module name** link.



Picture reference: Course details page

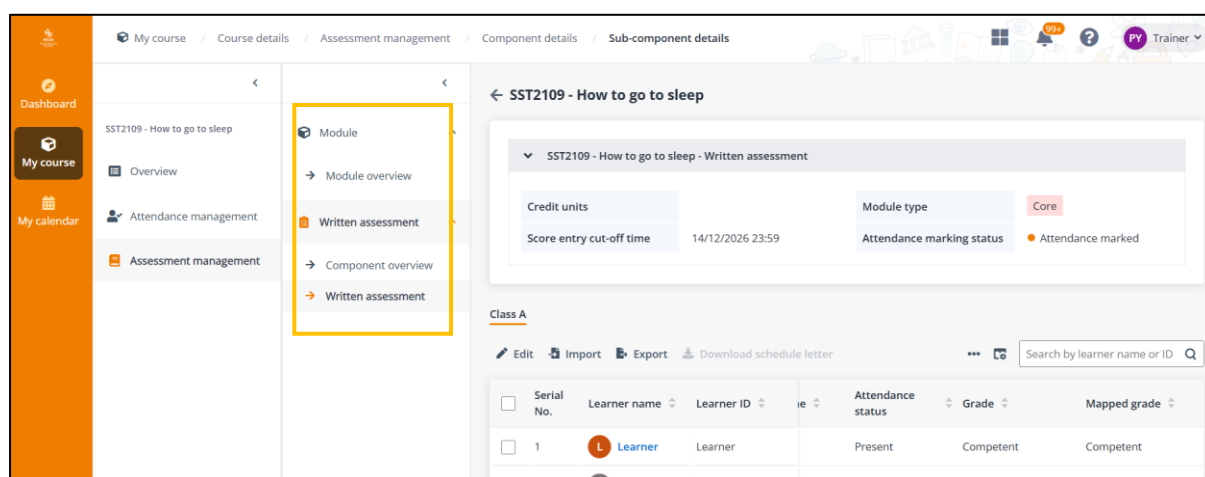
**Step 4:** You will be directed to the 'Module details' page, which displays a list of learners who have enrolled. Click on **"Assessment management"** to proceed.



Picture reference: Module details page

**Step 5:** The 'Assessment Management' page will be displayed, showing the sessions set up within the module. You will be able to view assessment information at the following levels:

- **Module** – Click Module overview to view the module-level assessment information.
- **Component** – Click Component overview under a specific assessment to view the assessment component information. An assessment component can contain multiple sub-components.



Picture reference: Sub-component details page

**Step 6: To manage assessment results, click on the relevant assessment sub-component (e.g. Written Assessment, In-Class Assessment, Standalone Exam, or Assignment).**

**Then, select the learner. Click Edit.**

My course / Course details / Assessment management / Component details / Sub-component details

SST2109 - How to go to sleep

Module

Module overview

Written assessment

Component overview

Written assessment

SST2109 - How to go to sleep - Written assessment

Credit units

Score entry cut-off time

Module type

Attendance marking status

Core

Attendance marked

Class A

Edit Import Export Download schedule letter

Search by learner name or ID

| Serial No. | Learner name | Learner ID | Class name | Attendance status | Grade             | Mapped g   |
|------------|--------------|------------|------------|-------------------|-------------------|------------|
| 1          | Learner      | Learner    | Class A    | Present           |                   |            |
| 2          | Learner4     | Learner4   | Class A    | Absent            | Not yet competent | Not yet co |
| 3          | Pato Yu      | ID0000001  | Class A    | Present           |                   |            |

Picture reference: Sub-component details page

**Step 7: In the 'Grade' column, you can assign each learner a grade of either Competent or Not Yet Competent.**

My course / Course details / Assessment management / Component details / Sub-component details

SST2109 - How to go to sleep

Module

Module overview

Written assessment

Component overview

Written assessment

SST2109 - How to go to sleep - Written assessment

Credit units

Score entry cut-off time

Module type

Attendance marking status

Core

Attendance marked

Class A

Edit Import Export Download schedule letter

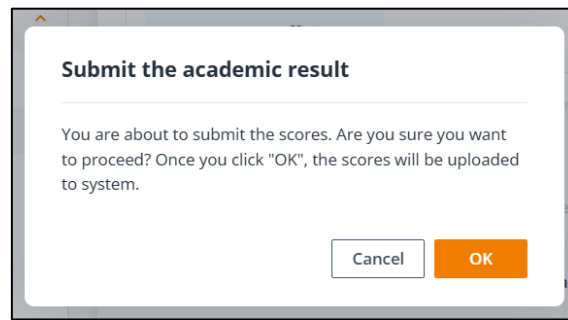
Search by learner name or ID

| Serial No. | Learner name | Learner ID | Class name | Attendance status | Grade             | Mapped g |
|------------|--------------|------------|------------|-------------------|-------------------|----------|
| 1          | Learner      | Learner    | Class A    | Present           | Competent         |          |
| 2          | Learner4     | Learner4   | Class A    | Absent            | Not yet competent |          |
| 3          | Pato Yu      | ID0000001  | Class A    | Present           |                   |          |

Cancel Submit

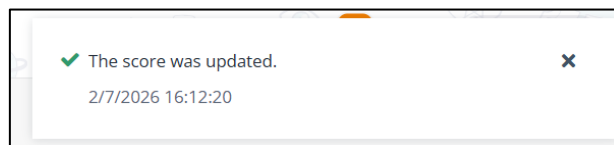
Picture reference: Sub-component details page

**Step 8:** Click **Submit**. When the notification appears, click **OK** to confirm.



*Picture reference: Sub-component details page*

You will receive a notification confirming that the selected learner's score has been updated.



*Picture reference: Sub-component details page*

## Entering Scores for Learners

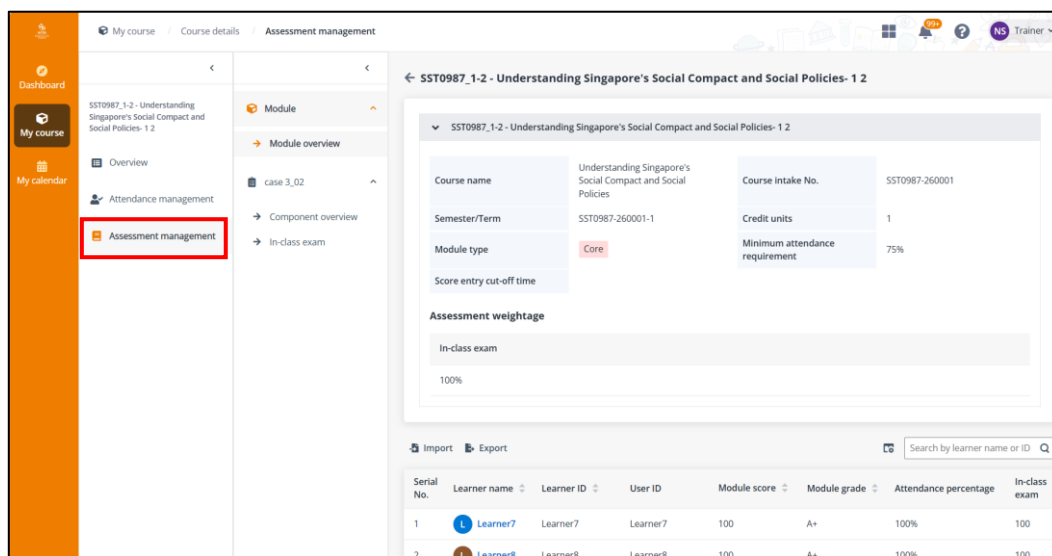
To input scores for learners:

**Step 1:** Click **My Course** in the left navigation panel.

**Step 2:** Find the course.

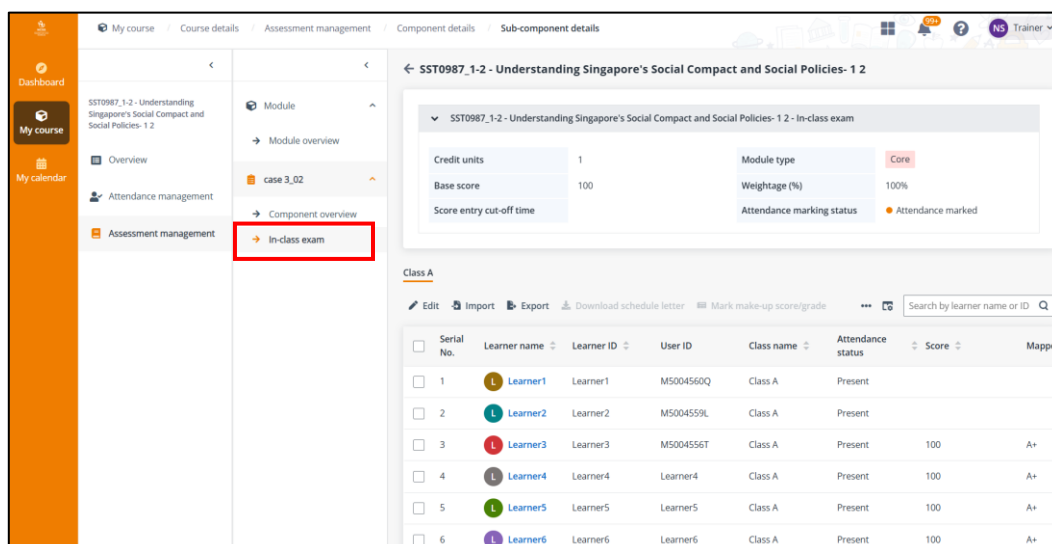
**Step 3:** Click on the **Module name** link.

**Step 4:** Click on the **Assessment management**. The page will display assessment management page.



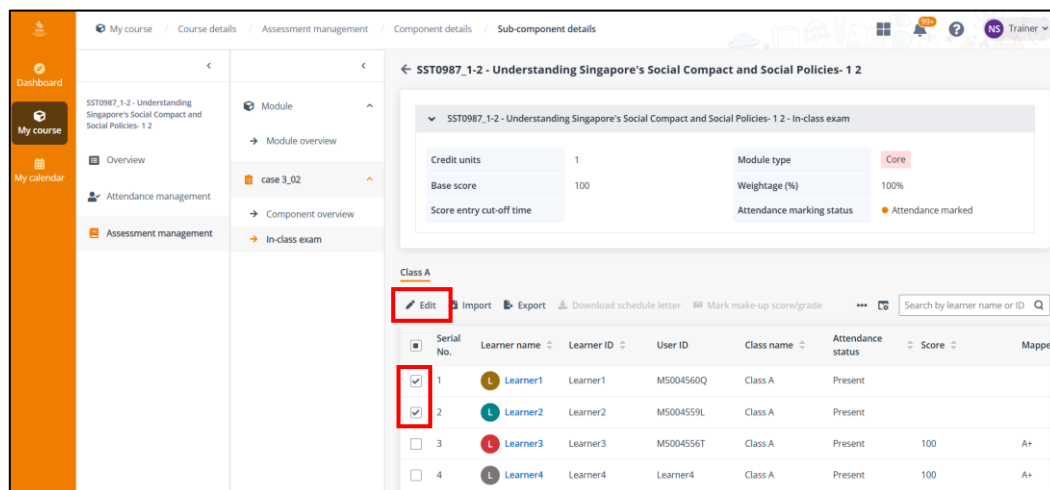
Picture reference: Assessment management page

**Step 5:** Select one of the sub-components within the module (e.g in-class exam).



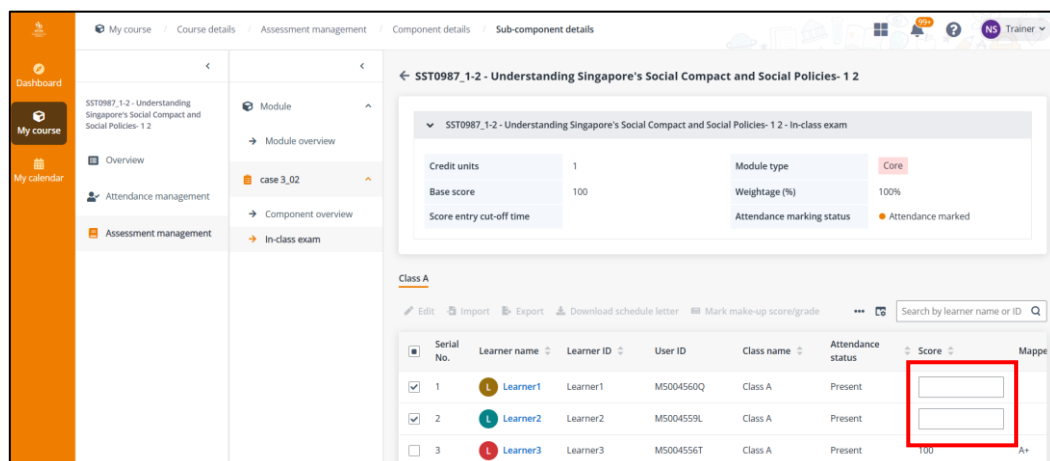
Picture reference: Sub-component details page

**Step 6: Tick the selected learners and click 'Edit'.**



Picture reference: Sub-component details page

**Step 7: You may now enter the scores for the respective learners. Additionally, you may add remarks when you scroll to the right.**



Picture reference: Sub-component details page

**\*Note:** Trainers can modify the scores until the submission deadline or score entry cut-off time. They will receive assessment reminders based on grade confirmation status.

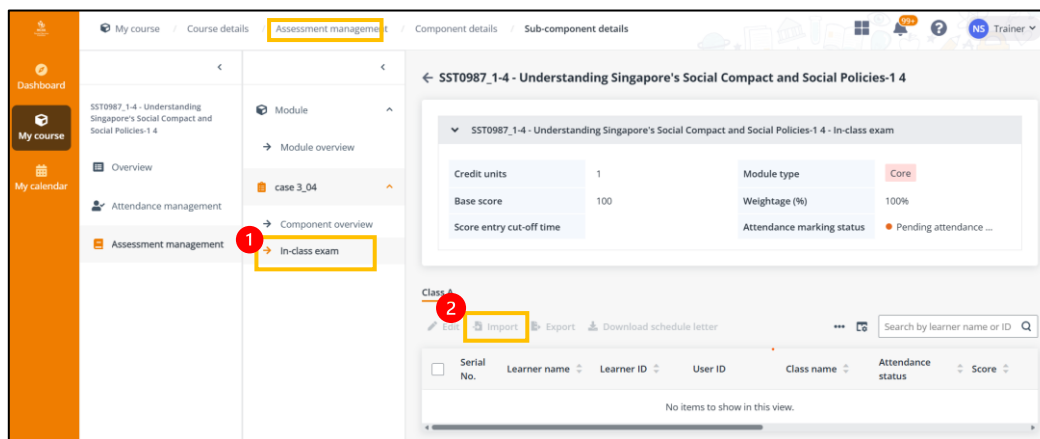
**Step 8: Click 'Submit' after entering the score and/or remarks at the bottom of the page.**

## Bulk Importing Learners' Exam Results

To bulk import learners' exam results, follow the steps below:

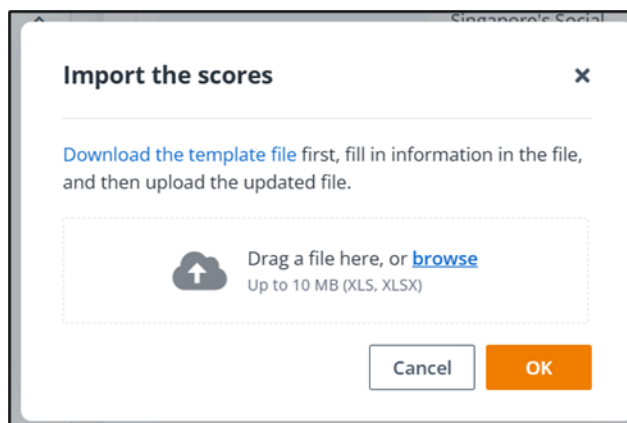
**Step 1:** In 'Assessment management' page, **select the exam** and **click it**.

**Step 2:** Click **Import** above learner list.



Picture reference: Assessment management page

**Step 3:** Click 'Download the template file', fill in the information and upload the updated file.



Picture reference: Assessment management page

**Step 4:** Click 'Submit'. A confirmation prompt will then appear—click 'OK' to proceed with the confirmation.

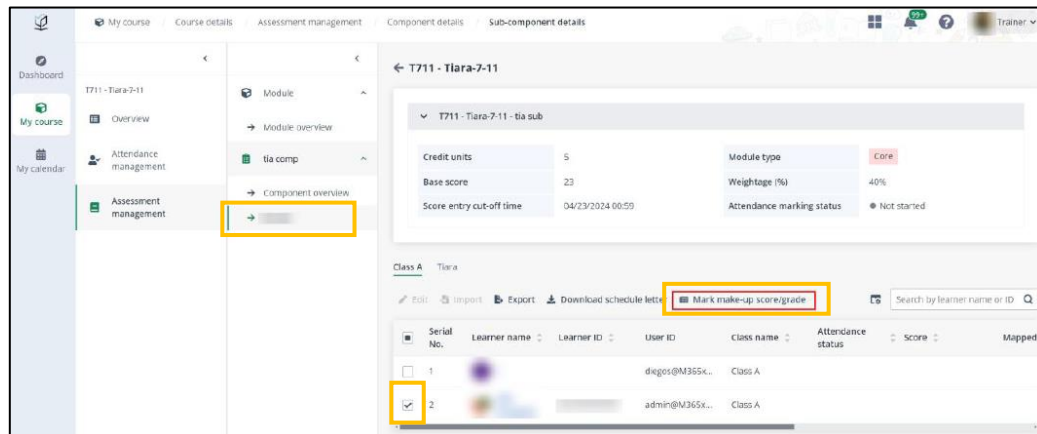
## Marking Assessment Results for In-Class Make-Up Sessions

To mark results for in-class make-up session:

**Step 1:** In the 'Assessment management' page, **select the assessment and click on it.**

**\*Note:** *The assessment must be an in-class sub-component assessment.*

**Step 2:** **Select a learner and click 'Mark make-up score/grade'.**



Picture reference: Assessment management page

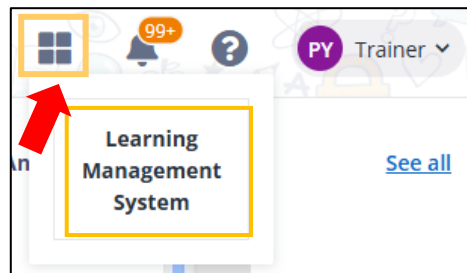
**Step 3:** **Click 'Edit' and select a grade. Then, click 'Save'.**

## Marking and Reviewing Assessment Tasks in LMS

### Marking Quiz and File Submission Assessment Tasks

To mark assessment tasks such as quizzes and file submissions, follow the steps below:

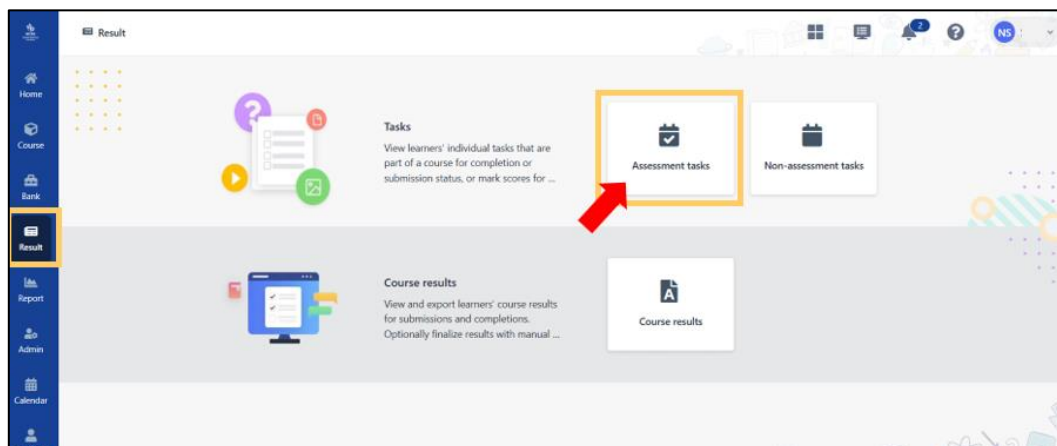
**Step 1:** On the (TMS) page, **switch to Learning Management System (LMS)**, the four-square icon on the top right corner.



Picture reference: Quick Link

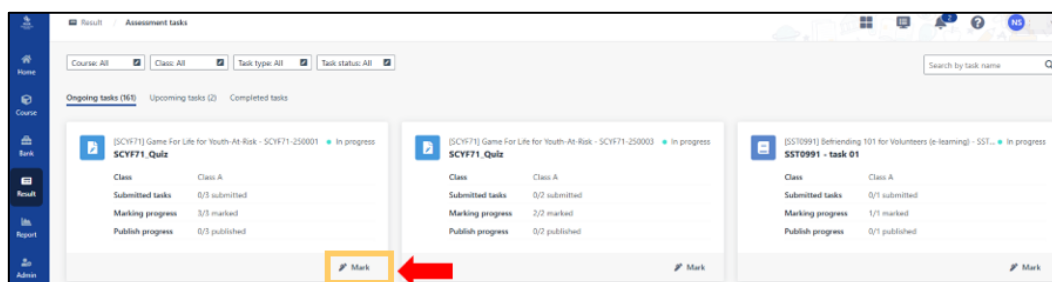
**Step 2:** Click 'Result' on the left navigation panel.

**Step 3:** Click 'Assessment tasks'.



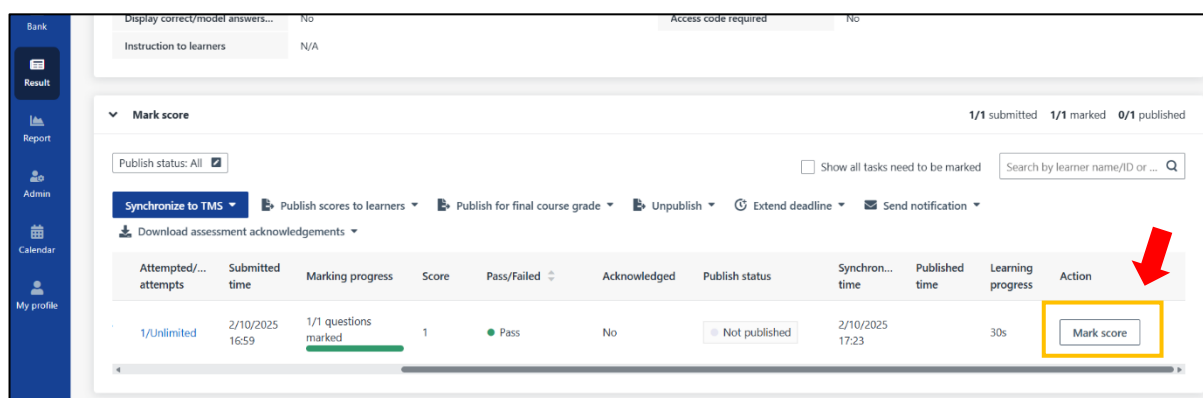
Picture reference: Result page in Learning Management System (LMS)

**Step 4:** On this assessment tasks page, trainers can view various assessments requiring marking. Locate the selected task and **click the 'Mark' icon**.



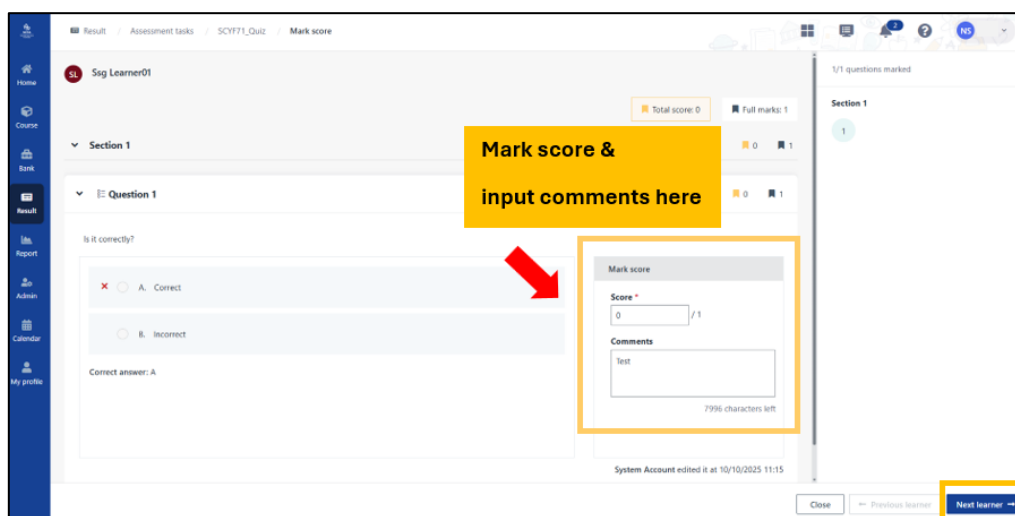
Picture reference: Assessment task page in Learning Management System (LMS)

**Step 5:** On the selected task page, to **mark the Quiz/file submission**, scroll right to the **'Action'** section and **click the 'Mark score' button** next to each learner.



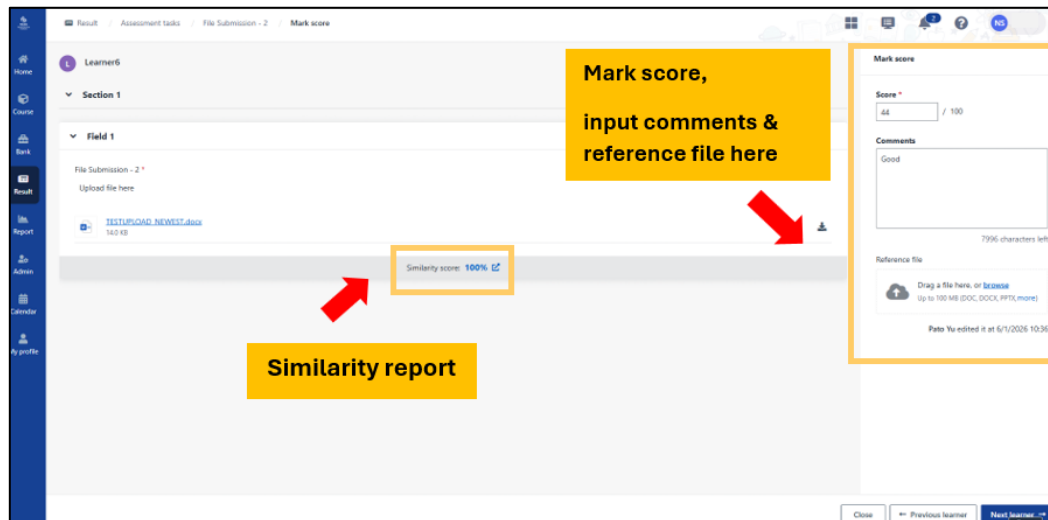
Picture reference: Selected quiz in Learning Management System (LMS)

**Step 6:** Upon clicking 'Mark score', trainers will see the quiz/file submission display page where you can mark scores and input comments in the boxes.



Picture reference: Mark score page for Quiz in Learning Management System

You will also be able to **view the similarity report percentage** for the learner's submitted file.



*Picture reference: Mark score page for File Submission in Learning Management System*

After marking, trainers can **select 'next learner' to proceed to the next learner's quiz.**

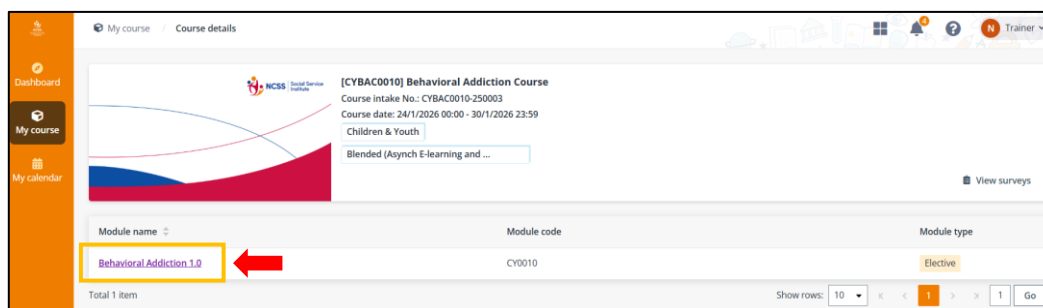
## Reviewing Learner's File Submissions via Turnitin

Turnitin is the plagiarism checker used by SSI to detect plagiarism and check the similarity scores of assignment submissions. To review learners' assignment submission using Turnitin, follow the steps below:

**Step 1:** On the (TMS) page, go to **My course** on the left navigation panel.

**Step 2:** Find the course and click the course name card.

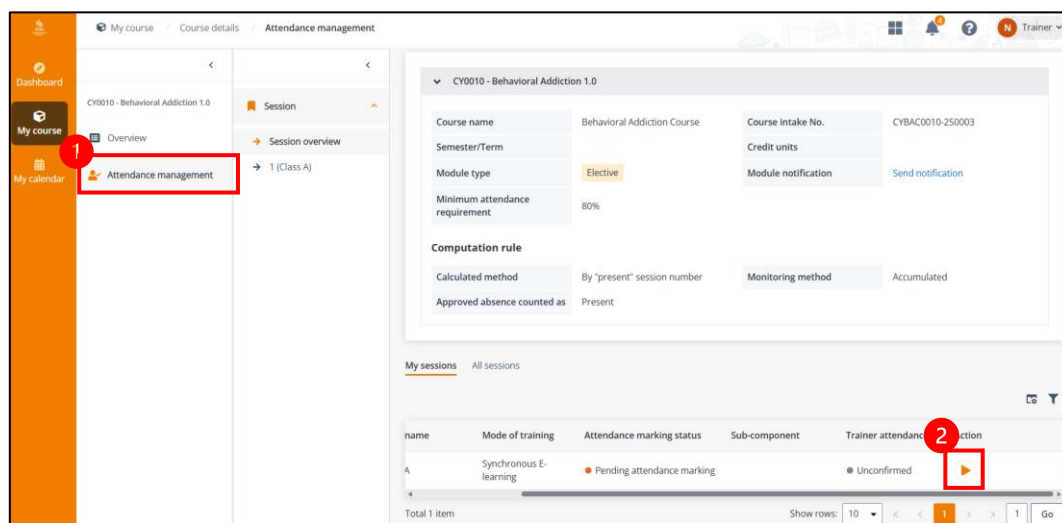
**Step 3:** You will be directed to the 'Course detail' page. Click on the **Module name** link.



Picture reference: Course detail page (TMS)

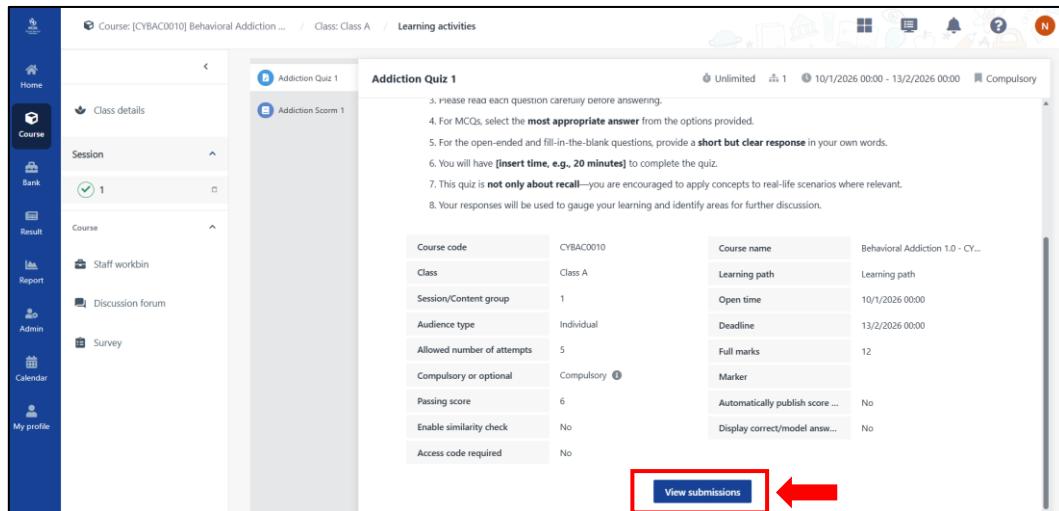
**Step 4:** You will be directed to the 'Module detail' page, where the session detail page will appear with the session overview tab displayed. Click on the **Attendance management** tab.

**Step 5:** Click the  **Action** button.



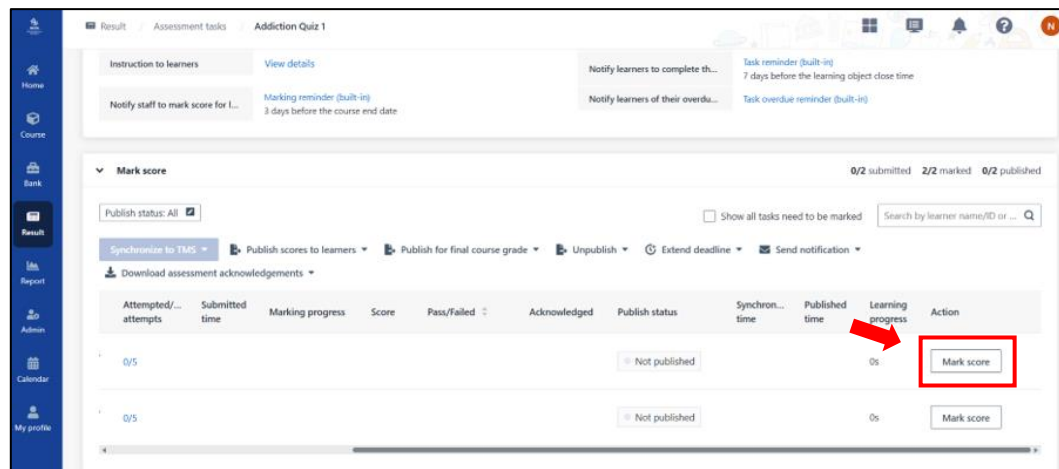
Picture reference: Attendance management page (TMS)

**Step 6:** You will be redirected to the Learning Management Page (LMS) in a new browser tab. Click the **View submission** button.



Picture reference: Learning activities page (LMS)

**Step 7:** You will be redirected to the respective 'File submission' page in a new browser tab. In the 'Mark score' section, scroll to the right and click the **Mark score** button.



Picture reference: File submission page (LMS)

**Step 8:** The mark score page appears and the following information is displayed:

- The uploaded file name
- Similarity score

**\*Note:** The similarity percentage is displayed below the learner's answer.

**Step 9:** Click the  button in Similarity score item. The Turnitin details page appears.

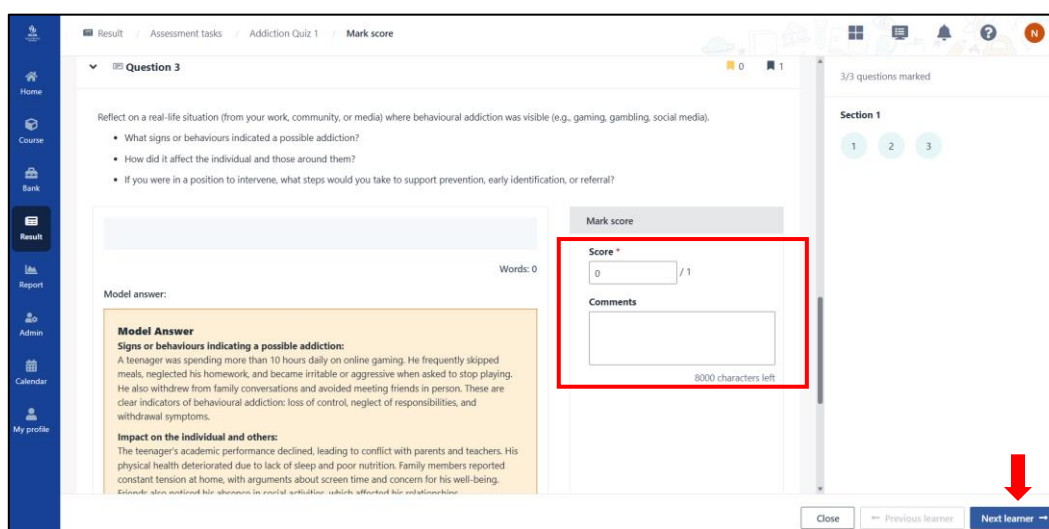
**\*Note:** The system will not check uploaded templates for similarity scores when viewing score details.

*AI Writing detection: In the Turnitin page, trainers to note that if a submission exceeds 30,000 words, the AI writing detection feature will not be available for that submission. This is a Turnitin limitation and has also been publicly documented by Turnitin.*

**Step 10:** Enter the score and comments in the 'Mark score' section. The score and comments will be saved successfully.

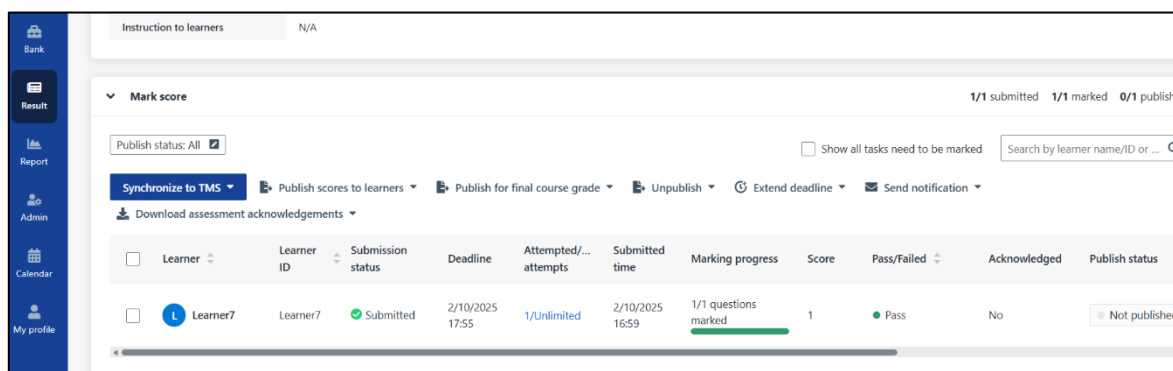
Then, move to the next learner by **clicking the Next learner** button below.

After entering the scores and comments for all learners, click the **Close** button.



Picture reference: Mark score page (LMS)

**Step 11:** After clicking 'Close', you will return to the 'File submission' page. There is no need to publish scores to the learners.



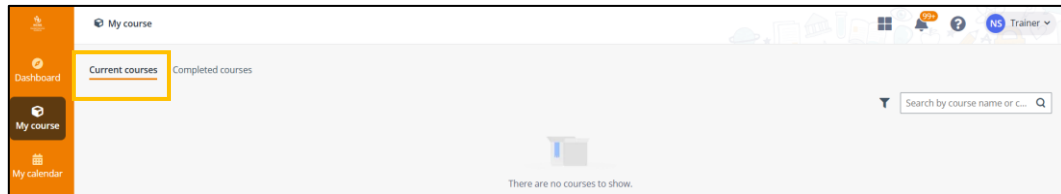
|                          | Learner  | Learner ID | Submission status | Deadline        | Attempted/... attempts | Submitted time  | Marking progress     | Score | Pass/Failed | Acknowledged | Publish status |
|--------------------------|----------|------------|-------------------|-----------------|------------------------|-----------------|----------------------|-------|-------------|--------------|----------------|
| <input type="checkbox"/> | Learner7 | Learner7   | Submitted         | 2/10/2025 17:55 | 1/Unlimited            | 2/10/2025 16:59 | 1/1 questions marked | 1     | Pass        | No           | Not published  |

Picture reference: File submission page (LMS)

## Generate QR Code for Surveys

To generate QR codes for learners to complete post-course evaluation, follow these steps:

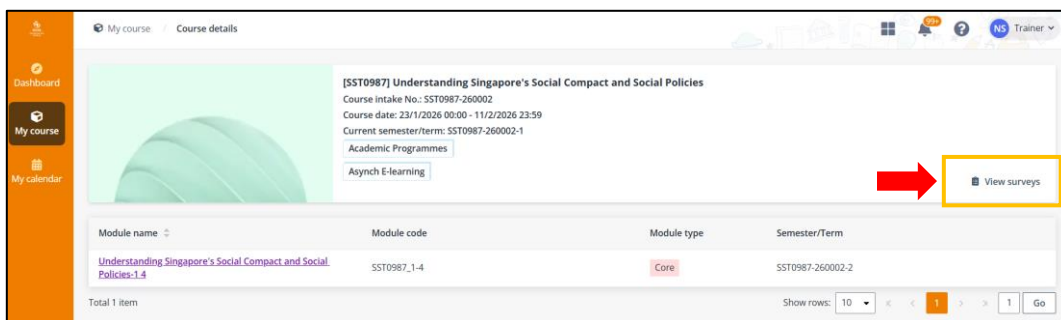
**Step 1:** Click 'My course' in the left navigation panel. Select 'Current courses' tab to view the list of courses you are currently assigned to as a trainer.



Picture reference: My course page in TMS (Trainer profile)

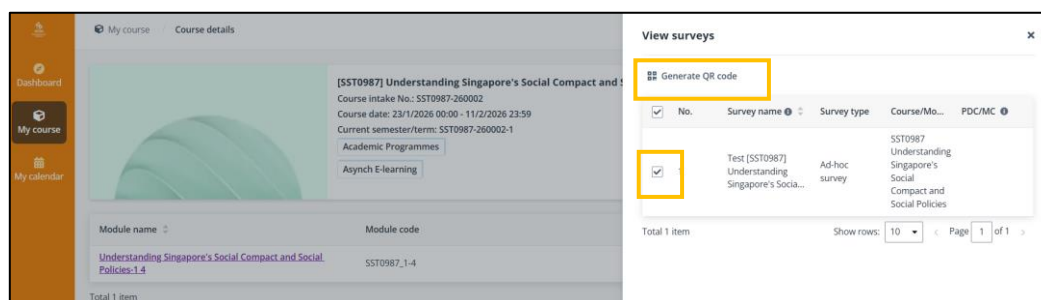
**Step 2:** Select the course.

**Step 3:** You will be directed to the course detail page. Click the **View surveys** on the right.



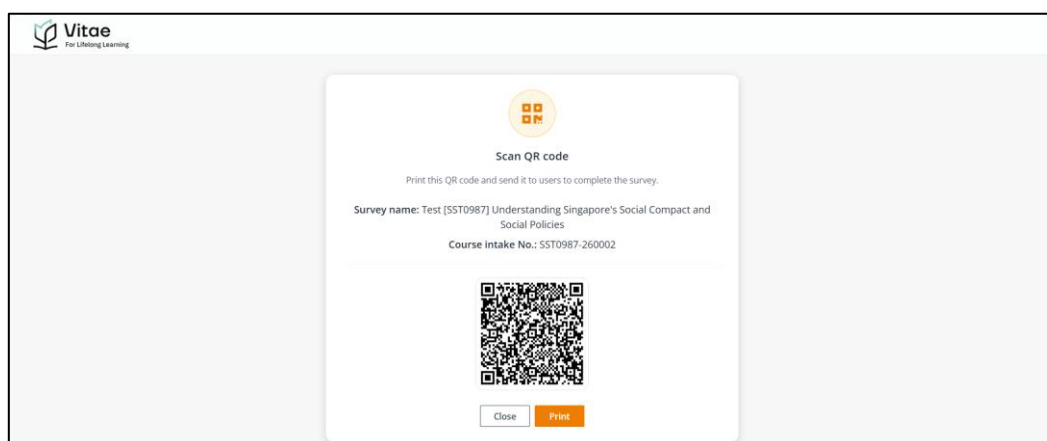
Picture reference: Course details page in TMS (Trainer profile)

**Step 4:** A 'View survey' pop-up page will appear. **Tick the appropriate survey** and **click the Generate QR code** button.



*Picture reference: View surveys page in TMS (Trainer profile)*

**Step 5:** A new tab will open, displaying the QR code that learners may scan to complete their survey.



*Picture reference: Scan QR code page in new tab*

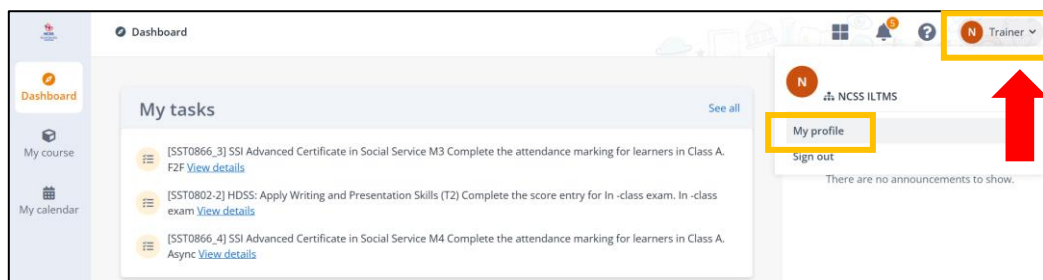
## Managing My Profile

You can view your profile information and make modifications by submitting an update request.

To view your personal information:

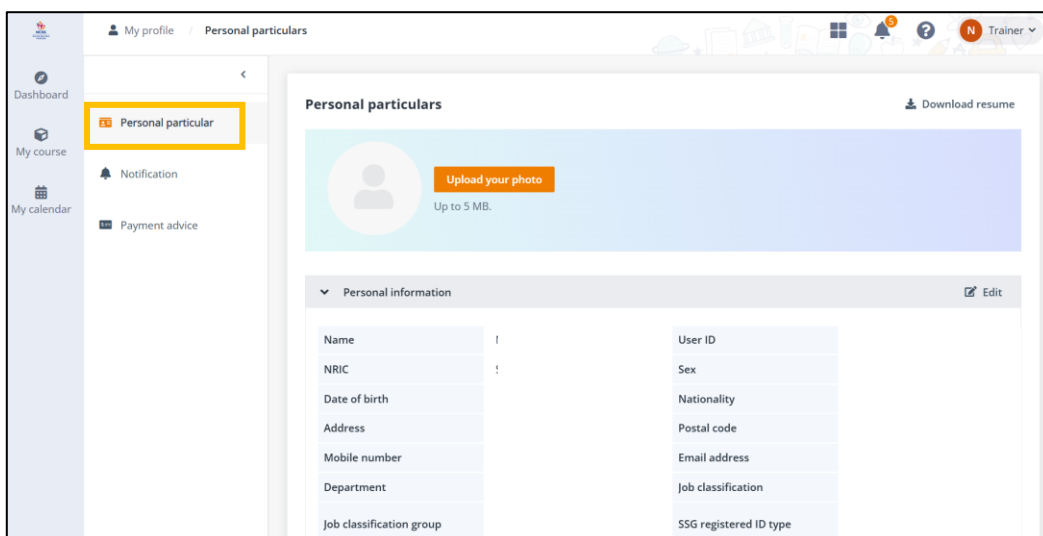
**Step 1:** On the Home page, go to your **trainer profile dropdown** in the top-right corner.

**Step 2:** Select **'My Profile'**.



Picture reference: Trainer Training Management System (TMS) Home Page

**Step 3:** You will be directed to the **Personal particulars** page where all your personal information is displayed. (see screenshot below)



Picture reference: Personal particular page under 'My profile'

**Step 4:** From this page, trainers **can view and edit**:

- Profile Picture
- Personal information
- Certifications/Qualifications
- Teaching experience

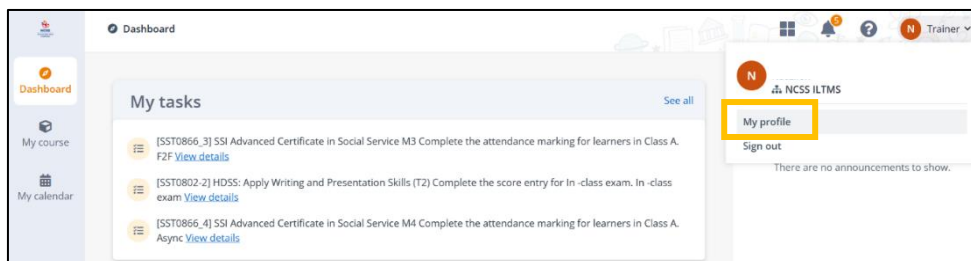
**\*Note:** *For 'Bank details', this field is not applicable for SSI trainers.*

**Step 5:** Once you've finished updating the fields, **click 'Save'**.

## How to View Your Notifications

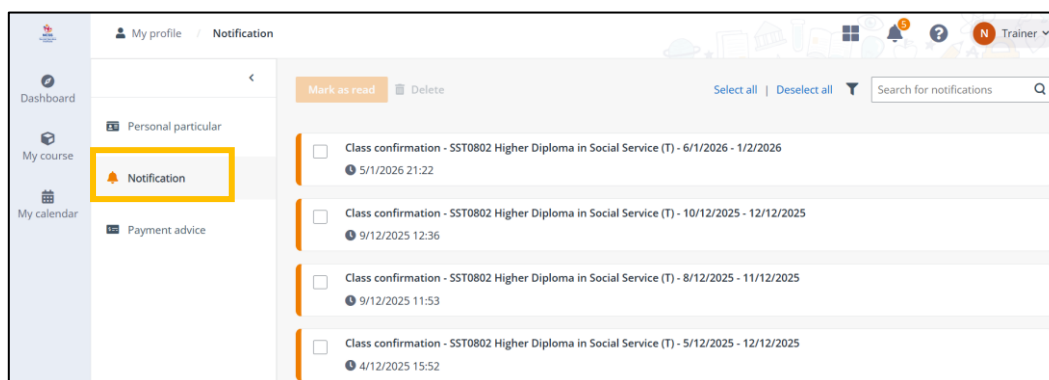
To see list of notifications on my tasks and activities:

**Step 1:** Navigate to the dropdown on trainer and click on **My Profile**.



Picture reference: Trainer Training Management System (TMS) Home Page

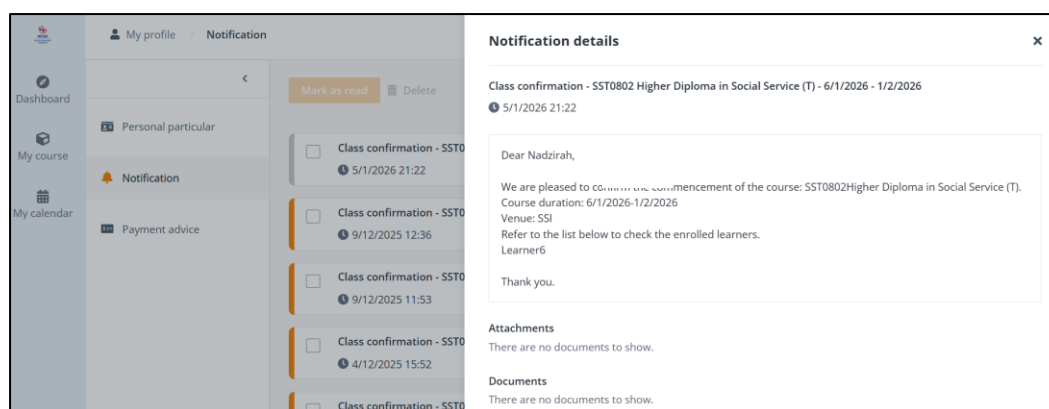
**Step 2:** Click on **Notification**.



Picture reference: Notification Page

Here, trainers can view all notifications for class confirmations and any updates related to classes, exams, and assignments.

**Step 3:** Click on the **list of notifications**, it will open a pop-up box containing the details.



Picture reference: Notification page under 'My profile'

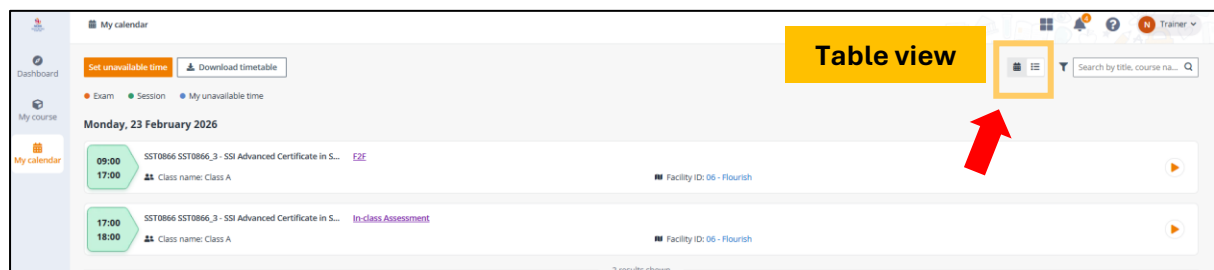
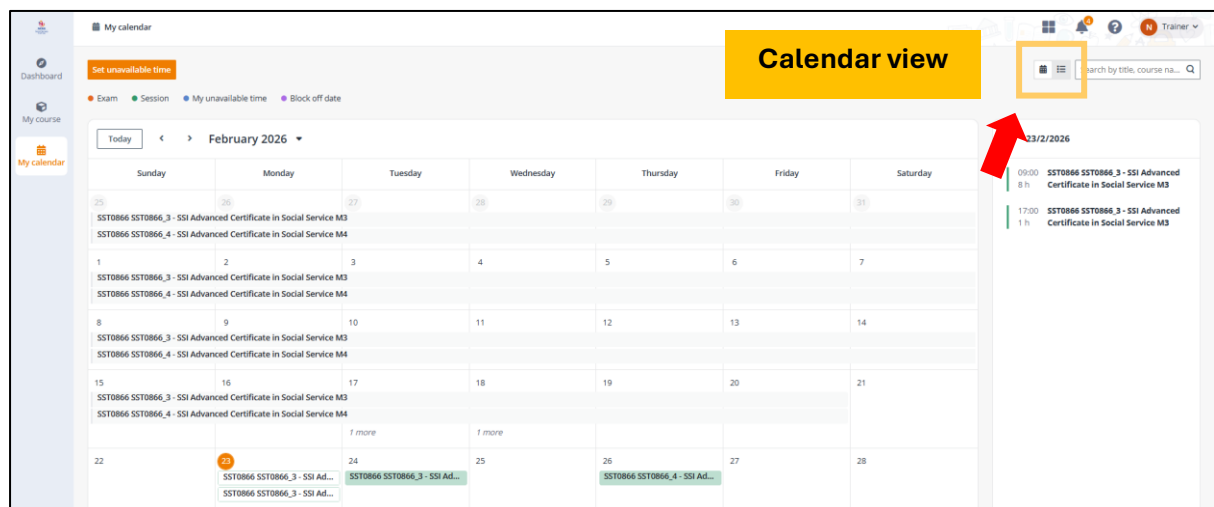
# Managing My Timetable

## Viewing My Timetable

**Step 1:** Click 'My Calendar' on the left navigation panel.

**Step 2:** On 'My Calendar' page, view the session by toggling between Calendar view and Table view (the two icons beside the search bar on the right).

- **Calendar view** – All sessions in current month are listed on the monthly calendar.
- **Table view** – Trainer can see all arranged sessions on that day. Use the 'date range' filter to view completed or upcoming sessions.



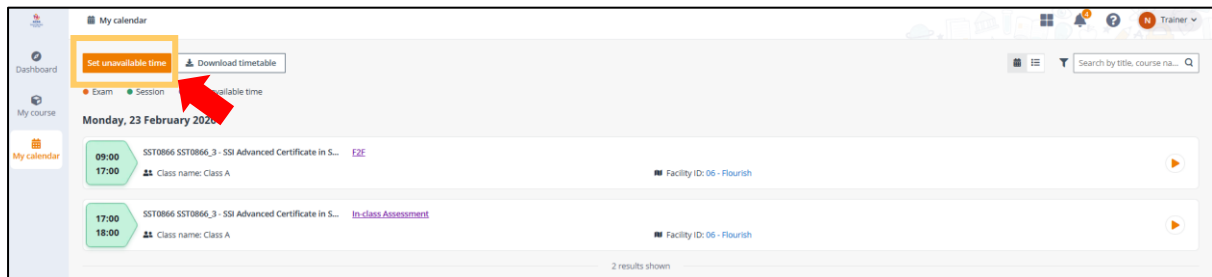
Picture reference: 'My Calendar' page

## Setting My Unavailable Time

Trainers can specify times when they would not be available for session assignments. To set an unavailable time, follow the steps below:

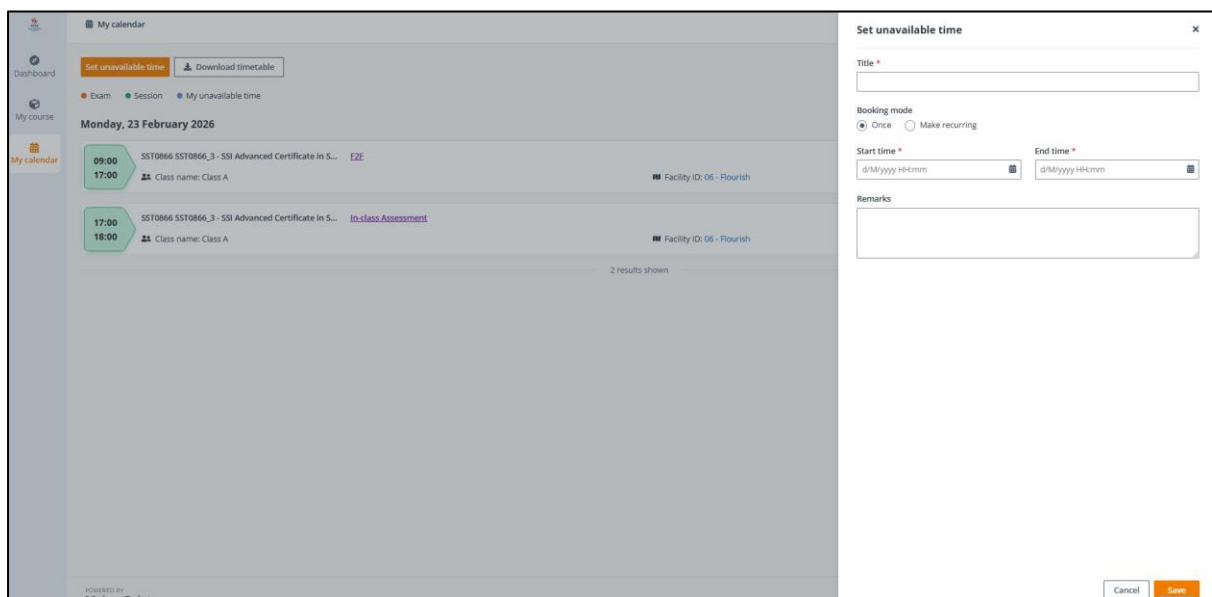
**Step 1:** Click **'My Calendar'** on the left navigation panel.

**Step 2:** On **'My Calendar'** page, **click** on the **set unavailable time** button.



Picture reference: 'My Calendar' page

**Step 3:** A pop-up box will appear. **Fill in the information needed.**



Picture reference: 'My Calendar' page

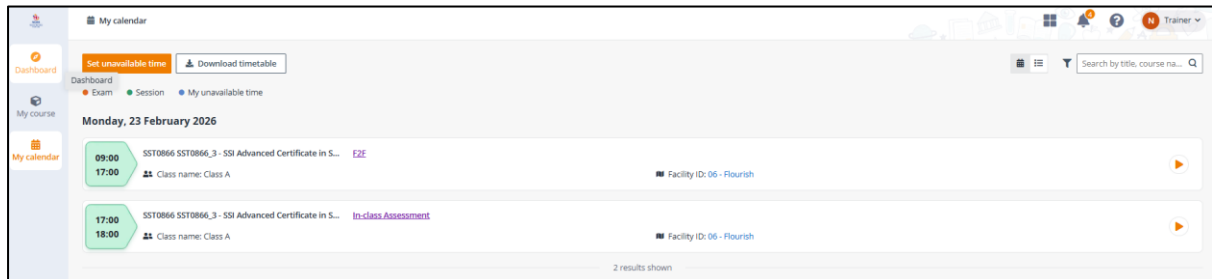
**Step 4:** Then **click 'Save'**.

## Downloading My Timetable

To download the timetable, follow the steps below:

**Step 1:** Click **'My Calendar'** on the left navigation panel.

**Step 2:** On **'My Calendar'** page, click on the **Download timetable** button.



*Picture reference: 'My Calendar' page*