

FREQUENTLY ASKED QUESTIONS (FAQS) ON THE TRAINING QUALITY AND OUTCOMES MEASUREMENT (TRAQOM) INITIATIVE
As of 16 September 2024

	Question / Answer	Training Providers	Learners
A	About TRAQOM initiative		
	<p>1. What is the Training Quality and Outcomes Measurement (TRAQOM) initiative about?</p> <p>The TRAQOM initiative was designed to capture feedback from learners who attended an SkillsFuture Singapore (SSG)-approved course* and received SSG funding – i.e., either SSG’s course fee funding or claimed SkillsFuture Credit (SFC) to offset the out-of-pocket course fee.</p> <p>The initiative was primarily set up to help:</p> <ol style="list-style-type: none"> i. individuals make informed decisions on their training choices, by making reference to the Training Provider (TP) and course ratings featured in MySkillsFuture; and ii. TPs to improve their course offerings, by accessing the qualitative and quantitative learners’ feedback collected through TRAQOM. <p>MOE / SSG, as well as other government agencies, also reference TRAQOM data to inform and review policies and initiatives, including the funding of SSG-approved courses.</p> <p>TRAQOM Surveys</p> <p>There are two standardised survey questionnaires: one survey on course quality and another on course impact on work and career. These surveys are centrally administered by an SSG-appointed vendor after the course. The survey data will be collected and aggregated into Quality and Impact indicators which will then be published on MySkillsFuture Course Directory. These indicators are refreshed quarterly.</p> <p>*Note: Learners who attend the following courses are exempted from TRAQOM survey administration:</p> <ol style="list-style-type: none"> a. In-house courses which are not open for public sign-ups b. Massive open online courses c. Assessment-only-pathway courses d. Singapore Prison Services-sponsored courses e. SG Enable-supported courses 	●	●

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	<p>2. What are the two surveys in this initiative?</p> <p>There are two surveys:</p> <ul style="list-style-type: none"> i. The survey on course quality measures learners' perception of the overall learning experience and how inclined they are to recommend others to attend the course upon course completion. ii. The survey on course impact on work and career measures learners' perception on how well the course has benefitted their work and careers. <ul style="list-style-type: none"> a. For courses ending before 1 June 2024, the survey is administered six months after course completion. b. For courses ending on or after 1 June 2024, the survey is administered three months after course completion. <p>The change in administration timing is to gather feedback more promptly while still allowing learners sufficient time to apply what they have learnt in the course in their work environment.</p>	●	●
B	TRAQOM Survey Design		
	<p>3. How did SkillsFuture Singapore (SSG) arrive at the set of survey questions and survey design?</p> <p>SSG conducted a comprehensive review of the TRAQOM initiative in 2022. As part of the review process, SSG engaged internal SSG divisions on their reporting needs, as well as Training Providers to validate and solicit feedback on the TRAQOM Survey questions and administration process. The suggestions were carefully considered and incorporated where appropriate.</p>	●	●
	<p>4. Can Training Providers (TPs) add their own questions to the TRAQOM surveys?</p> <p>No. TPs cannot add their own questions to the new set of TRAQOM surveys. TRAQOM surveys are meant to complement TPs' own surveys. If there are additional questions for learners that are not in the current set of TRAQOM surveys, TPs may conduct their own in-house survey(s).</p>	●	

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	<p>5. Will the surveys be conducted in other languages besides English?</p> <p>Yes. Surveys can be administered in one of the four languages – English, Mandarin, Malay or Tamil. By default, the survey language is in English. Learners may change the survey language via the drop down in the top right corner of the page.</p> <div data-bbox="591 421 1330 842" data-label="Image"> </div> <p>Image A: Screenshot of the survey in the Malay language</p> <div data-bbox="591 884 1330 1251" data-label="Image"> </div> <p>Image B: Screenshot of the language drop down list on top right corner of the page when clicked on</p>	●	●
	<p>6. What is the survey validity period?</p> <p>Learners can access the survey on course quality via the Quick Response (QR) code between the course start date and up to 14 days after the course end date.</p>	●	●

	Question / Answer	Training Providers	Learners
	<p>The unique link to the survey on course quality sent via email / SMS is valid for 14 days after the course end date, and the unique link to the course impact on work and career is valid for 14 days from the day it was sent.</p>		
C	Participation in TRAQOM		
	<p>7. Is it mandatory for Training Providers (TPs) to participate in the TRAQOM initiative?</p> <p>Yes. Participation in TRAQOM is mandatory, as detailed in SkillsFuture Singapore’s Terms for TPs.</p> <p>TPs are expected to actively partner SSG and ensure the smooth administration and thorough acquisition of survey responses. This includes, where practicable, using the QR code to administer the Quality Survey and ensuring compliance to SSG’s attendance requirements.</p>	●	
	<p>8. How would Training Providers (TPs) be impacted if learners do not participate in the TRAQOM survey?</p> <p>The TRAQOM scores are published on the MySkillsFuture Course Directory as an indicator to help course seekers in their selection of courses. If learners do not participate in the surveys, it may skew TPs’ scores which could be disadvantageous to TPs.</p> <p>Effective 1 June 2026, the enhanced course renewal criteria for registered courses will include two new requirements:</p> <ol style="list-style-type: none"> i. The response rate for the course quality survey must be at least 75%. ii. The registered course must not fall within the lowest quantile of course quality ratings. <p>Hence, learners’ participation in the surveys is critical to meet the course renewal requirements which will look at data based on up to the most recent 24 months.</p>	●	
	<p>9. Do Training Providers (TPs) need to inform learners in advance about the two surveys that will be issued by SkillsFuture Singapore (SSG)?</p>	●	

	Question / Answer	Training Providers	Learners
	<p>Yes. As a matter of good practice, Training Providers should inform learners about both TRAQOM Surveys in advance and that the TRAQOM Surveys are centrally administered to learners via Qualtrics.</p>		
	<p>10. Is it mandatory for learners to participate in the TRAQOM initiative?</p> <p>All learners who have benefitted from SSG funding would be administered the TRAQOM Surveys and are strongly encouraged to participate in the Surveys. These are learners who attend an SSG-approved course* and received SSG funding – i.e., either SSG’s course fee funding or claimed SkillsFuture Credit (SFC) to offset the out-of-pocket course fee.</p> <p>Learners who do not complete the course or withdraw from a course at the last minute may still be administered the TRAQOM Surveys.</p> <p>*Note: Learners who attend the following courses are exempted from TRAQOM survey administration:</p> <ol style="list-style-type: none"> a. In-house courses which are not open for public sign-ups b. Massive open online courses c. Assessment-only-pathway courses d. Singapore Prison Services-sponsored courses e. SG Enable-supported courses 	●	●
	<p>11. What happens if a learner does not have a personal email address?</p> <p>For learners without a personal email address, the TRAQOM surveys can be administered via SMS. In most cases*, when learners have neither a personal email address nor mobile number, Training Providers (TPs) should inform learners to sign up for a personal email address and guide them where possible in signing up for an email account, to facilitate the issuance of the surveys.</p> <p>TPs are required to request for the learner’s personal email account, where access must be authenticated by the account owner, such as through a personal password protection mechanism. To safeguard the integrity of the survey results, usage of (i) a shared email account, e.g., admin@company.com or enquiry@tp.com, where surveys may be completed by a central</p>	●	●

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	<p>coordinator, and (ii) disposable email addresses that are not password protected (e.g., yopmail), are not allowed.</p> <p>*Note: In special cases, learners' contact details are not captured in SSG's systems, e.g., Singapore Prison Services-sponsored courses, and hence exempted from the TRAQOM Surveys.</p>																										
C	Access and Use of TRAQOM data																										
	<p>12. How will the TRAQOM survey data be published on the MySkillsFuture Course Directory?</p> <p>SkillsFuture Singapore (SSG) will use ratings generated from the corresponding overall summative questions in the survey on course quality and the survey on course impact on work and career.</p> <table border="1" data-bbox="315 679 1417 890"> <thead> <tr> <th colspan="2" data-bbox="315 679 1417 735"><u>Overall Summative Questions</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="315 735 869 890"> <u>Survey on course quality</u> "I will recommend others to attend XYZ course." </td> <td data-bbox="869 735 1417 890"> <u>Survey on course impact on work and career</u> "Course XYZ has helped me progress in my work / career." </td> </tr> </tbody> </table> <p>For display purposes to make the ratings more intuitive for course seekers, the absolute ratings are translated to star ratings rounded to the nearest decimal place as per the table below.</p> <table border="1" data-bbox="629 1038 1290 1422"> <thead> <tr> <th data-bbox="629 1038 891 1078">Star Rating</th> <th data-bbox="891 1038 1290 1078">Absolute Rating Range</th> </tr> </thead> <tbody> <tr> <td data-bbox="629 1078 891 1110">1 Star</td> <td data-bbox="891 1078 1290 1110">1.0 to 1.24</td> </tr> <tr> <td data-bbox="629 1110 891 1150">1.5 Star</td> <td data-bbox="891 1110 1290 1150">1.25 to 1.74</td> </tr> <tr> <td data-bbox="629 1150 891 1190">2 Stars</td> <td data-bbox="891 1150 1290 1190">1.75 to 2.24</td> </tr> <tr> <td data-bbox="629 1190 891 1230">2.5 Stars</td> <td data-bbox="891 1190 1290 1230">2.25 to 2.74</td> </tr> <tr> <td data-bbox="629 1230 891 1270">3 Stars</td> <td data-bbox="891 1230 1290 1270">2.75 to 3.24</td> </tr> <tr> <td data-bbox="629 1270 891 1310">3.5 Stars</td> <td data-bbox="891 1270 1290 1310">3.25 to 3.74</td> </tr> <tr> <td data-bbox="629 1310 891 1350">4 Stars</td> <td data-bbox="891 1310 1290 1350">3.75 to 4.24</td> </tr> <tr> <td data-bbox="629 1350 891 1390">4.5 Stars</td> <td data-bbox="891 1350 1290 1390">4.25 to 4.74</td> </tr> <tr> <td data-bbox="629 1390 891 1422">5 Stars</td> <td data-bbox="891 1390 1290 1422">4.75 to 5.0</td> </tr> </tbody> </table>	<u>Overall Summative Questions</u>		<u>Survey on course quality</u> "I will recommend others to attend XYZ course."	<u>Survey on course impact on work and career</u> "Course XYZ has helped me progress in my work / career."	Star Rating	Absolute Rating Range	1 Star	1.0 to 1.24	1.5 Star	1.25 to 1.74	2 Stars	1.75 to 2.24	2.5 Stars	2.25 to 2.74	3 Stars	2.75 to 3.24	3.5 Stars	3.25 to 3.74	4 Stars	3.75 to 4.24	4.5 Stars	4.25 to 4.74	5 Stars	4.75 to 5.0	●	●
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	<p>The published ratings are cumulative since January 2023, and are refreshed quarterly in mid-January, -April, -July and -October.</p> <p>Note: For survey on course impact on work and career rating, responses which are submitted “for personal interest” learning intent will be excluded. However, Training Providers can access these responses in the “raw survey responses” report in the Qualtrics system.</p>		
	<p>13. Where are the course quality and course impact outcomes indicators located in the MySkillsFuture Course Directory?</p> <p>The course quality and course impact indicators will be published on (i) each respective course page, and (ii) the Training Provider (TP)’s page. When published on the TPs’ page, the indicators are aggregated at Areas of Training level.</p>	●	●
	<p>14. How can Training Providers (TPs) access the TRAQOM survey data?</p> <p>TPs are to login to their Qualtrics user accounts where a broad overview of the data gathered (e.g., aggregated rating, number of responses, trends) is displayed on the dashboard. Using the filters to narrow down the data displayed, TPs can deep dive for deeper insights on the feedback from learners on their courses and download the data for own use.</p>	●	
	<p>15. Who can Training Providers (TPs) contact for registration of Qualtrics user account(s)?</p> <p>To request for Qualtrics user account(s), TPs may contact our appointed vendor’s (Rolling Arrays’) helpdesk at 6980 6493 or via email.</p>	●	
D	TRAQOM Survey Administration		
	<p>16. How are the TRAQOM surveys administered?</p> <p>The survey on course quality is administered at the end of the course by the Training Provider through a QR code. The QR code is accessible via the TRAQOM microsite and leads learners to the survey landing page (https://go.gov.sg/ssqsurvey).For learners who are not present for the</p>	●	●

	Question / Answer	Training Providers	Learners
	<p>survey administration via QR code, they will receive the unique survey link one day after the last day of course through email / SMS.</p> <p>The survey on course impact on work and career is administered through email / SMS to all learners either three months (for courses ending on or after 1 June 2024) or six months (for courses ending before 1 June 2024) after course completion.</p>		
	<p>17. Where can Training Providers (TPs) retrieve the QR code and the course run ID to administer the Quality Survey?</p> <p>The QR code can be found on the SSG’s TRAQOM microsite.</p> <p>The Course Run ID is searchable and viewable under the “Course Runs” tile in Training Partners Gateway (TPGateway). For more information about Course Runs, please refer to the FAQs and self-help guide on TPGateway.</p>	●	
	<p>18. What do Training Providers (TPs) need to do to begin participation in the TRAQOM initiative?</p> <p>TPs do not need to submit additional information and data to participate in the TRAQOM initiative. Qualtrics (the survey administration platform) relies on existing data submitted by TPs (e.g., course-level, course-run level and authenticated attendance information) to administer the TRAQOM Surveys.</p> <p>However, TPs are expected to actively partner SSG and ensure the smooth administration and thorough acquisition of survey responses. This includes, where practicable,</p> <ol style="list-style-type: none"> Use the QR code as the default channel to administer the Quality Survey; Check for the completion of the Quality Survey in class; Comply with SSG’s attendance requirements; and Inform learners about the Outcomes Survey in advance. 	●	
	<p>19. Why do Training Providers (TPs) need to submit trainer details for each course run, and how does it impact the Quality Survey?</p>	●	

	Question / Answer	Training Providers	Learners
	TPs must ensure that the trainer(s) details submitted in TPGateway are accurate for respective course runs. The names of the trainer(s) are reflected in the trainer-related questions (i.e., Questions 8 and 9) in the Quality Survey for learners to give their feedback on each trainer up to a maximum of 5 trainers.		
E	Data Protection and Anonymity		
	<p>20. Will Training Providers (TPs) infringe the Personal Data Protection Act (PDPA) by providing the learners' personal contact information to SkillsFuture Singapore (SSG)?</p> <p>No. An organisation that is required to collect, use or disclose NRIC numbers for a public agency's purposes, is not required to assess whether the purposes are in accordance with Personal Data Protection Commission's (PDPC's) NRIC Advisory Guidelines.</p> <p>Organisations that have concerns about breaching the PDPA when collecting NRICs for SSG's purposes may refer to PDPC's FAQ.</p>	●	
	<p>21. Will learners' identities be disclosed to Training Providers (TPs) along with their survey responses?</p> <p>By default, no. Learners' identity and contact details will be released to TPs only if learners indicate that they would like to be contacted by the TP about the feedback and leave either an email address or contact number.</p>		●
F	Others		
	<p>22. Who can Training Providers (TPs) contact if they have further questions on the TRAQOM survey initiative?</p> <p>For technical assistance and clarifications, TPs can contact our appointed vendor's (Rolling Arrays') helpdesk at 6980 6493 or via email. TPs may submit all other enquires via SSG's service portal.</p>	●	