

[SSG CIRCULAR/PID/2023/1]: Compliance with Mandatory Adoption of E-attendance via SingPass for Classroom-facilitated Training and Synchronous E-learning and Removal of Full Video-Recording Requirements for Synchronous E-learning Courses

13 September 2023

Circular (For Compliance)

Dear Registered Training Providers,

1. This is a Circular issued pursuant to the SkillsFuture Singapore Agency Terms for Training Providers (“**Terms**”), and it applies to all Registered Training Providers. All capitalised terms which are undefined hereinafter will bear the same meaning as they do in the Terms.

Background

2. On 2 February 2023, SSG informed all Registered Training Providers that SSG was progressively introducing a new digital attendance-taking mode, i.e. “e-attendance via SingPass”. SSG will adopt this as the default attendance-taking mode from 1 October 2023. Please see [SSG Circular/PED/2023/1](#) for more details. To help Registered Training Providers prepare for this, SSG has also conducted briefing sessions and clinic sessions.

Mandatory adoption of e-attendance via SingPass from 1 October 2023

3. **With effect from 1 October 2023, it is compulsory for all Registered Training Providers (except for SkillsFuture Credit (SFC)-only Training Providers¹) to adopt e-attendance via SingPass for all course sessions conducted via the following training modes:**

- (a) Classroom-facilitated training; and
- (b) Synchronous e-learning.

The above also applies to any course run sessions conducted under (a) and (b) training modes for blended learning courses. **Registered Training Providers will not need to retain hardcopy attendance records for course run sessions that adopt e-attendance via SingPass.** Please see [Annex A](#) for the user guide to e-attendance via SingPass.

4. Please note that failure to comply with the above-mentioned policy may affect, inter alia, your organisation’s eligibility for SSG’s funding support. SSG also takes a serious view on attempts to undermine the e-attendance taking processes. If caught, errant Training Providers will be severely dealt with.

5. While not currently mandatory, Registered Training Providers which conduct course sessions under other training modes (except 3(a) and 3(b)), and SFC-only Training Providers are also highly encouraged to adopt e-attendance via SingPass for your courses.

Removal of Full Video-Recording Requirements for Synchronous E-Learning Courses

6. **In tandem with the implementation of mandatory e-attendance via SingPass, SSG will remove the requirements for all Registered Training Providers to retain full video-recordings for synchronous e-learning courses that are conducted from 1 October 2023.** The relevant requirements that will be removed are:

¹ SFC-only Training Providers are Training Providers who do not deliver SSG-funded courses, and only offer courses which are eligible for SFC.

- (a) Full video-recording of the training session/lesson;
- (b) Date and time records of the delivery of the training session/lesson; and
- (c) Date and time records of presence of Trainees corresponding to that training session/lesson.

7. SFC-only Training Providers who have not adopted e-attendance via SingPass will need to keep copies of time-stamped photographs/snapshots of the online classrooms showing trainees attending the class at the start and end of each session.

8. In lieu of video-recordings, attendance via SingPass shall be the only acceptable proof of attendance for SSG's purposes. However, Registered Training Providers may continue to use video-recordings at their own discretion for their own purpose, e.g. as part of their Learning Management System. This is so long as Registered Training Providers inform learners properly. In very exceptional circumstances that are out of Registered Training Providers' control (e.g. national outage of SingPass service), SSG will exercise reasonableness in determining the attendance-taking mode for the affected period.

9. For synchronous e-learning courses that were conducted before Registered Training Providers adopted e-attendance via SingPass, Registered Training Providers are still required to retain the full video-recordings at least three years after completion of that training session(s)/lesson(s) or final disbursement by SSG out of the funding package, whichever is later.

10. Should you require further clarification, please contact us through SSG feedback portal at <https://service-portal.skillsfuture.gov.sg/s/feedback/>.

11. Thank you.

Annex A

| S/N | References |
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| 1 | User Guide for Training Providers to e-attendance taking via SingPass |
| 2 | Frequently Asked Questions (FAQs) |