

Subject: [SSG CIRCULAR/QMD/2024/2]: Enhanced Course Renewal Criteria and New Measures for Registered Courses

[This circular applies to all Registered Training Providers (RTPs) excluding RTPs offering only SkillsFuture Credit (SFC)-eligible courses supported by Public Agencies.]

Circular (For Compliance)

Dear RTPs,

This is a Circular issued pursuant to the SkillsFuture Singapore Agency (SSG) Terms for Training Providers (“Terms”), and it applies to all RTPs excluding RTPs offering only SFC-eligible courses. All capitalised terms which are undefined herein shall bear the same meaning as they do in the Terms.

2. Effective from 1 October 2024, RTPs will, in phases, be subjected to the enhanced course renewal criteria and new measures introduced for Registered Courses.

Background

3. SSG regularly reviews Registered Courses to ensure that they are active, of good quality and in demand. This aims to (i) safeguard learners’ interests; (ii) help RTPs improve course offerings through monitoring their Attendance and Training Quality and Outcomes Measurement (TRAQOM) Quality survey data; and (iii) promote skills recognition and address economy’s jobs-skills challenges.

4. Referencing to SSG [Circular](#) issued on 2 October 2023 (Annex B), a minimum 75% attendance rate which used to apply on course fee funding and absentee payroll funding would be imposed on course renewal moving forward. SSG is enhancing the course renewal criteria for Registered Courses to require a stronger demonstration of course activity, quality, and relevance. In addition, new measures will be introduced to ensure that only quality Registered Courses are available at all times.

Enhanced Course Renewal Criteria for Registered Courses from 1 January 2025

5. The enhanced course renewal criteria will take into account RTP’s Registered Course:
- (i) achieving at least 75% attendance rate; **AND**
 - (ii) achieving at least 75% response rate for the TRAQOM Quality survey; **AND**
 - (iii) is not in the lowest quantile of TRAQOM Quality ratings for each Registered Course; **AND**
 - (iv) is relevant to meet industry needs.
6. **Table 1** shows the implementation timelines of the enhanced course renewal criteria in two phases to ease the transition and provide time for RTPs to track, monitor and improve the performance of their Registered Courses.

Table 1 – Enhanced course renewal criteria

Phases	Enhanced Requirements for Course Renewal
Phase 1	Effective from 1 January 2025, Registered Courses due for course renewal will need to achieve at least 75% attendance rate to be eligible for renewal.

<p>Phase 2</p>	<p>Effective from 1 June 2026, Registered Courses due for course renewal will need to meet the following additional criteria to be eligible for renewal:</p> <p>(i) At least 75% response rate for the TRAQOM Quality survey; AND (ii) Not in the lowest quantile of TRAQOM Quality ratings.</p> <p>RTPs are given a two-year runway to work towards meeting the additional criteria for course renewal.</p>
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Note: Existing prevailing criteria will continue to apply under Phases 1 and 2.

New Measures from 1 October 2024

(I) Registered Course Continues to be of Quality **During** the Course Validity Period

7. To uphold the quality of Registered Courses offered by RTPs, **effective from 1 October 2024 onwards**, any Registered Course **in the lowest quantile of TRAQOM Quality ratings will be expired ahead of the course validity end date**. This measure aims to maintain continuous course quality throughout the entire course validity period.

(II) Imposition of Three Months' Improvement Period for New Course Applications Following any Registered Course that is Expired Ahead of the Course Validity Period or Not Renewed by SSG

8. To ensure that RTPs have the necessary time to review and make improvement before submitting any new course application, SSG will impose **a three months' improvement period on RTPs with any Registered Course that is not renewed or expired ahead of course validity end date**. These RTPs will be informed of the additional conditions in submitting new course applications during the three-month improvement period.

9. SSG will begin applying the improvement period for any Registered Course which:
- (i) has expired ahead of its course validity period (refer to paragraph 8) **from 1 October 2024 onwards**;
 - (ii) is not renewed **from 1 June 2026 onwards**.

Briefing Session

10. SSG will conduct a briefing by September 2024 to share more details on the enhanced course renewal criteria and new measures, including the conditions which RTPs will be subjected to in submitting new course applications during the improvement period.

Clarifications

11. Should you require any clarification, please contact SSG at 6785 5785 or submit your enquiries via SSG's feedback portal at <https://service-portal.skillsfuture.gov.sg/s/feedback/>.

12. Thank you.