

TIGHTENING OF SSG'S ENFORCEMENT SYSTEM

SSG has taken immediate steps to tighten the enforcement system as follows:

- a) Conduct mystery shopping audits to address unethical and misleading marketing practices. This is following a recent move to issue a set of marketing guidelines to training providers;
- b) Intensify the scope and frequency of checks and audits, on training providers and also individual claims;
- c) Strengthen the sensitivity of data analytics system in flagging out anomalies;
- d) Make more explicit the penalties for false claims when individuals submit their claims;
- e) Continue taking errant users of the system to task;
- f) Set up a Process Review Committee comprising SSG Board members, to conduct a review of the policies and procedures relating to the processing of all training-related claims and disbursements to training providers, employers and individuals, and identify how these can be further strengthened.