

[SSG CIRCULAR/PPD/2021/Circular No. 8]: Advisory on the Implementation of Enhanced Ventilation and Indoor Air Quality Measures at Continuing Education and Training (CET) Venues and Compliance to the Enhanced Requirements for Synchronous E-Learning Courses

02 June 2021

Dear Training Providers,

This advisory informs on:

- a. The updated Guidance Note on improving ventilation and indoor air quality in buildings, following the joint release by National Environment Agency (NEA), Ministry of Health (MOH), Building and Construction Authority (BCA) on 22 May 2021. SSG **strongly encourages** Training Providers (TPs) with their own premises to implement the recommended measures to enhance ventilation and air quality in indoor Continuing Education and Training (CET) venues in order to minimise the transmission of COVID-19; and
- b. The enhanced requirements for synchronous e-learning courses. This is for **strict compliance** by all TPs by 1 July 2021.

Implementation of enhanced ventilation and indoor air quality measures

2. In line with the updated Guidance Note jointly issued by NEA, MOH and BCA on 22 May 2021, TPs with their own premises are strongly encouraged to follow the recommended measures to enhance ventilation and air quality in indoor spaces, through proper operations and maintenance of air-conditioning and medical ventilation (ACMV) systems. The measures aim to reduce disease transmission amid the current COVID-19 situation. For more information on the recommended measures, TPs should refer to <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/advisories/guidance-on-improving-ventilation-and-indoor-air-quality-in-buildings-amid-the-covid-19-situation>.

[Update] Enhanced requirements for synchronous e-learning courses

3. **With effect from 1 July 2021**, TPs must strictly comply with the enhanced requirements for conduct of synchronous e-learning course (unless otherwise stated by SSG). These include the conduct of synchronous e-learning via virtual classroom, web conferencing or webinar platforms, for SSG-funded and/or supported programmes. The enhanced requirements are specified in Annex A-2 (Enhanced requirements for synchronous e-learning courses).

[Reminder] Use of SafeEntry Gateway (SEGW) for CET venues

4. From 15 June 2021, the deployment of SEGW will be mandatory for all in-person CET venues (see Annex B on the list of venues required to deploy SEGW). The SEGW works with TraceTogether App or Token, and it facilitates a more convenient check-in experience for visitors and helps users find out when their Token is out of battery. It only requires the TraceTogether App or Token to be brought within 1-25cm of range to detect Bluetooth signals

for check-in. **Please note that the deployment of SEGW will be one of the contact tracing requirements for all in-person CET venues from 15 June 2021.**

[Reminder] Conditions for in-person CET activities during Phase Two (Heightened Alert), from 16 May 2021 to 13 June 2021

5. Maximum size for CET activities. To minimise risk of transmission at CET venues, the maximum size for all CET activities is capped at 50 persons (including the trainer(s)), including conferences and seminars. However, **SSG's prevailing guideline for a maximum class size of 40 persons (excluding the trainer(s)) for course quality reasons remains and takes precedence.** Group work, if required, should be done in **groups of not more than 2 persons**, in line with the permitted group size for social gatherings, which will be lowered from 5 persons to 2 persons. All TPs must put in place safe management measures, in line with the prevailing safe management measures for the workplace and/or training sites, stipulated by the Ministry of Manpower (MOM).

6. CET delivery mode. We **strongly encourage online learning to be adopted.** For courses with existing approved in-person training, TPs are granted the flexibility to conduct these training and/or assessment via synchronous e-learning delivery mode between 8 May 2021 to 13 June 2021, without the need to seek SSG's approval. TPs will need to ensure that they comply with the prevailing SSG criteria for synchronous e-learning courses (refer to Annex A-1 for the e-learning criteria). Notwithstanding, TPs that have obtained approval to offer training of the same course content in dual delivery modes (i.e. both in-person and synchronous e-learning) can continue to do so.

7. On-site manpower to support CET activities. In line with MOM's guidelines, **working from home will be the default at workplaces.** All staff who are able to work from home must be advised to do so. TPs should be judicious in allowing staff whose work must be done on-site, e.g. to support learners attending in-person training, provide other essential services or access on-site equipment, to return. In addition, social gatherings at the workplaces are not allowed, to lower the risk of transmission by reducing the levels of interaction at common spaces at or near the workplaces.

8. Use of masks and face shields. In line with MOH's advisory, **staff (incl. trainers) and learners must wear masks at all times**, except when eating and drinking. **Face shields are not allowed as substitutes** for mask wear except for individuals who have medical reasons that require the use of face shields, or for staff when interacting with learners with hearing impairment. The use of masks is applicable for trainers who previously had the option of wearing face shields in lieu of masks while teaching. For staff (incl. trainers) who have to wear face shields for medical reasons or when interacting with learners with hearing impairment, they must remain in a fixed position and maintain at least 2m away from any other persons. In addition, **CET activities which involve "mask-off" activities such as strenuous physical activities and exercises, are not allowed.**

9. TPs should continue to abide by the Safe Management Measures (SMMs) for TPs as previously laid out in SSG's advisories, as well as MOM's guidelines on SMMs for the workplace. Where in doubt, TPs should check www.gov.sg/features/covid-19 for updates and the latest advisories.

For strict compliance by TPs

10. TPs are required to strictly comply with national COVID-19 measures and all additional measures stipulated by SSG. Failure to comply may be taken as a violation of the COVID-19 (Temporary Measures) (Control Order) Regulations with its attendant penalties which include a fine not exceeding \$10,000 or imprisonment for a term not exceeding 6 months, or both, for first time offenders. Higher penalties of a fine of up to \$20,000, imprisonment of up to 12 months, or both, may apply for subsequent offences. TPs may also be subject to additional SSG actions, e.g. termination of registration status or suspension of SSG funding.

11. For any clarifications, you may contact SSG's hotline at 6785 5785 or log a case via the Feedback Portal at <https://portal.ssg-wsg.gov.sg/feedback>.

Thank you.

ANNEXES

Annex A-1: Criteria for conduct of e-learning

A) Criteria for conduct of e-learning in synchronous mode, i.e. via virtual classrooms, webinars and video conferencing

E-learning course evaluation criteria:

- i. Demonstrate system capability to authenticate learners' identities;
- ii. Demonstrate system capability to validate attendance records & track learners' progress;
- iii. Trainer/instructor support must be available for trainee who need further clarification or assistance; and
- iv. iv. Technical helpdesk support must be available.

To organise synchronous online training, training providers must also be able to meet the following supplementary requirements to part (ii) of the e-learning course evaluation criteria:

1. Trainee name and trainee email address (if an email is used to register on the synchronous online training platform). Training providers will also have to provide time-stamped photographs/snapshots of the online classrooms showing trainees attending the class at the start and end of each session. This may be recorded through the application/ tool used to conduct the online training session, or through photographs taken by cameras or mobile phones;
2. Name and/or email address of trainer(s) who delivered the training sessions;
3. Date and time records of the delivery of the training sessions; and
4. Date and time records of the presence of trainees corresponding to the training sessions
5. Keep the full recording of each online session for SSG's audit when required.
[N.B: This will be waived until 31 May 2020, or the prevailing 'circuit breaker' period, whichever is later.]

Note:

- Training providers are to indicate the URL link for the online training sessions in the course schedule published in My SkillsFuture portal. This will enable SSG to conduct checks during the conduct of lesson.
- All the above records (1) to (4) must be provided to support claims submissions in SkillsConnect and/or Training Partner Gateway for training conducted using this mode of elearning.
- For record under item (5) above, training providers must retain the records but do not need to produce it to support their claims submissions.
- All the records must also be kept for a minimum period of three years in accordance to clause 4.11 of the SkillsConnect Terms and Conditions for Funded Courses and clause 7.1 (g) of SSG Terms for Training Providers.

B) Criteria for conduct of e-learning in asynchronous mode, i.e. learners are learning at their own pace

E-learning course evaluation criteria:

- i. Demonstrate system capability to authenticate learners' identities;
- ii. Demonstrate system capability to validate attendance records & track learners' progress.

Note: Administrator rights to Learning Management System (LMS) to be granted to SSG;

- iii. Trainer/instructor support must be available for trainee who need further clarification or assistance; and
- iv. Technical help desk support must be available.

Annex A-2: Enhanced requirements for synchronous e-learning courses

[New] In addition to the supplementary requirements under part A (Criteria for conduct of e-learning in synchronous mode), training providers will also be required to fulfil the following enhanced requirements wef 1 Jul 2021.

S/N	Enhanced requirement(s)
1	<p>With reference to Clause 7.1(g)(i)¹ of the <i>SkillsFuture Singapore Agency Terms for Training Providers</i> (“Terms for TPs”), you shall ensure that:</p> <ul style="list-style-type: none">(i) the video recording is done in “Gallery View” and displays all Trainees/Applicants in attendance at the start of each training session / lesson, and immediately after each break interval (e.g. lunch break or tea break);(ii) where the Trainees’/Applicants’ faces appear in the video recording, they are fully visible (i.e. the entire face and not just the forehead/eyebrows of each Trainee must be visible);(iii) for the entirety of the training session / lesson, each Trainee’s/Applicant’s video setting is in real-time, as opposed to video freeze screen or on display image settings so that the Trainee’s/Applicant’s presence can be ascertained; and(iv) the Trainees/Applicants shown in the video recording(s) are trainees who have enrolled or registered for that Registered Course / Listed Course run with you.
2	<p>With reference to the Clause 7.1(g)¹ and the closing paragraph of Clause 7.1² of the Terms for TPs, you shall ensure that the Trainees’/Applicants’ full names as reflected in their NRICs are indicated in the video recording(s) and (where applicable) the time-stamped photographs/snapshots.</p>
3	<p>With reference to the closing paragraph of Clause 7.1² of the Terms for TPs, where SSG requests you to furnish video recording(s) made for the purposes of Clause 7.1(g)¹, you shall furnish only unedited versions of the requested video recording(s) to SSG.</p>

¹ For the purposes of Clause 7.1(g) of the Terms for TPs:

- the reference to “Registered Course” shall be construed as a reference to “Registered Course or Listed Course”; and
- references to “Trainees” shall be construed as references to “Trainees / Applicants”;

² For the purposes of the closing paragraph of Clause 7.1 of the Terms for TPs which reads “*and furnish such information, documents... termination of this Contract or your Registered Training Provider status.*”, the reference to “Trainees” shall be construed as a reference to “Trainees / Applicants”

Annex B: [List of venues required to deploy SEGW](#)