**Advisory on the Gradual Re-opening of Activities in Phase Three (Heightened Alert) from 14 June 2021**

Dear Training Providers,

This advisory provides additional guidelines on the gradual re-opening of activities in Phase Three (Heightened Alert), following the Multi-Ministry Taskforce (MTF)'s announcement on 10 June 2021. This is for strict compliance by all training providers (TPs).

**National Safe Management Measurements (SMMs) in Phase Three (Heightened Alert)**
2       Key changes arising from the gradual re-opening of activities in Phase Three (Heightened Alert), effective from 14 June 2021 onwards, are highlighted below.

Conditions for in-person training
3       **Maximum class size.** The maximum class 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 5 persons**, in line with the permitted group size for social gatherings, which will be increased from 2 persons to 5 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).

4       **CET delivery mode.** In line with the national direction for working from home to remain the default, **we continue to strongly encourage online learning to be adopted, where feasible.** 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 without the need to seek SSG's approval (including submitting course edits), until further notice. TPs will need to ensure that they comply with the prevailing SSG criteria for e-learning courses (refer to Annex A-1 and Annex A-2 for the e-learning criteria). 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.

On-site manpower to support CET activities
5       In line with MOM's guidelines, **working from home will be the default**. All staff who are able to work from home must be advised to do so. TPs should be judicious in allowing staff to return to the workplace for work that must be done on-site, e.g. to support learners attending in-person training, provide other essential services or access lab-based equipment. TPs should ensure staggered start times for staff who need to return to the workplace and ensure that there is no cross-deployment of staff to multiple worksites.

Use of masks and face shields
6       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. This will apply to 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. **CET activities which involve "mask-off" activities such as strenuous physical activities and exercises, should continue to be avoided between 14 June 2021 to 20 June 2021.** From 21 June 2021 onwards, should

the national situation remain under control, TPs will be allowed to resume activities that require masks to be taken off. However, such activities should be done with appropriate SMMs in place.

**[Reminder] Use of SafeEntry Gateway (SEGW) for CET venues**
7        **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] Implementation of enhanced ventilation and indoor air quality measures**
8        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. For high-risk premises, the use of portable air purifiers for localised air cleaning is recommended. NEA is recommending HEPA air purifiers for enclosed air-conditioned premises with limited or no mechanical ventilation/air filtration. 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.

**General Safe Management Measures (SMMs)**
9        **TPs should continue to abide by the 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 <u>synchronous mode</u>, 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.  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 e-learning.
- 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 helpdesk support must be available.

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

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 | With reference to Clause 7.1(g)(i)[1] of the *SkillsFuture Singapore Agency Terms for Training Providers* ("Terms for TPs"), you shall ensure that: <br><br> (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); <br><br> (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); <br><br> (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 <br><br> (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 | With reference to the Clause 7.1(g)[1] and the closing paragraph of Clause 7.1[2] 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. |
| 3 | With reference to the closing paragraph of Clause 7.1[2] 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. |

[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**

1. Funeral parlours with wake halls
2. **Schools and educational institutions (incl. PEIs and TPs)**
3. Preschools and student care centres
4. Healthcare facilities e.g. hospitals, clinics, TCM clinics, complementary healthcare facilities
5. Residential and community-based care facilities e.g. nursing homes, Senior Activity Centres, Senior Care Centres, Day Activity Centres for Persons with Disabilities
6. Places of worship
7. Hotels and hostels
8. Retail bank branches and insurers with customer-facing locations
9. Retail, personal and food & beverage (F&B) services
   a. Malls
   b. Supermarkets[1]
   c. Large retail outlets (> 930 sqm or 10,000 sqft)[1]
   d. F&B outlets for dine-in customers
   e. Personal care services e.g. hairdressers, barbers, spas, beauty and wellness
   f. Facilities providing basic pet services (that do not function on a drop-off, pick-up basis)
   g. Selected popular wet markets (Geylang Serai Market, Block 104 / 105 Yishun Ring Road (Chong Pang Market), Block 20/21 Marsiling Lane, and Block 505 Jurong West Street 52)
   h. Showrooms
10. Tuition and enrichment and training centres
11. Other training/ class venues
   a. Sports and fitness centres, including gyms, studios
12. Country and recreation clubs
13. Registered premises of other member clubs/societies
14. Cultural and entertainment venues
   a. Libraries
   b. Selected museums, heritage institutions and galleries[2]
   c. Cinemas
   d. Ticketed attractions
   e. Other entertainment venues: amusement centres, computer game centres, board game centres, billiard saloons, paintball game centres, axe-throwing centres
15. MICE event venues (hotels/convention centres with events for >100pax)

---

[1]Supermarkets and large retail outlets that are fully within malls and buildings covered by TraceTogether-only SafeEntry and have the same operating hours, will no longer be required to implement SafeEntry nor TraceTogether-only SafeEntry for customers, clients and visitors
[2]Selected museums will be informed by the National Heritage Board (NHB)