

TRAVEL AGENTS AND TOURIST GUIDES INDUSTRY FORUM

2026 Innovation for Impact
23 July 2026



TG Licence Renewal Framework

LEARN + DO Reminders



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AGENDA

1. **LEARN + DO Requirements**
2. **Process Flow and Expected Timelines**
3. **Activity Submission: Clarifications and Points to Note**
4. **FAQs**

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1. LEARN + DO REQUIREMENTS



LEARN + DO is the licence renewal requirement from 1 March 2026

2 LEARN + 2 DO Every Year of Licence

To raise the standard of guiding by providing varied formats & levels of training; and ensuring all TGs are practitioners of their trade.



LEARN

Encourage TGs to take ownership of their learning and development

Minimum 2 LEARN activities per year from different activity buckets

- **Classroom courses:** Refreshed content and new formats
- **Site-specific trainings:** back-of-house access, in-depth tours for TGs
- **Physical/Virtual lectures:** specialist and personal sharing
- **STB TATG Related Events:** T2AG Product / Event Updates, TATGIF



DO

Ensures TGs keep updated with skills and latest information

Minimum 2 guiding assignments per year

- Tours conducted for **tourists with remuneration** received.



What are **LEARN** Activities?

1 The activity format must be from a **LEARN** Activity Bucket



Activities must be from 2 different activity buckets every year of licence.



What are **LEARN** Activities?

2 The activity content must be within the **LEARN** Categories



CONTENT KNOWLEDGE

e.g. Architecture, Food, Nature,
Arts Culture & Heritage, Singapore
History, Policies & Development



TOUR GUIDING SKILLS

e.g. Storytelling, Tour Curation,
Cultural Sensitivities, Language &
Situational Skills, Safety Protocols



PERSONAL BRANDING & COMMUNICATIONS

e.g. Public Speaking,
Presentation



SOCIAL MEDIA MARKETING

e.g. Digital
Promotion



TECH ADOPTION & DIGITILISATION

e.g. Using Tech Tools, Apps,
or Digital Aids

These 5 identified categories have been assessed and deemed to be relevant for Tourist Guiding.



What are **DO** Activities?



Remuneration includes tips and/or any payment received whether directly/indirectly from the tourist.

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2. PROCESS FLOW AND EXPECTED TIMELINES



Overview of the **LEARN** + **DO** Process

Onboarding	Yearly Submission of Activities		Licence Renewal
1 Register with assigned ATO Email notification of assignment was sent on <u>1 Dec 2025</u>.  Tourism Management Institute of Singapore A member of EASB Education Group  新加坡中華總商會管理學院 Singapore Chinese Chamber Institute of Business	2 Complete your activities <u>every year of licence</u> 2 LEARN + 2 DO activities within each year of your licence. 4 ATO will validate submission <u>within 7 working days</u> and communicate validation outcome • ATOs may request for more information from incomplete submissions. • TGs must provide the information within <u>14 days</u> before ATOs close the case. 5 Record of approved activities will be submitted to <u>STB within 7 working days</u> • Currently, status of LEARN + DO completion can only be viewed on TRUST <u>within 6 months</u> of your licence expiry. • From 2027 (<i>tbc</i>), TGs can see the number of validated records on your dashboard within <u>3 working days</u> from ATOs' submission.	3 Submit activities to your ATO for validation ATOs have provided respective links for online activity submission. 6 Renew licence on TRUST <u>within 6 months of expiry</u> TRUST will send an email reminder 6 months before licence expiration.	
 STB will conduct random audit checks <u>within 1 year of your renewal</u>		Submission documentation must be <u>kept for the entire renewal cycle + 1 year post-renewal (i.e., up to 4 years)</u> .	



LEARN + DO Submission Process

2 LEARN + 2 DO Every Year of Licence

Note: Expect up to 17 working days from your submission till the record is updated on TRUST.



2 Complete 2 **LEARN** + 2 **DO** activities within each year of your licence:

- i.e., if your licence expires on 31 August 2029 your activities should be completed as follows:
 - Between 1 Sep 26 – 31 Aug 27: 2 **LEARN** + 2 **DO**
 - Between 1 Sep 27 – 31 Aug 28: 2 **LEARN** + 2 **DO**
 - Between 1 Sep 28 – 31 Aug 29: 2 **LEARN** + 2 **DO**



Number of validated records for the renewal cycle can be viewed on TG's **TRUST** dashboard (*from 2027, tbc*)

3

Submit activities to your ATO for validation

- Ensure your submission has all the necessary documents and details needed for validation.

4

ATOs will validate full submissions within 7 working days and communicate validation outcome

- TGs should take note of validation outcome for own records



5

Record of approved activities will be submitted to STB within 7 working days.



STB will verify and accept submissions within 3 working days

- TGs with licence expiring within 6 months can see status of **LEARN** + **DO** completion on TRUST and proceed to renew licence.



ATOs may rework your submission if more information is required

- Submit the requested for information within 14 days for ATOs to continue processing your submission.

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3. ACTIVITY SUBMISSION: CLARIFICATIONS & POINTS TO NOTE

LEARN Activities:

1 The activity format must be from a **LEARN** Activity Bucket



2 The activity content must be within the **LEARN** Categories



e.g. Architecture, Food, Nature, Arts Culture & Heritage, Singapore History, Policies & Development



e.g. Storytelling, Tour Curation, Cultural Sensitivities, Language & Situational Skills, Safety Protocols



e.g. Public Speaking, Presentation



e.g. Digital Promotion



e.g. Using Tech Tools, Apps, or Digital Aids

Activities must be from 2 different activity buckets every year of licence.

The screenshots you submit for your activity must clearly show:

1. Activity Information
2. Proof of Participation

1. Activity Information

- Content information is within the LEARN categories (e.g., activity title, description and learning details)
- **(For Classroom Courses):** Course provider and the trainers' credentials
- **(For Physical/Virtual Lectures):** Speaker's credentials demonstrating subject matter expertise
- **(For Site-Specific Training):** Proof that the activity is organised/endorsed by the site/attraction/event owner or operator.

2. Proof of Participation

- Registration and attendance record
- Name clearly displayed



LEARN Activities: Examples of complete submissions

Coastal Malays & Singapore's Maritime Histories

DR IMRAN TAJUDEEN • DR MARDIANA ABU BAKAR
DR HADI OSNI • MR FAWZI NASIR

EVENT DETAILS
Tue, 12 May, 7:30pm-9:00pm
The Pod @ National Library Board
100 Victoria St, Level 16

Register Here: <https://peatix.com/event/6946658/view?k=beaefcf77c26d2a9ecaa9726c926dda5043c3b>

***Programme tickets will go live on 22nd April 2026 12pm**

Tuesday (12 May): 7.30pm - 9pm

Explore the deep currents of Singapore's past at this public seminar on Malay maritime heritage, where memory, identity, and cultural continuity take centre stage.

Coastal Malay communities have tended to be understood in a generalised way as timeless and traditional. This seminar foregrounds the complex histories of coastal Malays and maritime heritage in Singapore through recent and older documentation projects on places, community memory, nautical technologies, commercial dimensions and inter-ethnic connections. Explore the deep currents of Singapore's past through a look at memory, identity, and cultural continuity among coastal Malays beyond the usual tropes and stereotypes.

This special Seminar is also intended as a commemorative gathering for the participants of the old Singapura Stories Seminars on Kampong Bedok, Pulau Sudong, Pulau Seking, Kg Kuchai Lorong 3, and Pulau Brani, held in the years 2012 to 2016.

Speakers:

1. Dr. Imran Tajudeen (Malay Studies and Architecture, NUS): Historical coastal Malay communities
2. Dr. Mardiana Abu Bakar (Lecturer, NIE and former resident, Kg Telok Saga, Pulau Brani): Pulau Brani: The narratives we need to remember
3. Dr. Hadi Osni (Curator, Malay Heritage Centre): The coastal communities of Selat Sembilan
4. Mr Fawzi Nasir (independent researcher, former islander, and organiser, Jong Regatta Singapore): Kolek and jong: Design, production sites and sports revival

Part of the Singapura Stories Seminar 2026 Series



Activity information including the learning content is shown and is within the approved LEARN categories

- *Activity bucket: Physical Lecture*
- *LEARN Category: Content knowledge (Singapore history)*



Speakers' credentials demonstrate subject matter expertise

LEARN Activities: Examples of complete submissions

STATEMENT OF ATTENDANCE

Date: 20 May 2026

To Whom It May Concern,

This is to certify that the following participants have successfully attended the **Site Visit and Training for Guiding Guests with Mobility and Visual Impairments**, conducted by **Ludus Lab at Enabling Village** (20 Lengkok Bahru, Singapore 159053) on **20 May 2026, from 0930hrs to 1230hrs**.

No.	Name	Tourist Guide Badge Number
1	NAME	
2		
3		
4		
5		
6		
7		
8		

The training covered site-specific learning on accessibility, inclusive guiding practices, and practical techniques for supporting guests with mobility and visual impairments in a tourism setting.

This session constitutes a LEARN requirement by the Singapore Tourism Board (STB) for tourist guides, under the following classification:

Format: Site-specific training, endorsed by SG Enable (Site-Owner) (Refer to Annex A)
LEARN Category: Tour Guiding Knowledge

✓ TG's name is clearly displayed in official attendance record

✓ Training content is shown and is within the approved LEARN categories

- *Activity bucket: Site-specific training*
- *LEARN Category: Tour Guiding Skills*

✓ Endorsement by site-owner is communicated and provided

STGS Training <training@societyoftouristguides.org.sg>
To: NAME
Mon 2026-03-23 11:09 AM

Flagged

Sustainable Tourism - Design...
Sustainable Tourism - Trainee...

2 attachments (2 MB) Save All Attachments

Dear NAME (Badge Number:)

This email serves as your Statement of Attendance (SOA) for the following LEARN course organised by the Society of Tourist Guides (Singapore):

Course Details

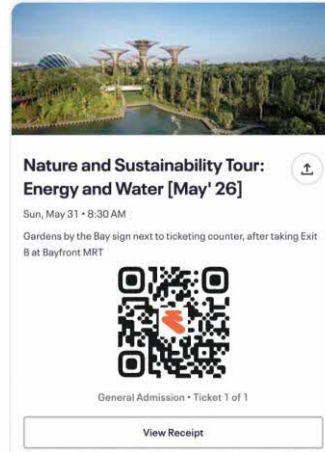
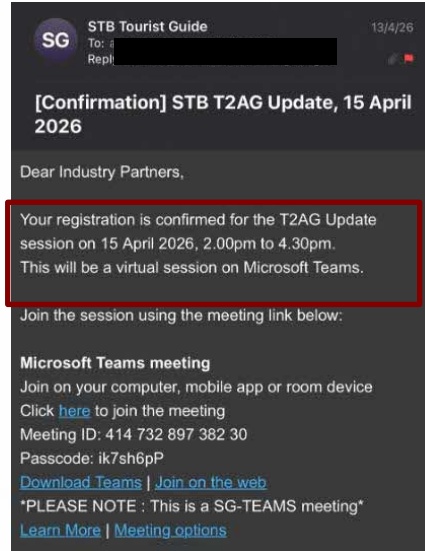
Course Title: Sustainable Tourism - Getting Prepared for the Future of Tourism (English)
Course Trainer: Edwin Lim
Course Trainer Certification: ACLP
Course Date: 21 March 2026
Course Time: 10:00 A.M. to 12:30 P.M.
LEARN Activity Bucket: Activity Bucket A, Classroom Courses
LEARN Category: Category 1, Content Knowledge

Best Regards,
STGS Training Committee

STGS
Society of Tourist Guides (Singapore)



LEARN Activities: Examples of incomplete submissions



- ✗ No information related to the activity
- ✗ No TG details
- ✗ Registration confirmation or transaction record is insufficient as proof of attendance

LEARN Activities:

1 The activity format must be from a **LEARN** Activity Bucket



Activities must be from 2 different activity buckets every year of licence.

2 The activity content must be within the **LEARN** Categories



IMPORTANT

STB does not pre-qualify LEARN activities

While training providers may promote their activities as valid LEARNs, TGs must make your own assessment on whether the activity is aligned with the LEARN requirements.



DO Activities:



The screenshots you submit for your activity must clearly show:

1. Guiding service provided
 2. Remuneration received
- ✓ Declaration that the assignment was conducted for tourists

1. Proof of Guiding Service

- Tour itinerary that shows assignment includes provision of guiding service
- Proof of tour delivery (e.g., booking confirmation, tour reviews, on ground photos)

2. Proof of Remuneration

- Fee received is for guiding service provided
- Transaction record details should match the assignment information (e.g., date, quoted rate, TG name etc.)

! **Airport Transfers** (e.g., pick-up, drop-off services) where only administrative information is provided is not a guiding assignment and cannot be considered a DO.



DO Activities: Examples of complete submissions

← Tours at Chinatown Herit...

Dear NAME

✓ TG identified in the submission

This is to confirm that you were engaged as a Tourist Guide at **Chinatown Heritage Centre** for the following tours:

Date	Tour Description	Guide Remuneration	Participants
14 May 2026, 7.30pm - 9.00pm	"Under One Roof" Character-Led Tour (Private Tour for International Museum Day)	\$150	Mix of Foreigners & Singapore Residents
6 June 2026, 6.30pm - 8.00pm	Insider's Look Tour (Public Tour)	\$80	- 2 Tourists - 9 Singapore Residents

✓ Assignment information is clear, providing details such as the date, participant mix and tour description

✓ Clear proof of remuneration expected for guiding assignment

DO Activities: Examples of complete submissions

TOUR EAST SIC TOUR

TES Ref: _____
Voucher #: _____
Grp Name: _____
No. of Pax: _____

Date: _____
Guide Full Name: _____
Supplier Code: _____
Guide Bank No.: _____
Staff: _____

Date	GUIDE CLAIM	Guide Fee	Service Date	Taxi	Others	Subtotal
02 Apr 26	AM City					
03 Apr 26	Twilight Sentosa					
05 Apr 26	Chinatown Nightout					
06 Apr 26	Zoo					
07 Apr 26	AM City					
07 Apr 26	Chinatown Nightout					
08 Apr 26	Night Safari					
09 Apr 26	AM City					
09 Apr 26	Night Safari					
10 Apr 26	AM City					
12 Apr 26	AM City					
16 Apr 26	AM City					
16 Apr 26	Chinatown Nightout					
28 Apr 26	AM City					
28 Apr 26	Chinatown Nightout					
29 Apr 26	AM City					
29 Apr 26	Twilight Sentosa					
30 Apr 26	Zoo					
						\$ 2,228.60

✓ Job sheet is clearly itemised and transaction details and amount matches the submitted proof of payment

✓ Assignment itinerary and expected remuneration is clearly communicated

Who: NAME

Amount: Transaction Currency SGD, Amount 2,228.60

References: Payment Reference TOUR EAST SINGAPORE, Payment Purpose Business Expenses

SGD 95.00
29 May

Description: GUIDE FEE
OTHER

Transaction Type: FAST / PayNow Transfer

✓ Payment description is clear

3:29

Tiong Bahru MRT Station (EW17)

- Tiong Bahru Market, Singapore Walk (30min)
- Tiong Bahru Air Raid Shelter Guided tour (45min)
- Tiong Bahru Heritage Area Visit (15min)
- Yong Siak Street Food tasting (30min)
- Tiong Bahru Market, Singapore Food market visit (30min)

On foot

Good morning NAME

June 13, 2026 9:30 AM

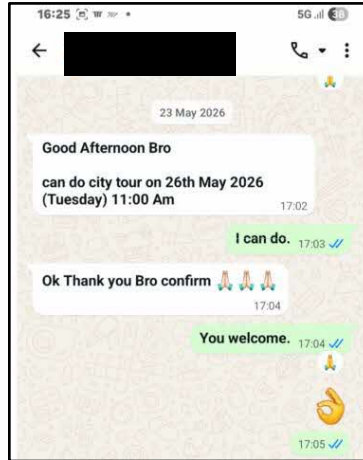
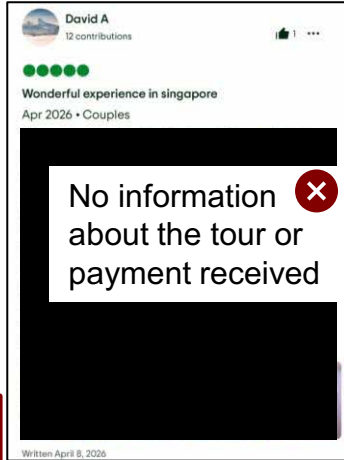
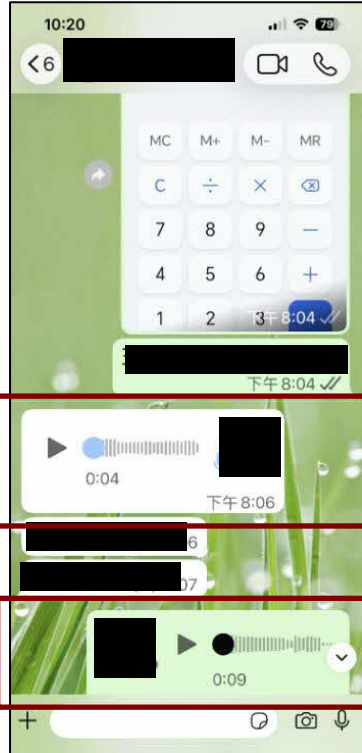
Singapore: Explore Oldest Estate Tiong Bahru Stories & Snack

Includes : Guide service, Local snacks (5)

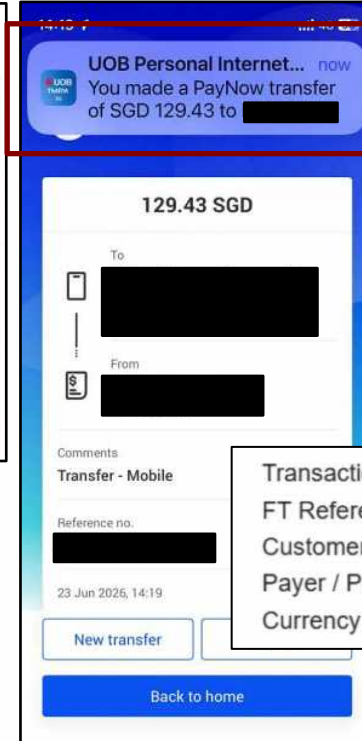
Meet Up : Tiong Bahru MRT station – ticketing counter

GUIDE FEE SGD35 x 3H

DO Activities: Examples of incomplete submissions



✗ No mention of tour itinerary



✗ Submitted screenshot is of an outward transfer

✗ No details of transaction purpose

Transaction: PayNow
FT Reference: [redacted]
Customer Reference:
Payer / Payee Name: [redacted]
Currency and Amount:

✗ No amount mentioned



LEARN

Minimum **2 LEARN** activities per year from different activity buckets

Activity buckets:

- 1 Classroom Courses
- 2 Physical/Virtual Lectures
- 3 Site-specific Training
- 4 STB TATG Related Events

DO

Minimum **2** guiding assignments per year

- ✓ Tours conducted for **tourists** with **remuneration** received.

LEARN + DO Activity Submission

Declaration

TGs must declare that the submission is accurate and is subject to audit checks by STB. If found to have submitted a false record, TG's licence may be revoked.

Audit

STB will conduct random audit checks within 1 year of your renewal

- TGs' submission documentation must be kept for the entire renewal cycle + 1 year post-renewal (i.e., up to 4 years).
- When audited, TGs must provide STB with the relevant documents and potentially further proof of activities if necessary.



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4. FAQs



Q1. What does every year of licence mean?

You can refer to your licence expiry date to understand your licence year. If your licence expires on 31 August 2029, each licence year is between 1 Sep and 31 Aug. The requirements for LEARN + DO will be as follows:

- Between 1 Sep 26 – 31 Aug 27: 2 LEARN + 2 DO
- Between 1 Sep 27 – 31 Aug 28: 2 LEARN + 2 DO
- Between 1 Sep 28 – 31 Aug 29: 2 LEARN + 2 DO

Q2. Can I do 6 LEARN + 6 DO before I renew my licence instead of 2 LEARN + 2 DO every year?

No, You cannot do all your LEARN + DO activities in one year.

The requirement is for 2 LEARN and 2 DO to be completed every year of your licence. This ensures you stay active and keep your tourist guiding skills continuously updated.



Q3: What if I do not complete the 2 LEARN + 2 DO requirements every licence year?

To qualify for licence renewal, you must complete 2 LEARN + 2 DO activities every year of your licence.

STB will check on TGs' submissions during the licence period and may suspend your licence for non-compliance with these requirements.

Q4: How do I keep track of my LEARN + DO submissions?

Upon successful validation, ATOs will communicate the validation outcome to TGs. TGs must keep track of your submission records independently.

From 2027 (*tbc*) TGs may be able to view the list of validated submissions on TRUST.

However, all submission documents and activity records must be kept by TGs and made available to STB upon request for audit purposes. Records must be kept for the entire renewal cycle + 1 year post-renewal (i.e., up to 4 years).



Q5: Where can I find **LEARN activity listings for classroom courses, site-specific training or physical/ virtual lectures? Will STB provide a list of these activities?**

STB will not be providing a fixed list of approved classroom courses or training programmes. The objective of **LEARN** + **DO** is to allow TGs to take ownership of your professional development and to find learning opportunities that best meet your needs and interests.

TGs can approach the Society of Tourist Guides (Singapore) (STGS) or your ATOs for activity recommendations.

Q6. Is there a minimum duration required for **LEARN activities?**

No, there is no minimum duration of learning required.



Q7. What if my employer does not allow me to take paid guiding assignments?

If your employment terms do not allow you to accept paid guiding assignments, please request your HR department to provide a formal declaration confirming this. Email STB at stb_tourist_guide@stb.gov.sg with the declaration.



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ANNEX

LEARN + DO Transition Plan (2026-2029)

To transition to the LEARN + DO framework, renewal requirements will be pro-rated based on your licence expiry date (i.e., 1 LEARN + 1 DO for every 6 months on the updated framework).

<https://go.gov.sg/LearnDoTransitionPlan>



Please refer to this table for the total number of LEARN + DO required for your next licence renewal:

If your TG licence expiration date is between	These are the <u>total</u> LEARN + DO requirements at your next licence renewal
March 2026 to August 2026	21 PDC hours OR 1 LEARN + 1 DO
September 2026 to November 2026	1 LEARN + 1 DO
December 2026 to August 2027	2 LEARN + 2 DO
September 2027 to November 2027	3 LEARN + 3 DO *
December 2027 to August 2028	4 LEARN + 4 DO *
September 2028 to November 2028	5 LEARN + 5 DO *
December 2028 onwards	6 LEARN + 6 DO *

*TGs must complete 2 LEARN + 2 DO every year of licence under the new framework launched on 1 March 2026.

For example, for a TG whose licence expires on **12 October 2028**, the **5 LEARN + 5 DO** activities should be completed as such:

- Between 1 March 2026 to 11 October 2026: 1 LEARN + 1 DO
- Between 12 October 2026 to 11 October 2027: 2 LEARN + 2 DO
- Between 12 October 2027 to 11 October 2028: 2 LEARN + 2 DO

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Download the **LEARN** + **DO** Guidebooks here

ENGLISH



<https://go.gov.sg/learnandguidebook>

MANDARIN



<https://go.gov.sg/learnandguidebookm>

Visit go.gov.sg/askdotti to get instant
answers from STB's chatbot



Email us at STB_Tourist_Guide@stb.gov.sg



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THANK YOU



<https://go.gov.sg/tatgif2026breakout-feedback>



Mandai
WILDLIFE RESERVE

sentosa

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