

LEARN + DO

GUIDEBOOK

UPDATED LICENCE

RENEWAL FRAMEWORK

LEARN + DO is a new licence renewal requirement for Tourist Guides, starting from the first quarter of 2026. It encourages Tourist Guides to keep learning and applying their skills at work, helping them stay professional, knowledgeable, and ready to deliver quality experiences for visitors.



UPDATED LICENCE RENEWAL PROCESS

1 ONBOARDING

- You will receive an email to register with your assigned Approved Training Organisations (ATOs).

2 SUBMIT YOUR LEARN + DO

- When the new system (TRUST 2.0) is launched, you will receive a QR code/ link from your ATO for your submission of LEARN + DO.
- Submit 2 LEARN + 2 DO **every year** through the link provided.

3 ATO TO VALIDATE YOUR LEARN + DO SUBMISSIONS

- ATOs will validate your submission **within 7 working days**.
- ATOs will update you on your validation status (e.g. accepted or rejected).

4 ATO TO UPDATE STB OF YOUR LEARN + DO

- After your ATO has validated your LEARN + DO, they will update STB **within 7 working days**.
- The update will appear in your TRUST 2.0 renewal checklist.



5 REMINDER FROM TRUST 2.0 ON LICENCE RENEWAL

- You will be prompted via email to renew your licence on TRUST 2.0 **within 6 months** of expiry.

6 APPLY FOR YOUR LICENCE RENEWAL ON TRUST 2.0

- Submit your renewal application and payment on TRUST 2.0.

7 STB AUDIT

- STB will conduct **random audit** checks on your submissions.



- Submissions are subject to audit checks by STB. False records will lead to licence revocation.
- LEARN + DO documentation must be kept for the entire renewal cycle + 1 year post-renewal (i.e., up to 4 years).

TRANSITION PLAN (2026 to 2029)

- To transition to the LEARN + DO framework, renewal requirements will be pro-rated based on your licence expiry date (i.e., 1 LEARN + DO for every 6 months on the updated framework).
- From Dec 2026 onwards, all Tourist Guides are required to complete 2 LEARN + 2 DO per licence year.
- Please refer to the table below for the total number of LEARN + DO required for your next licence renewal.

If your TG licence expiration date is between	These are the total LEARN + DO requirements at your next licence renewal
Mar 2026 to Aug 2026	21 PDC hours OR 1 LEARN, 1 DO
Sep 2026 to Nov 2026	1 LEARN, 1 DO
Dec 2026 to Aug 2027	2 LEARN, 2 DO
Sep 2027 to Nov 2027	3 LEARN, 3 DO
Dec 2027 to Aug 2028	4 LEARN, 4 DO
Sep 2028 to Nov 2028	5 LEARN, 5 DO
From Dec 2028 onwards	6 LEARN, 6 DO



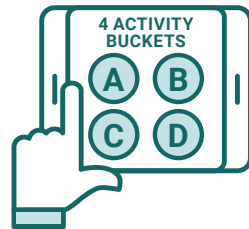
- For Tourist Guides whose licences are expiring before Mar 2026, please proceed to renew your licence by 31 Jan 2026 under the current renewal framework.
- For Tourist Guides whose licences are expiring between Mar to Aug 2026, you may renew under the old framework (21 PDC hours) OR the new framework (1 LEARN + 1 DO).

LEARN

Take Ownership of Your Learning and Development



2 LEARN per
licence year



Choose from
4 activity buckets
2 LEARN each year
must be from different
activity buckets.



LEARN must be tourist
guiding related, from
the 5 LEARN categories

4 Activity Buckets

A



CLASSROOM COURSES

- Knowledge-based or skills-based courses conducted by Institutes

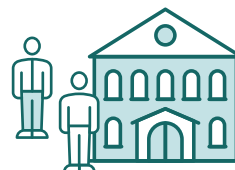
of Higher Learning (IHLs), professional training providers, or qualified trainers*.

- Can be physical, virtual, hybrid, or delivered as e-learning modules.
- No minimum duration for course.

Examples: Professional Development Courses (PDCs), Hands-on AI-related workshop.

*For all private courses in Singapore, trainers must be ACTA/ACLP certified.

B



SITE-SPECIFIC TRAINING

- Organised or endorsed by site, attraction, or event owners/operators.

Examples: Marina Bay Cruise Centre Singapore (MBCCS) training conducted by Society of Tourist Guides Singapore (STGS), endorsed by MBCCS, or docent training by National Gallery Singapore.

C



PHYSICAL/VIRTUAL LECTURES

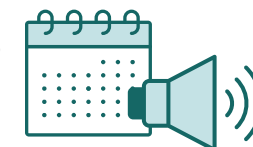
- Topical lectures by subject matter experts that are knowledge-

based or skills-based.

- No minimum duration for lectures required.

Examples: Panel session on heritage content creation by National Library Board (NLB), social media marketing webinar.

D








STB TRAVEL AGENTS AND TOURIST GUIDES RELATED EVENTS

Examples:

Travel Agents & Tourist Guides Industry Forum (TATGIF), Travel Agents & Tourist Guides Updates (T2AG)

5 LEARN Categories

- | | | | |
|--|---|---|--|
| 1  | CONTENT KNOWLEDGE
e.g. Architecture, Food, Nature, Culture & Heritage, History | 2  | TOUR GUIDING SKILLS
e.g. Storytelling, Tour Curation, Cultural Sensitivities, Safety |
| 3  | PERSONAL BRANDING & COMMUNICATIONS
e.g. Public Speaking, Presentation | 4  | SOCIAL MEDIA MARKETING
e.g. Digital Promotion |
| 5  | TECH ADOPTION & DIGITALISATION
e.g. Using Tech Tools, Apps, or Digital Aids | | |

DO

Under the STB Act Section 20 (2) - a “Tourist Guide” refers to an individual that provides **guiding services** to a **tourist** for **remuneration**.



$= \text{Guiding services} + \text{Tourists} + \text{Remuneration}$

Tourist Guide

What Counts as a DO Activity



2 guiding assignments per licence year



Tours conducted for tourists



With remuneration received



TOURISTS =

All non-Singapore Citizens, non-Permanent Residents, and non-pass holders



REMUNERATION =

Tips or any payment received for guiding services



NON-QUALIFIED ACTIVITIES

- ✗ Tours conducted only for locals
- ✗ Free tours without any form of remuneration

WHAT TO INCLUDE IN YOUR LEARN SUBMISSION

1



BASIC ACTIVITY INFORMATION

- Date of activity
- Name of activity
- Choose type of activity (Activity bucket)
- Choose LEARN category (5 LEARN categories)

2



ACTIVITY CREDENTIALS

Activity Provider

- **For Classroom Courses:** Attach screenshot(s) of trainer's ACTA/ACLP certification.
- **For Lectures:** Attach screenshot(s) with speaker's credentials.
- **For Site-specific Training:** Attach screenshot(s) to show training is organised/endorsed by site/event owner.

3



PROOF OF PARTICIPATION

- Attach proof (certificate, attendance confirmation, payment receipt, etc.).

4



DECLARATION

- TGs must declare that submission is accurate.

WHAT TO INCLUDE IN YOUR DO SUBMISSION

1



BASIC ACTIVITY INFORMATION

- Date of Activity
- Declaration that the guiding assignment was conducted for tourists with remuneration received

2



PROOF OF REMUNERATION

- Attach screenshot(s) showing payment received (e.g., payslip, transaction record, receipt issued, text confirmation, etc.).

3



PROOF OF GUIDING ACTIVITY CONDUCTED

- Attach screenshot(s) as proof of tour conducted (e.g., tour itinerary, on-ground photos, tour booking confirmation, etc.)

4



DECLARATION

- TGs must declare that the submission is accurate



Submissions are subject to audit checks by STB. False records will lead to licence revocation.

LEARN + DO: FREQUENTLY ASKED QUESTIONS

Q Why did STB change the licence renewal conditions?

The updated licence renewal conditions under LEARN + DO are part of STB's Future of Guiding 2.0 (FOG 2.0) vision to strengthen and uplift the tourist guide community.

These changes aim to:

- Raise the standard of guiding
- Recognise different ways of learning beyond the classroom
- Encourage you to take greater ownership of your professional development

The DO requirement also ensures that you remain active in the industry, so your practical skills and knowledge stay current throughout your licence renewal cycle.

Q Who decides what LEARN + DO qualifies?

STB has appointed Approved Training Organisations (ATOs) to manage and validate your LEARN + DO submissions. Your assigned ATO will assess whether your submitted activities meet the requirements set out by STB in this guidebook.

Q Why can't I count my guiding assignments for locals and/or free tours as my DO?

Under Section 20(2) of the STB Act, a Tourist Guide licence is only required when providing guiding services to tourists for remuneration. As such, for licence renewal purposes, your DO requirement must also follow this same principle. This means you need to complete 2 paid guiding assignments for tourists each year. While you may continue doing tours for locals or unpaid tours, these will not count towards your DO requirement.

Q What if my employer does not allow me to take on 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 attached. STB will assess on a case by case basis.

Q Must I attend LEARN from the ATOs?

No. You are not restricted to LEARN activities conducted by your assigned ATO. You may participate in LEARN activities from any provider and submit them for validation. Your assigned ATO will review and assess whether the LEARN meets requirements. For more guidance, please refer to page 4 of the LEARN + DO Guidebook.

Q How do I submit my LEARN + DO to STB?

You will submit your LEARN + DO through the link provided by your assigned ATO. Your ATO will:

- Review and validate your submissions
- Update STB on the validation outcome

STB will provide consistent validation guidelines to all ATOs to ensure fair and standardised assessment.

Q Can I go to any Approved Training Organisation (ATO) to validate my activities?

You will be randomly assigned to an ATO and must register with your assigned ATO. Your ATO will provide you with the submission link and validate your licence renewal submissions. Do note that once you have registered with your ATO, you will no longer be able to switch ATOs. However, if there is a valid reason to change your assigned ATO, please write to stb_tourist_guide@stb.gov.sg. STB will assess on a case by case basis.

Q Will I need to pay the ATOs for activity validation?

No. Currently, there is no fee for activity validation. You will continue to pay the licence renewal fee to STB via TRUST 2.0. There are no additional fees for LEARN + DO validation.

Q How will Learn + Do be tracked and verified?

All your submissions will be recorded in the TRUST 2.0 system. Your assigned ATO will validate and upload your submissions, while STB will oversee the licence renewal process to ensure consistency, transparency and fairness.

Q What is the new system, TRUST 2.0?

TRUST 2.0 is STB's essential one-stop licensing and information hub portal for Travel Agents and Tourist Guides. It is an enhanced system used to manage key processes such as tourist guide licensing, licence renewals and LEARN + DO submissions.

Q Where can I find activity listings for classroom courses, site-specific training or physical/virtual lectures?

STB will not be providing a fixed list of approved classroom courses or training programmes as LEARN + DO is designed to encourage Tourist Guides to take ownership of your professional development and to self-source learning opportunities that best meet your needs and interests. For guidance on the scope of permitted activities, please refer to page 4 of the LEARN + DO Guidebook.

Q Can I complete all my 6 LEARN + 6 DO in one year instead of spreading them across the 3-year renewal cycle?

No. You cannot do all your LEARN + DO in one year. The requirement is for 2 LEARN and 2 DO to be completed each licence year. This ensures you stay active and keep your tourist guiding skills continuously updated.

Tourist Guide Vision:

"The *Future of Guiding 2.0 (FOG 2.0)* envisions a community of Tourist Guides from different professions, of different ages, presenting different facets of the Singapore story."

