Council for Estate Agencies (CEA)

Continuing Professional Development System (CPDS) User Guide - Course Provider

Version 1.0 dated 12 December 2025

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1. Introduction

1.1 Overview of Continuing Professional Development System (CPDS)

The Continuing Professional Development System (CPDS) is a platform for real estate salespersons (RESs), key executive officers (KEOs) and their authorised users (AUs), and course providers to manage their respective administrative functions related to Continuing Professional Development (CPD) courses.

1.2 CPD Requirements

The annual CPD cycle begins on **1 January** and ends on **31 December** each year. To fulfil CPD requirements, KEOs and RESs must complete:

- **12 hours** of Structured Learning comprising:
    - **4 hours** of Prescribed Essentials
    - **8 hours** of Professional Competencies
- **4 hours** of Self-Directed Learning

2. Course Provider Management

The Course Provider Management module allows external organisations to register as Course Providers (CPs) in the system.

To apply as a CP, applicants must login to CPDS as an "External Organisation" via Corppass and complete the registration process outlined below:
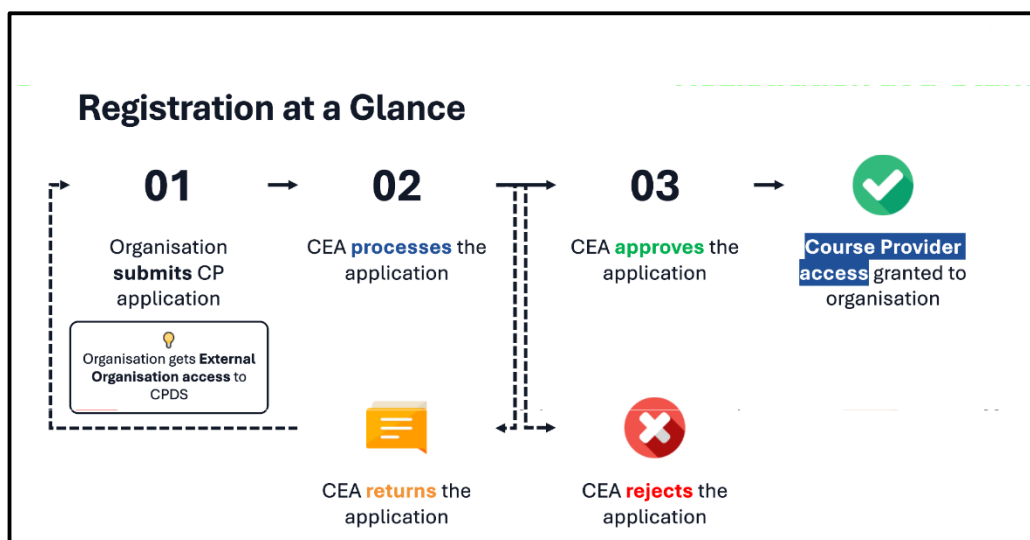

Figure 1 CP Registration Workflow

Once the registration is approved, CP can **create**, **manage**, **and apply to conduct Structured Learning CPD courses** for RESs.

2.1 Course Provider Application Submission

After you have logged in via Corppass, you will be redirected to a page to continue with the registration. Click on **Register** redirects you to the application introduction page which displays key information prior to submission.
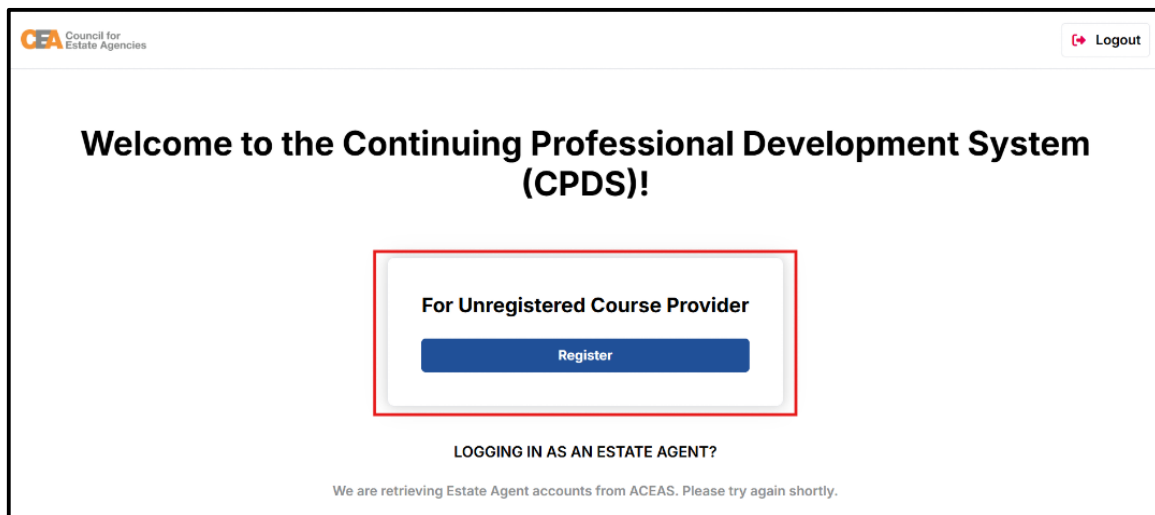

Figure 2 Register as CP

1. Click on **Continue** button redirects you to the application page.
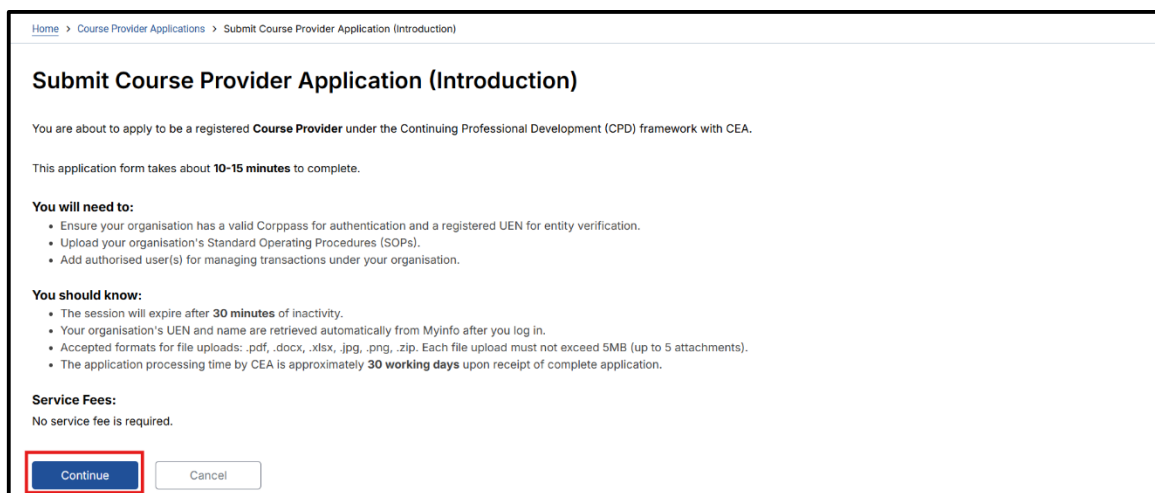

Figure 3 Submit CP Application (Intro)

2. Click on **Retrieve MyInfo Business with Singpass** button to retrieve your organisation's UEN and Name automatically.

Figure 4 Retrieve MyInfo Business with Singpass

3. To register more than one Authorised User under your CP account, click the **Add** button. Each Course Provider may register **up to 3 Authorised Users**, who will be authorised to log in and access CPDS services once registered. Click **Submit** after completing all required fields.

Figure 5 Add Authorised Users

2.2 Course Provider Applications

Once the CP application is submitted, the system sets its status to **Submitted**, indicating that it is pending assessment by CEA.
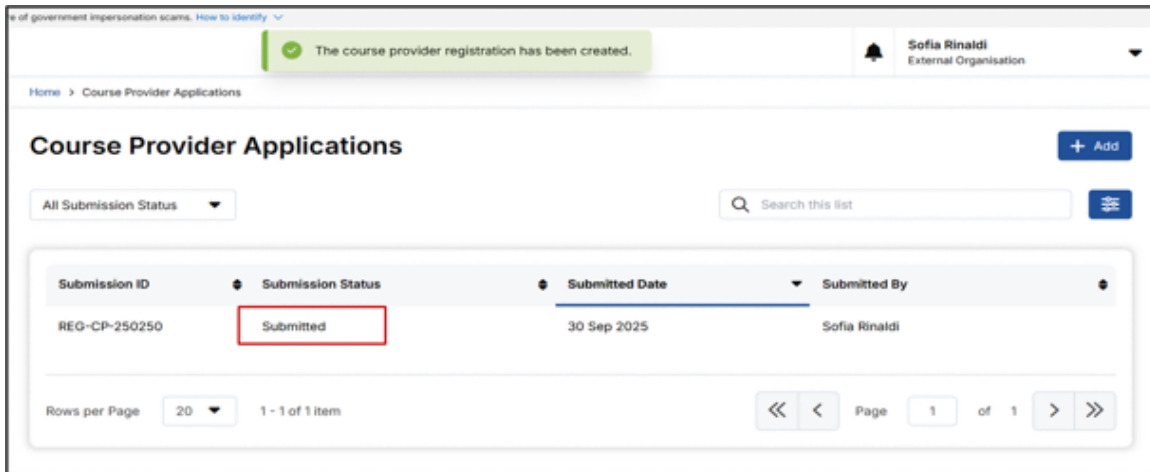
Figure 6 Submit CP Registration

There are four statuses for CP application:

1. **Submitted** – Application is submitted and pending CEA's assessment.
2. **Returned** – Application is returned with request for more information. You are to resubmit the application with requested information to CEA.
3. **Approved** – Application is approved and you are registered as a Course Provider.
4. **Rejected** – Application is rejected. To reapply, you have to submit a new application.

Note: CEA takes approximately **30 working days** to process the application upon receipt of complete set of documents.

Application Returned

If your application is incomplete or requires additional information, it will be returned by CEA. You will be notified of the returned application via CPDS inbox and email.

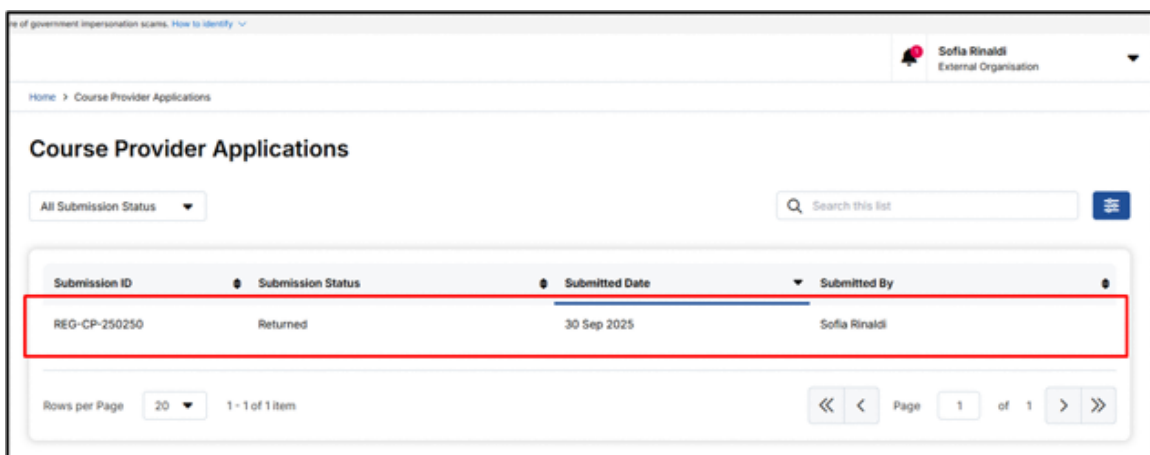1. Returned application will display **Returned** as its submission status.

Figure 7 Returned CP Application

2. Clicking on a **row** will take you to the Course Provider Application details page. You can edit and update your changes to the application form.

Figure 8 CP Application Details

3. The comments section shows information regarding your returned application. You can add your own comments or clarification before submission. After updating the form, click **Submit** to resubmit and the submission status will change to **Submitted**.

Figure 9 CP Application Details - Returned

Application Rejected

If your application is rejected, you will be notified via CPDS inbox and email. To reapply with new information, submit a new Course Provider application.

Application Approved

If your application is approved, you will be notified via CPDS inbox and email.

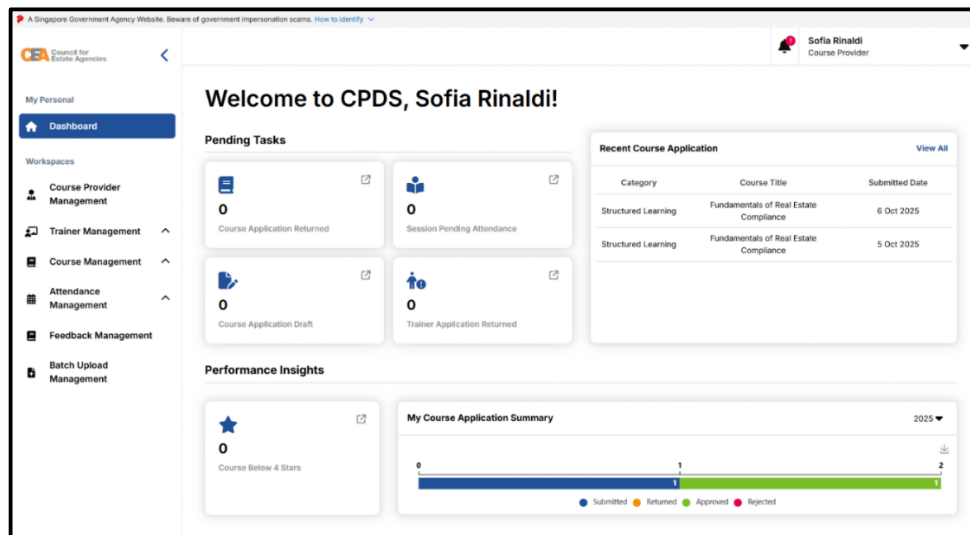1. Upon your next login as an authorised CP, you will be redirected to the CP Dashboard.

Figure 10 Course Provider Dashboard

2. You can update your profile by clicking your name at the top right corner and select **Profile** to access your profile page.
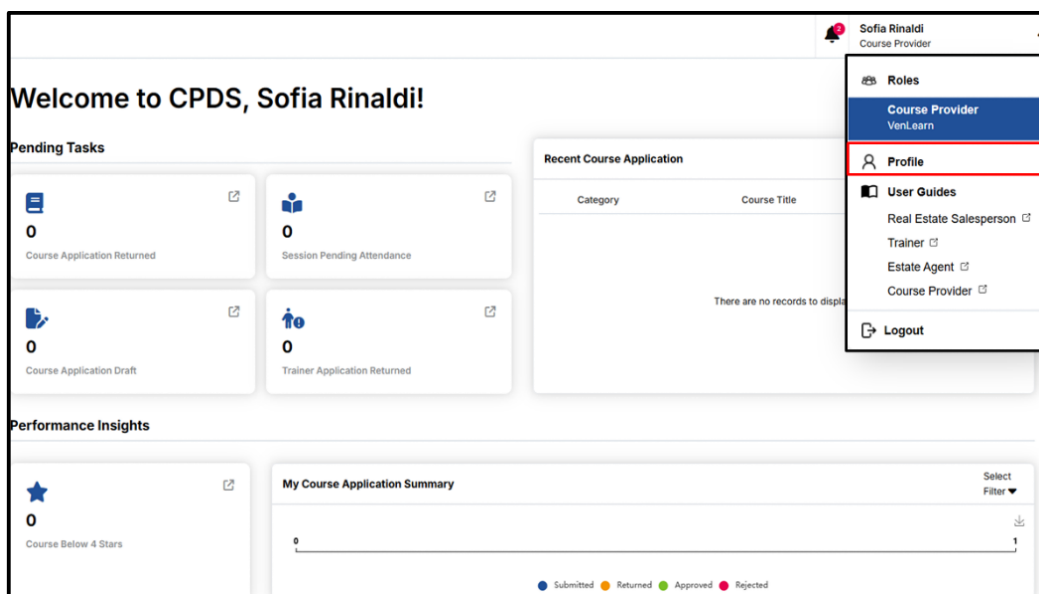

Figure 11 Course Provider Mini Profile

3. You can update the list of authorised users in your organisation. Each organisation can have up to three authorised users. Click **Update** to save the changes.

Figure 12 Course Provider Profile

3. Common Functionalities

3.1 Accessing the System

The internet portal is accessible only to Corporate and Individual authorised users with Singpass authentication.

CPDS can be accessed via any web browser on your device, preferably using one of the versions, from anywhere with an internet connection.

Web Browser Versions:

- Google Chrome (v140/v1390
- Mozilla Firefox (v143/v142)
- Microsoft Edge (v141/v140)
- Opera (v122/v121)
- Safari (v18.6/v18.5)

3.2 Logging into the System

CPDS can be accessed via this URL: https://eservices.cea.gov.sg/cpds

Upon reaching the login page, you will be prompted to choose between **Singpass** and **Corppass** authentication. **CPs must log in using Corppass** to access CPDS services as shown below:
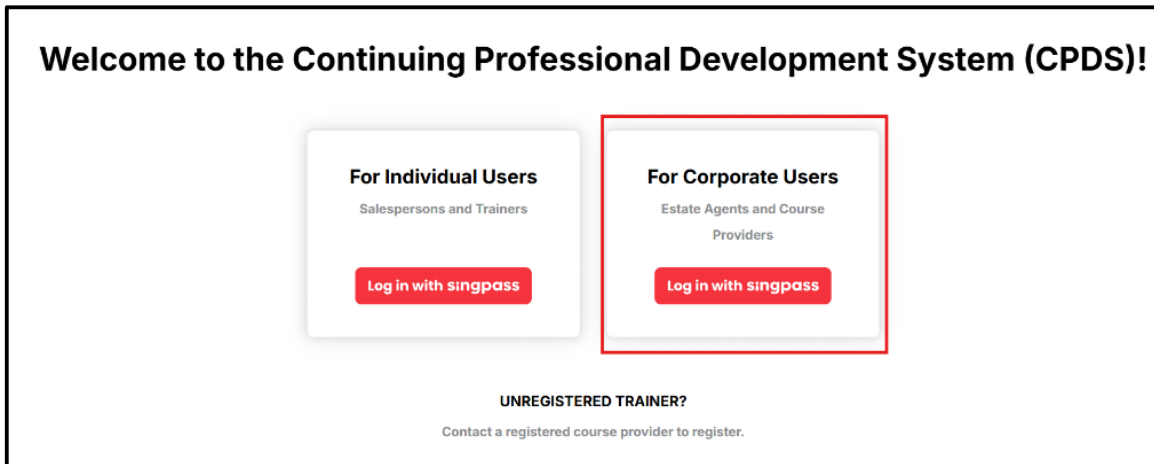

Figure 13 Login with Corppass

To log in:

- **Scan the QR code** using your Singpass mobile app, or
- **Enter your Singpass ID and password** manually if preferred.

Note: Ensure that you are a registered Corppass user with your organisation before logging into CPDS.
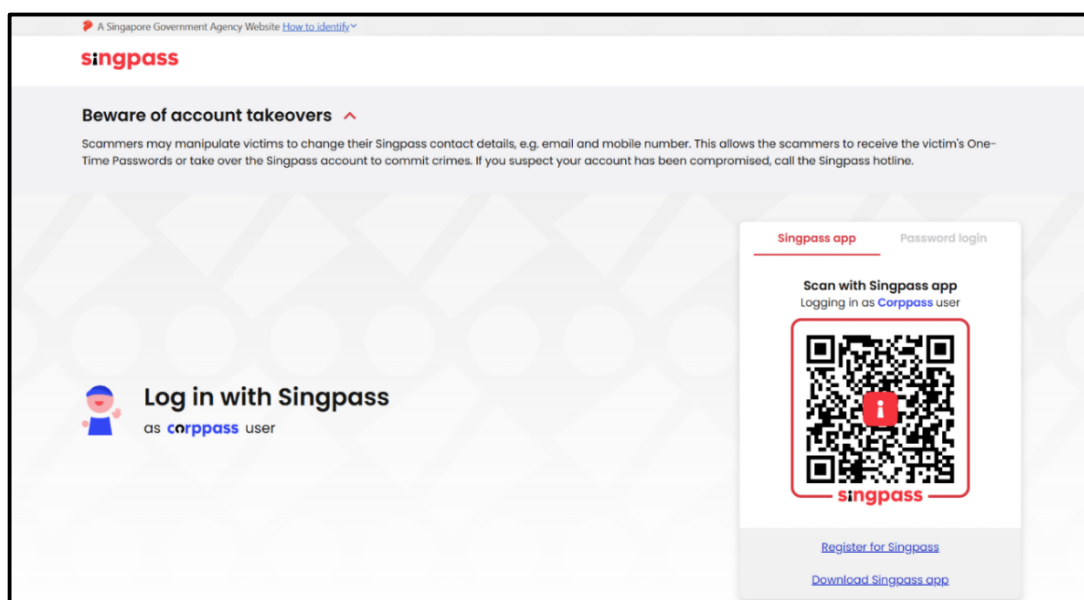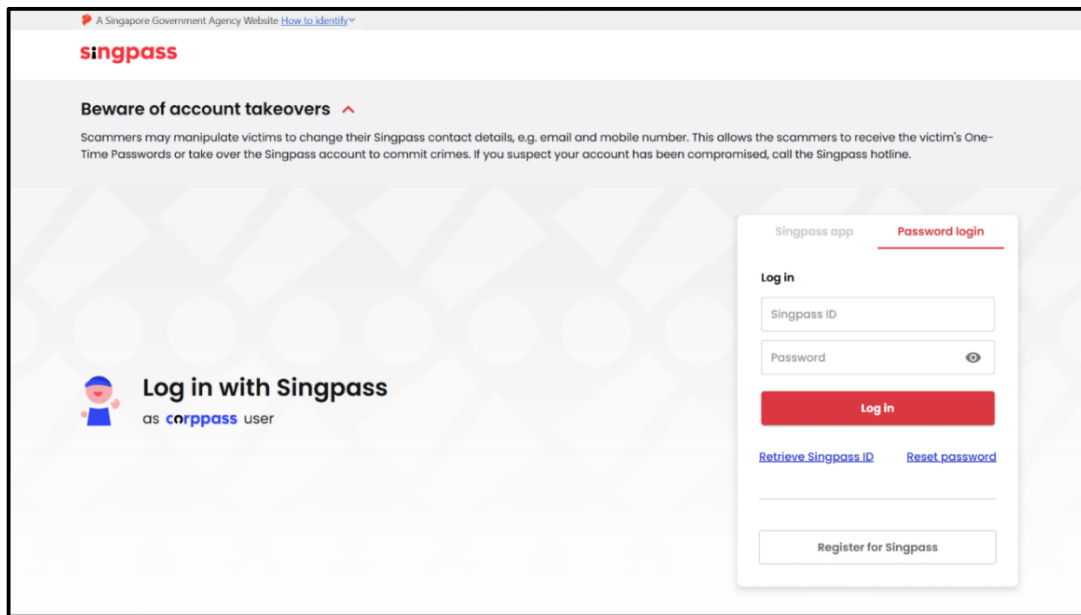

Figure 14 Singpass QR Code

Figure 15 Singpass ID and Password

3.3 Multiple Roles Page

Users with multiple roles (i.e CPs and EAs) will be redirected to the Multi Role Page. This page allows you to select the role you wish to proceed with.

Each role provides access to its respective services and dashboards within CPDS.
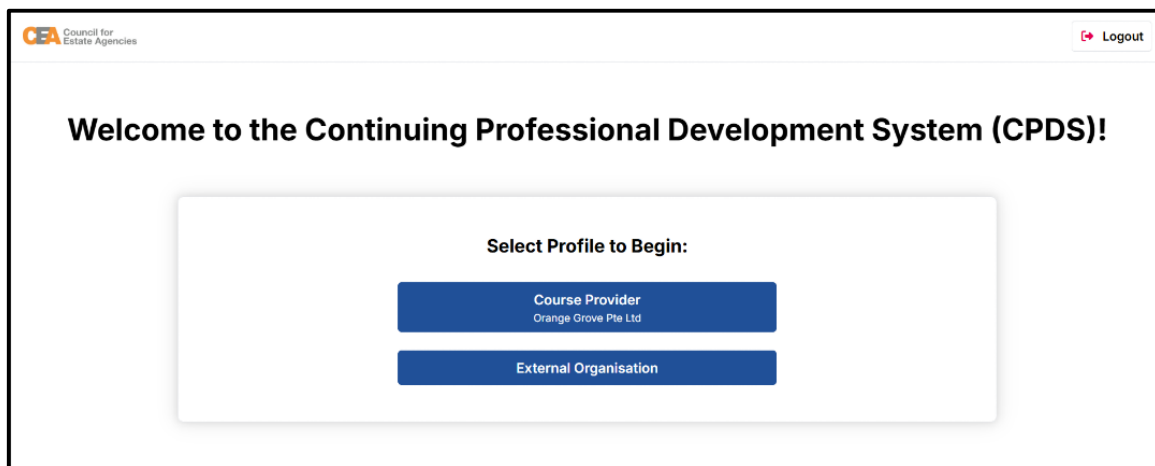

Figure 16 Multi Role Page

3.4 Dashboard

Registered CP are redirected to CP dashboard after login:
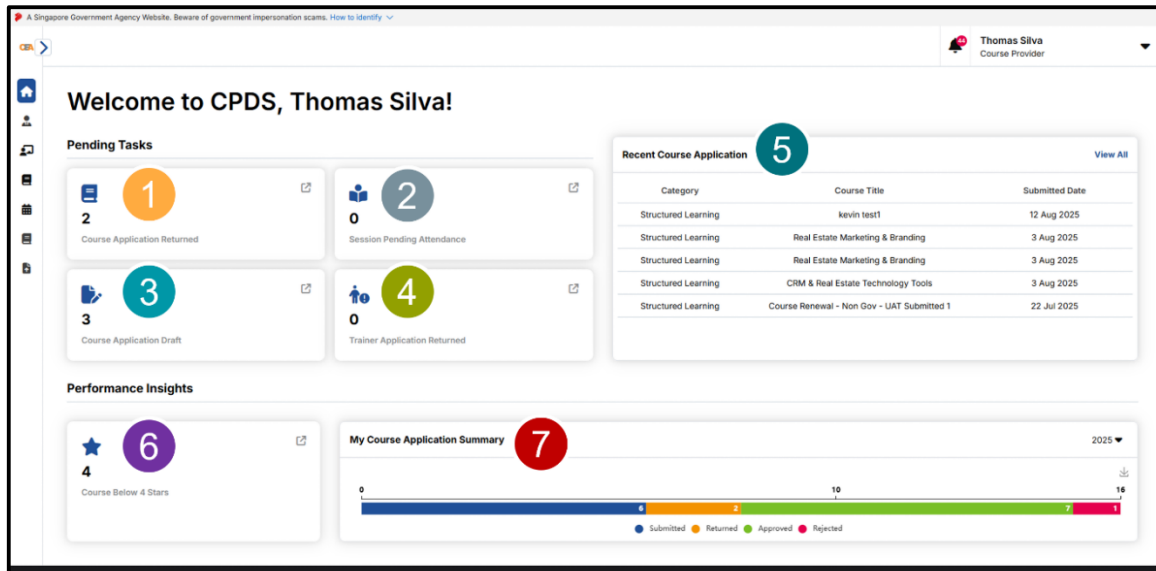

Figure 17 Course Provider Dashboard

1. **Course Application Returned**
   Display the total number of course applications returned. Clicking this card redirects you to the Course Applications listing page, filtered by "Returned" status.

2. **Session Pending Attendance**
   Display the total number of sessions with pending upload of attendance records. Clicking this card redirects you to the Course Sessions listing page, filtered by "Created" status.

3. **Course Application Draft**
   Display the total number of draft course applications. Clicking this card redirects you to the Course Applications listing page, filtered by "Draft" status.

4. **Trainer Application Returned**
   Display the total number of trainer applications returned. Clicking this card redirects you to the Trainer Applications listing page, filtered by "Returned" status.

5. **Recent Course Application**
   List the most recently submitted course applications. Clicking "View All" redirects you to the Course Applications listing page.

6. **Courses Below 4 Stars**
   Display the total number of courses rated below 4 stars. Clicking this card opens the Courses listing page, filtered by rating below 4 stars.

7. **My Course Application Summary**
   Provide a summary of your course applications per year grouped by status.

3.5 Global Header

The Global Header at the top of the page contains Notifications, Name, and Role.

Figure 18 Global Header

3.6 Mini Profile

Click your name at the top right corner and a dropdown list of options will show:

- **Switch Roles** - Available only if you have multiple roles (i.e. CP and EA).
- **Profile** - Edit CP profile details.
- **User Guides** - Download user guides.
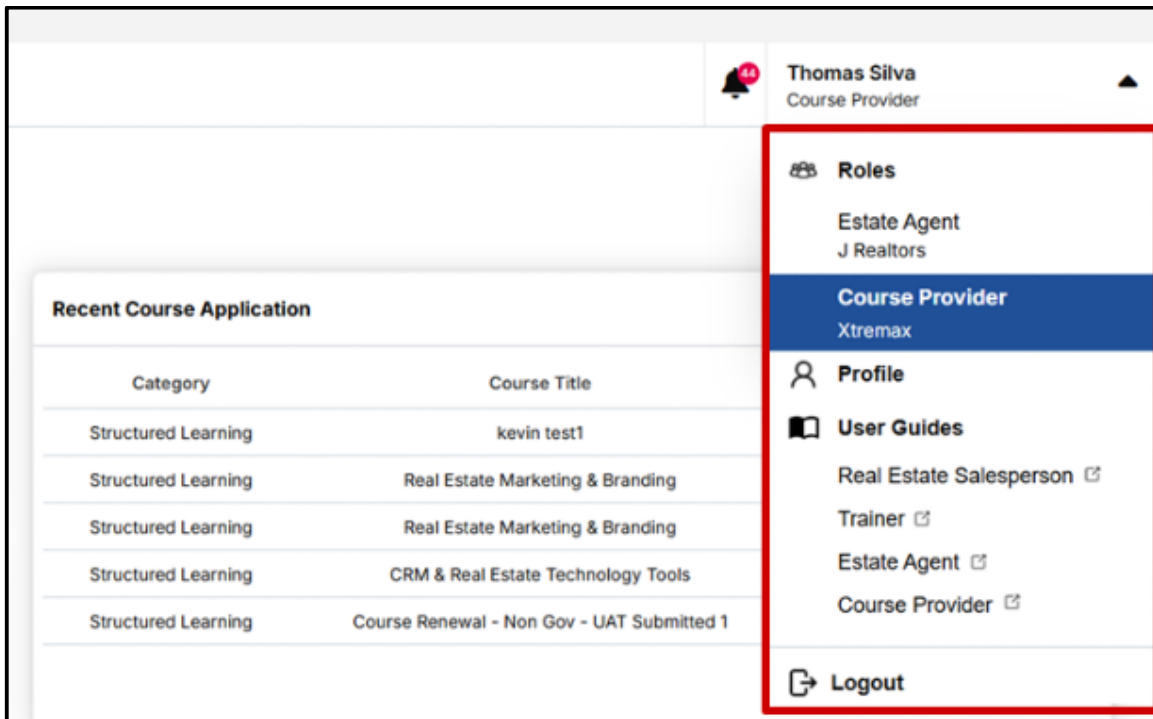- **Logout** - Log out of CPDS.

Figure 19 Mini Profile

3.7 Notification Inbox

The Bell icon (Inbox) represents notifications for the user in CPDS:
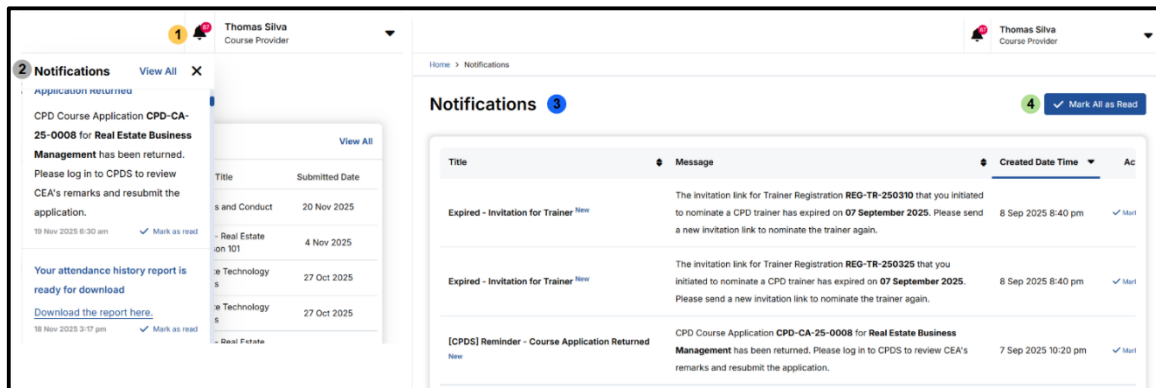
Figure 20 Notification Inbox

1. **Bell icon (Inbox)** - Show the number of unread notifications.
2. **Popup panel** - Appear when the bell icon is clicked.
3. **Notification listing page** - Display when you click "View All" in the pop-up panel.
4. **Mark as Read** - Clear the count of unread notifications on the bell icon.

3.8 Menu

Click the arrow next to the system logo (top left) to open the menu, which displays all available services for CP in the system.
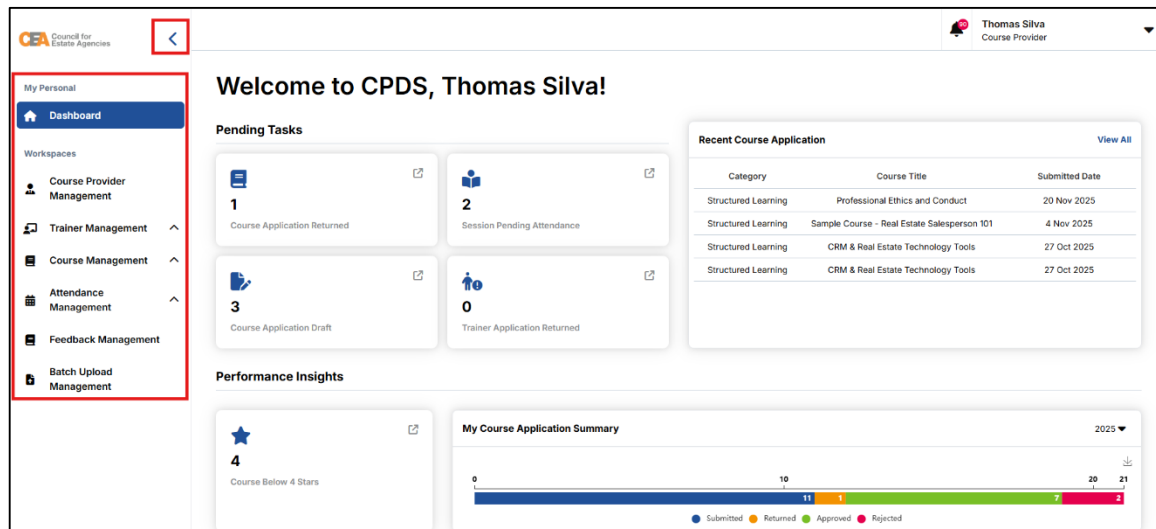
Figure 21 Global Menu

Click on the CEA Logo (top left) to return to the dashboard.
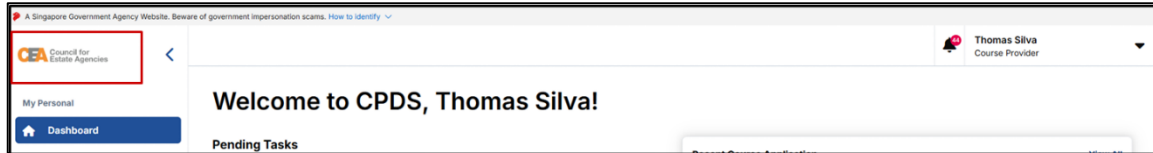
Figure 22 CEA Logo and Name

3.9 Header Links

Click on links in the **Header** to return to the previous page quickly.
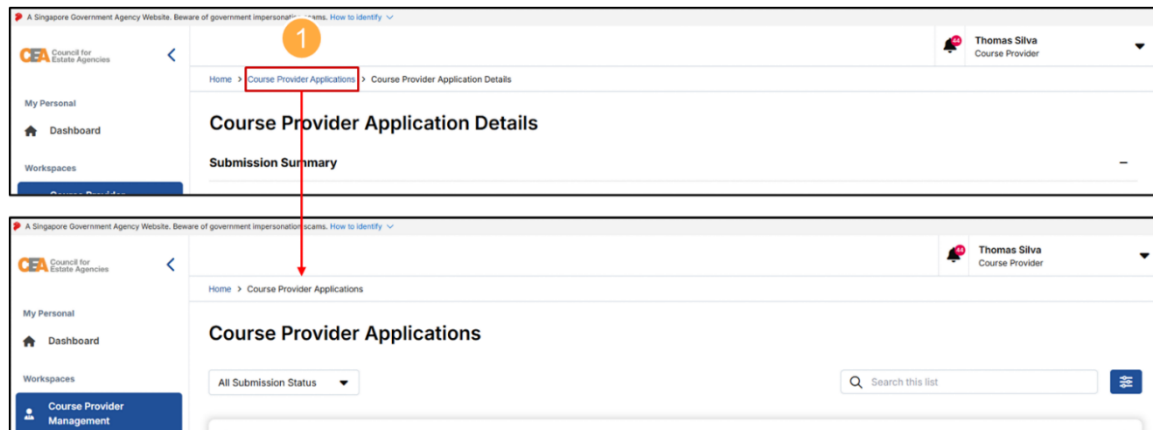
Figure 23 Header Links

3.10 Course Applications Listing Page

The listing page displays a summary of all course applications:
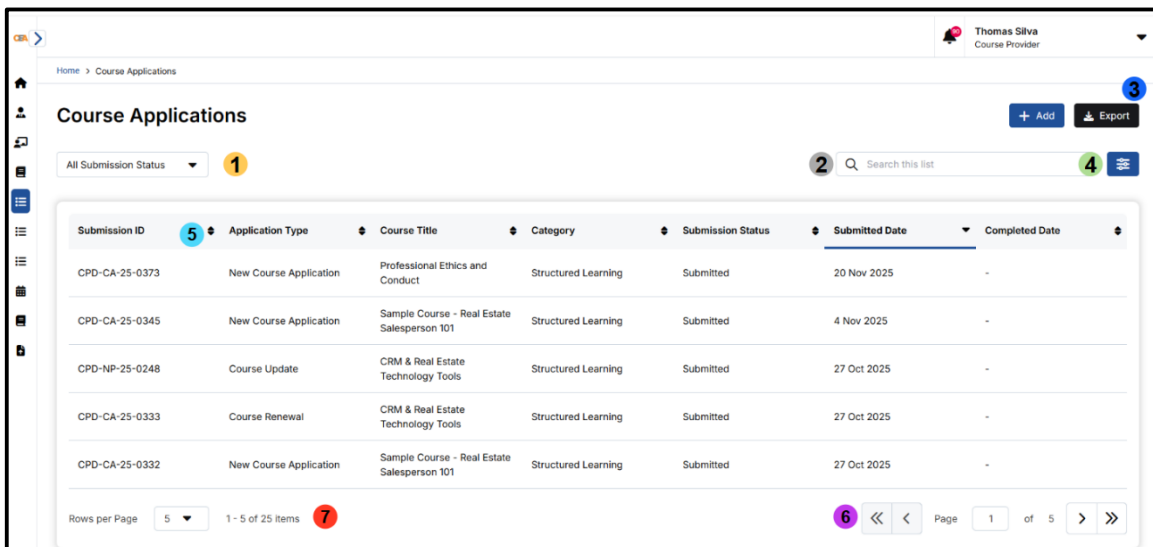
Figure 24 Course Applications Listing Page

1. **Quick Filter** -Filter the records by submission status.
2. **Quick Search** - Search for specific records by keywords.
3. **Export** - Export the displayed records in the listing page to an Excel file. The file can be downloaded from the notification inbox.
4. **Advanced Search** - Search records by different filter criteria.
5. **Sorting** - Sort records in the table by descending/ascending order.
6. **Pagination** - Navigate between pages of records.
7. **Rows per Page** - Adjust the maximum number of records to display per page.

The exported file shows only the records currently displayed on the listing page, based on applied filters and search criteria.

4. Trainer Management

The Trainer Management module enables CPs to nominate individuals as trainers in CPDS. CPs can also view a complete list of all verified trainers.

Unregistered trainers nominated by CPs, i.e. "Member of Public" can apply to be a Verified Trainer by completing the registration process outlined below:

Figure 25 Trainer Registration Workflow

4.1 Nominate Trainer

Unregistered trainers i.e. "Member of Public" must first be nominated by CP before they can proceed to submit their registration. CP can follow the steps outlined below to nominate trainers:

1. Click Trainer Management → Trainer Registrations from the left menu to access the Trainer Registrations listing page.
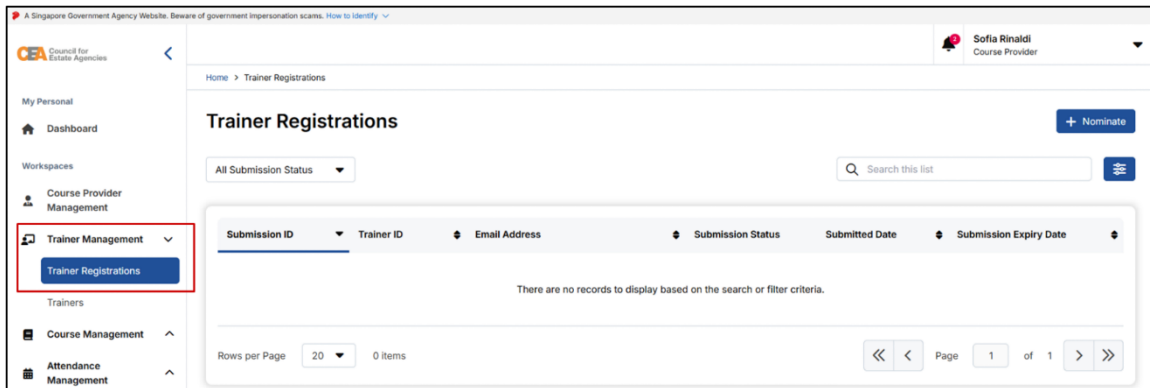
Figure 26 Trainer Registrations listing page

2. Click **+ Nominate** button redirects you to Nominate New Trainer page.
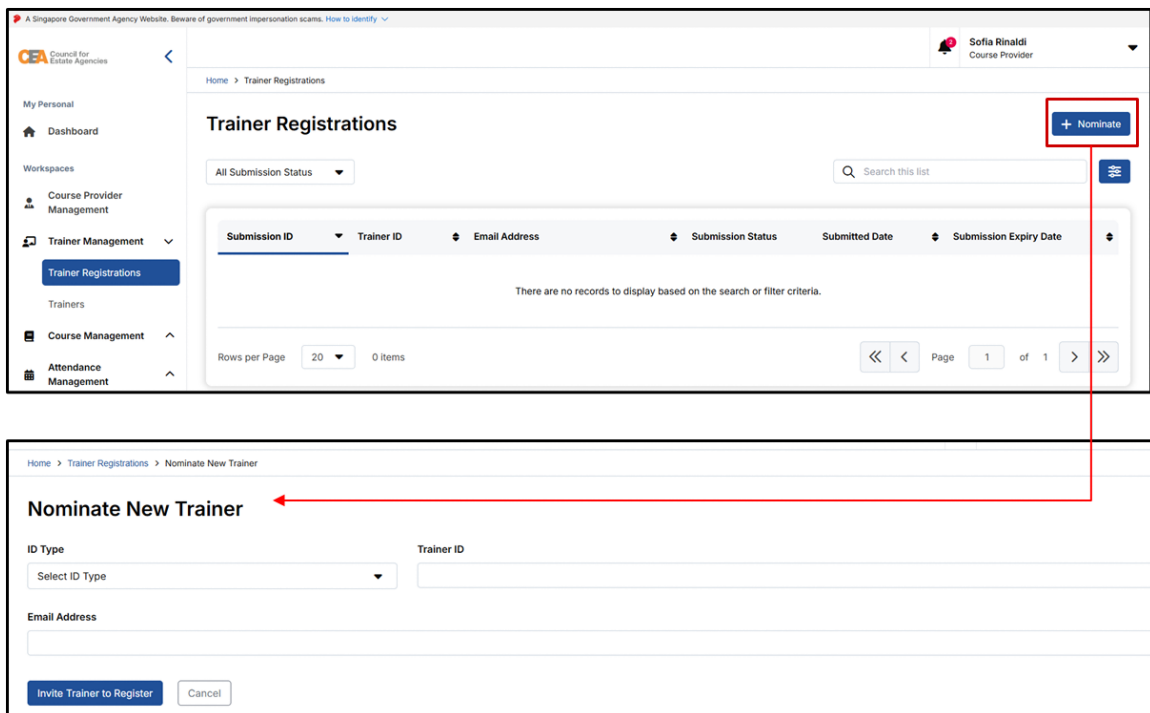
Figure 27 Nominate New Trainer

3. Trainers can be nominated using one of two ID Types and their email address:
    1. NRIC
    2. FIN

Figure 28 Trainer ID Type

4. After CP nominates the trainer, nominated trainer will receive an email link to complete the registration. Remind your trainer to complete the registration within 30 days before the link expires.

   Both trainer and CP will receive email notification if the trainer does not submit the registration by the 30th day. The invitation link expires after 30 days, after which, the trainer is no longer able to submit his registration via the link.

4.2 Trainer Registration

After the Trainer is nominated, a registration form is generated with **Pending Submission** as the submission status. Trainer Registrations listing page shows all trainers that you have nominated.

Figure 29 Trainer Registration Pending Submission
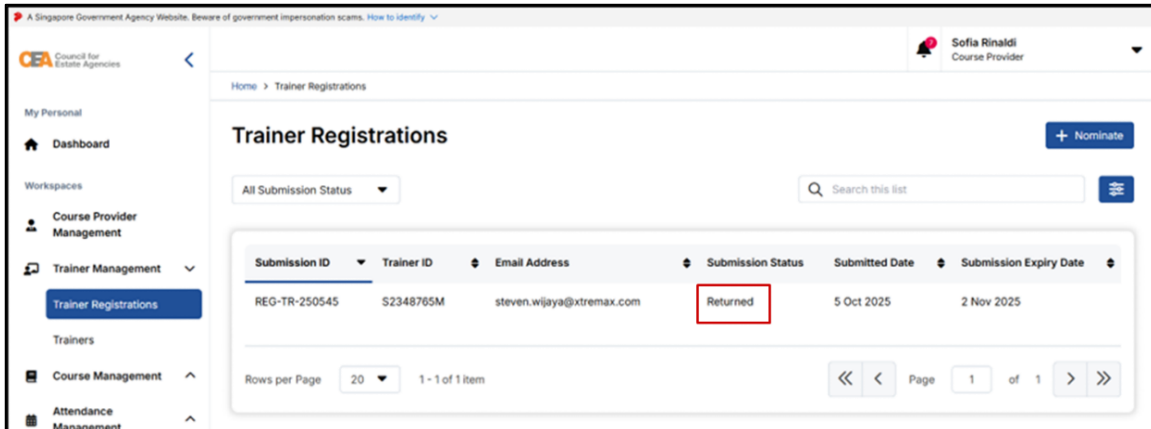
There are five statuses for trainer registration:

1. **Pending Submission** – Trainer has been nominated and pending Trainer to submit his registration.
2. **Submitted** – Registration is submitted by the trainer and pending CEA's assessment.
3. **Returned** – Registration is returned to trainer for more information. Trainer is required to resubmit with more information.
4. **Approved** – Registration is approved and trainer is registered in CPDS
5. **Rejected** – Registration is rejected. To reapply, CP must nominate the trainer with a new email link. Trainer is required to submit a new registration.

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Registration Returned

If a nominated trainer's registration is returned, both the trainer and CP will be notified via CPDS inbox and email.

The registration will show **Returned** as its submission status.
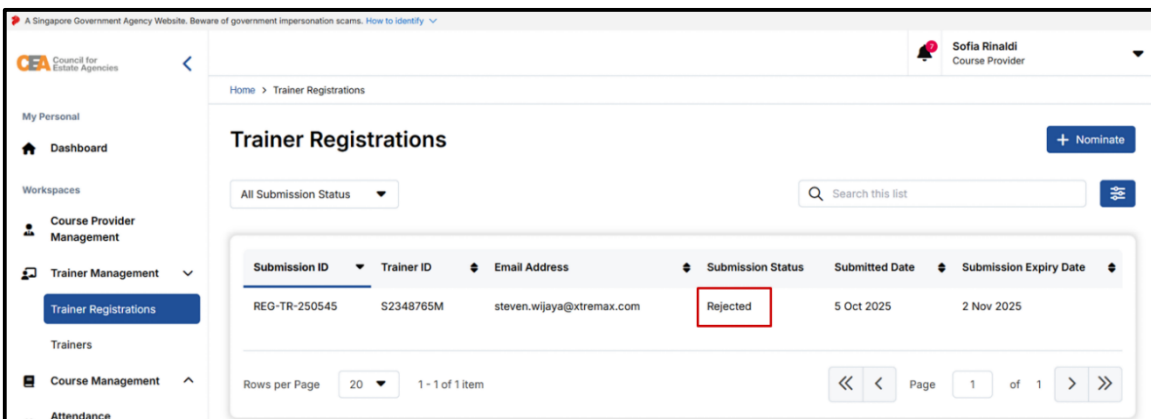
Figure 30 Trainer Registration Returned

Registration Rejected

If a nominated trainer's application is rejected, both the trainer and CP will be notified via CPDS inbox and email.

To reapply with new information, the trainer must be nominated again by CP to receive a new email link for trainer to submit his new registration.

The Rejected registration will show **Rejected** as its submission status.

Figure 31 Trainer Registration Rejected

Registration Approved

If a nominated trainer's registration is approved, both the trainer and CP will be notified via CPDS inbox and email.

The registered trainer will appear in the Trainers listing page.
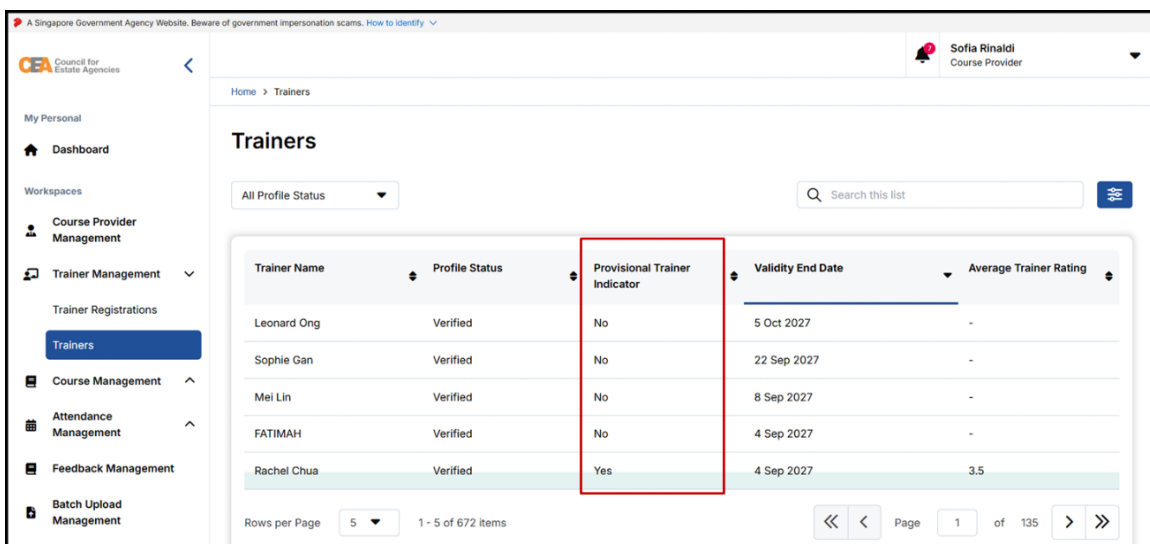
Figure 32 Trainers listing page

There are two statuses for trainer's profile:

1. **Verified** – The trainer's registration is active and valid to conduct courses.
2. **Expired** – The trainer's registration has expired. They must be renominated to register as a trainer again.

Trainers may be granted **provisional** status if they do not meet specific criteria set by CEA. When a trainer is registered as provisional, the Provisional Trainer Indicator will display as **Yes**.

Figure 33 Provisional Trainer Indicator

5. Course Management

The Course Management module allows CPs to submit Structured Learning (including Prescribed Essentials) courses and manage course sessions.
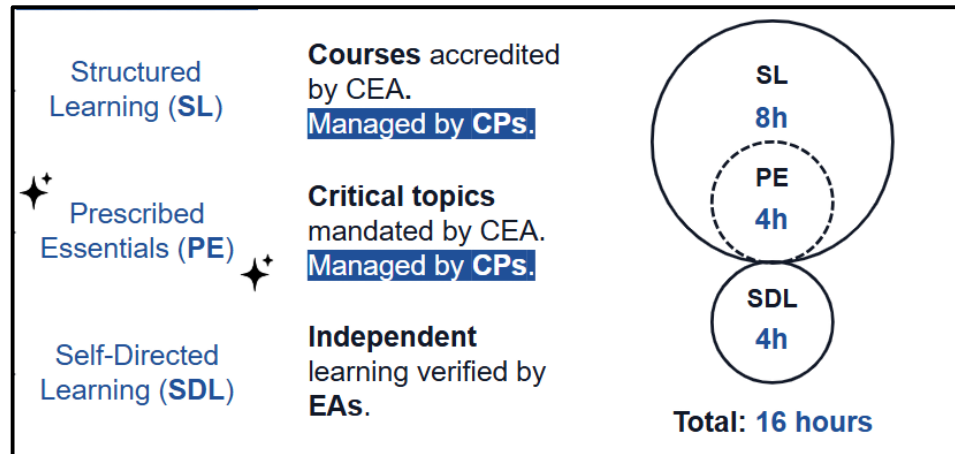
Figure 34 CPD Categories

CPD courses are categorised into:

1. **Structured Learning (SL)** – Courses related to Professional Competencies accredited by CEA.
2. **Prescribed Essentials (PE)** – Courses on mandatory topics accredited by CEA.
3. **Self-Directed Learning (SDL)** – RES-driven learning activities related to Generic Competencies Plus (not available to CPs)

To understand course application process better, Course Providers can refer to the Course Lifecycle below:
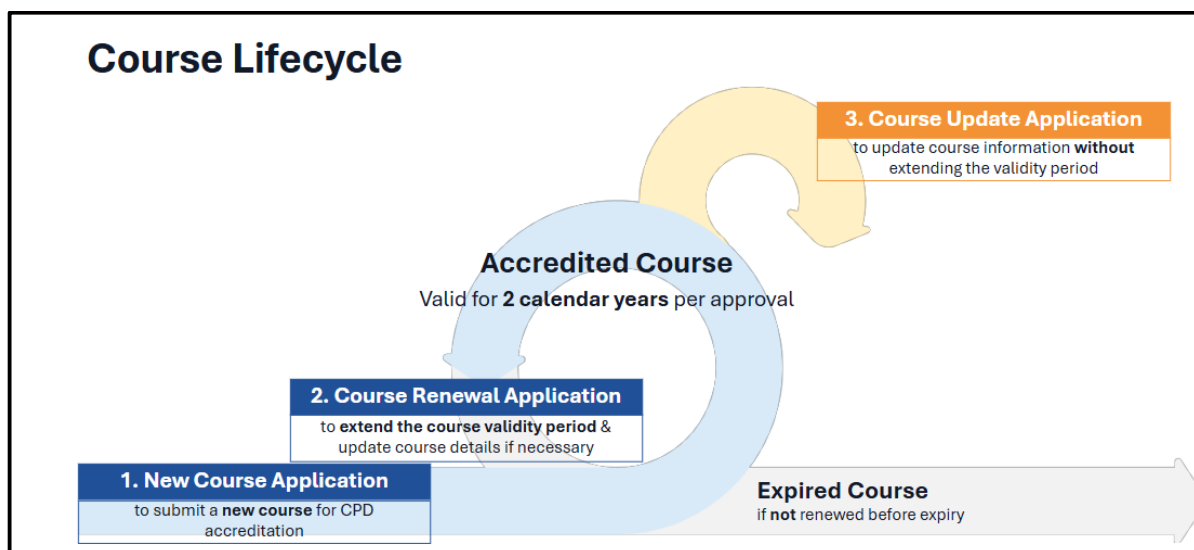
Figure 35 Course Lifecycle

CPs can apply for accreditation of SL and PE courses in CPDS by following the process below:
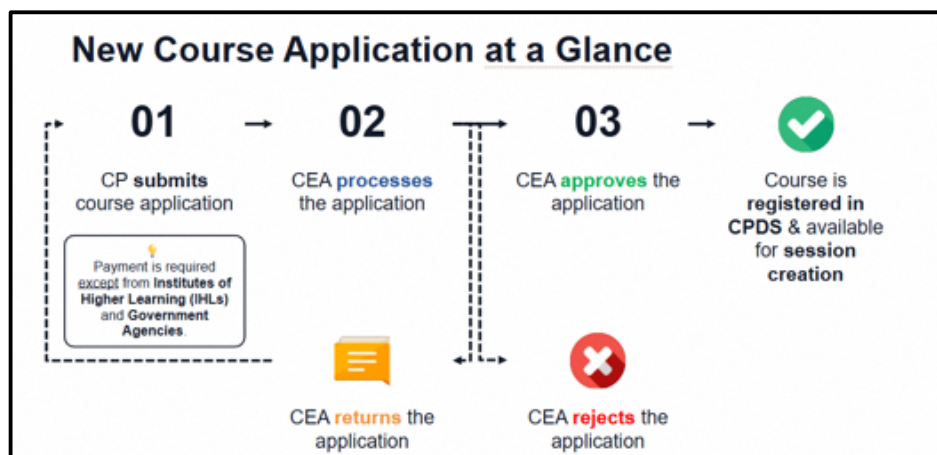
Figure 36 Course Application Workflow

5.1 Course Applications

CPs can submit and manage SL and PE courses for accreditation in CPDS through three types of applications:

- **New Course Application** – Submit a new course for accreditation.
- **Course Renewal** – Renew an approved course.
- **Course Update** – Update course information within the current validity period.

New Course Application

1. Click Course Management → Course Applications from the left menu to access the Course Applications listing page.
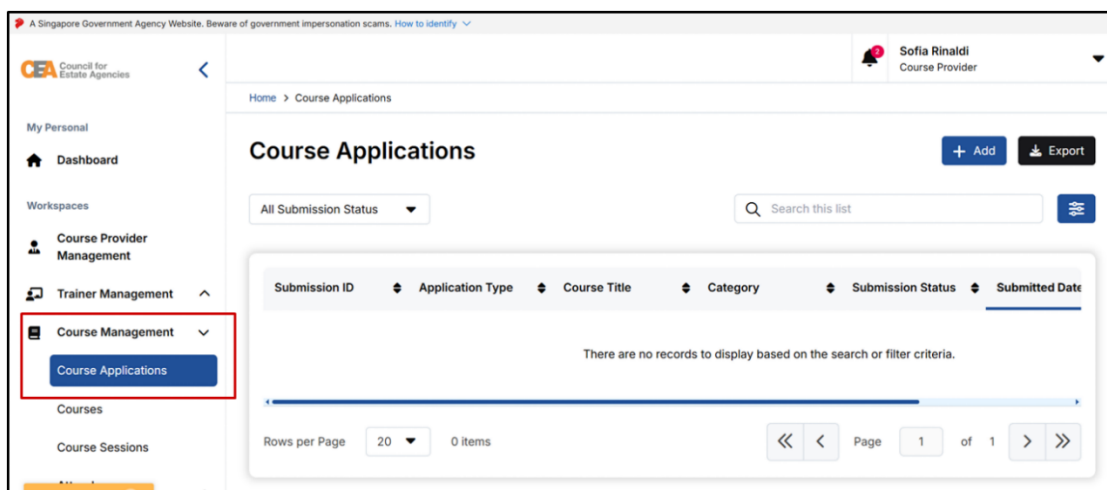
Figure 37 Course Applications listing page

2. Clicking **+Add** button on the Course Applications listing page redirects you to the application introduction page.

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3. Click on **Continue** button redirects you to Submit Course Application page.

Figure 38 Submit Course Application (Intro)

4. Select **New Course Application** as the application type. All fields in the submission form must be completed before proceeding.

Figure 39 New Course Application

5. To add a trainer, enter their **exact Trainer ID** as partial or wildcard search is not supported. Click the **Add** button to add another trainer. You can assign up to five trainers for each course.

Figure 40 Trainer Information

6. Click **Submit & Pay** after completing the form to proceed with payment or click **Save as Draft** to save progress without submission.
7. Payment is made via **PaySG**, using either **Credit Card** or **PayNow**. Payment must be made within **5 days of form submission** before the application expires. The receipt will be emailed to you by PaySG.

Figure 41 PaySG

8. After CP makes payment, they will receive an email notification from CPDS that payment is received.

Course Renewal

Courses are accredited for a two-year validity period. CPs will not be able to conduct the courses after the validity of the courses lapses. To avoid disruption in scheduling courses, CPs can submit course renewal applications before the validity period ends.

To renew a course, **search for your approved Course ID** to help you retrieve the registered course details.

1. Select **Course Renewal** as the application type.
2. Enter the Course ID that you wish to renew in the **Course ID field** to search and auto-fill course details.
3. Click **Submit & Pay** after completing the form to proceed with payment.
4. After CP makes payment, they will receive an email notification from CPDS that payment is received.

Figure 42 Course Renewal Application

Course Update

Course Update allows CPs to update approved course details without affecting the course's validity period such as update materials, increase class size, update curriculum, etc. No payment is required.

1. Select **Course Update** as the application type.
2. Enter the Course ID that you wish to update in the **Course ID field** to search and auto-fill course details.
3. Click **Submit** after updating the form to proceed with submission.

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Figure 43 Course Update Application

After the course application is submitted successfully, the system sets its status to **Submitted.**

Figure 44 Course Application Submitted
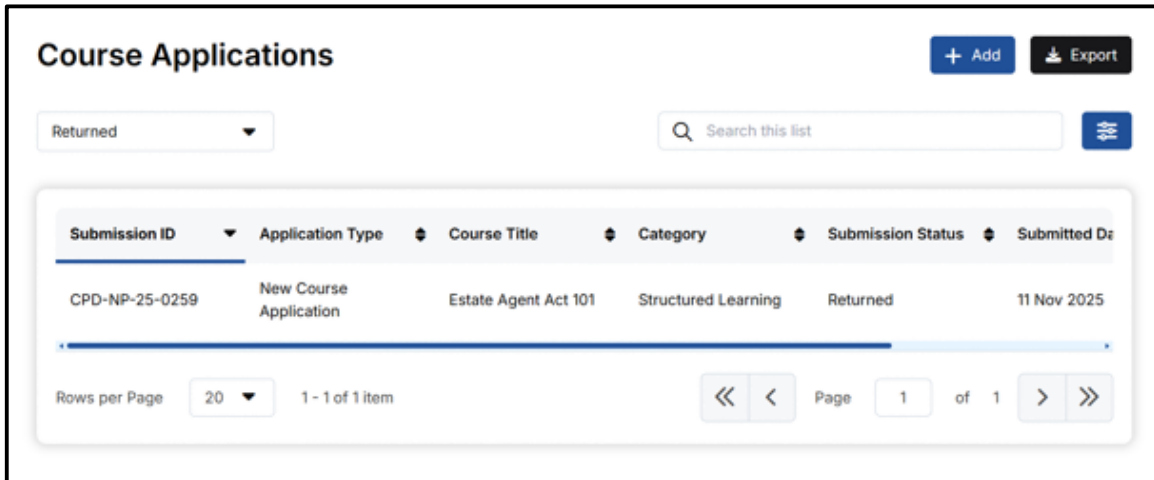
There are seven statuses for course application:

1. **Draft –** Application is saved by CP.
2. **Pending Payment** – Application is pending payment by CP.
3. **Submitted** – Application is submitted and pending CEA's assessment.
4. **Returned** – Application is returned and requires more information. CP is to resubmit the application with more information .
5. **Approved** – Application is approved and course is listed in course directory.
6. **Rejected** – Application is rejected. To reapply, CP must submit a new application.
7. **Expired** – Application is automatically set to expired as no payment is made within 5 days. To reapply, CP must submit a new application.

Note: CEA takes approximately **30 working days** to process the application upon receipt of complete set of documents.

Course Application Returned

If your submitted application is returned, you will be notified via CPDS inbox and email.

1. The returned application will show **Returned** as its submission status.

Figure 45 Course Application Returned

2. Clicking on a **row** will take you to the Course Application details page. You can edit and update the content in the application form.

Figure 46 Course Application Details

3. The comments section shows information regarding your returned application. You can add your own comments or clarification before submission. Click **Submit** to resubmit and the submission status will change to **Submitted**.

Figure 47 Course Application Details - Returned

Course Application Rejected

If your application is rejected, you will be notified via CPDS inbox and email. CPs can view the reason for rejection in the Course Application Details page, under the Comments section.

To reapply with new information, you must submit a new course application.

Figure 48 Course Application Details - Rejected

Course Application Approved

If your application is approved, you will be notified via CPDS inbox and email.

The approved course will appear in the **Courses** listing page, regardless of whether a course session has been scheduled

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Figure 49 Course Application Registered

There are two statuses for course application:

1. **Registered** – Course is registered. CP can conduct course sessions.
2. **Expired** – Course has expired. CP has to apply for course accreditation again by submitting a New course application

Approved courses are listed in the **CPD Course Directory.**

Figure 50 CPD Course Directory

5.2 Course Sessions

After the course is approved, CP may create course sessions / classes for RESs to attend.

Create Course Session

1. Click Course Management → Course Sessions from the left menu to access the Course Sessions listing page.
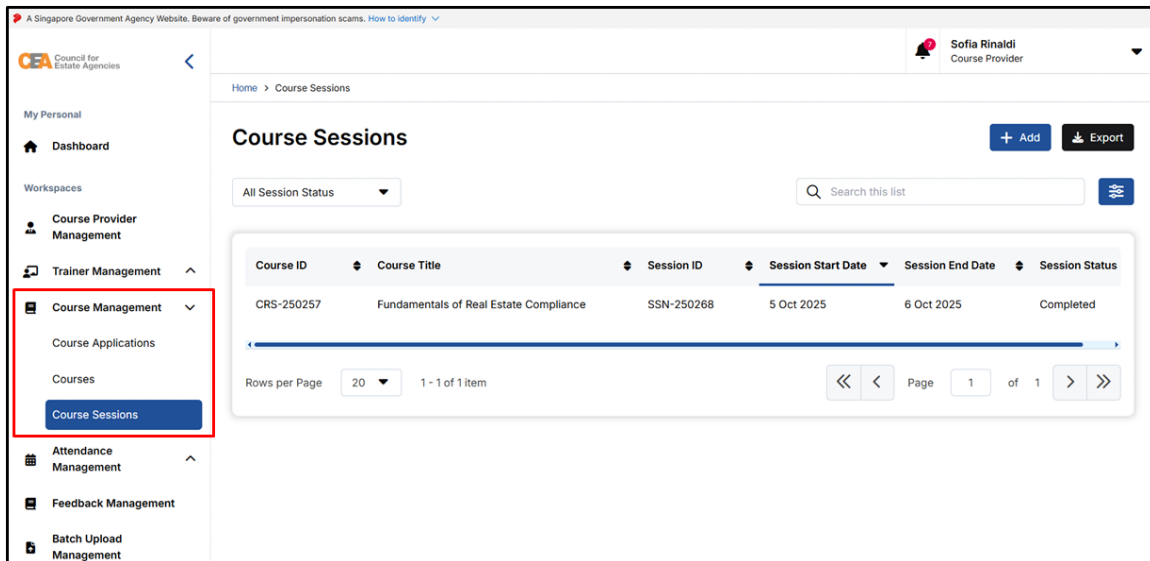
Figure 511 Course Sessions listing page

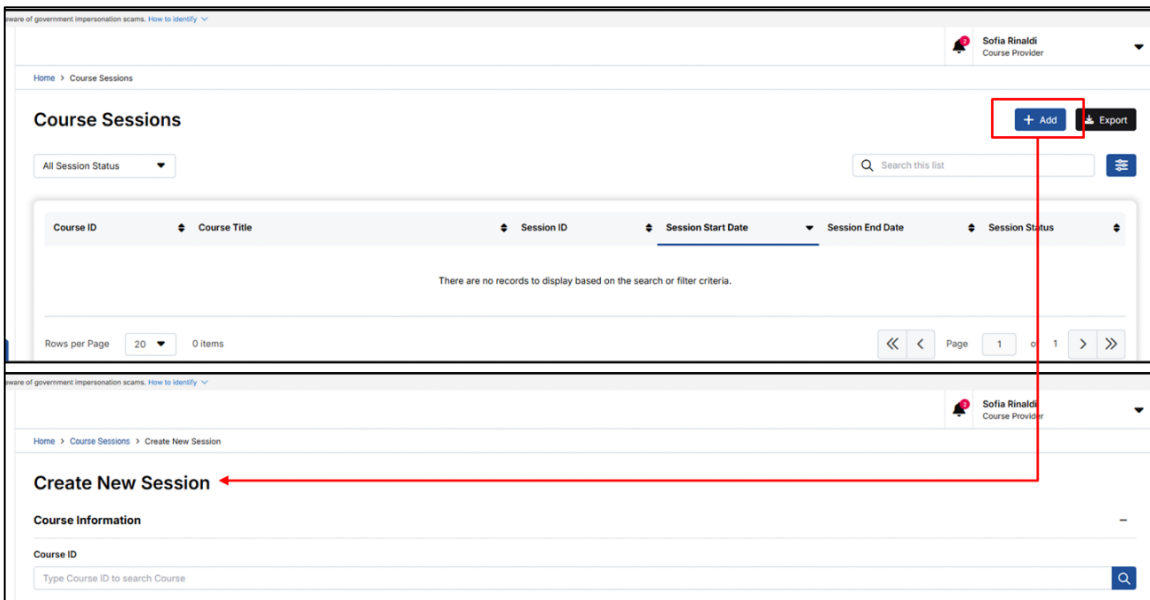2. Click **+Add** on the Course Sessions listing page to create a course session.

Figure 52 Create New Session

3. Search your **approved Course ID** (refer to figure 53).
4. Select a session date (cannot be backdated).
5. Click **+Add** button to add more trainers (up to maximum 5) for a session. Trainers with expired validity cannot be added to the session.

Note: Trainers added to the session will be subject to participants' feedback after the course.

Figure 53 Create New Session

Course Session Details

The created course session will appear in the course sessions listing page with the status **Created**.

1. Clicking on a row will take you to the Course Session Details page.

Figure 54 Course Session Details

2. There are two statuses for course application:

- **Created** – The session is successfully created and pending attendance upload.
- **Completed** – Attendance has been uploaded to this session.

3. Click Submit Attendance button to **upload** the attendance for this session (refer to figure 55).
4. The session date remains editable so long as the session status is **Created.**
5. Click **Generate QR** to create a QR code for the feedback form. RESs use it to submit feedback for the session.
6. Delete session is shown when the session status is **Created.** CP cannot delete the session in **Completed** state as there are attendance records related to the session.

Figure 55 Course Session Details

6. Attendance Management

The Attendance Management module enables CP to manage and view SL and PE attendance for the course sessions.

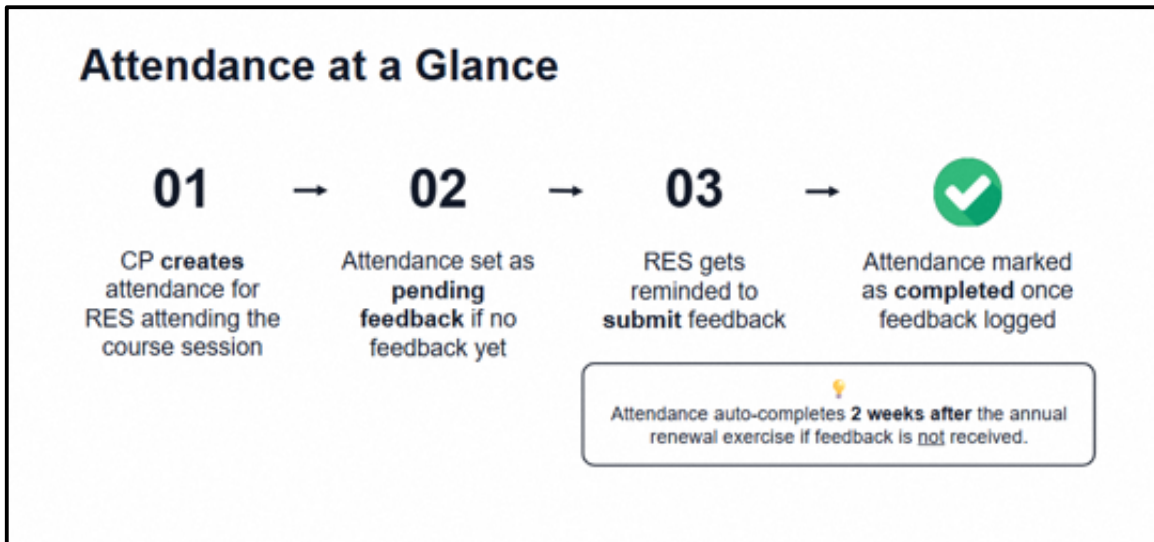Attendance creation is outlined below:

Figure 56 Attendance Workflow

To facilitate annual renewal of registration, attendance records that are pending feedback will be updated as Completed **two weeks** after the annual renewal exercise starts.

6.1 Create Attendance

Course providers can submit attendance records for approved SL and PE courses.

1. Click Attendance Management → Attendance History from the left menu to access the Attendance History listing page.

Figure 57 Attendance History listing page

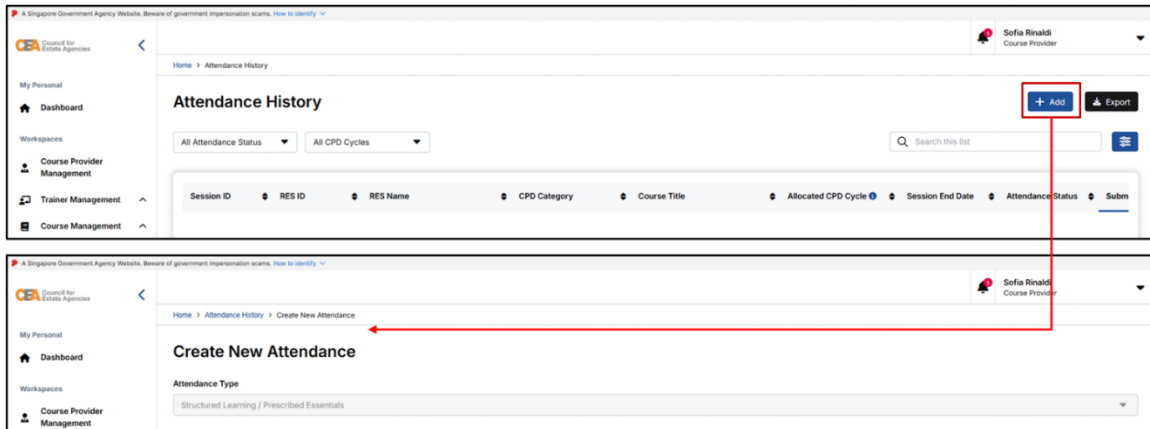2. Click **+Add** on the Attendance History listing page to create attendance.

Figure 58 Create New Attendance

3. Retrieve the session information by searching the Course ID and selecting the Session ID to upload the attendance.
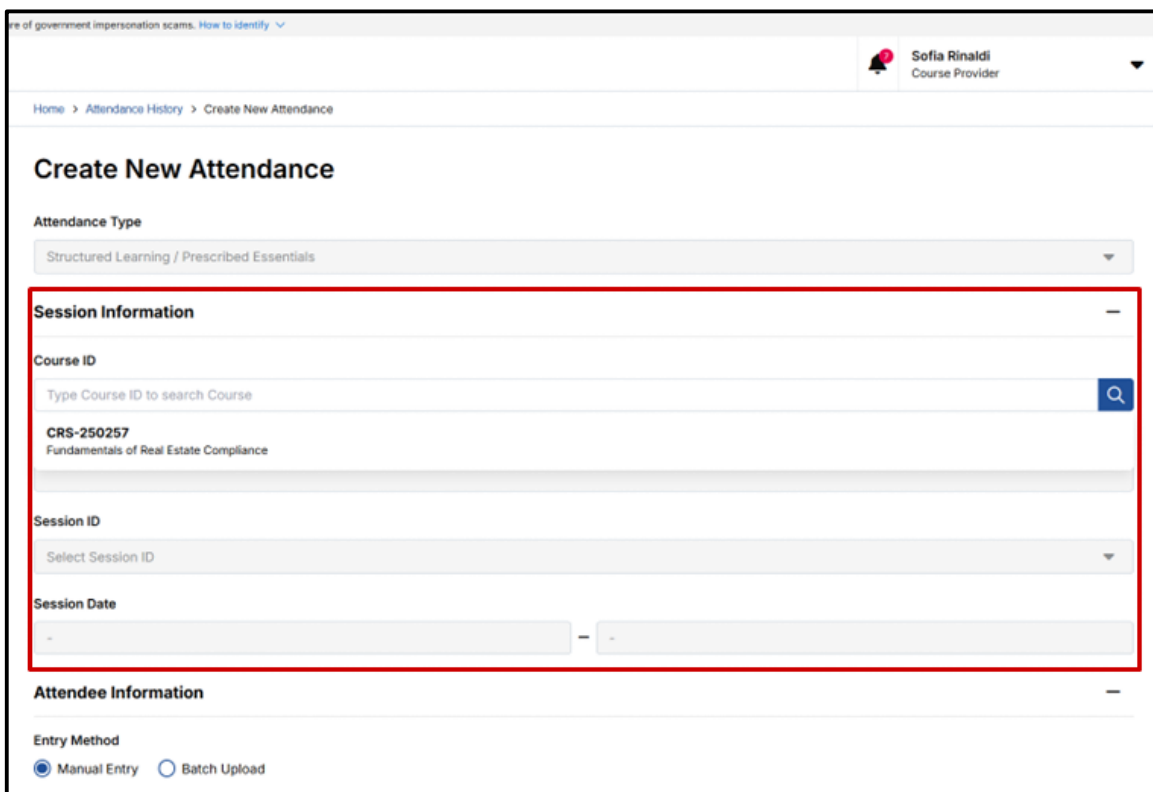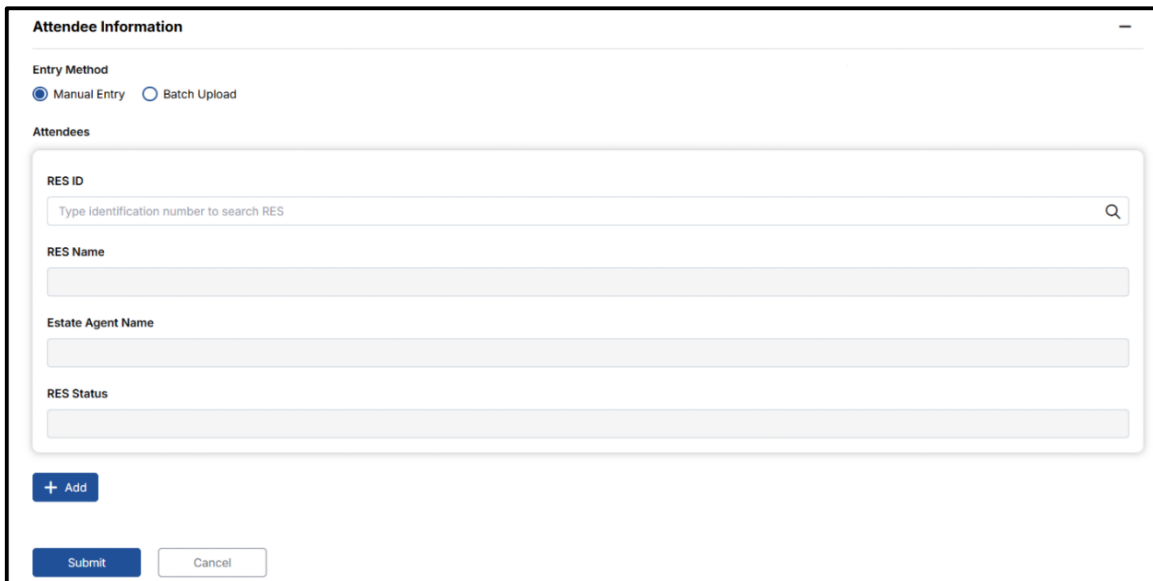

Figure 59 Session Information

4. Attendance can be created using **two methods**:

- **Manual Entry**: Enter each attendee's details one by one.
- **Batch Upload**: Upload a pre-filled attendance file with multiple attendees.

Manual Entry (Refer to figure 60)

1. Select **Manual Entry** as the entry method.
2. To add an attendee, enter their full **NRIC/FIN**. as partial or wildcard search is not supported.
3. Click the **+Add** button to add another attendee. The maximum number of attendees allowed is 10 attendees for each submission.
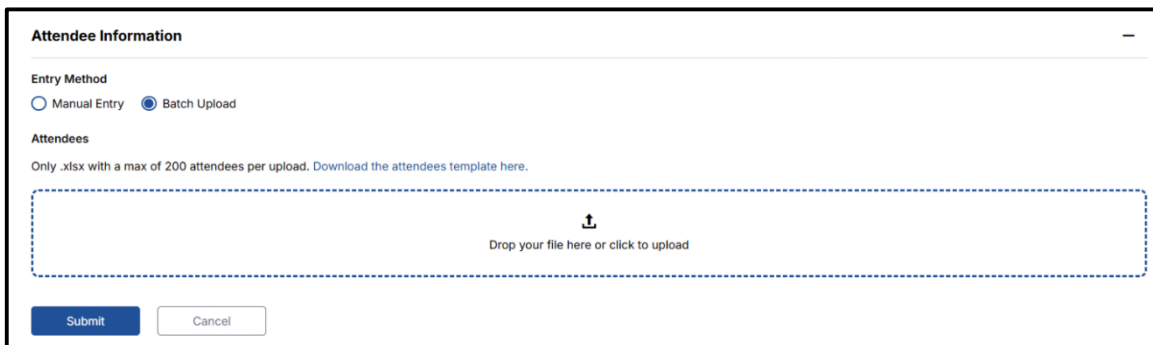4. Click Submit button to save the attendance.

Figure 60 Manual Entry

Batch Upload (refer to figure 61)

1. Select **Batch Upload** as the entry method.
2. Click the hyperlink to download the Excel template provided by CPDS. CP must use this template to avoid formatting issues or upload errors during batch attendance submission.

Figure 61 Batch Upload

3. After downloading the template, CP needs to fill in Column A with a valid **NRIC or FIN** and then upload the file. Do not remove Row 1.

Figure 62 Attendee Template

4. Upload the Excel file with attendees and click **Submit** button.
5. After submission, CP will be redirected to the Batch Upload History, where status shows either **In Progress, Successful** or **Failed**. Attendance is successfully uploaded for **Successful** status. (refer to figure 63).

Figure 63 Batch Upload History

6. For **Failed** status, you can download the error file from Batch Upload History listing page. The error message will be displayed in the error file:

- The uploaded file format is not supported (only .xlsx or .csv allowed).
- The number of RES entries exceeds the limit (max 200 attendees per Excel file upload, and up to 1,000 attendees per session).
- RES ID is missing, invalid, or not found in the system.
- Blank rows or extra spaces exist in the file.
- Duplicate RES IDs are present in the uploaded file.
- The RES is listed as a former RES and cannot be added.

7. After attendance is successfully uploaded, the attendees who have not submitted their feedback will receive an email notification prompting them to complete the feedback form.

8. There are two statuses for attendance:

- **Pending Feedback** – Attendance is recorded but feedback has not been submitted. The RES's CPD fulfilment will not reflect the training hours.
- **Completed** – Both attendance and feedback are complete. The RES's training hours will be allocated in the earliest CPD cycle where requirements are not fulfilled.

6.2 Delete Attendance

The Attendance History page displays all submitted attendance records for each RES. Clicking on a row will open the corresponding Attendance Details page.

Figure 64 Attendance Details

To delete an attendance record, click the Delete button.

Figure 65 Delete Attendance

Attendance deletion is only available until **30 September**, prior to the start of the annual renewal exercise.

7. Feedback Management

The Feedback Management module enables CPs to monitor feedback submitted by RESs who attended their courses. Feedback is aggregated and shown in the course and trainer ratings.
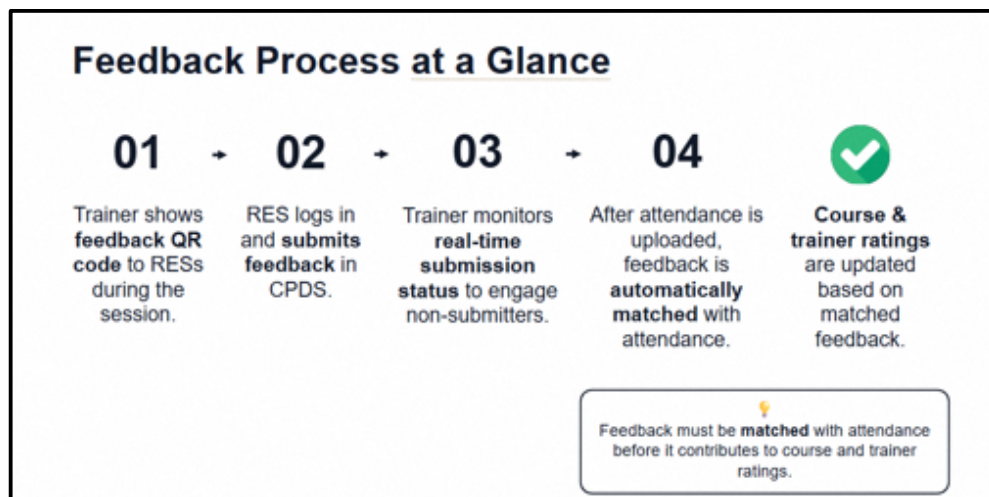

Figure 66 Feedback Workflow

RESs can submit feedback by:

- **Scan QR Code** – Scan the QR code provided by the CP at the end of the session.
- **Feedback Management** – Log in to CPDS and search for the session manually in the feedback form.

CPs can view all feedback submitted by RESs in the Feedback History listing page.

1. Click Feedback Management from the left menu to access the Feedback History listing page.

Figure 67 Feedback History listing page

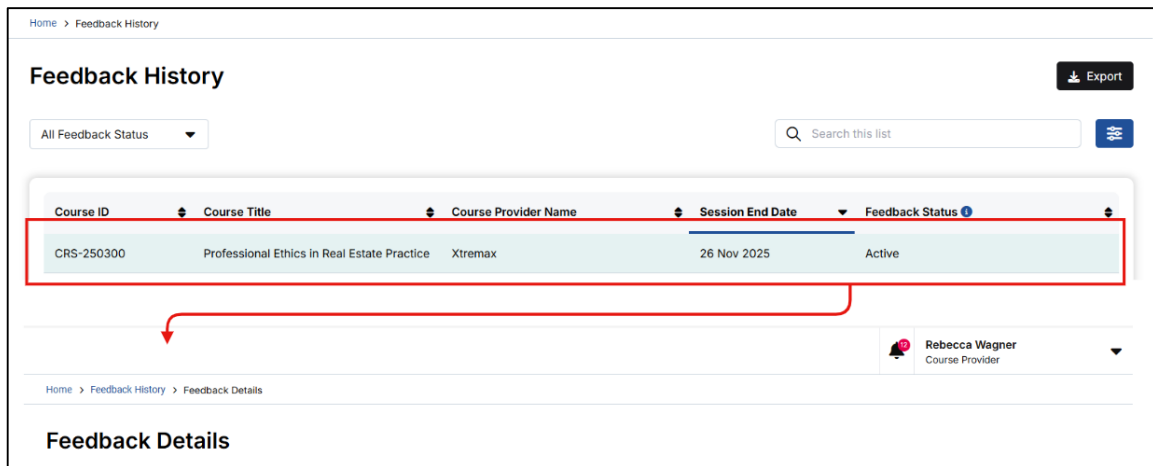2. Clicking on a row will open the corresponding Feedback Details page.

Figure 68 Feedback Details

3. Feedback cannot be edited under any circumstances. Once submitted, it will be aggregated to display in the course and trainer ratings.
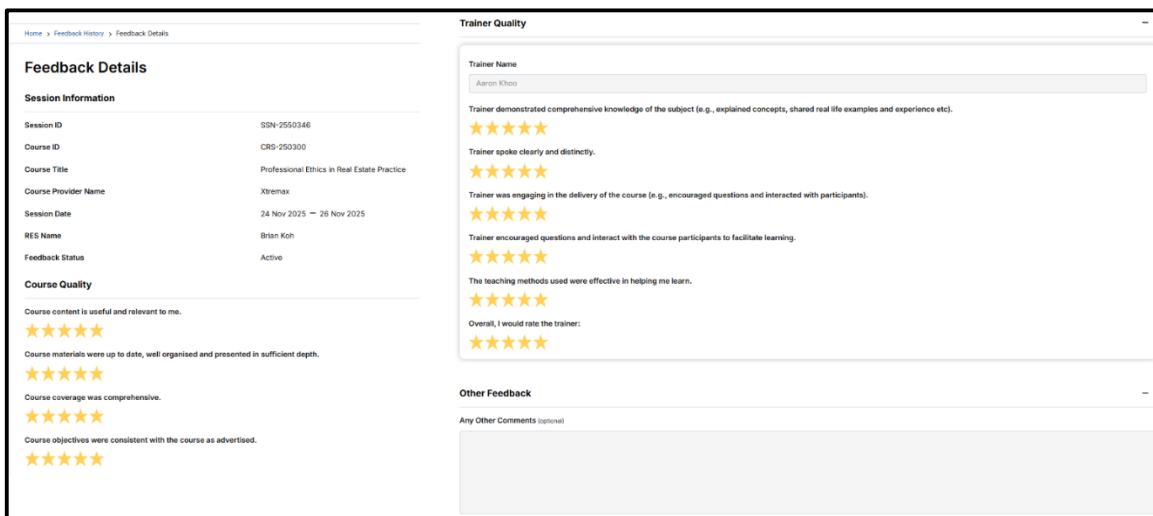

Figure 69 Course & Trainer Rating

4. There are two statuses for feedback:

- **Inactive** – Feedback is submitted but no corresponding attendance record found.
- **Active** – Feedback is submitted with attendance record. The RESs' training hours will be allocated in the earliest CPD cycle where requirements are not fulfilled.