

Council for Estate Agencies (CEA)

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

Version 1.0 dated 12 December 2025

## **DISCLAIMER**

The figures, data, and information presented in this user guide are for demonstration and training purposes only. These examples do not reflect actual production data, real user information, or live system statistics.

## Table of Contents

1. Introduction .....	2
1.1 Overview of Continuing Professional Development System (CPDS) .....	2
1.2 CPD Requirements .....	2
2. Course Provider Management .....	2
2.1 Course Provider Application Submission .....	3
2.2 Course Provider Applications .....	4
3. Common Functionalities .....	8
3.1 Accessing the System .....	8
3.2 Logging into the System .....	9
3.3 Multiple Roles Page .....	10
3.4 Dashboard .....	11
3.5 Global Header .....	12
3.6 Mini Profile .....	12
3.7 Notification Inbox .....	13
3.8 Menu .....	13
3.9 Header Links .....	14
3.10 Course Applications Listing Page .....	14
4. Trainer Management .....	15
4.1 Nominate Trainer .....	15
4.2 Trainer Registration .....	17
5. Course Management .....	20
5.1 Course Applications .....	21
5.2 Course Sessions .....	28
6. Attendance Management .....	31
6.1 Create Attendance .....	32
6.2 Delete Attendance .....	36
7. Feedback Management .....	37

## 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:

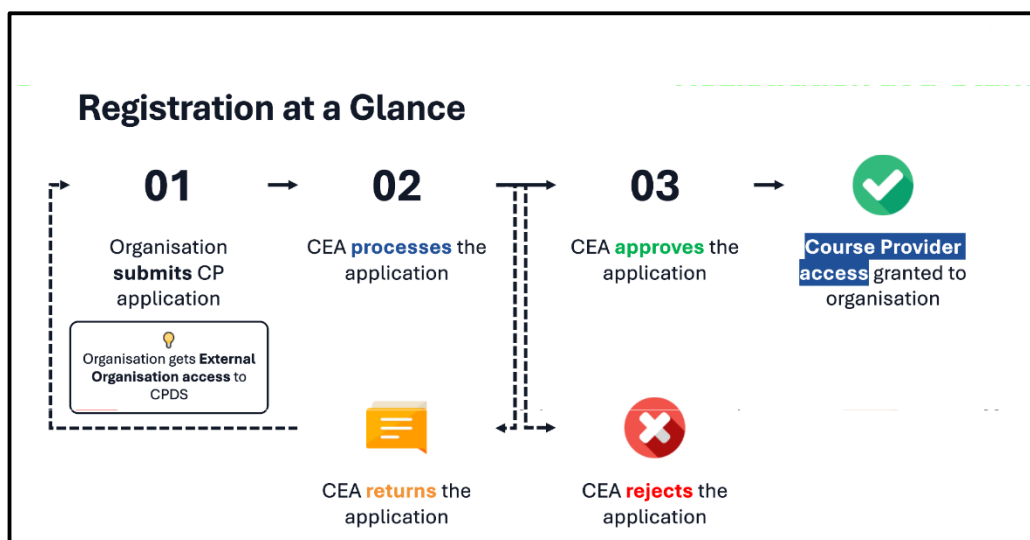


Figure 1 CP Registration Workflow

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.

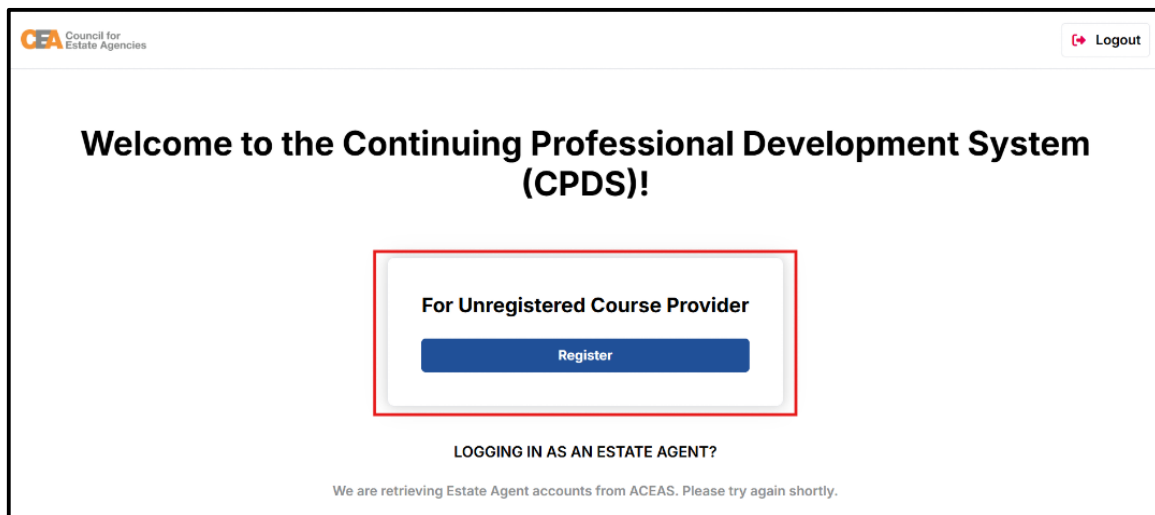


Figure 2 Register as CP

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

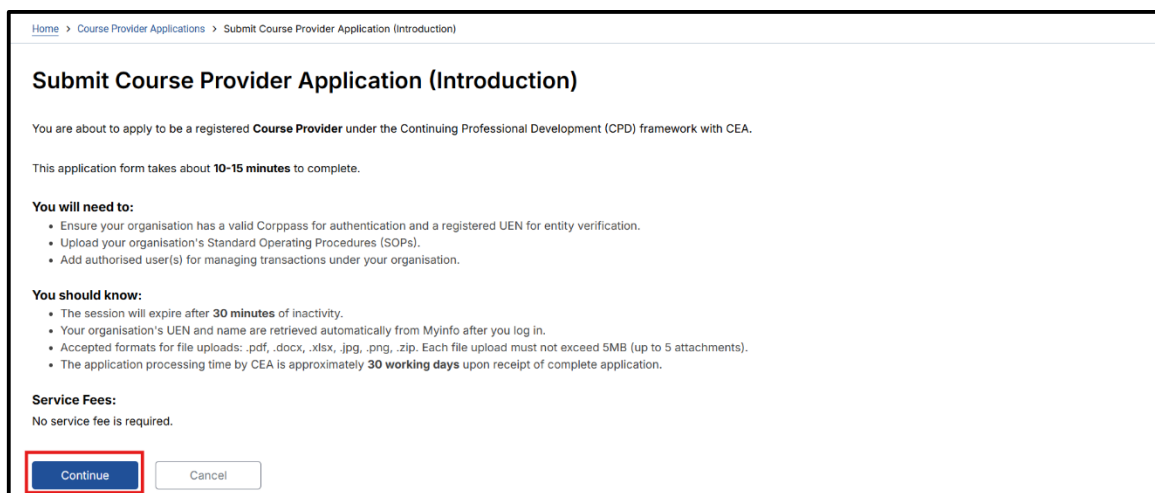


Figure 3 Submit CP Application (Intro)

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

Home > Course Provider Applications > Submit Course Provider Application

## Submit Course Provider Application

Course Provider Information

**Retrieve Myinfo Business with singpass**

Course Provider UEN

Course Provider Name

Course Provider Address

Organisation Type

Select Organisation Type

Figure 4 Retrieve MyInfo Business with Singpass

- 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.

Email Address

external-organization55@cpd.com

Contact Number

84929145

Delete

ID Type

Select ID Type

Authorised User ID

Name

Email Address

Contact Number

Delete

+ Add

Submit

Cancel

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.

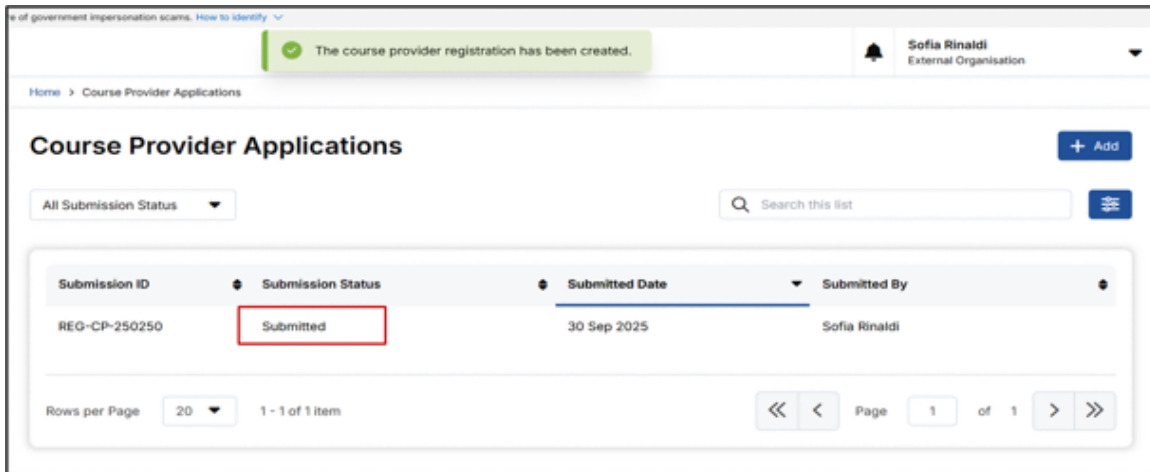


Figure 6 Submit CP Registration

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.

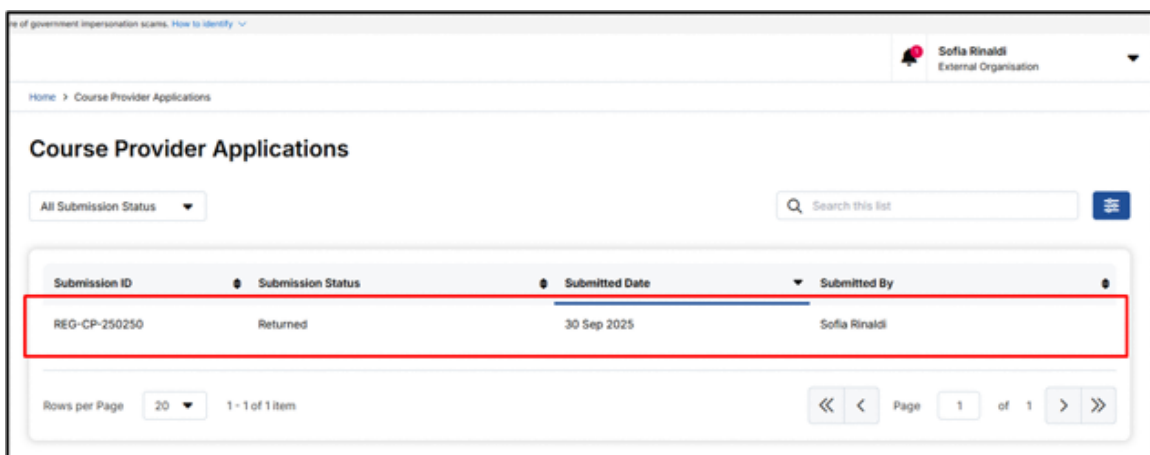


Figure 7 Returned CP Application

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.

The image shows two screenshots of a web application. The top screenshot is the 'Course Provider Applications' page. It features a header with a user profile 'Sofia Rinaldi, External Organisation'. Below the header, there's a breadcrumb 'Home > Course Provider Applications'. The main title is 'Course Provider Applications'. There's a filter dropdown set to 'All Submission Status' and a search bar. A table lists applications with columns: Submission ID, Submission Status, Submitted Date, and Submitted By. One row is highlighted with a red box: REG-CP-250250, Returned, 30 Sep 2025, Sofia Rinaldi. Below the table are pagination controls showing '1 - 1 of 1 Item'. The bottom screenshot is the 'Course Provider Application Details' page. It has a breadcrumb 'Home > Course Provider Applications > Course Provider Application Details'. The title is 'Course Provider Application Details'. Under 'Submission Summary', it lists: Submission ID (REG-CP-250250), Submission Status (Returned), Submitted Date (30 Sep 2025), and Submitted By (Sofia Rinaldi). A red arrow points from the highlighted row in the top screenshot to the 'Course Provider Application Details' title in the bottom screenshot.

Submission ID	Submission Status	Submitted Date	Submitted By
REG-CP-250250	Returned	30 Sep 2025	Sofia Rinaldi

Submission Summary	
Submission ID	REG-CP-250250
Submission Status	Returned
Submitted Date	30 Sep 2025
Submitted By	Sofia Rinaldi

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**.

The image shows a 'Comments' section. At the top, there's a 'Comment' input field. Below it is a 'Help us improve' button. A table shows a comment: 'Comment By' (Kelvin TAN (CEA)), 'Comment Date' (2 Oct 2025), and 'Comment' (Please update the Website URL, thank you). Below the table are 'Update' and 'Cancel' buttons. The 'Update' button is highlighted with a red box.

Comment By	Comment Date
Kelvin TAN (CEA)	2 Oct 2025

Comment
Please update the Website URL, thank you

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.

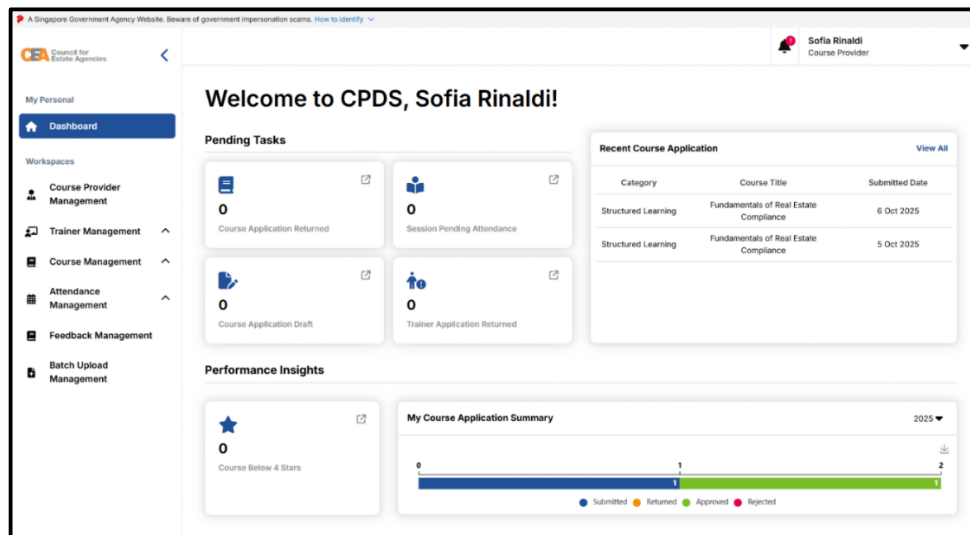


Figure 10 Course Provider Dashboard

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

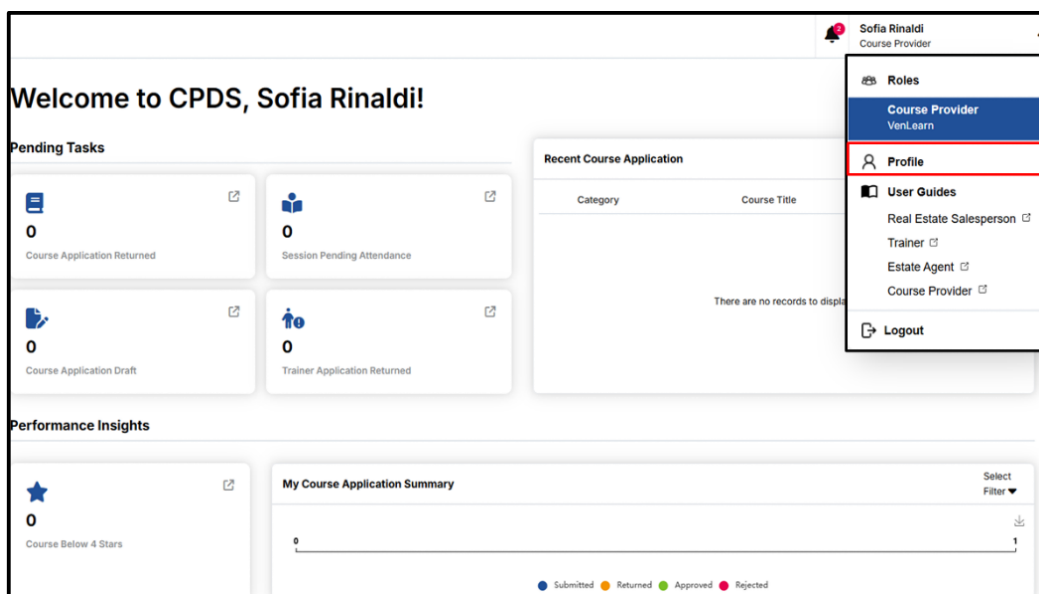


Figure 11 Course Provider Mini Profile



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.

The screenshot displays the 'My Profile' interface. It is divided into three main sections: 'Profile Summary', 'Course Provider Information', and 'Authorised User Information'. The 'Profile Summary' section shows the 'Profile Status' as 'Registered'. The 'Course Provider Information' section lists details such as 'Course Provider UEN' (202546372P), 'Course Provider Name' (VenLearn), 'Course Provider Address' (BLK 68 DAKOTA CRESCENT, #01-616), 'Organisation Type' (SkillsFuture Singapore (SSG) Training Providers), 'Website URL' (venlearnn.com), and 'Organisation Standard Operating Procedures' (OSOP.xlsx). The 'Authorised User Information' section contains a form for adding or updating a user, with fields for 'ID Type' (NRIC), 'Authorised User ID' (S5820394N), 'Name' (Sofia Rinaldi), 'Email Address' (sofia.rinaldi@xtremax2.com), and 'Contact Number' (65189920). At the bottom, there are buttons for '+ Add', 'Update', and 'Cancel'.

My Profile	
<b>Profile Summary</b>	
Profile Status	Registered
<b>Course Provider Information</b>	
Course Provider UEN	202546372P
Course Provider Name	VenLearn
Course Provider Address	BLK 68 DAKOTA CRESCENT, #01-616
Organisation Type	SkillsFuture Singapore (SSG) Training Providers
Website URL	venlearnn.com
Organisation Standard Operating Procedures	OSOP.xlsx <span>Download</span>
<b>Authorised User Information</b>	
ID Type	Authorised User ID
NRIC	S5820394N
Name	
Sofia Rinaldi	
Email Address	
sofia.rinaldi@xtremax2.com	
Contact Number	
65189920	
<span>+ Add</span> <span>Update</span> <span>Cancel</span>	

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:

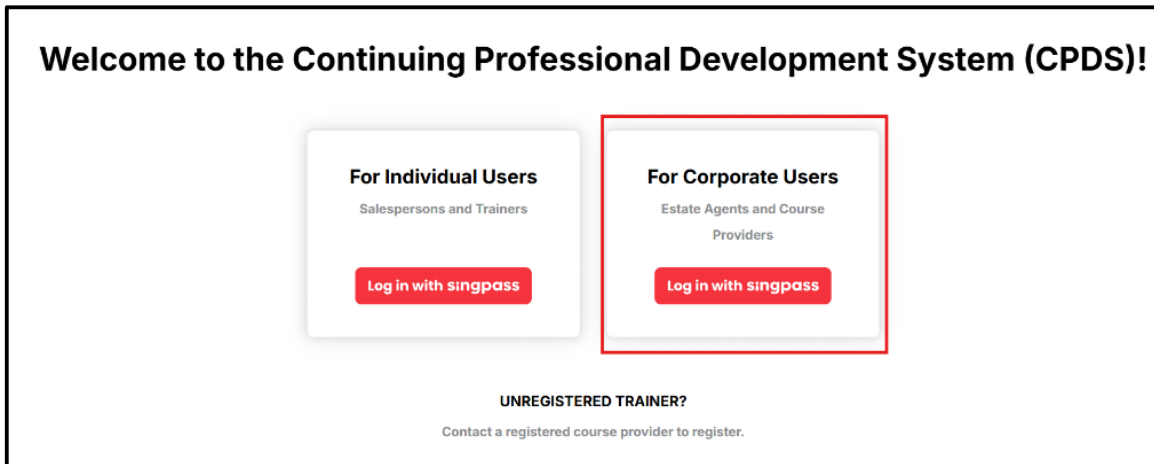


Figure 13 Login with Corppass

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.

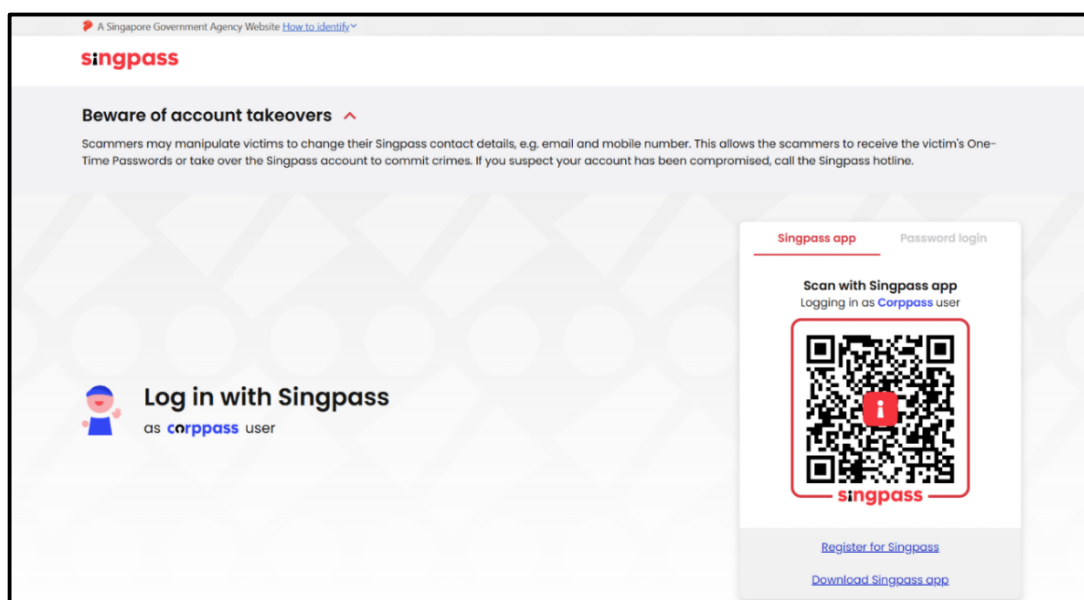


Figure 14 Singpass QR Code

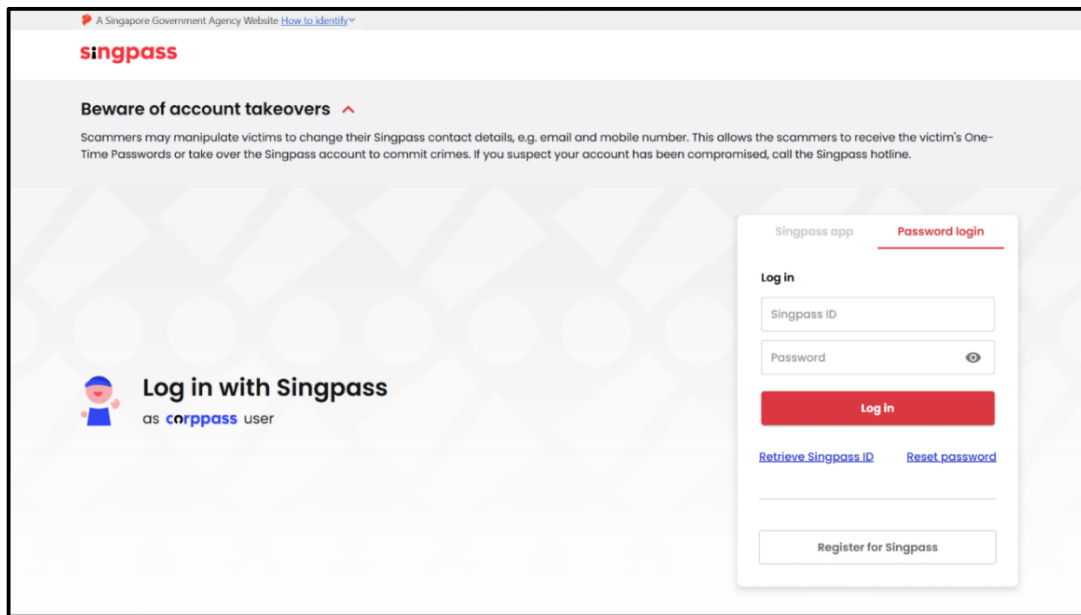


Figure 15 Singpass ID and Password

### 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.

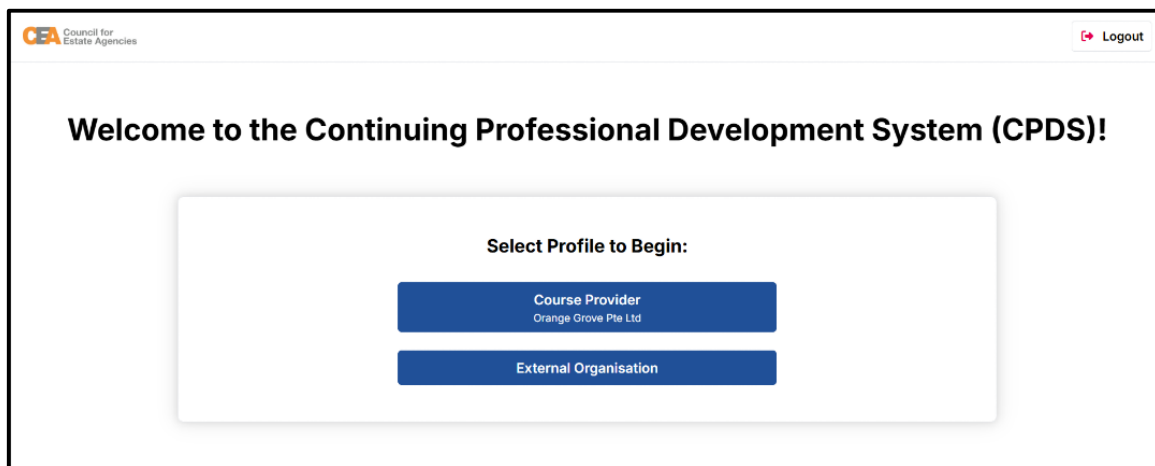


Figure 16 Multi Role Page

### 3.4 Dashboard

Registered CP are redirected to CP dashboard after login:

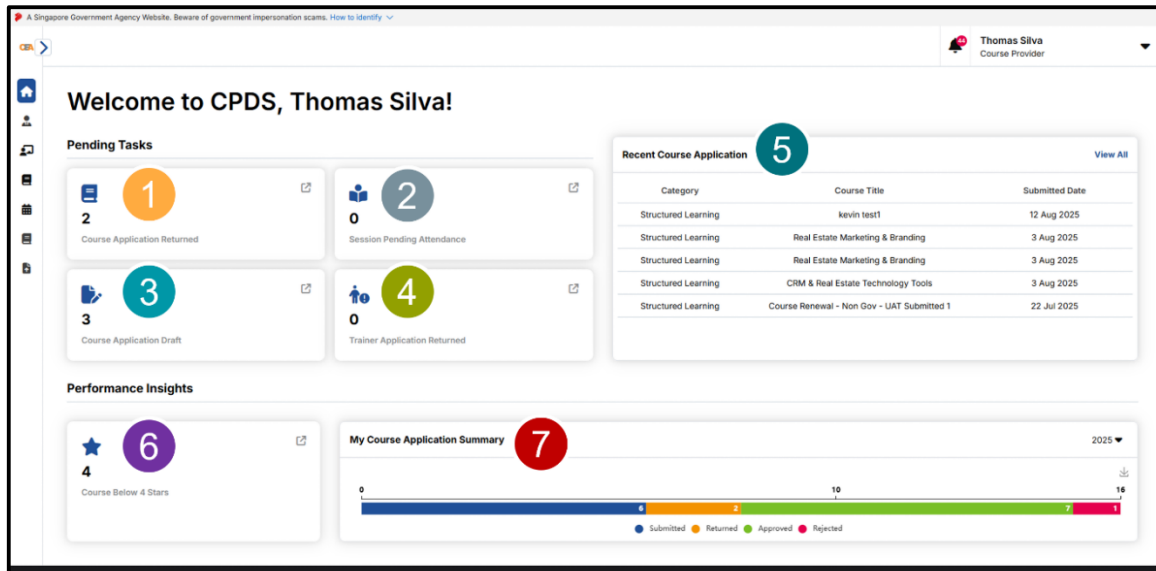


Figure 17 Course Provider Dashboard

- 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.

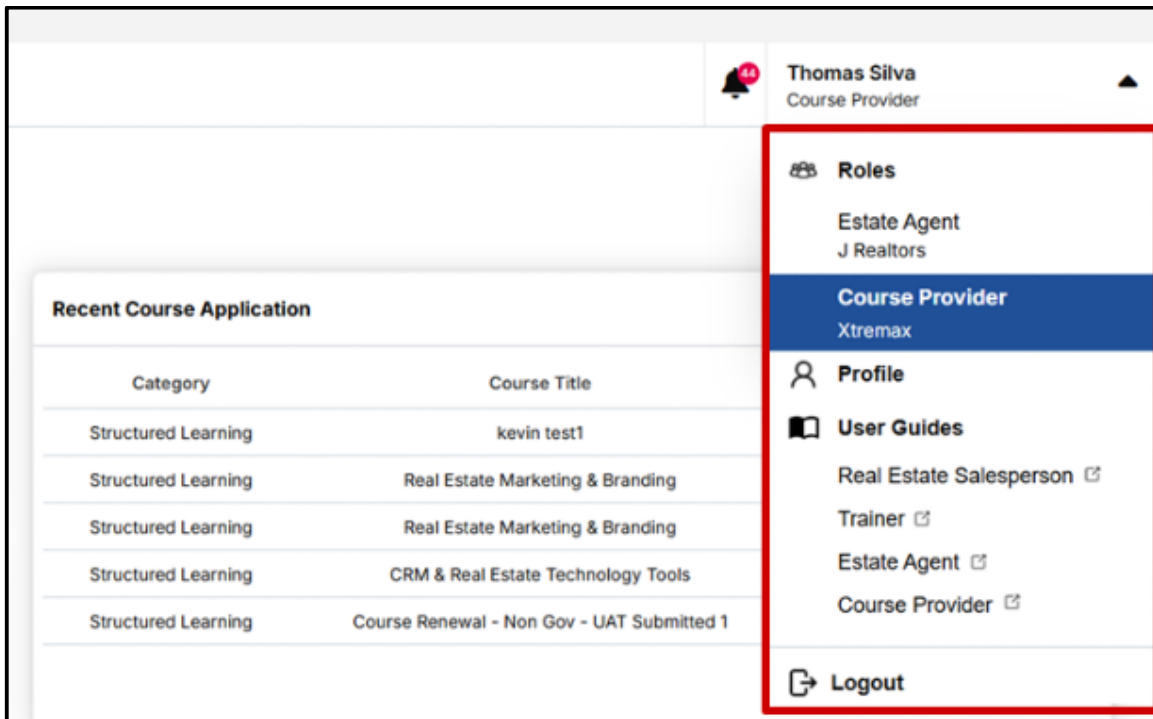


Figure 19 Mini Profile

### 3.7 Notification Inbox

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

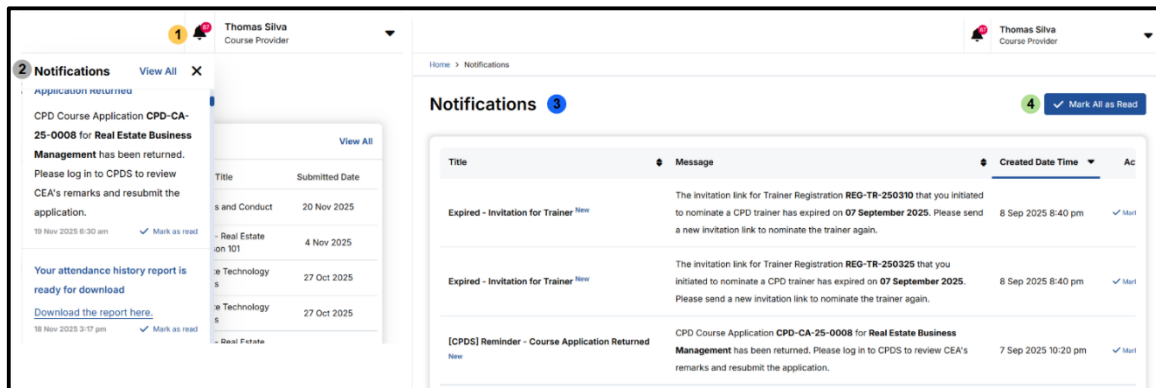


Figure 20 Notification Inbox

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.

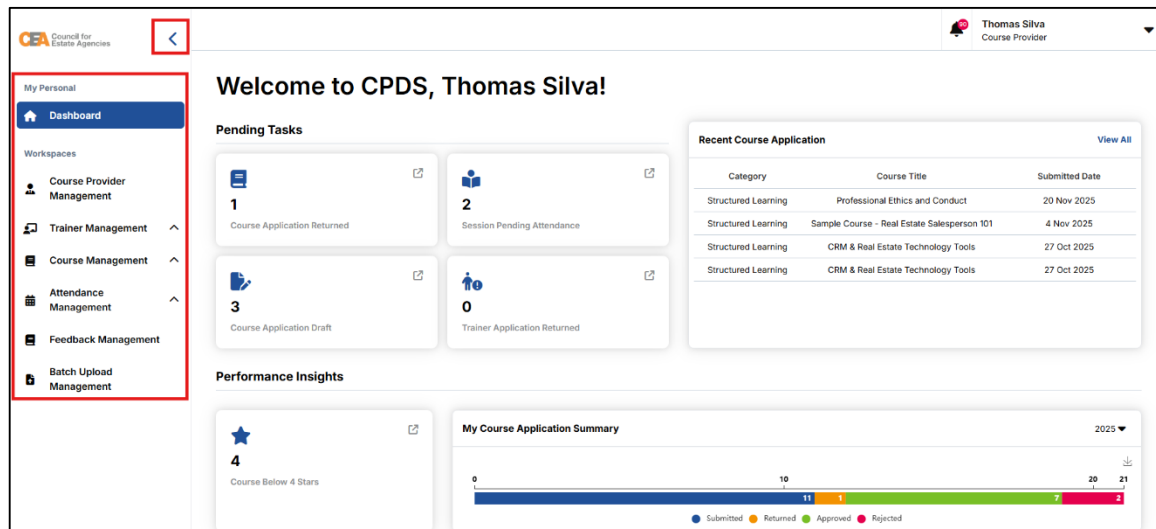


Figure 21 Global Menu

Click on the CEA Logo (top left) to return to the dashboard.

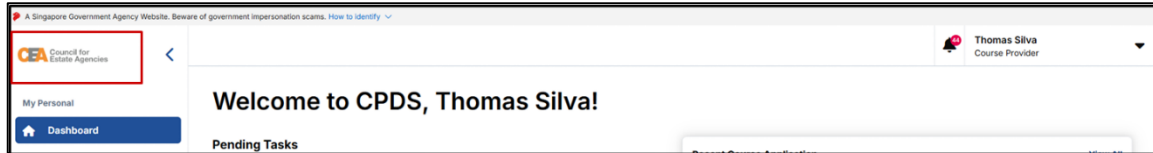


Figure 22 CEA Logo and Name

### 3.9 Header Links

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

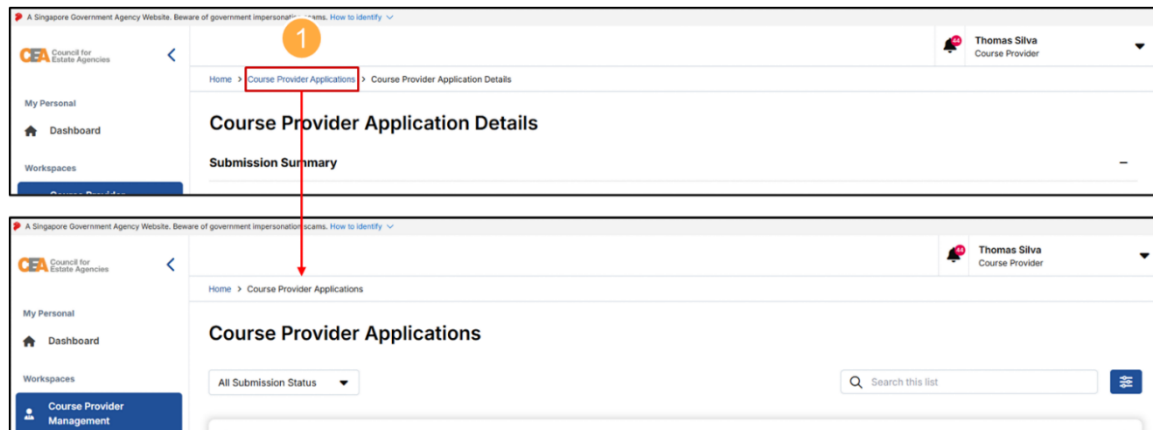


Figure 23 Header Links

### 3.10 Course Applications Listing Page

The listing page displays a summary of all course applications:

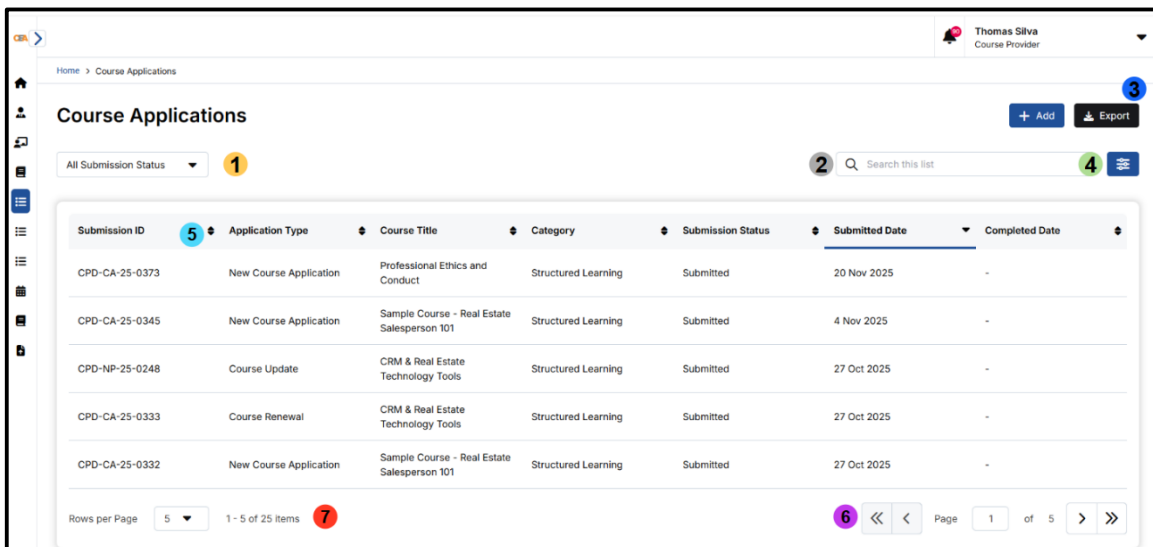


Figure 24 Course Applications Listing Page

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.



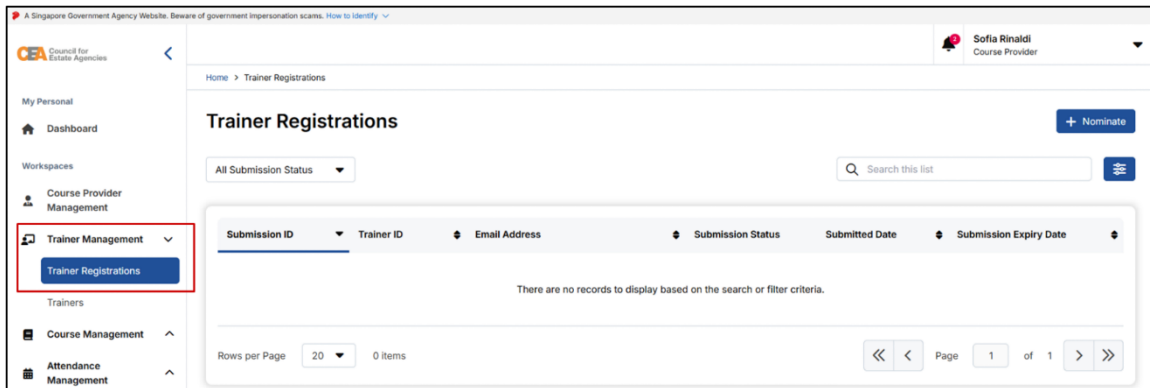


Figure 26 Trainer Registrations listing page

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

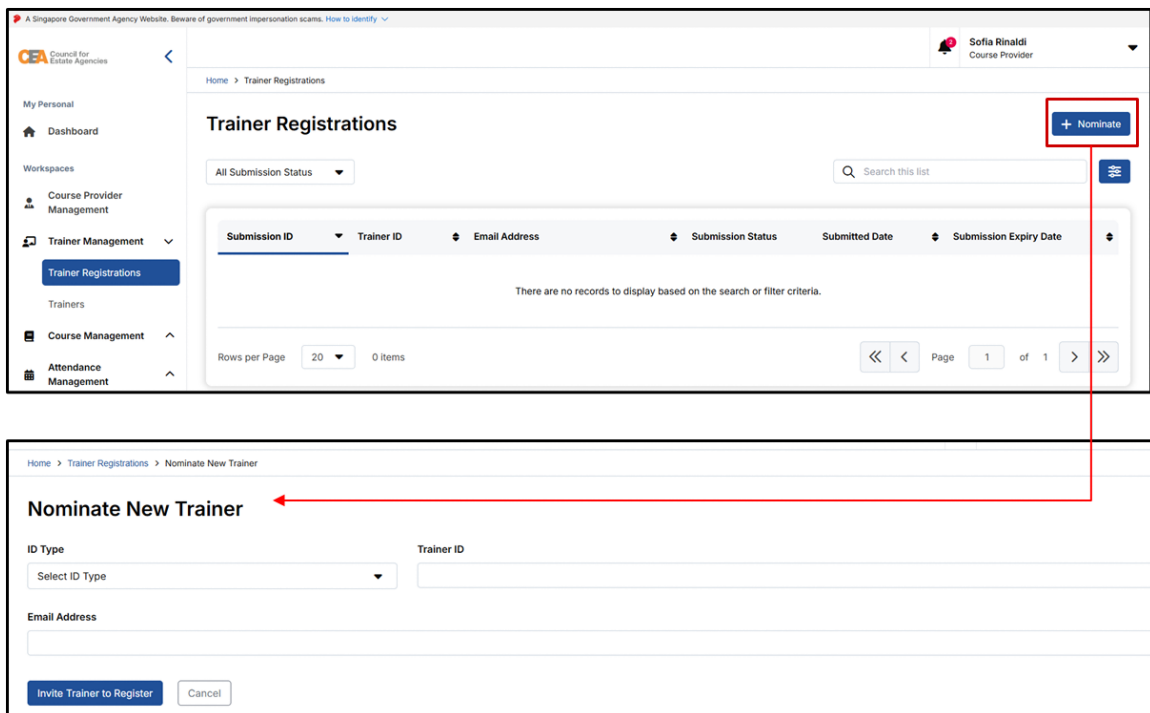


Figure 27 Nominate New Trainer

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 30<sup>th</sup> 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.

Submission ID	Trainer ID	Email Address	Submission Status	Submitted Date	Submission Expiry Date
REG-TR-250545	S2348765M	steven.wijaya@xtremax.com	Pending Submission	-	2 Nov 2025

Figure 29 Trainer Registration Pending Submission

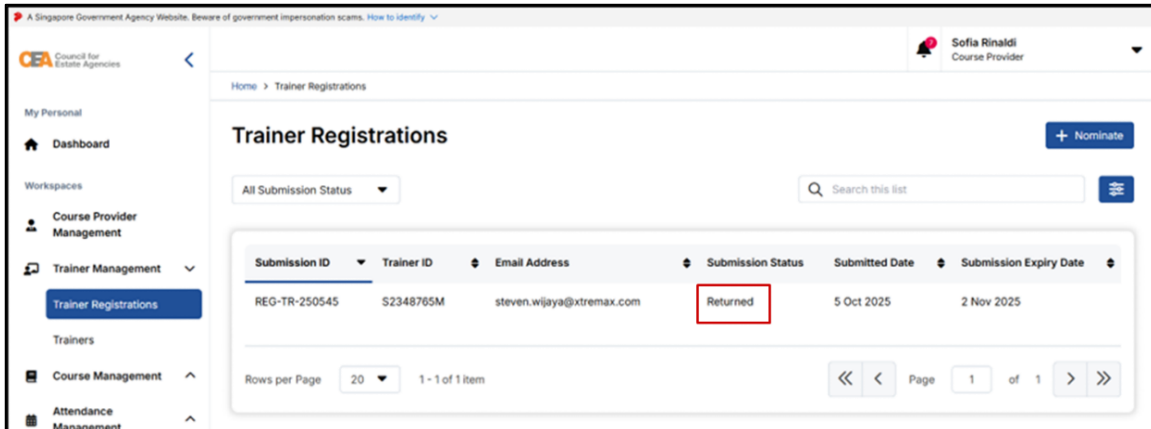
There are five statuses for trainer registration:

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.

## 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.



The screenshot shows the 'Trainer Registrations' page in the CEA system. The user is Sofia Rinaldi, a Course Provider. The page displays a table with one registration entry. The 'Submission Status' column for this entry is highlighted with a red box and contains the word 'Returned'. The table also shows the Submission ID, Trainer ID, Email Address, Submitted Date, and Submission Expiry Date.

Submission ID	Trainer ID	Email Address	Submission Status	Submitted Date	Submission Expiry Date
REG-TR-250545	S2348765M	steven.wijaya@xtremax.com	Returned	5 Oct 2025	2 Nov 2025

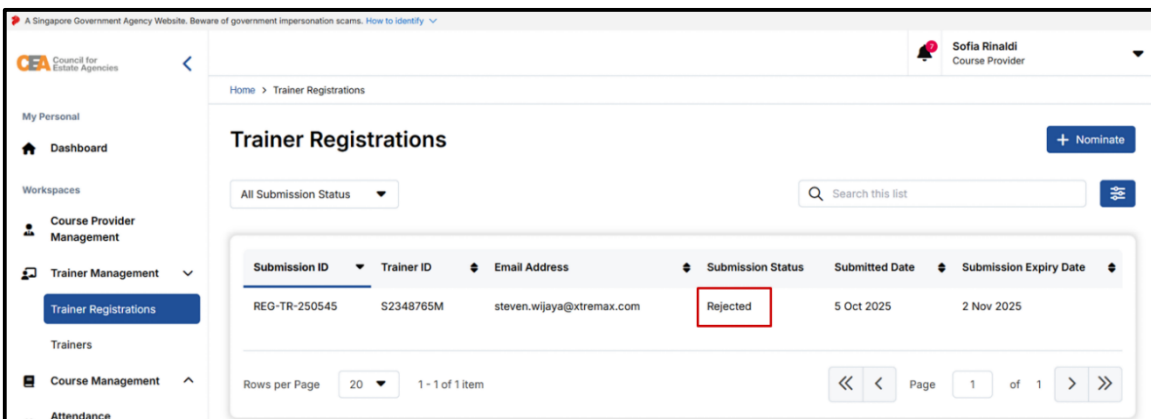
Figure 30 Trainer Registration Returned

## 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.



The screenshot shows the 'Trainer Registrations' page in the CEA system. The user is Sofia Rinaldi, a Course Provider. The page displays a table with one registration entry. The 'Submission Status' column for this entry is highlighted with a red box and contains the word 'Rejected'. The table also shows the Submission ID, Trainer ID, Email Address, Submitted Date, and Submission Expiry Date.

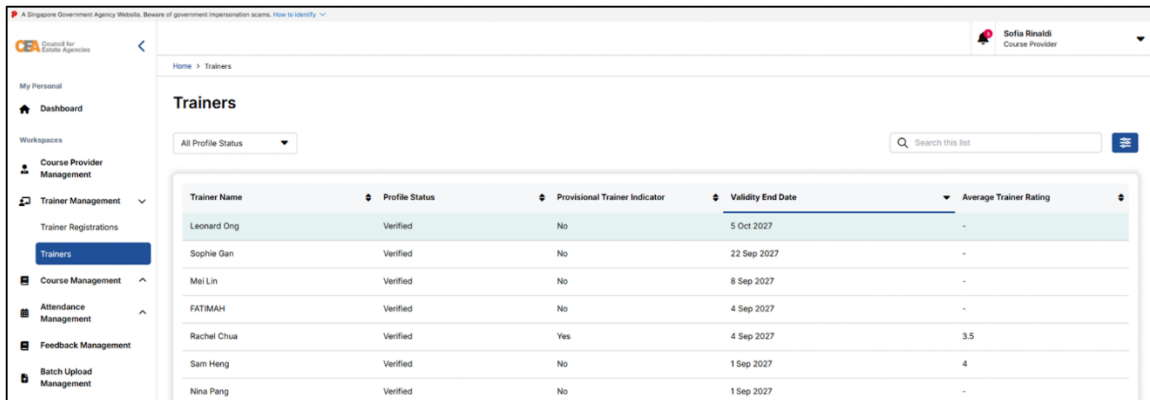
Submission ID	Trainer ID	Email Address	Submission Status	Submitted Date	Submission Expiry Date
REG-TR-250545	S2348765M	steven.wijaya@xtremax.com	Rejected	5 Oct 2025	2 Nov 2025

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.



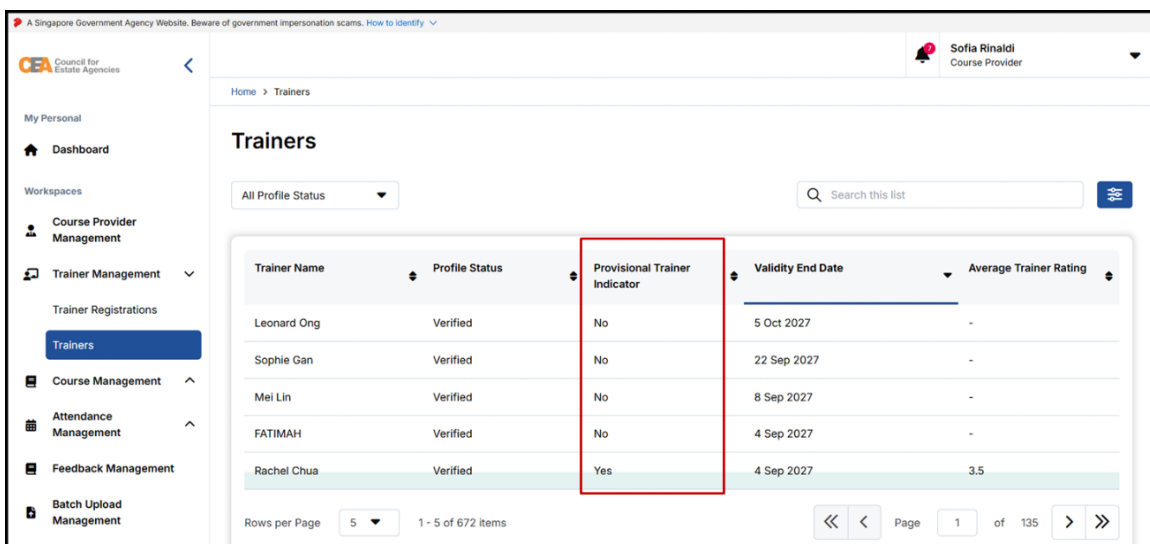
Trainer Name	Profile Status	Provisional Trainer Indicator	Validity End Date	Average Trainer Rating
Leonard Ong	Verified	No	5 Oct 2027	-
Sophie Gan	Verified	No	22 Sep 2027	-
Mei Lin	Verified	No	8 Sep 2027	-
FATIMAH	Verified	No	4 Sep 2027	-
Rachel Chua	Verified	Yes	4 Sep 2027	3.5
Sam Heng	Verified	No	1 Sep 2027	4
Nina Pang	Verified	No	1 Sep 2027	-

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**.



Trainer Name	Profile Status	Provisional Trainer Indicator	Validity End Date	Average Trainer Rating
Leonard Ong	Verified	No	5 Oct 2027	-
Sophie Gan	Verified	No	22 Sep 2027	-
Mei Lin	Verified	No	8 Sep 2027	-
FATIMAH	Verified	No	4 Sep 2027	-
Rachel Chua	Verified	Yes	4 Sep 2027	3.5

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.

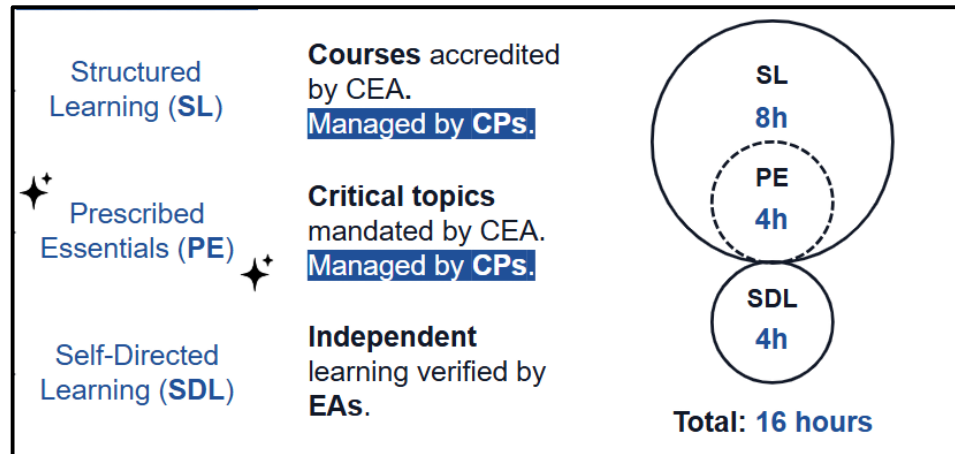


Figure 34 CPD Categories

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:

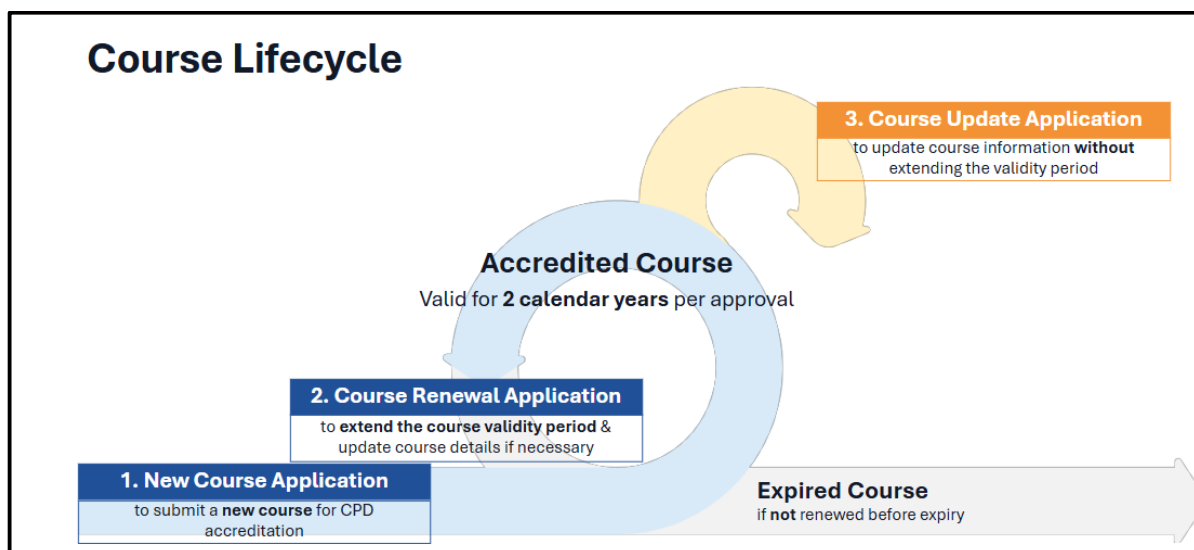


Figure 35 Course Lifecycle

CPs can apply for accreditation of SL and PE courses in CPDS by following the process below:

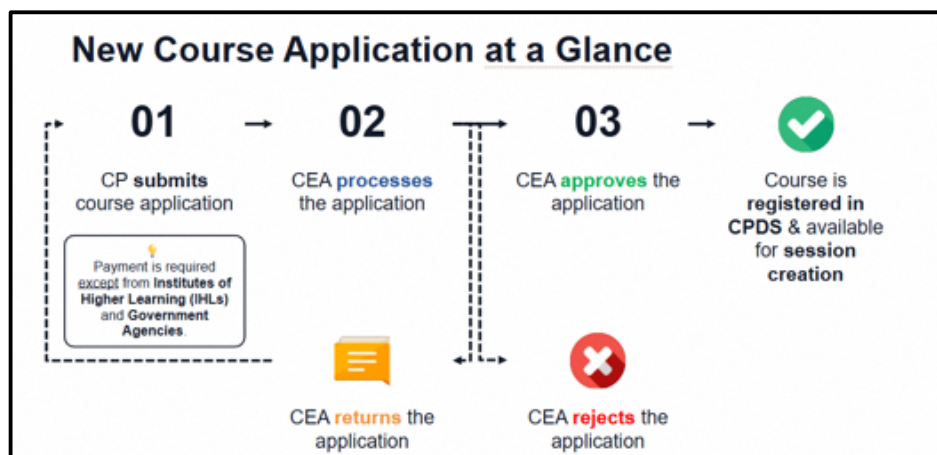


Figure 36 Course Application Workflow

## 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.

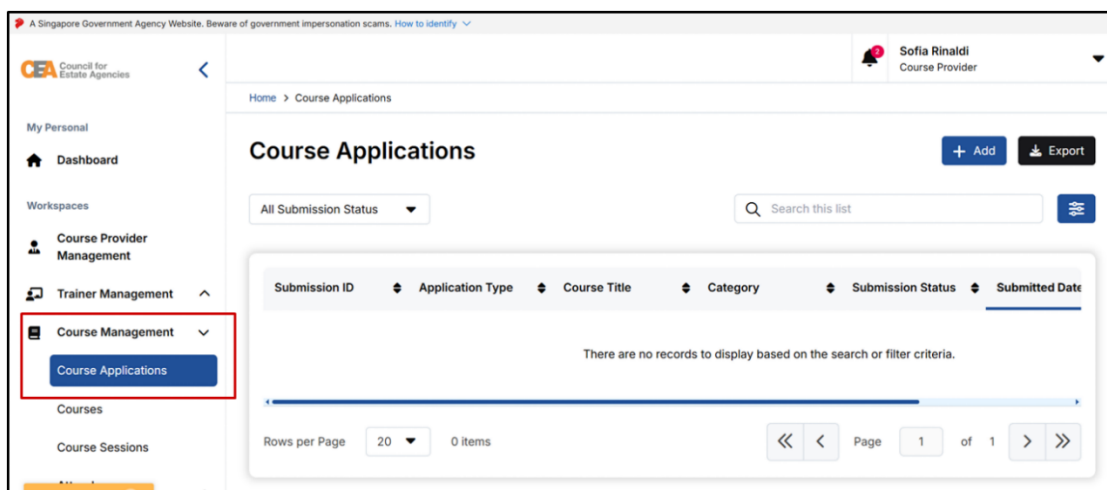


Figure 37 Course Applications listing page

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

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

## Submit Course Application (Introduction)

You are about to submit a **Course Application** under the Continuing Professional Development (CPD) framework with CEA. This form is used for the following purposes:

- **Course Registration** - For submitting a new course for CPD accreditation.
- **Course Renewal** - To extend the course validity period and update course details if necessary.
- **Course Update** - To update course information without extending the validity period.

This application form takes about **10-15 minutes** to complete.

**You will need to:**

- Provide course details such as title, duration, and learning objectives.
- Select the learning mode and target audience size.
- Upload course materials and supporting documents.
- Assign verified Trainer(s).

**You should know:**

- CPD Course Providers conducting **Structured Learning** (including **Prescribed Essentials**) courses must comply with the **CPD Guidelines for Course Providers** set out by CEA.
- After a course is accredited, it must be delivered in accordance with the submitted course proposal.
- A **new course application** is required if there are changes to: (1) mode of learning, (2) assessment methods, or (3) course duration (increase or reduction by more than 1 hour).
- Course materials must be kept up to date with the **latest policies and regulations**.
- Accepted formats for file uploads: .pdf, .docx, .xlsx, .jpg, .png, .zip. Each file upload must not exceed 10MB (up to 5 attachments).

**Service Fees:**

A prevailing assessment fee of **\$392.40 (inclusive of 9% GST)** is payable per application, via **PaySG** (PayNow or card payment).

Please note: **all fees are non-refundable, no matter the outcome of your application.**

**Continue** **Cancel**

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.

## Submit Course Application

Home > Course Applications > Submit Course Application

CPD Course Providers (CP) conducting Structured Learning (including Prescribed Essential) courses must adhere to the CPD Guidelines for CPD Course Providers set out by the Council for Estate Agencies (CEA).

Following CEA's accreditation of the course, the CP must develop the courseware in accordance with the course proposal which was submitted to CEA for accreditation. The CP will need to submit a **NEW** course application if any of the following changes are made to an accredited course proposal:

- Changes in mode of learning; or
- Changes in assessment methods; or
- Reduction or increase in course duration by more than an hour.

The CP must ensure accuracy and relevance of the training materials which are to reflect the latest policies and regulations governing the subject.

**Application Type**

☒ New Course Application

☐ Course Renewal

☐ Course Update

**Course Information** +

**Curriculum Information** +

**Trainer Information** -

Figure 39 New Course Application

- 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.

The screenshot shows a web application interface with three expandable sections: 'Course Information', 'Curriculum Information', and 'Trainer Information'. The 'Trainer Information' section is expanded and highlighted with a red border. It contains a 'Trainers' sub-section with a search bar for 'Trainer ID' and input fields for 'Trainer Name', 'Profile Status', 'Provisional Trainer Indicator', and 'Validity End Date'. At the bottom of the 'Trainer Information' section is a '+ Add' button. Below the entire form are three buttons: 'Submit & Pay', 'Save as Draft', and 'Cancel'.

Figure 40 Trainer Information

- Click **Submit & Pay** after completing the form to proceed with payment or click **Save as Draft** to save progress without submission.
- 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.

The image shows two parts of the PaySG payment process. On the left is the 'Complete payment' screen, which includes a summary table and payment details. A red box highlights the 'Pay \$392.40' button. On the right is a dark-themed confirmation modal titled 'Course Application Submitted' with an information icon. A red arrow points from the 'Pay \$392.40' button to the confirmation modal.

Description	Amount (SGD)
CPD Fundamentals of Real Estate Compliance	\$360.00
GST rate (9%)	\$32.40
<b>Total</b>	<b>\$392.40</b>

**Complete payment**

Card number: 1234 1234 1234 1234 | Expiration date: MM / YY | Security code: CVC | Country: Singapore

**Pay \$392.40**

**Course Application Submitted**

Your application has been submitted.

- If payment has already been made, it is currently being processed.
- If payment has not been made, please complete it to proceed with your application.

**OK**

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.

The screenshot shows a web form titled "Submit Course Application". At the top, there is a breadcrumb trail: "Home > Course Applications > Submit Course Application". Below the title, there is an information box with a blue 'i' icon containing text about CPD Course Providers (CP) and CEA accreditation. Below this, there is a section for "Application Type" with three radio buttons: "New Course Application", "Course Renewal" (which is selected and highlighted with a red box), and "Course Update". Below the radio buttons are three expandable sections: "Course Information", "Curriculum Information", and "Trainer Information", each with a plus or minus sign to its right.

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.

Home > Course Applications > Submit Course Application

## Submit Course Application

CPD Course Providers (CP) conducting Structured Learning (including Prescribed Essential) courses must adhere to the CPD Guidelines for CPD Course Providers set out by the Council for Estate Agencies (CEA).

Following CEA's accreditation of the course, the CP must develop the courseware in accordance with the course proposal which was submitted to CEA for accreditation. The CP will need to submit a NEW course application if any of the following changes are made to an accredited course proposal:

- Changes in mode of learning; or
- Changes in assessment methods; or
- Reduction or increase in course duration by more than an hour.

The CP must ensure accuracy and relevance of the training materials which are to reflect the latest policies and regulations governing the subject.

**Application Type**

☐ New Course Application

☐ Course Renewal

☒ Course Update

**Course Information** +

**Curriculum Information** +

**Trainer Information** -

Figure 43 Course Update Application

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

Home > Course Applications

## Course Applications

+ Add Export

All Submission Status Search this list

Submission ID	Application Type	Course Title	Category	Submission Status	Submitted Date	Completed Date
CPD-CA-25-0296	New Course Application	Fundamentals of Real Estate Compliance	Structured Learning	Submitted	5 Oct 2025	-

Rows per Page 20 1 - 1 of 1 item

Page 1 of 1

Figure 44 Course Application Submitted

There are seven statuses for course application:

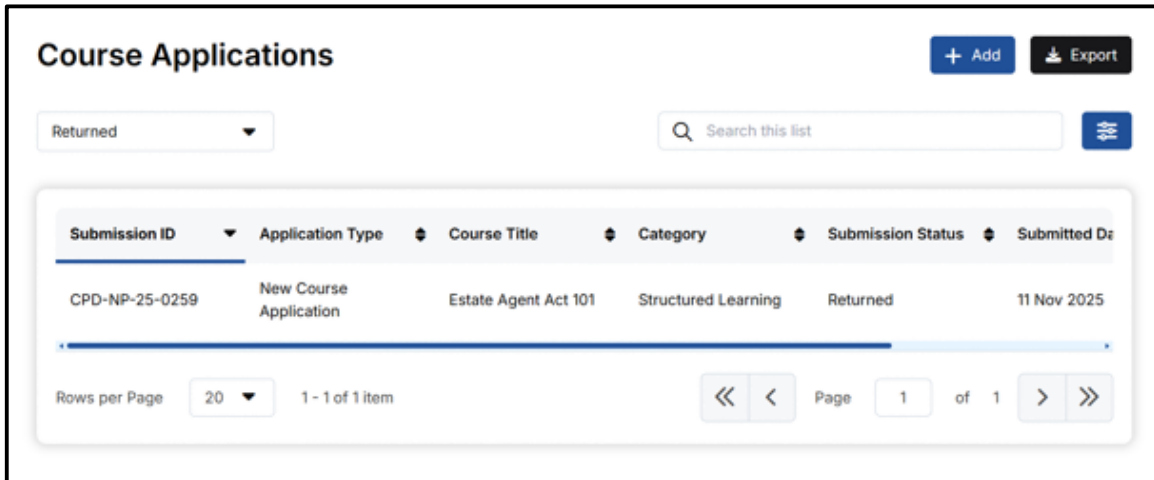
1. **Draft** – Application is saved by CP.
2. **Pending Payment** – Application is pending payment by CP.
3. **Submitted** – Application is submitted and pending CEA's assessment.
4. **Returned** – Application is returned and requires more information. CP is to resubmit the application with more information .
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.

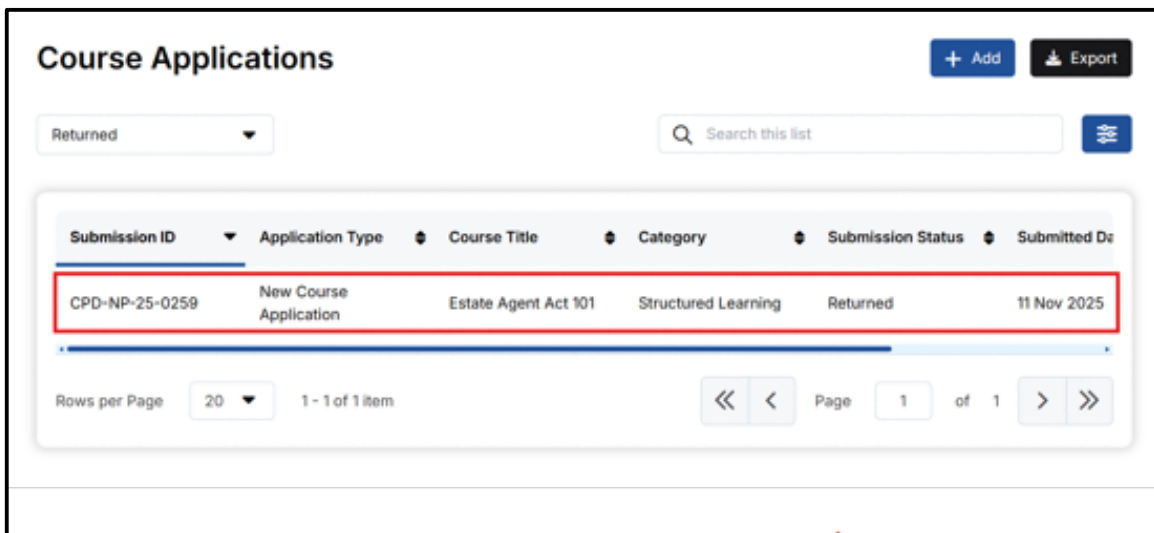


The screenshot shows a web interface titled "Course Applications". At the top right are buttons for "+ Add" and "Export". Below the title is a filter dropdown set to "Returned" and a search bar labeled "Search this list". The main content is a table with the following columns: Submission ID, Application Type, Course Title, Category, Submission Status, and Submitted Date. A single row is displayed with the following data: CPD-NP-25-0259, New Course Application, Estate Agent Act 101, Structured Learning, Returned, and 11 Nov 2025. At the bottom, there is a pagination section showing "Rows per Page" set to 20, "1 - 1 of 1 item", and navigation buttons for previous/next page and first/last page.

Submission ID	Application Type	Course Title	Category	Submission Status	Submitted Date
CPD-NP-25-0259	New Course Application	Estate Agent Act 101	Structured Learning	Returned	11 Nov 2025

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.



This screenshot is identical to Figure 45, showing the "Course Applications" table with one row. In this version, the single row is highlighted with a red border, indicating it is the selected item for details.

Submission ID	Application Type	Course Title	Category	Submission Status	Submitted Date
CPD-NP-25-0259	New Course Application	Estate Agent Act 101	Structured Learning	Returned	11 Nov 2025

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**.

Home > Course Applications > Course Application Details	
<b>Course Application Details</b>	
<b>Submission Summary</b>	
Submission ID	CPD-NP-25-0259
Application Type	New Course Application
Submission Status	Returned
Submitted Date	11 Nov 2025
Submitted By	Denise Khoo

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.

Home > Course Applications > Course Application Details									
<b>Course Application Details</b>									
<b>Submission Summary</b>	<b>Comments</b>								
Submission ID	CPD-NP-25-0258								
Application Type	New Course Application								
Submission Status	Rejected								
Submitted Date	11 Nov 2025								
Submitted By	Denise Khoo								
Completed Date	11 Nov 2025								
	<table> <tr> <td>Comment By</td><td>Comment Date</td></tr> <tr> <td>Approver Two</td><td>11 Nov 2025</td></tr> <tr> <td>Comment</td><td></td></tr> <tr> <td colspan="2">This course is not eligible to be registered in CPDS.</td></tr> </table>	Comment By	Comment Date	Approver Two	11 Nov 2025	Comment		This course is not eligible to be registered in CPDS.	
Comment By	Comment Date								
Approver Two	11 Nov 2025								
Comment									
This course is not eligible to be registered in CPDS.									

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

Home > Courses

**Courses** Export

All Course Status Search this list

Course ID	Course Title	Category	Course Status	Course Validity End Date	Average Course Rating
CRS-250257	Fundamentals of Real Estate Compliance	Structured Learning	Registered	5 Oct 2027	-

Rows per Page: 20 1 - 1 of 1 item

Page 1 of 1

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**.

CPD Course Directory

Type to Search CPD Course Latest All CPD Courses

Course ID	Course Title	Provider	Trainer Rating	CPD Category	CPD Training Hours
CRS-250235	Golden PE Class : 2 Hour	Zombie School	4.7 out of 5 (1)	Structured Learning	2
CRS-250179	SH Chuedo: 1-Hour SL	Orange Grove Pte Ltd	4.2 out of 5	Structured Learning	1
CRS-250203	Chloe's Class: 1-Hour SL	Mark Chia	3.7 out of 5	Prescribed Essentials	1
CRS-250231	Golden SL Class : 1 Hour	Zombie School	5 out of 5 (1)	Structured Learning	1
CRS-250233	Golden PE Class : 4 Hour	Zombie School	4.8 out of 5 (10)	Prescribed Essentials	4

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.

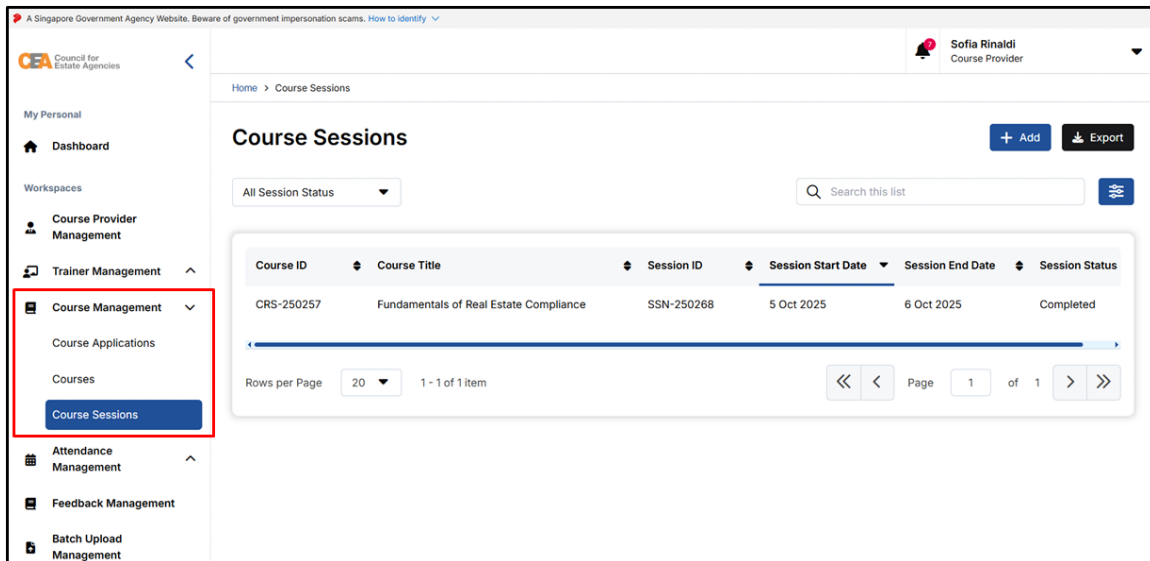


Figure 511 Course Sessions listing page

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

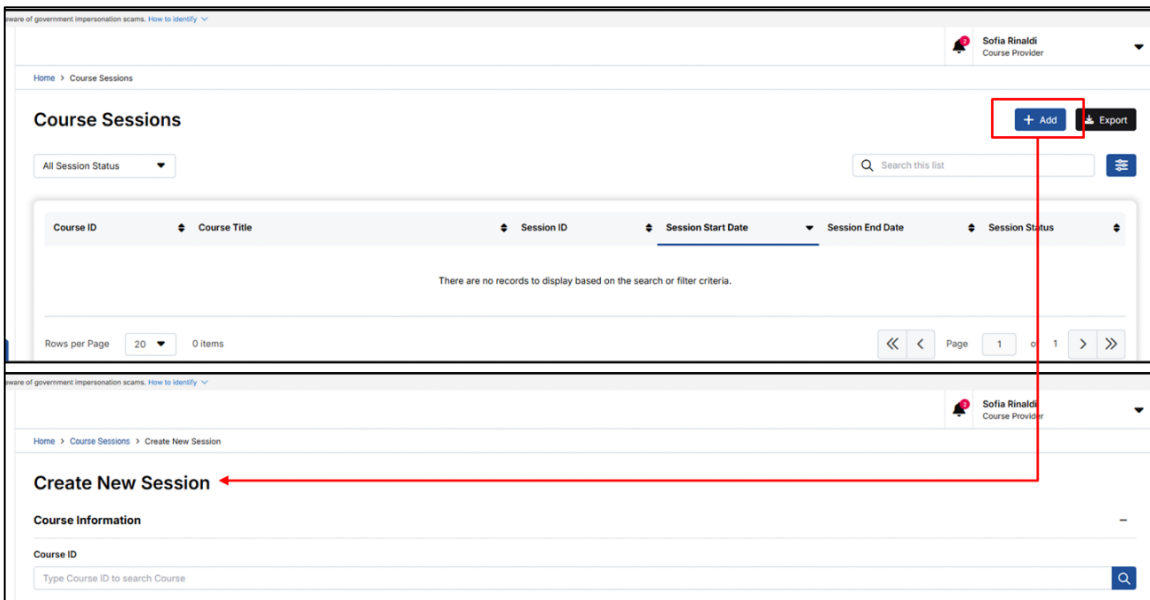


Figure 52 Create New Session

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.

The screenshot shows a 'Create New Session' form with the following sections and fields:

- Course Information:**
  - Course ID: CRS-250257 (Callout 3 points to this field)
  - Course Title: Fundamentals of Real Estate Compliance
- Session Information:**
  - Session Date: Select Date (Callout 4 points to this field)
  - Learning Mode: Select Learning Mode
- Trainer Information:**
  - Trainers:
    - Trainer Name: Select Trainer
    - Validity End Date

At the bottom, there is an '+ Add' button (Callout 5 points to this button), a 'Submit' button, and a 'Cancel' button.

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.

The top screenshot shows the 'Course Sessions' listing page. It features a table with the following data:

Course ID	Course Title	Session ID	Session Start Date	Session End Date	Session Status
CRS-250257	Fundamentals of Real Estate Compliance	SSN-250268	5 Oct 2025	6 Oct 2025	Created

A red box highlights the row for Session ID SSN-250268. A red line extends from this row to the bottom screenshot, indicating the navigation path.

The bottom screenshot shows the 'Course Session Details' page. It displays the following information:

- Session Summary:**
  - Session ID: SSN-250268
  - Session Status: Created
  - Course ID: CRS-250257

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.

The screenshot shows the 'Course Session Details' page for a user named Sofia Rinaldi. The page is divided into several sections: Session Summary, Session Information, Learning Mode, Trainer Information, and Feedback Information. Callout 3 points to the 'Submit Attendance' button in the Session Summary section. Callout 4 points to the 'Session Date' field in the Session Information section. Callout 5 points to the 'Generate QR' button in the Feedback Information section. Callout 6 points to the 'Delete' button at the bottom of the page.

Session Summary	
Session ID	SSN-250268
Session Status	Created
Course ID	CRS-250257
Course Title	Fundamentals of Real Estate Compliance

Submit Attendance

Session Information	
Session Date	05 Oct 2025 - 06 Oct 2025

Learning Mode

Physical (In-Person)

Trainer Information	
Trainer Name	rahandika
Trainer Validity End Date	22 Mar 2027

Feedback Information	
Feedback Form Link	Generate QR

Update Delete Cancel

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:



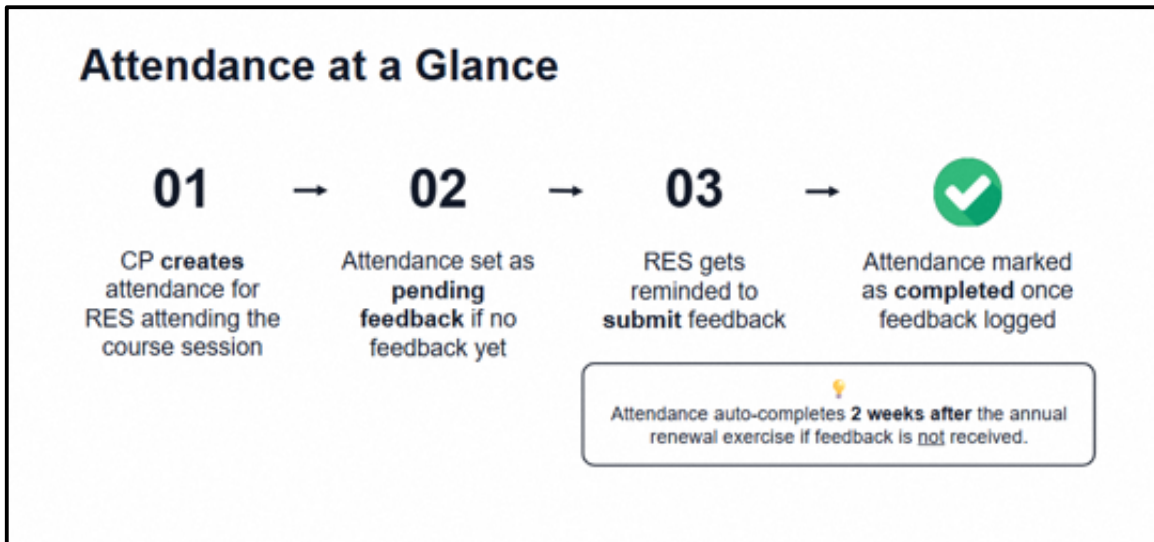


Figure 56 Attendance Workflow

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.

Home > Attendance History

**Attendance History** + Add Export

All Attendance Status All CPD Cycles Search this list

Session ID	RES ID	RES Name	CPD Category	Course Title	Allocated C
SSN-250268	S8454243M	Craig Mcneil	Structured Learning	Fundamentals of Real Estate Compliance	2026
SSN-250268	S6136560F	Samantha Jackson	Structured Learning	Fundamentals of Real Estate Compliance	-

Rows per Page: 20 1 - 2 of 2 items Page 1 of 1

Figure 57 Attendance History listing page

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

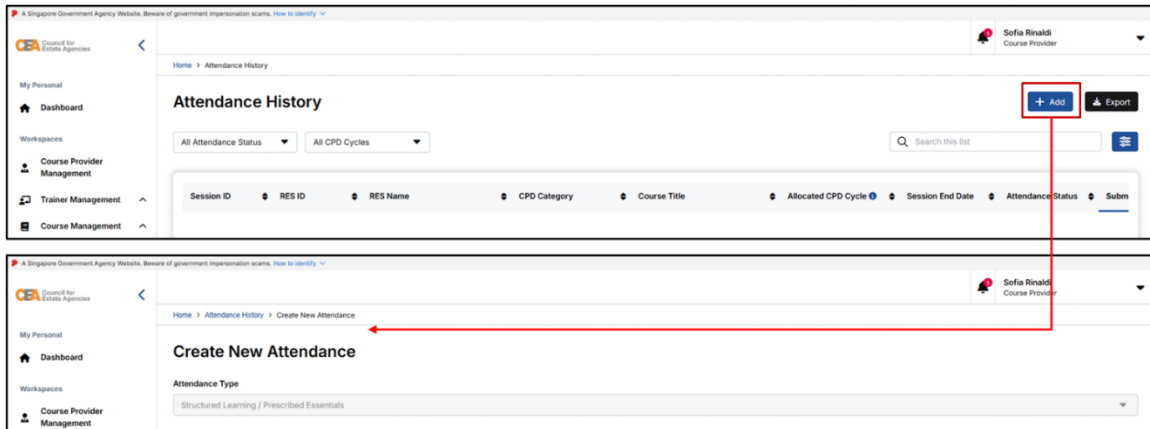


Figure 58 Create New Attendance

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

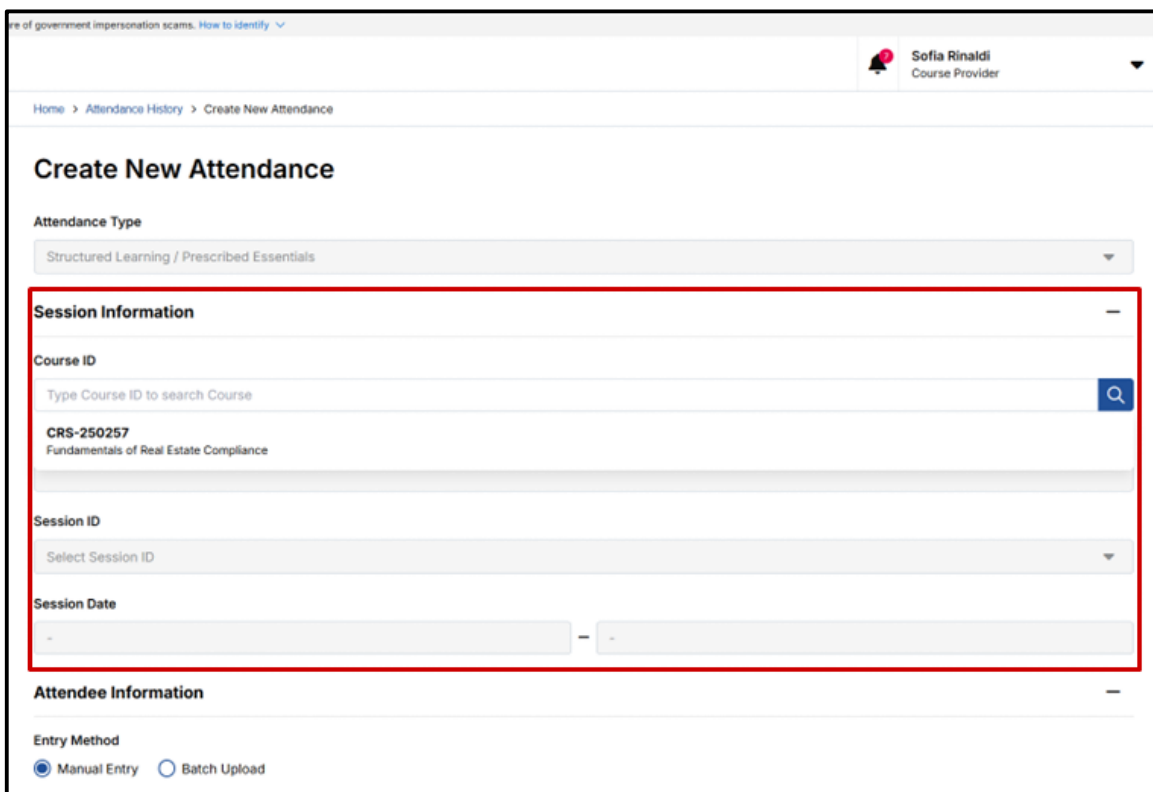


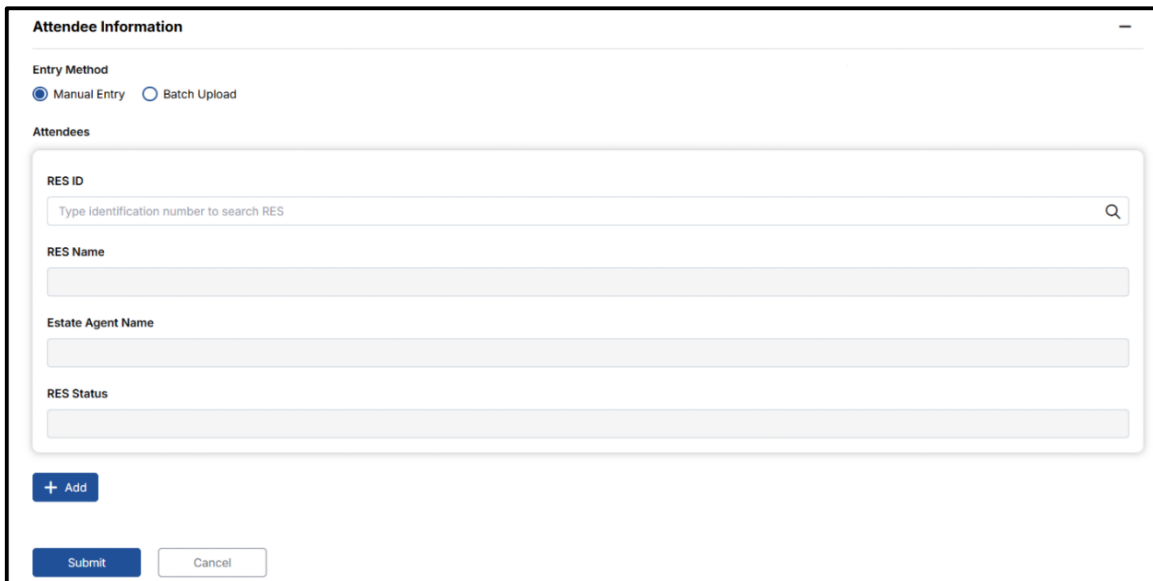
Figure 59 Session Information

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.

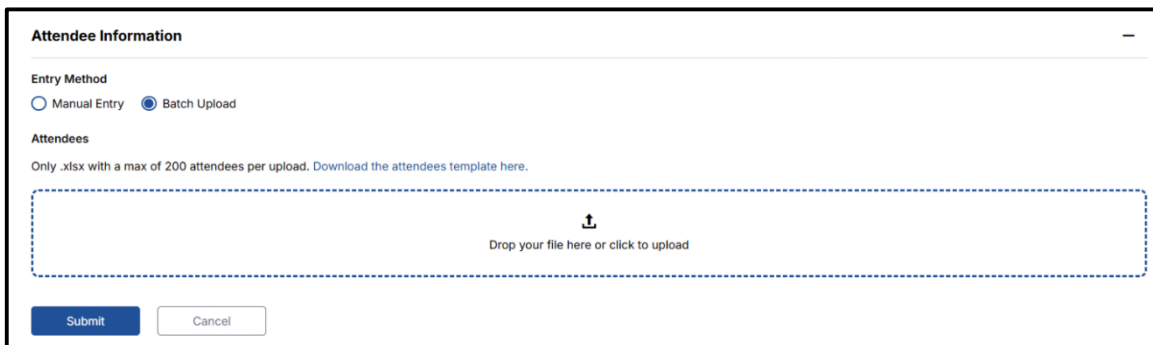


The screenshot shows the 'Attendee Information' form. Under 'Entry Method', 'Manual Entry' is selected with a radio button. The 'Attendees' section contains a search bar labeled 'RES ID' with the placeholder text 'Type identification number to search RES'. Below the search bar are four text input fields labeled 'RES Name', 'Estate Agent Name', and 'RES Status'. At the bottom of the form are three buttons: '+ Add', 'Submit', and 'Cancel'.

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.



The screenshot shows the 'Attendee Information' form with 'Batch Upload' selected under 'Entry Method'. The 'Attendees' section includes a note: 'Only .xlsx with a max of 200 attendees per upload. Download the attendees template here.' Below this is a large dashed blue box for file upload, containing a downward arrow icon and the text 'Drop your file here or click to upload'. At the bottom are 'Submit' and 'Cancel' buttons.

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.

Exported Excel						Filled In Excel					
	A	B	C	D	E		A	B	C	D	E
1	RES ID					1	RES ID				
2						2	S6136560F				
3						3	S8454243M				
4						4					
5						5					

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).

Attendees

Only .xlsx, .csv with a max of 200 attendees per upload. Download the attendees template here.

Drop your file here or click to upload

attendance-history-template.xlsx

4 Submit Cancel

Home > Batch Upload History

Batch Upload History

All Upload Status

Search this list

Batch Upload ID	Record Type	Upload File	Upload Status	Error File	Created Date Time	Created By	Completed Date Time
BTU-250194	Attendance	attendance-history-template.xlsx	In Progress		6 Oct 2025 12:58 am	Sofia Rinaldi	-

5

Rows per Page: 20 1 - 1 of 1 item

Page 1 of 1

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.

The screenshot shows the 'Attendance History' page with a table of attendance records. A red box highlights a row for Session ID SSN-250268, RES ID S8454243M, RES Name Craig Mcneil, CPD Category Structured Learning, Course Title Fundamentals of Real Estate Compliance, Allocated CPD Cycle -, Session End Date 6 Oct 2025, Attendance Status Pending Feedback, and Subm 6 Oct. A red arrow points from this row to the 'Attendance Details' page below. The 'Attendance Details' page shows the 'Attendance Summary' with fields for Attendance ID (ATT-25008095) and Attendance Status (Pending Feedback).

Session ID	RES ID	RES Name	CPD Category	Course Title	Allocated CPD Cycle	Session End Date	Attendance Status	Subm
SSN-250268	S8454243M	Craig Mcneil	Structured Learning	Fundamentals of Real Estate Compliance	-	6 Oct 2025	Pending Feedback	6 Oct
SSN-250268	S6136560F	Samantha Jackson	Structured Learning	Fundamentals of Real Estate Compliance	-	6 Oct 2025	Pending Feedback	6 Oct

Attendance Details

Attendance Summary

Attendance ID: ATT-25008095

Attendance Status: Pending Feedback

Figure 64 Attendance Details

To delete an attendance record, click the Delete button.

The screenshot shows the 'Delete Attendance' form. It has two sections: 'Session Information' and 'Attendee Information'. The 'Session Information' section includes fields for Course ID (CRS-250257), Course Title (Fundamentals of Real Estate Compliance), Course Provider Name (VenLearn), Session ID (SSN-250268), Session Date (5 Oct 2025 - 6 Oct 2025), CPD Category (Structured Learning), CPD Sub-Category (PC01 - Estate Agents Act and regulatory compliance), and Training Hours (4). The 'Attendee Information' section includes fields for RES ID (S8454243M) and RES Name (Craig Mcneil). At the bottom, there are two buttons: 'Delete' (highlighted with a red box) and 'Cancel'.

Session Information

Course ID: CRS-250257

Course Title: Fundamentals of Real Estate Compliance

Course Provider Name: VenLearn

Session ID: SSN-250268

Session Date: 5 Oct 2025 - 6 Oct 2025

CPD Category: Structured Learning

CPD Sub-Category: PC01 - Estate Agents Act and regulatory compliance

Training Hours: 4

Attendee Information

RES ID: S8454243M

RES Name: Craig Mcneil

Delete Cancel

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.

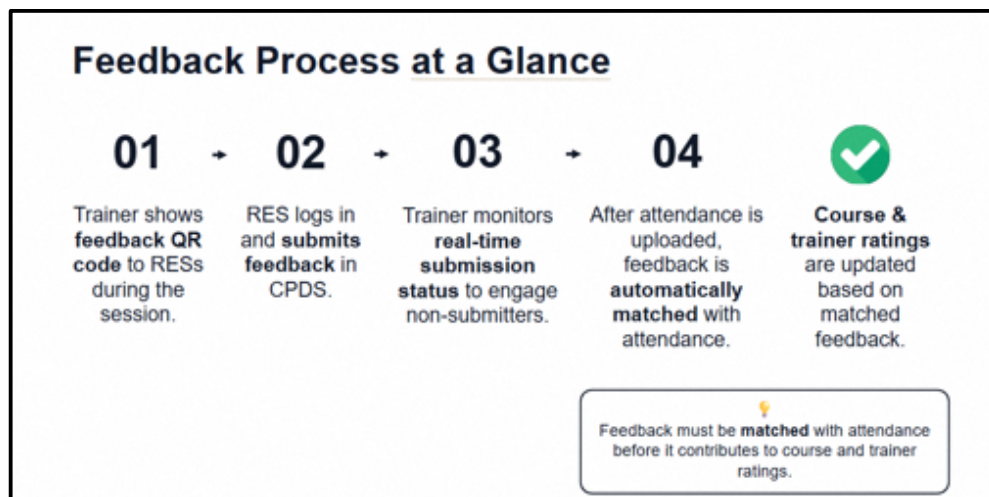


Figure 66 Feedback Workflow

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.

Feedback History

Course ID Course Title Course Provider Name Session End Date Feedback Status

CRS-250300	Professional Ethics in Real Estate Practice	Xtremax	26 Nov 2025	Active
CRS-250300	Professional Ethics in Real Estate Practice	Xtremax	20 Nov 2025	Active
CRS-250300	Professional Ethics in Real Estate Practice	Xtremax	20 Nov 2025	Inactive
CRS-250300	Professional Ethics in Real Estate Practice	Xtremax	20 Nov 2025	Active
CRS-250300	Professional Ethics in Real Estate Practice	Xtremax	20 Nov 2025	Inactive

Rows per Page: 20 1 - 5 of 5 items

Figure 67 Feedback History listing page

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

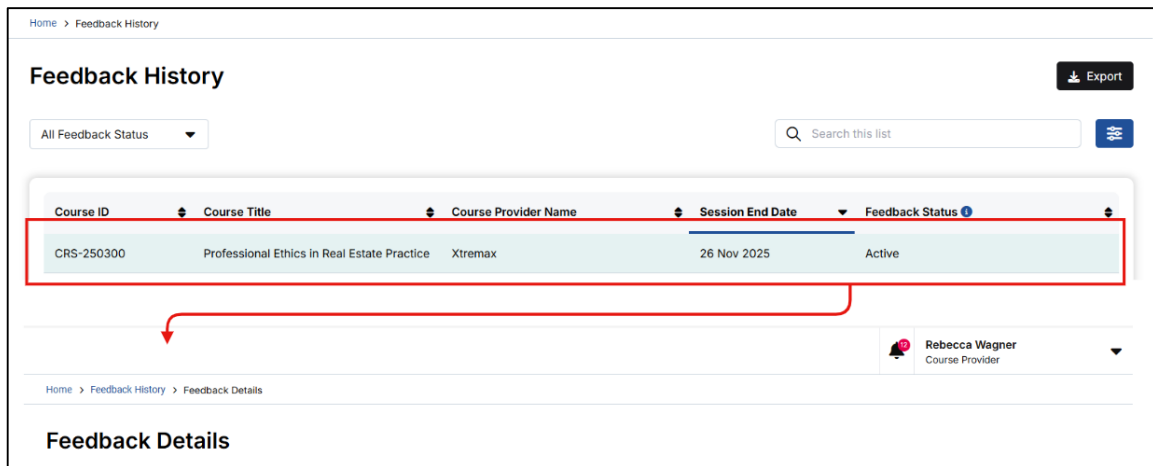


Figure 68 Feedback Details

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

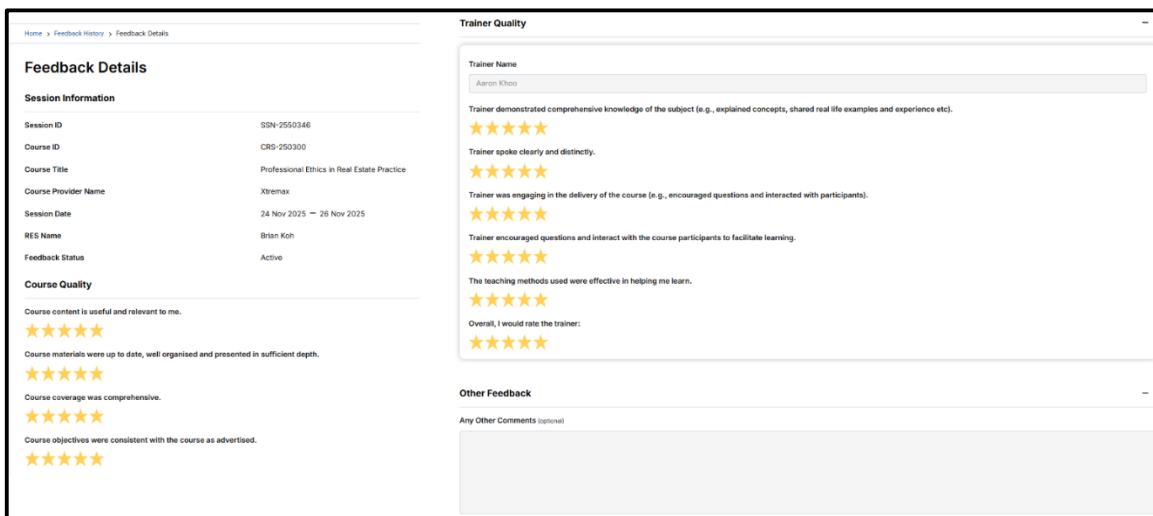


Figure 69 Course & Trainer Rating

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.