

Council for Estate Agencies (CEA)

# Continuing Professional Development System (CPDS) User Guide – Real Estate Salespersons

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.

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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 (SDL)

## 2. Common Functionalities

### 2.1 Accessing the System

The CPDS can be accessed by RESs with Singpass authentication.

CPDS can be accessed via any web browser on your device, preferably using one of the latest 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)

### 2.2 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. **RESs must log in using Singpass** to access CPDS services as shown below:

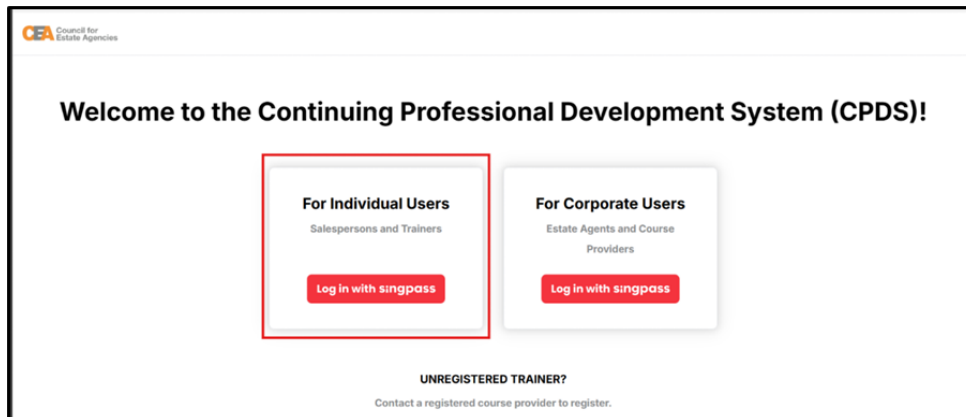


Figure 1 Login with Singpass

To log in:

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

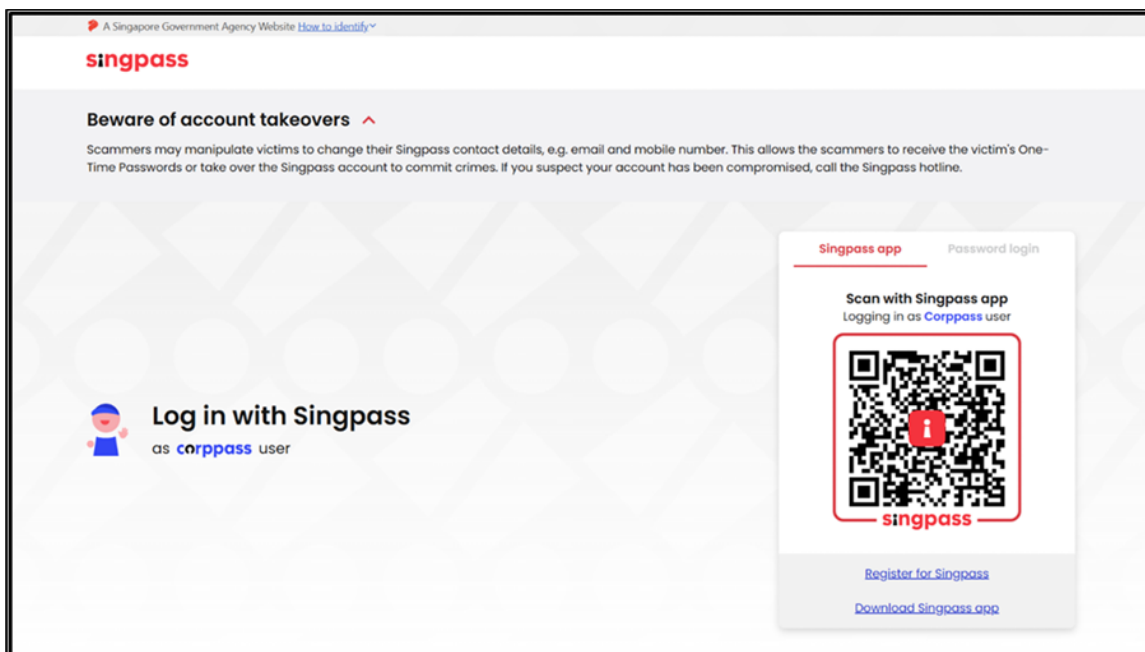


Figure 2 Singpass QR Code

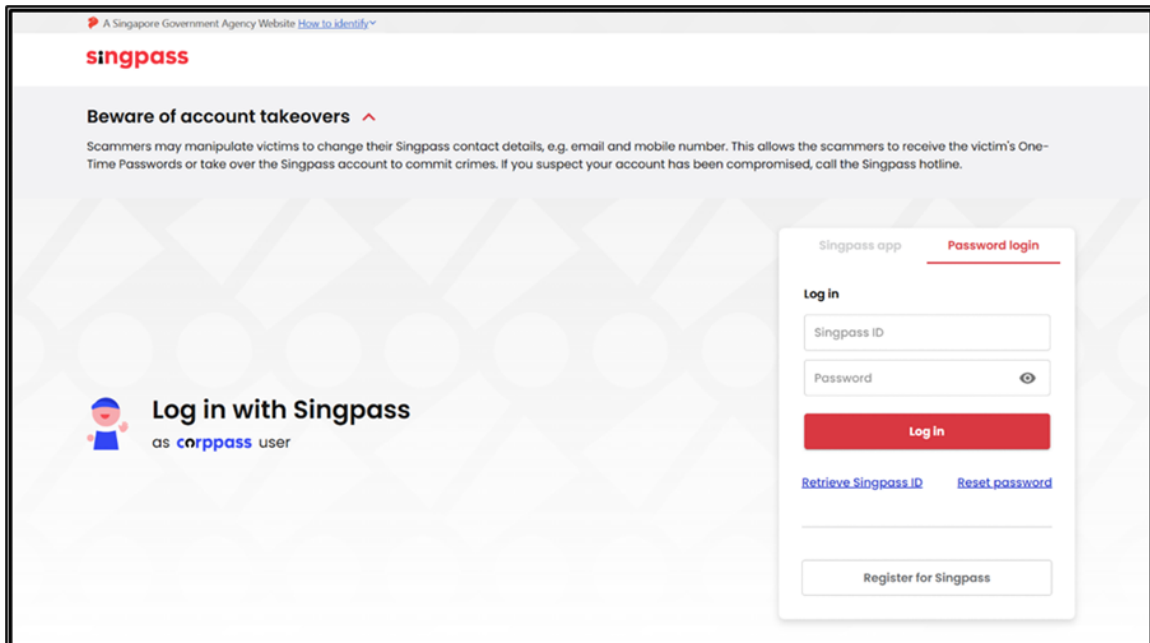


Figure 3 Singpass ID and Password

## 2.3 Multiple Roles Page

After logging in, users with multiple roles (e.g. RES and trainer) will be redirected to the Multiple Roles 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.

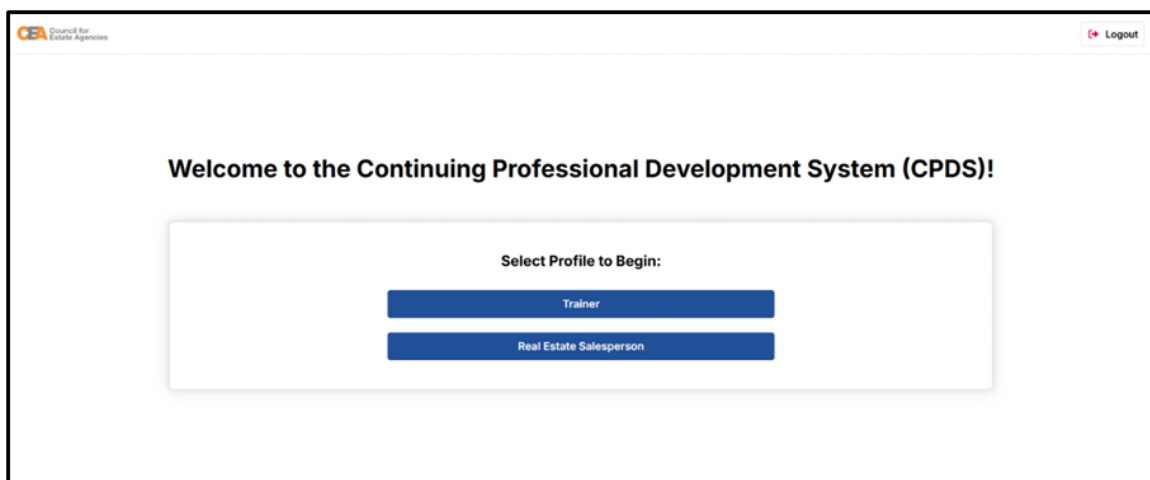


Figure 4 Multiple Roles Page

## 2.4 Dashboard

For RES, login redirects to RES dashboard with key CPDS information:

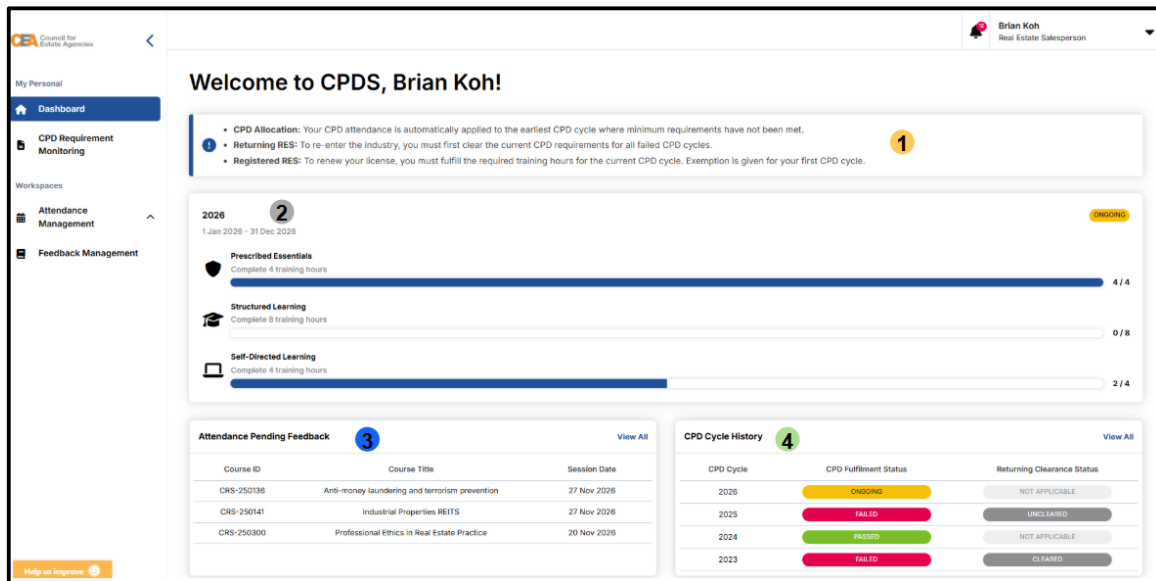


Figure 5 RES Dashboard

- 1. Key Information**  
Display the key information regarding CPD allocation and RES status.
- 2. CPD Fulfilment Progress**  
Display the RES' current progress towards meeting his/her CPD requirement.
- 3. Attendance Pending Feedback**  
Display the attendance records that are awaiting feedback submission.
- 4. CPD Cycle History**  
Display the previous CPD Cycle fulfilment status.

## 2.5 Global Header

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

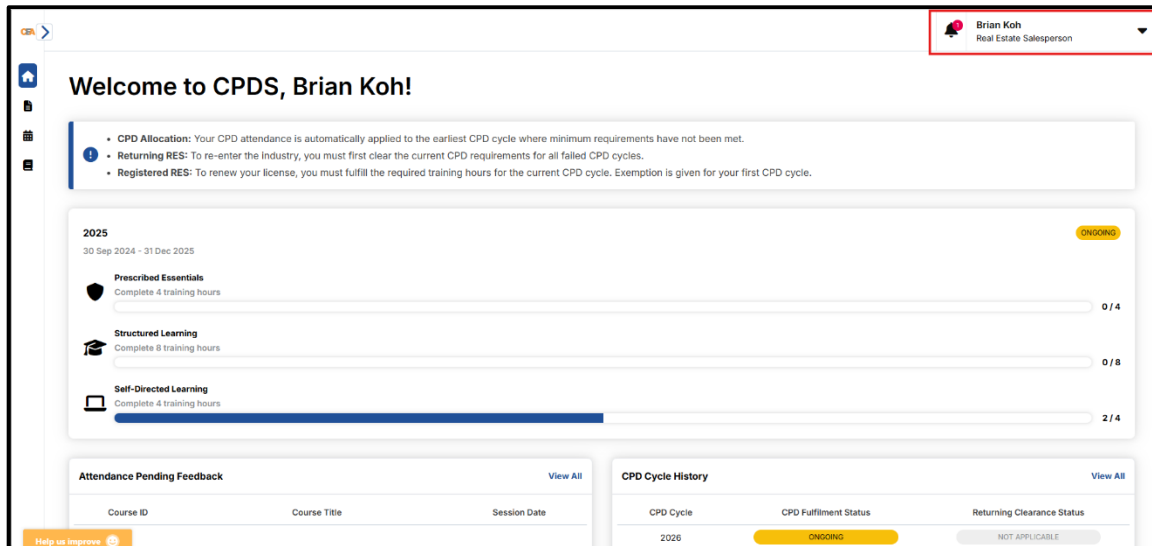


Figure 6 Global Header

## 2.6 Mini Profile

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

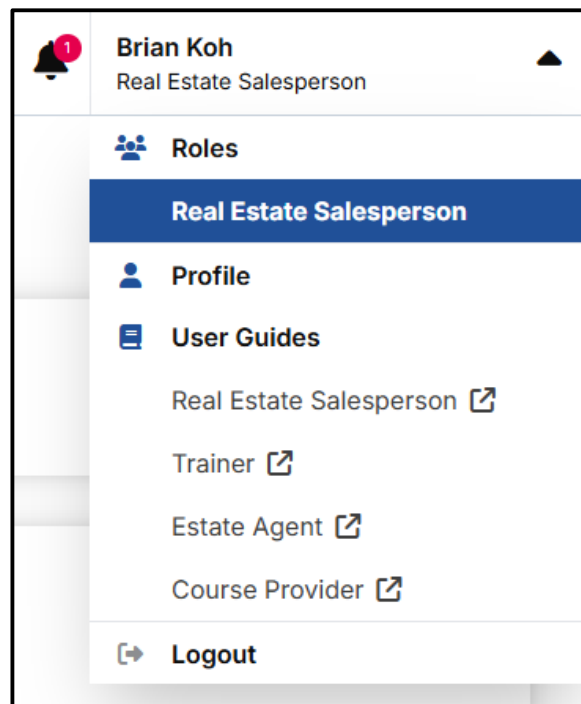


Figure 7 Mini Profile

- **Switch Roles** - Available only if you have multiple roles (i.e. RES and Trainer).
- **Profile** – View your profile details.
- **User Guides** - Download user guides.
- **Logout** - Log out of the CPDS.

## 2.7 Notification Inbox

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

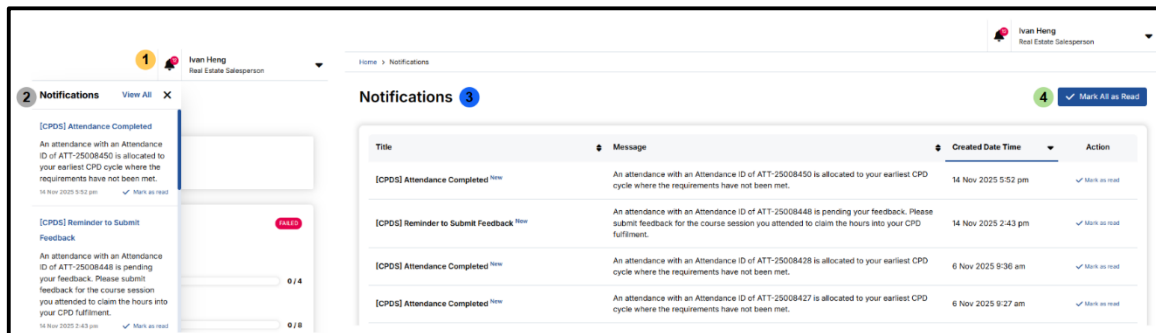


Figure 8 Notifications

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.

## 2.8 Menu

Click the arrow next to the system logo (top left) to open the menu, which displays all available services in the system.

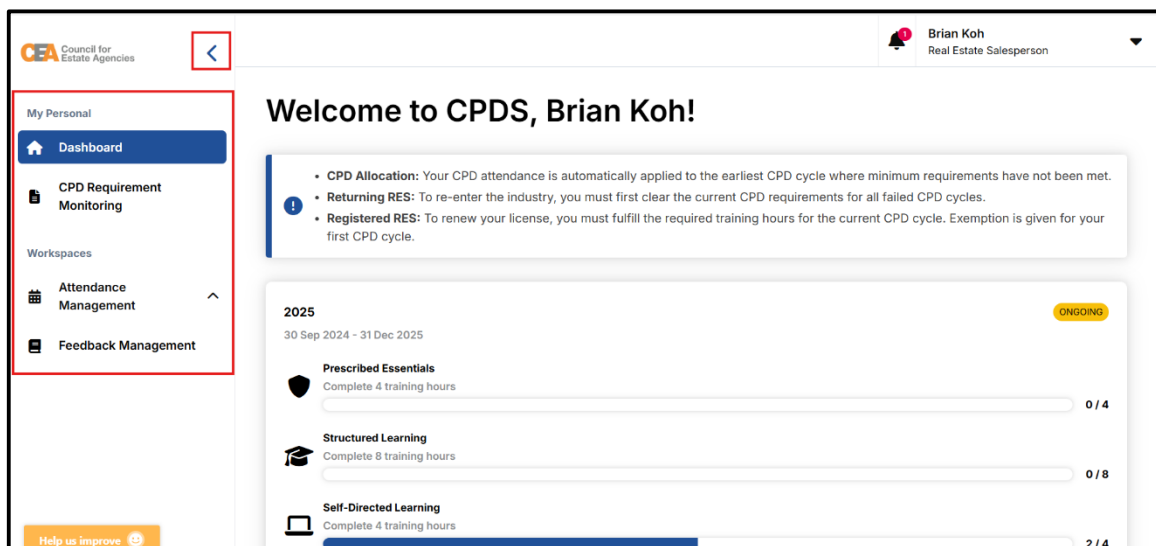


Figure 9 Menu



Click on the CEA Logo to return to the dashboard.

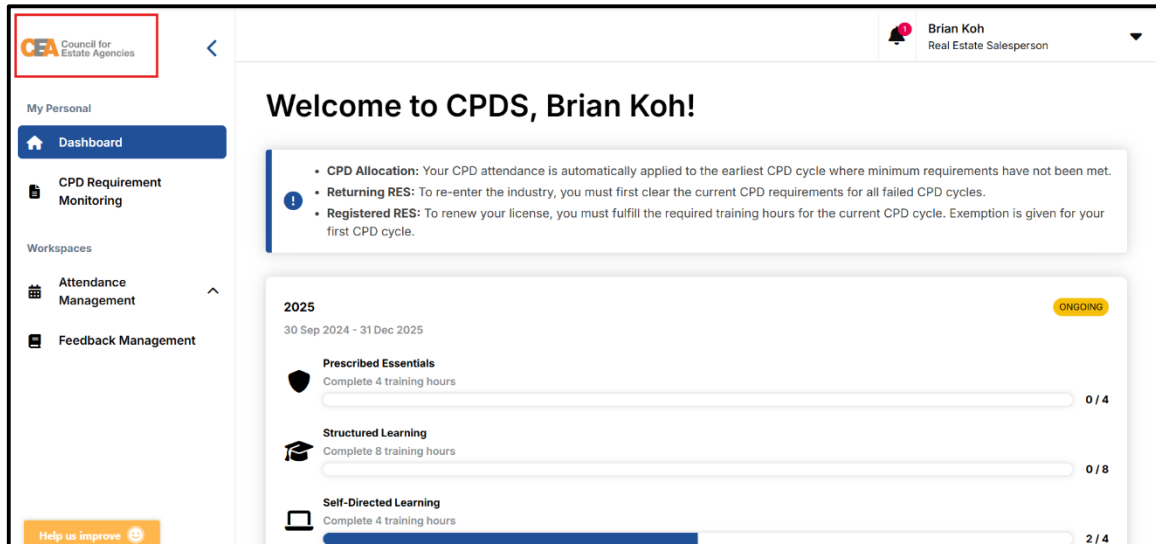


Figure 10 CEA Name and Logo

## 2.9 Header Links

Click on links in the top header to return to a previous page quickly.

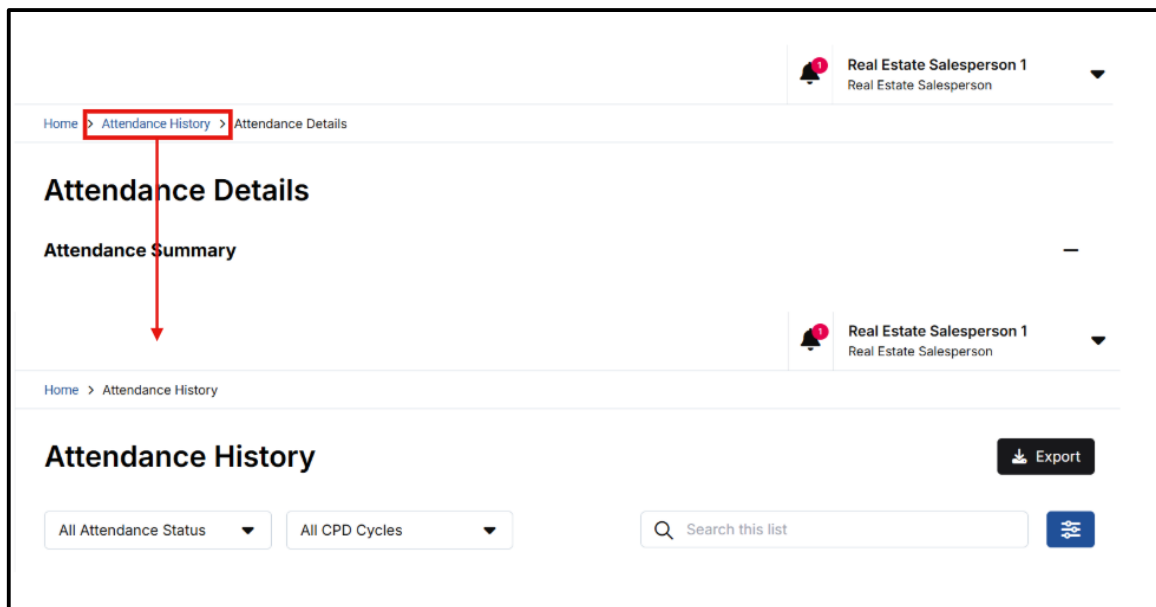


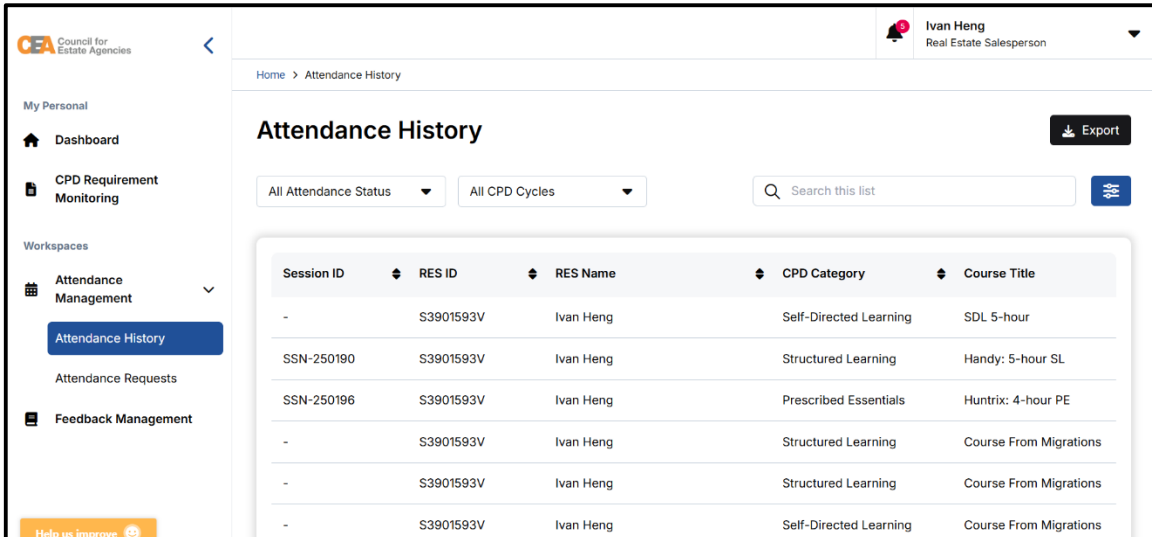
Figure 11 Header Links

## 3. Attendance Management

The Attendance Management module allows RESs to view PE/SL attendance history, and manage SDL attendance to fulfil their CPD requirements.

### 3.1 Attendance History

RESs can monitor their attendance under the **Attendance History** listing page - to check attendance completion or pending feedback submission.



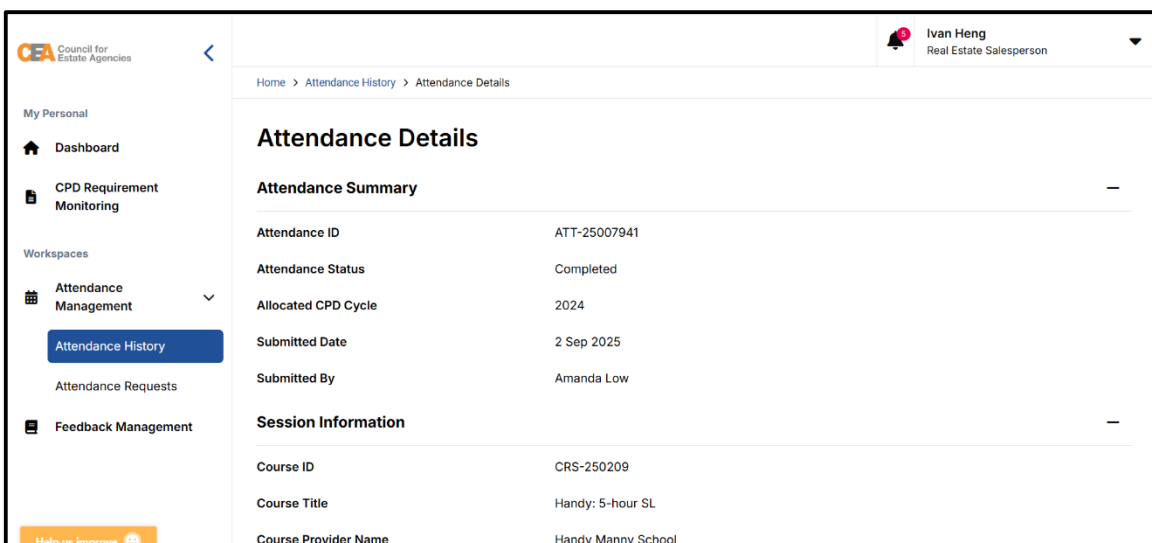
Session ID	RES ID	RES Name	CPD Category	Course Title
-	S3901593V	Ivan Heng	Self-Directed Learning	SDL 5-hour
SSN-250190	S3901593V	Ivan Heng	Structured Learning	Handy: 5-hour SL
SSN-250196	S3901593V	Ivan Heng	Prescribed Essentials	Huntrix: 4-hour PE
-	S3901593V	Ivan Heng	Structured Learning	Course From Migrations
-	S3901593V	Ivan Heng	Structured Learning	Course From Migrations
-	S3901593V	Ivan Heng	Self-Directed Learning	Course From Migrations

Figure 12 Attendance History Page

There are two statuses for Attendance:

- **Completed** - The feedback has been submitted for the PE/SL attendance or not required for SDL attendance.
- **Pending Feedback** - The feedback is pending submission for the SL attendance.

1. Click one of the rows to go to the attendance details page.



Attendance Summary	
Attendance ID	ATT-25007941
Attendance Status	Completed
Allocated CPD Cycle	2024
Submitted Date	2 Sep 2025
Submitted By	Amanda Low

Session Information	
Course ID	CRS-250209
Course Title	Handy: 5-hour SL
Course Provider Name	Handy Manny School

Figure 13 Attendance Details Page

2. You will see all the details related to the course within the **Attendance Details** page.
3. The attendance will be updated to the **Allocated CPD Cycle** the next day.
4. You will receive an email notification to submit feedback (if not yet completed) for a PE/SL course. Email reminders will be sent every 7 days if no feedback is received.

### 3.2 Attendance Requests

You can submit or delete your SDL attendance by creating an Attendance Request in CPDS.

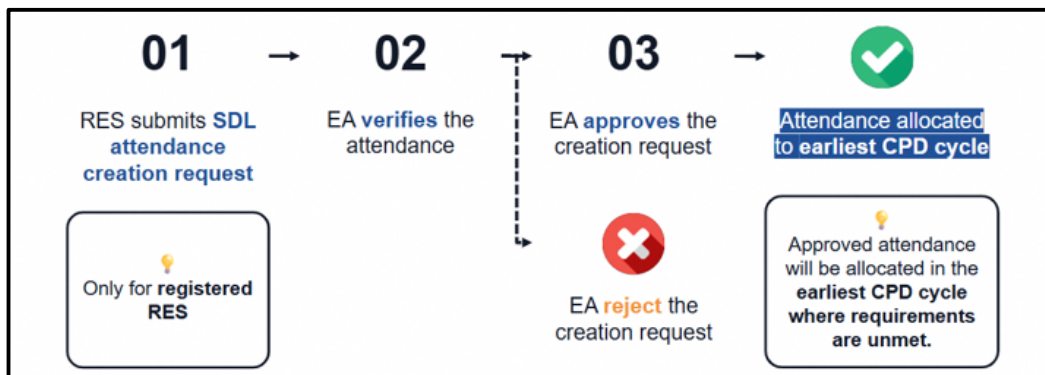


Figure 14 Attendance Requests Workflow

The screenshot shows the 'Attendance Requests' page in the CPDS system. The page includes a sidebar with navigation options like 'Dashboard', 'CPD Requirement Monitoring', 'Attendance Management', 'Attendance History', 'Attendance Requests', and 'Feedback Management'. The main content area displays a table of submission requests.

Submission ID	RES ID	RES Name	Request Type	Course Title	Session End Date	Submission Status
REQ-AT-250132	T6721794U	Ivan Heng	Attendance Creation	Industrial Properties REITS	30 Nov 2025	Approved

At the bottom of the table, it shows 'Rows per Page: 20' and '1 - 1 of 1 item'.

Figure 15 Attendance Requests Page

5. Click one of the rows to see the details of the attendance request that you submitted.

The screenshot shows the 'Attendance Request Details' page. It is divided into two main sections: 'Submission Summary' and 'Session Information'.

Submission Summary	
Submission ID	REQ-AT-250132
Request Type	Attendance Creation
Submission Status	Approved
Submitted Date	30 Oct 2025

Session Information	
Course Title	Industrial Properties REITS
Course Provider Name	Orange Grove Pte Ltd

Figure 16 Attendance Request Details Page

### 3.3 Attendance Creation

1. You can create an Attendance Request for SDL courses by clicking the +Add button



Figure 17 Submit Attendance Request Page

2. Click the Request type and choose the **Attendance Creation** from the dropdown menu



Figure 18 Attendance Request Type - Creation

3. Fill in the required fields and upload the evidence of completion e.g. certificate of attendance.

The screenshot displays the 'Attendance Request' form. It includes the following fields: 'Course Title' (filled with 'Real Estate Salesperson 101'), 'Course Provider Name' (filled with 'FastLearn'), 'Session Date' (date range from '14 Nov 2025' to '14 Nov 2025'), 'Generic Competencies Plus Category' (dropdown menu with 'GC1 - Adaptability' selected), 'Training Hours' (filled with '2'), and 'Certificate of Completion' (a file upload area with a dashed border and a 'Drop your files here or click to upload' prompt). Below the upload area, there is a small blue button labeled 'Image (2).png' with a close icon.

Figure 19 Attendance Request Required Fields

- After all the required fields are filled, you can click **Submit** to submit the request for your Estate Agent's approval.

Generic Competencies Plus Category

GC1 - Adaptability

Training Hours

2

Certificate of Completion

Only .pdf, .docx, .xlsx, .jpg, .png, .zip with a max file size of 5MB, up to 5 attachments

Drop your files here or click to upload

Image (2).png

Submit Cancel

Figure 20 Submit Attendance Creation Request

- You will receive an email notification after your Estate Agent approves your attendance request when your Estate Agent submits a new SDL attendance record.

### 3.4 Attendance Deletion

- You can create an Attendance Deletion by choosing the **Attendance Deletion** from the Request type dropdown menu.

Home > Attendance Requests > Submit Attendance Request

Real Estate Salesperson 1  
Real Estate Salesperson

Submit Attendance Request

Request Type

Select Request Type

Attendance Creation

Attendance Deletion

Figure 21 Attendance Request Type - Deletion

- Select the attendance ID of the attendance that you want to delete.

Home > Attendance Requests > Submit Attendance Request

Real Estate Salesperson 1  
Real Estate Salesperson

Submit Attendance Request

Request Type

Attendance Deletion

Attendance ID

Select Attendance ID

ATT-25008449

Figure 22 Attendance ID

- The following fields will be pre-populated after you select an Attendance ID.

Home > Attendance Requests > Submit Attendance Request

### Submit Attendance Request

**Request Type**  
Attendance Deletion

**Attendance ID**  
ATT-25008449

**Course Title**  
Fundamentals of Real Estate Compliance

**Course Provider Name**  
GoLearn

**Session Date**  
5 Nov 2025 – 7 Nov 2025

**Generic Competencies Plus Category**  
GC1 - Adaptability

**Training Hours**  
4

**Submit** **Cancel**

Figure 23 Pre-populated Fields

4. Click the **Submit** button after confirming the attendance details.
5. Attendance deletion is only allowed until the 30th of September in every CPD cycle.

Home > Attendance Requests > Submit Attendance Request

### Submit Attendance Request

**Request Type**  
Attendance Deletion

**Attendance ID**  
ATT-25008449

**Course Title**  
Fundamentals of Real Estate Compliance

**Course Provider Name**  
GoLearn

**Session Date**  
5 Nov 2025 – 7 Nov 2025

**Generic Competencies Plus Category**  
GC1 - Adaptability

**Training Hours**  
4

**Submit** **Cancel**

Figure 24 Submit Attendance Deletion Request

6. You will receive an email notification whenever your attendance is approved or deleted in CPDS.

### 3.5 Export Attendance History

1. You can export the attendance history records by clicking the “**Export**” button

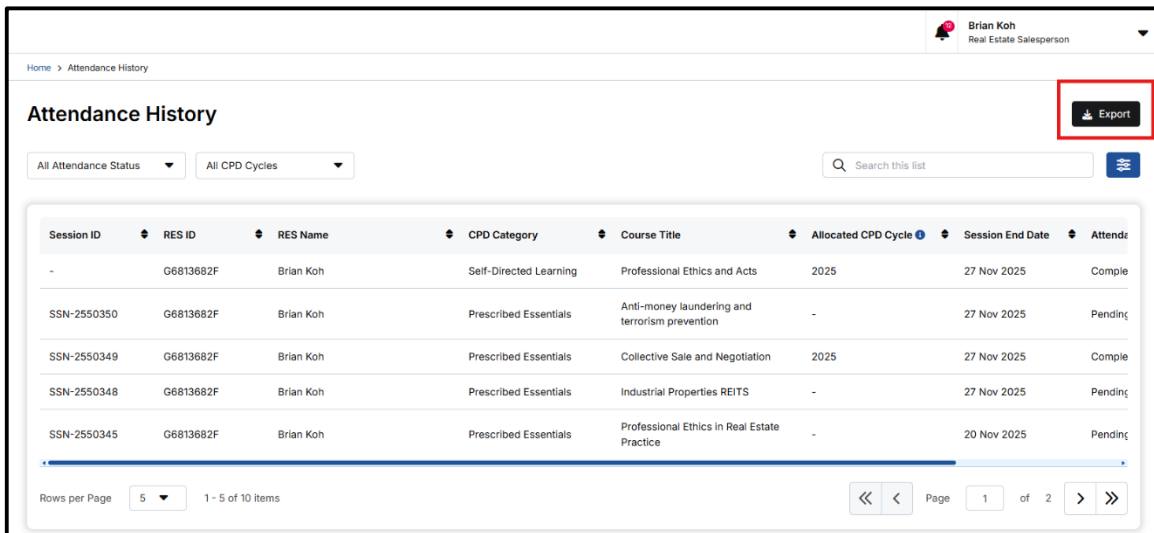


Figure 25 Export Attendance History

2. Export jobs run in the background, once the exported document is ready you will be notified by the system.

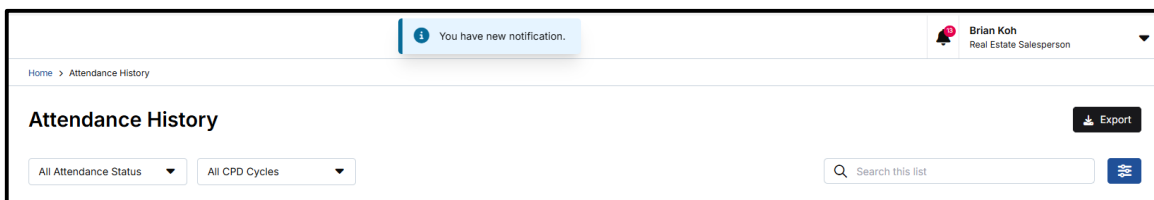


Figure 26 Export Notification

3. Click the Notification (Bell Icon) and click the **hyperlink** to download the exported attendance history.

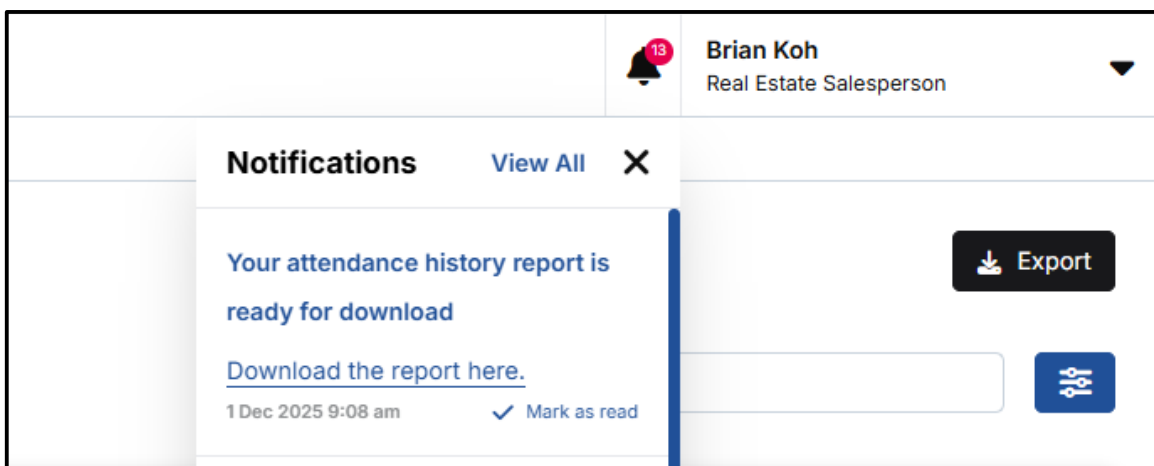


Figure 27 Export Download Hyperlink

## 4. Feedback Management

### 4.1 Feedback History

The Feedback History page displays a summary of the feedback you have submitted.

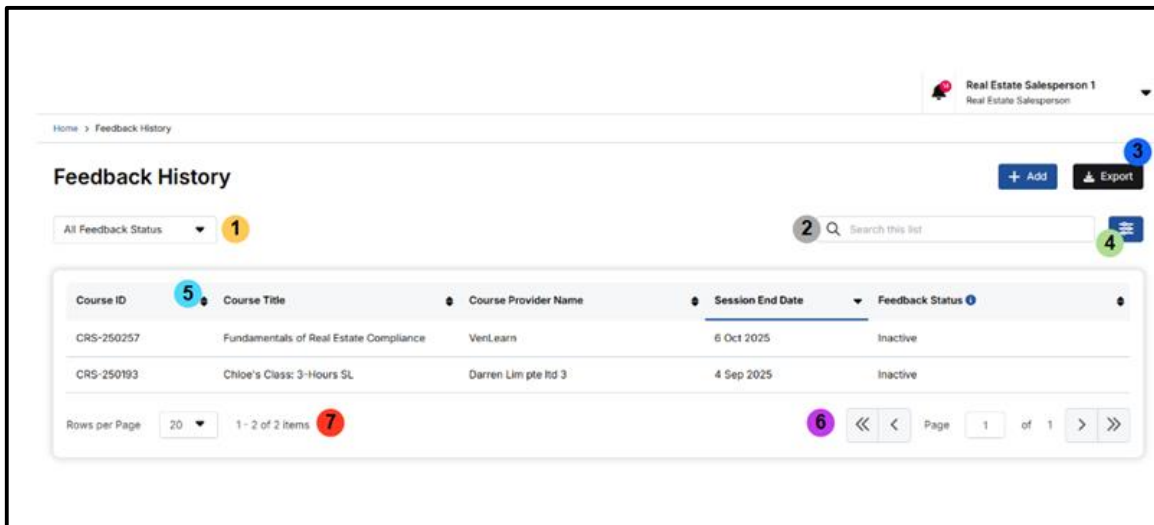


Figure 28 Feedback History Listing Page

1. **Quick Filter** - Filter the records by feedback 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 for specific records using different combination of search filters.
5. **Sorting** - Sort the 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 shown on the listing page, based on applied filters and search criteria.

### 4.2 Feedback Creation

The Feedback Management module allows RESs to submit feedback for completed PE/SL courses. Training hours will be allocated towards their CPD fulfilment after feedback is submitted.



Home > Feedback History

## Feedback History

[+ Add](#) [Export](#)

All Feedback Status ▼

Course ID	Course Title	Course Provider Name	Session End Date	Feedback Status
CRS-250044	Real Estate Law & Compliance (Renew)	Xtremax	30 Jun 2025	Active

Rows per Page: 20 1 - 1 of 1 item

Navigation: << < Page 1 of 1 > >>

Figure 29 Feedback History Page

There are two statuses for Feedback:

- **Active** – Feedback is submitted for an uploaded PE/SL attendance.
- **Inactive** – Feedback for an SL/PE course is submitted but course provider has not uploaded the attendance.

1. You can click one of the records to view the details of the submitted feedback.

Home > Feedback History > Feedback Details

## Feedback Details

### Session Information

Session ID	SSN-250036
Course ID	CRS-250044
Course Title	Real Estate Law & Compliance (Renew)
Course Provider Name	Xtremax
Session Date	27 Jun 2025 – 30 Jun 2025
RES Name	Mitchell Hooper
Feedback Status	Active

### Course Quality

Course content is useful and relevant to me.

★★★★★

Course materials were up to date, well organised and presented in sufficient depth.

★★★★★

Course coverage was comprehensive.

★★★★★

Figure 30 Feedback Details Page

2. You can click the +Add button to submit feedback for a PE/SL course that you have attended that has the **Pending Feedback** status.

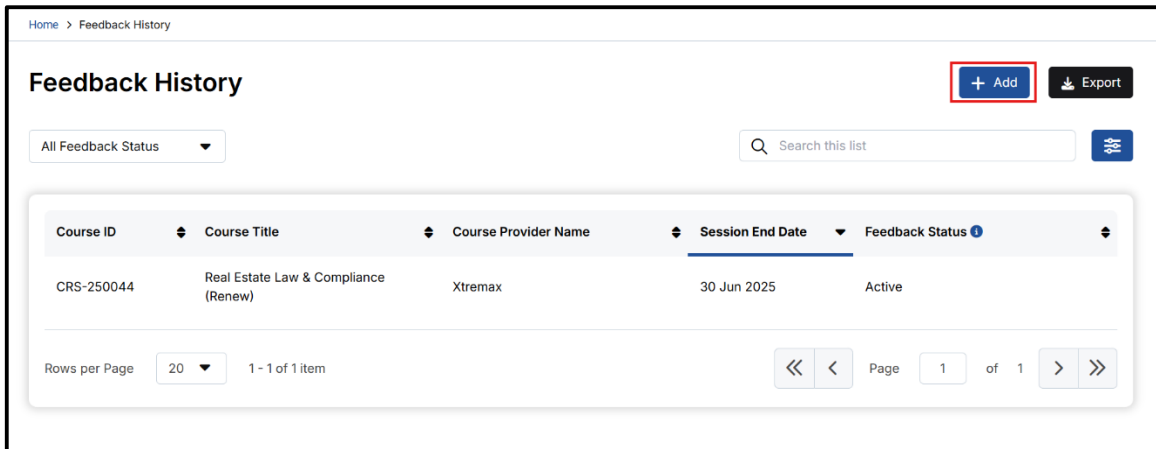


Figure 31 Submit Feedback

3. Key in the Session ID of the course that you wish to give feedback on. The course information will be pre-populated.

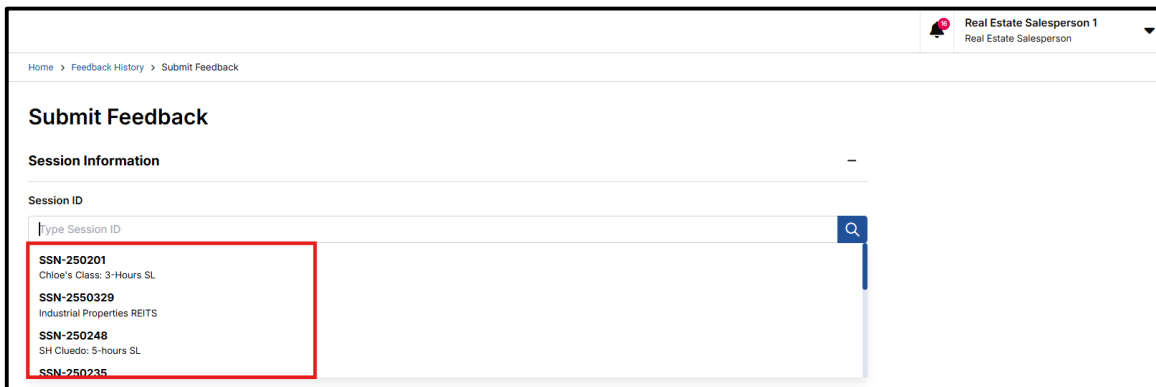


Figure 32 Input Session ID

4. After confirming that the Session ID is correct, you can proceed to provide rating for the course and the trainer.

**Course Quality**

Course content is useful and relevant to me.

★★★★★

Course materials were up to date, well organised and presented in sufficient depth.

★★★★★

Course coverage was comprehensive.

★★★★★

Course objectives were consistent with the course as advertised.

★★★★★

The course duration was just right.

★★★★★

I would recommend this course to others to attend.

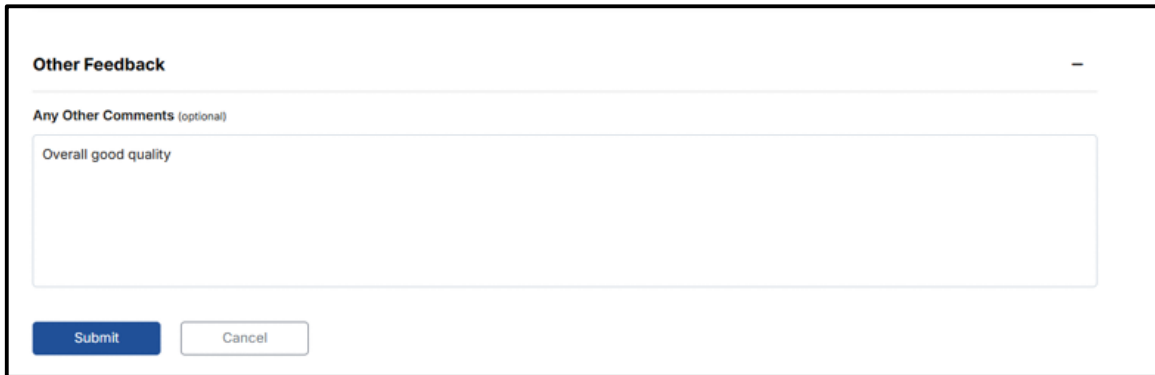
★★★★★

I am satisfied with the support services offered by the Course Provider (e.g., efficiency in handling registration matters, responsiveness in addressing my queries, rendering technical support etc.)

★★★★★

Figure 33 Rate Course and Trainer Quality

5. You can add feedback or suggestions in the **Other Feedback** section.



The screenshot shows a form titled "Other Feedback" with a minus sign icon in the top right corner. Below the title is a section labeled "Any Other Comments (optional)". Inside this section is a large text input area containing the text "Overall good quality". At the bottom of the form are two buttons: a blue "Submit" button and a white "Cancel" button with a grey border.

Figure 34 Other Feedback

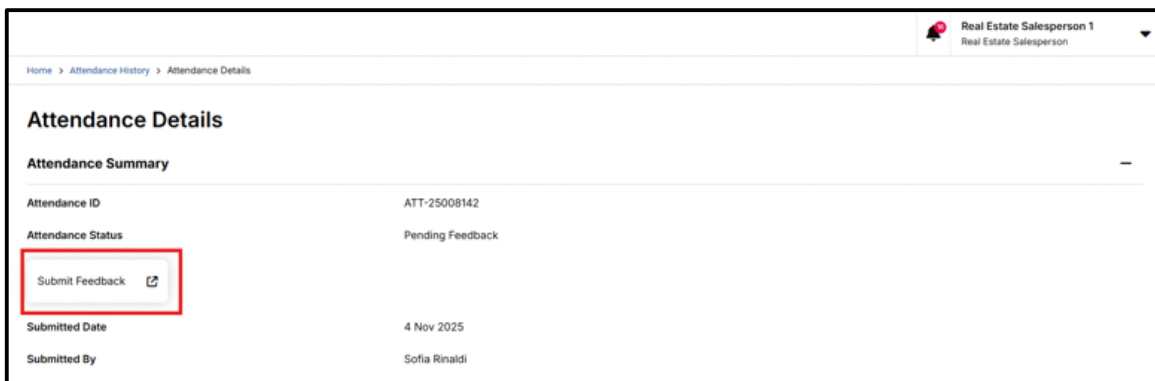
6. Once you are done, you can click **Submit** to submit the feedback.



This screenshot is identical to Figure 34, showing the "Other Feedback" form with the text "Overall good quality" in the comments field. The "Submit" button is highlighted with a red rectangular box.

Figure 35 Submit Feedback

7. You may also submit feedback for a course from the **Attendance Details** page. Click the **Submit Feedback** button, which will redirect you to the feedback form.



The screenshot shows the "Attendance Details" page. At the top right, there is a user profile for "Real Estate Salesperson 1". Below the header is a breadcrumb trail: "Home > Attendance History > Attendance Details". The main section is titled "Attendance Summary" and contains a table with the following information:

Attendance ID	ATT-25008142
Attendance Status	Pending Feedback
Submitted Date	4 Nov 2025
Submitted By	Sofia Rinaldi

Below the table, there is a button labeled "Submit Feedback" with an external link icon, which is highlighted with a red rectangular box.

Figure 36 Submit Feedback through Attendance Details Page

## 4.3 Export Feedback History

4. You can export the feedback history records by clicking the “**Export**” button

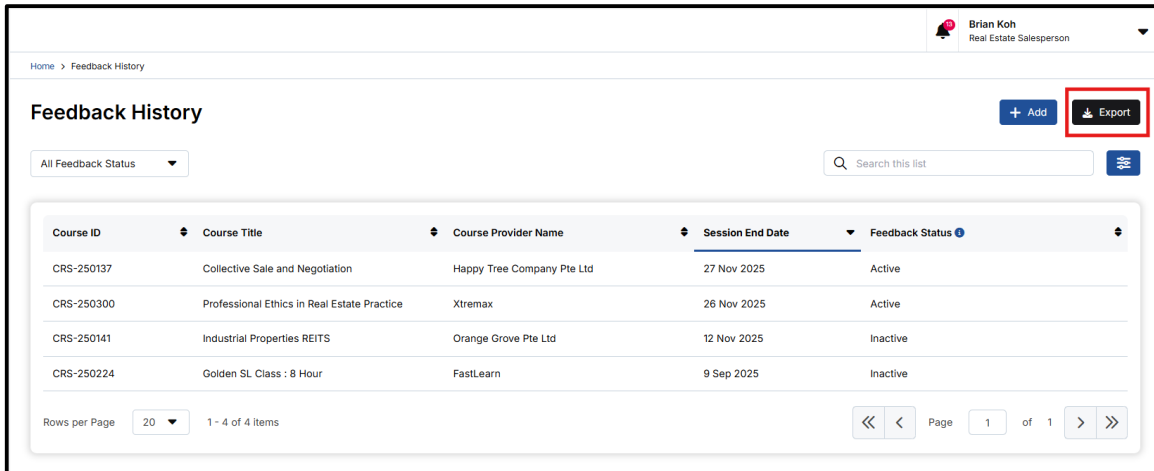


Figure 37 Export Attendance History

1. Export jobs run in the background, once the exported document is ready you will be notified by the system.

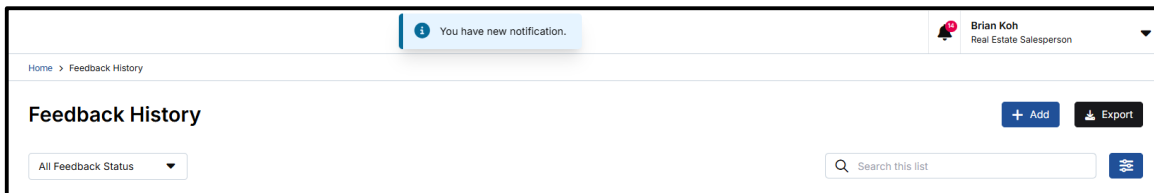


Figure 38 Export Notification

2. Click the Notification (Bell Icon) and click the **hyperlink** to download the exported feedback history.

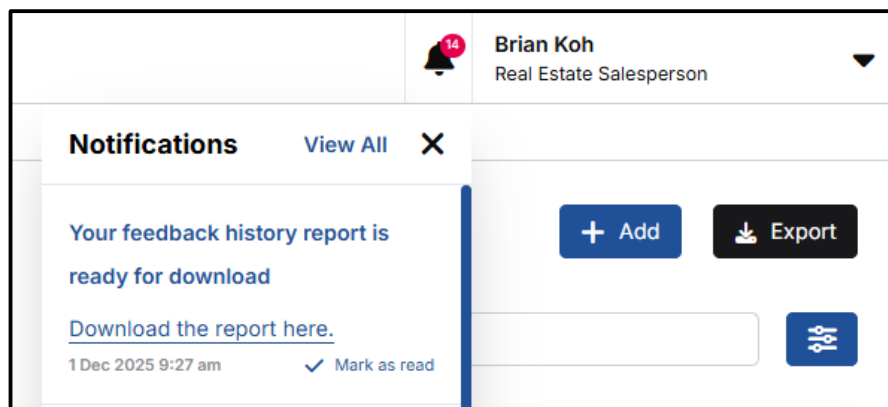
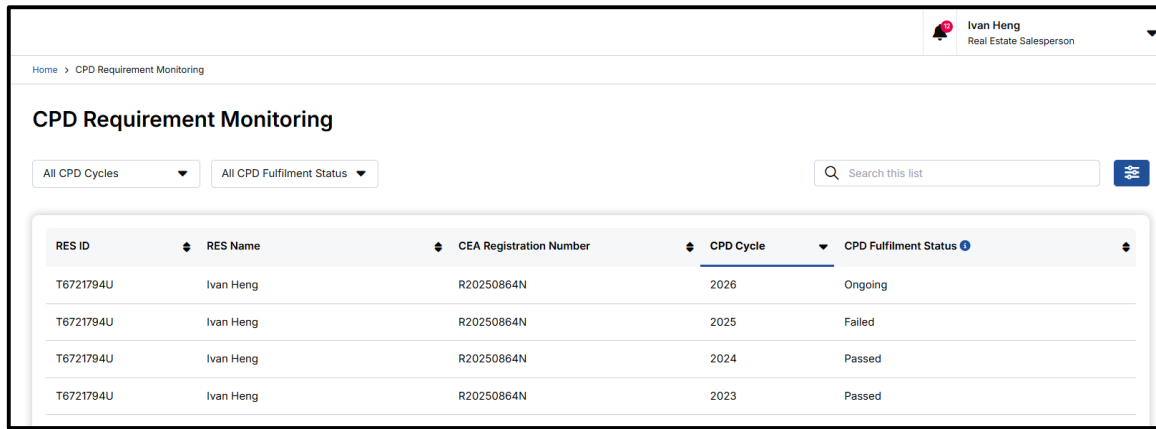


Figure 39 Export Hyperlink

## 5. CPD Requirement Monitoring

The CPD Requirement Monitoring module allows you to view and track your fulfilment status for current and previous CPD cycles.



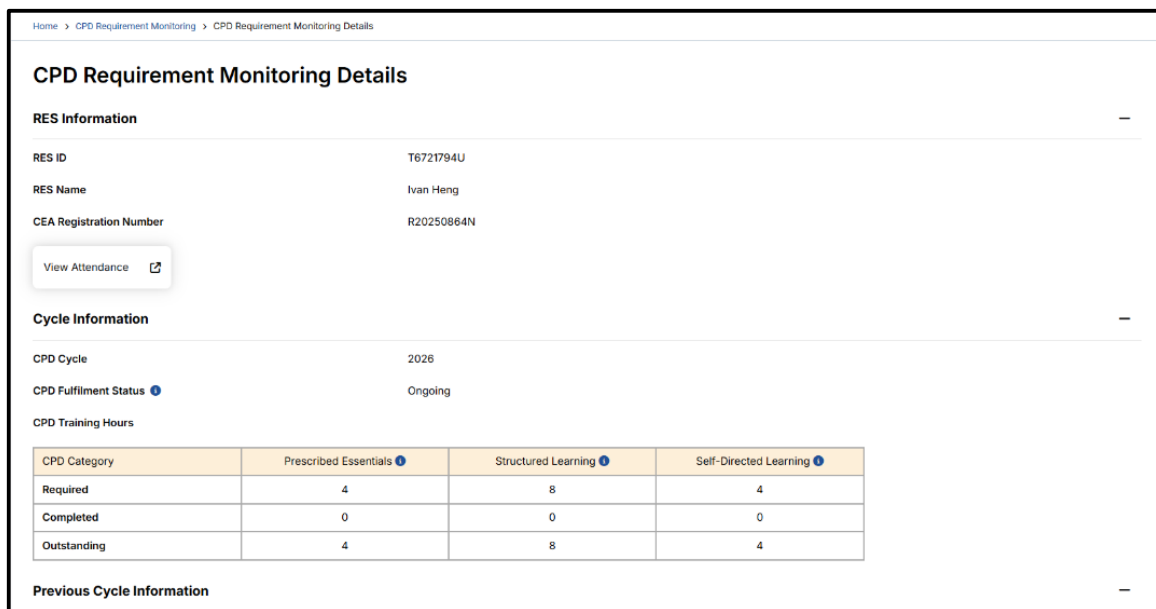
RES ID	RES Name	CEA Registration Number	CPD Cycle	CPD Fulfilment Status
T6721794U	Ivan Heng	R20250864N	2026	Ongoing
T6721794U	Ivan Heng	R20250864N	2025	Failed
T6721794U	Ivan Heng	R20250864N	2024	Passed
T6721794U	Ivan Heng	R20250864N	2023	Passed

Figure 40 CPD Requirement Monitoring Page

There are four statuses for CPD fulfilment:

- **Passed** - The requirements was met for that CPD cycle.
- **Ongoing** - The CPD cycle is still in progress.
- **Failed** - The requirements was not met for that CPD cycle.
- **Exempted** - No requirements for that CPD cycle. This is usually applicable for newly registered RES.

1. Click one of the CPD cycles to view the CPD requirement progress and status.



CPD Requirement Monitoring Details			
RES Information			
RES ID	T6721794U		
RES Name	Ivan Heng		
CEA Registration Number	R20250864N		
<a href="#">View Attendance</a>			
Cycle Information			
CPD Cycle	2026		
CPD Fulfilment Status	Ongoing		
CPD Training Hours			
CPD Category	Prescribed Essentials	Structured Learning	Self-Directed Learning
Required	4	8	4
Completed	0	0	0
Outstanding	4	8	4
Previous Cycle Information			

Figure 41 CPD Requirement Monitoring Details Page

- To track your progress, you can view the **Cycle Information** section for details of completed / outstanding training hours.

Home > CPD Requirement Monitoring > CPD Requirement Monitoring Details

### CPD Requirement Monitoring Details

**RES Information**

RES ID: T6721794U  
RES Name: Ivan Heng  
CEA Registration Number: R20250864N

[View Attendance](#)

**Cycle Information**

CPD Cycle: 2026  
CPD Fulfilment Status: Ongoing

CPD Training Hours

CPD Category	Prescribed Essentials	Structured Learning	Self-Directed Learning
Required	4	8	4
Completed	0	0	0
Outstanding	4	8	4

**Previous Cycle Information**

Figure 42 Cycle Information

- If you failed the previous CPD cycle, you can view the outstanding hours under the **Previous Cycle Information**.

**Previous Cycle Information**

CPD Cycle: 2025  
CPD Fulfilment Status: Failed  
Outstanding PE Hours: 4  
Outstanding SL Hours: 8  
Outstanding SDL Hours: 4  
Returning Clearance Status: Uncleared

CPD Cycle: 2024  
CPD Fulfilment Status: Passed  
Outstanding PE Hours: 0  
Outstanding SL Hours: 0  
Outstanding SDL Hours: 0  
Returning Clearance Status: Not Applicable

CPD Cycle: 2023  
CPD Fulfilment Status: Passed  
Outstanding PE Hours: 0  
Outstanding SL Hours: 0  
Outstanding SDL Hours: 0  
Returning Clearance Status: Not Applicable

Figure 43 Previous Cycle Information

4. There are three statuses for Returning Clearance:

- **Cleared** – Past CPD requirements fulfilled.
- **Uncleared** – Past CPD cycle requirements not fulfilled.
- **Not Applicable** – Exempted from CPD requirements, or the current cycle is still ongoing.