

Council for Estate Agencies (CEA)

Continuing Professional Development System (CPDS) User Guide - Trainer

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. Trainer Management.....	2
2.1 Trainer Application Submission	3
2.2 Trainer Applications.....	5
3. Common Functionalities.....	9
3.1 Accessing the System	9
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 Notifications.....	12
3.8 Menu	13
3.9 Header Links	13
4. Course Management.....	14
4.1 Courses.....	14
4.2 Course Details.....	15
4.2 Course Sessions	16
5. Feedback Management	19

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.

Trainers use CPDS to submit their trainer applications, view their courses and review course feedback given by RESs.

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. Trainer Management

The Trainer Management module allows unregistered individuals known as “Member of Public (MOP)” to submit applications to register as a CPD trainer.

To submit the trainer application, the MOP must be **nominated** by a Course Provider (CP) registered with CEA and obtain an invitation email link. The trainer registration process is outlined below:

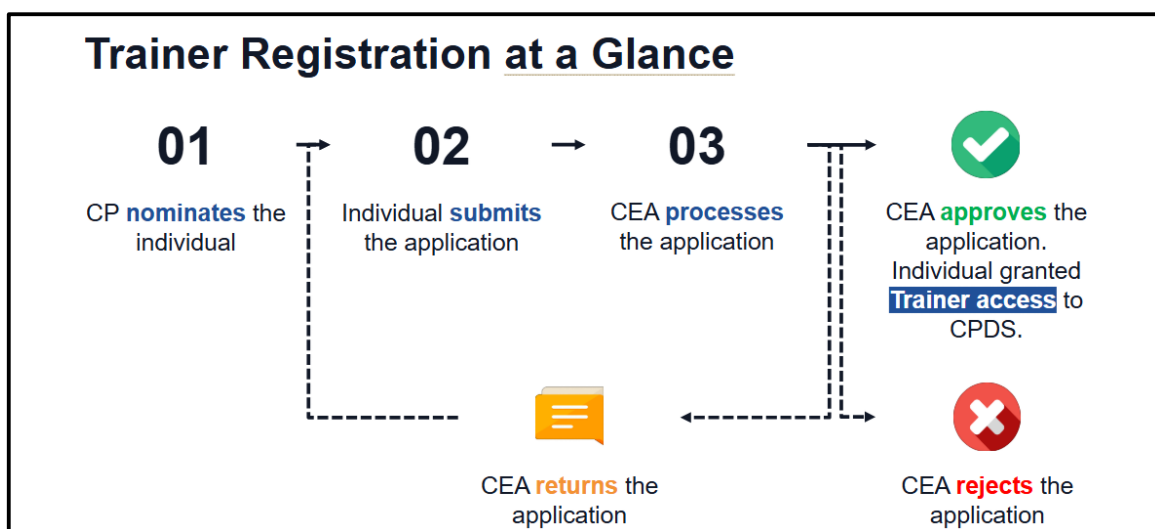
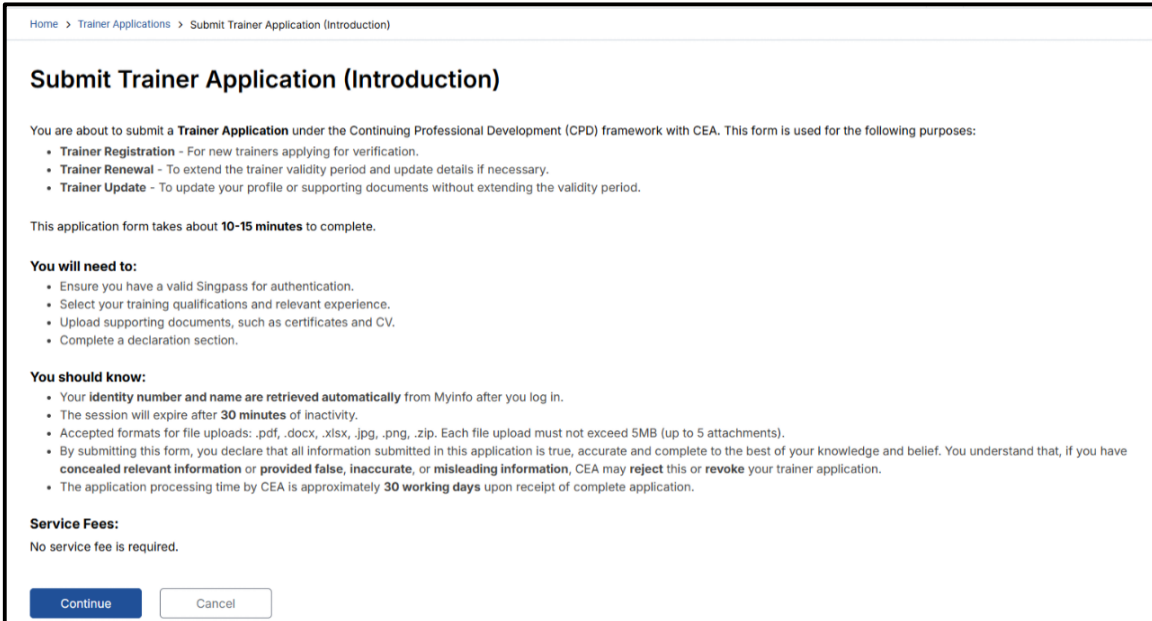


Figure 1 Trainer Registration Workflow

2.1 Trainer Application Submission

After login, MOP will be directed to **Submit Trainer Application (Introduction)** page.

1. Click on the **Continue** button to proceed with the Trainer application.



Home > Trainer Applications > Submit Trainer Application (Introduction)

Submit Trainer Application (Introduction)

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

- **Trainer Registration** - For new trainers applying for verification.
- **Trainer Renewal** - To extend the trainer validity period and update details if necessary.
- **Trainer Update** - To update your profile or supporting documents without extending the validity period.

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

You will need to:

- Ensure you have a valid Singpass for authentication.
- Select your training qualifications and relevant experience.
- Upload supporting documents, such as certificates and CV.
- Complete a declaration section.

You should know:

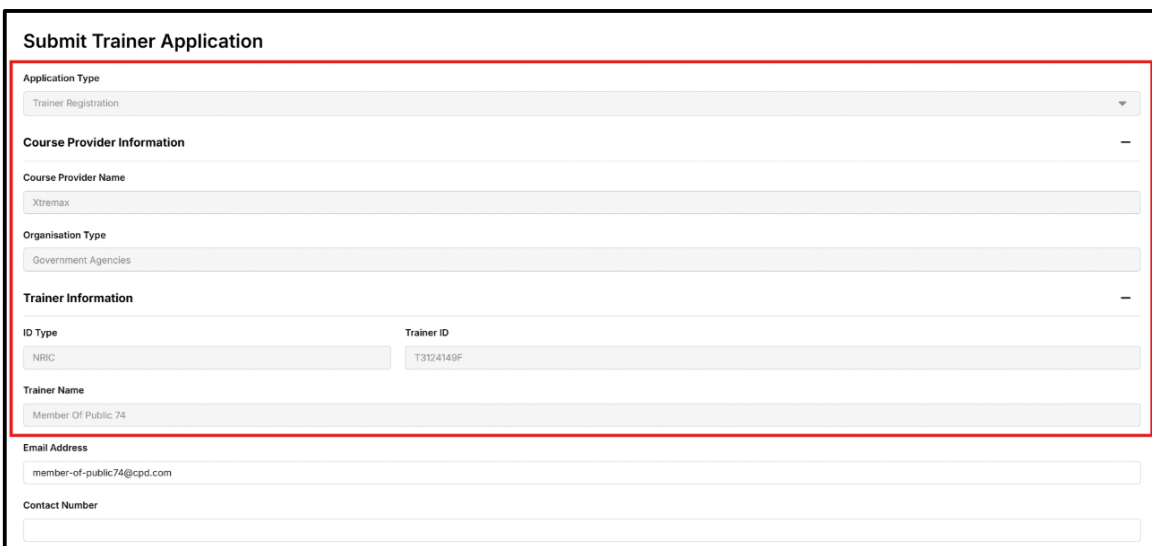
- Your **identity number and name** are retrieved **automatically** from Myinfo after you log in.
- The session will expire after **30 minutes** of inactivity.
- Accepted formats for file uploads: .pdf, .docx, .xlsx, .jpg, .png, .zip. Each file upload must not exceed 5MB (up to 5 attachments).
- By submitting this form, you declare that all information submitted in this application is true, accurate and complete to the best of your knowledge and belief. You understand that, if you have **concealed relevant information or provided false, inaccurate, or misleading information**, CEA may **reject** this or **revoke** your trainer application.
- The application processing time by CEA is approximately **30 working days** upon receipt of complete application.

Service Fees:
No service fee is required.

Figure 2 Submit Trainer Application (Intro)

2. The **Submit Trainer Application** page has pre-populated non-editable fields:

- **Application Type**
- **CP Information** - CP Name and Organisation Type
- **Trainer Information** - ID type, Trainer ID, Trainer Name



Submit Trainer Application

Application Type
Trainer Registration

Course Provider Information

Course Provider Name
Xtremax

Organisation Type
Government Agencies

Trainer Information

ID Type
NRIC

Trainer ID
T3124149F

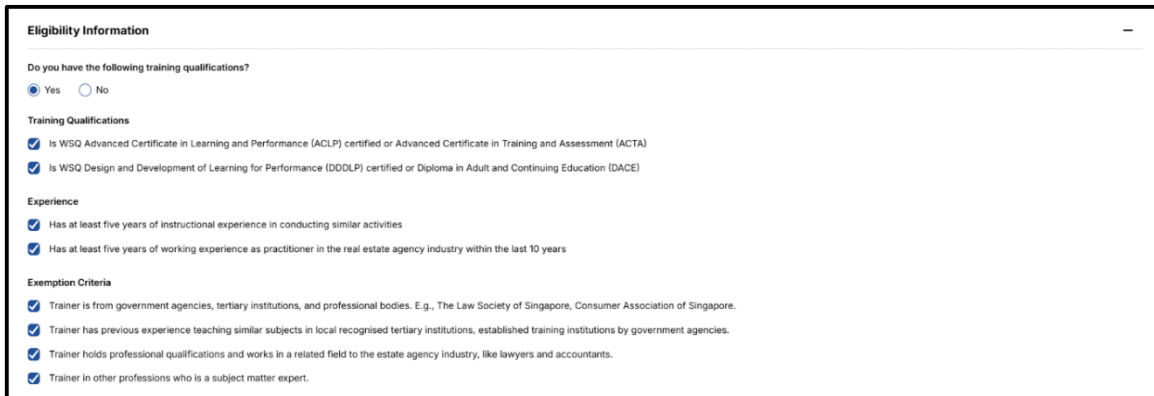
Trainer Name
Member Of Public 74

Email Address
member-of-public74@cpd.com

Contact Number

Figure 3 Pre-populated Fields

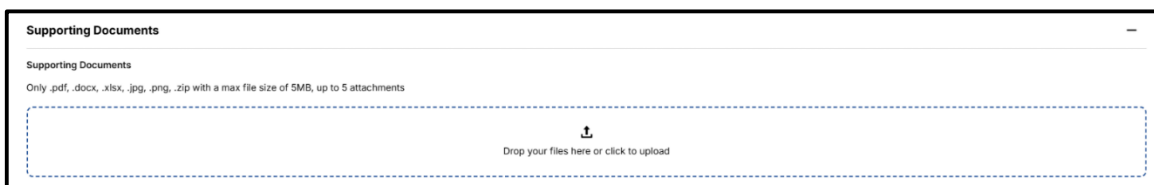
3. Complete the **Eligibility Information** section by checking the information applicable to you.



The screenshot shows the 'Eligibility Information' form. It starts with a question: 'Do you have the following training qualifications?' with radio buttons for 'Yes' (selected) and 'No'. Below this are two sections: 'Training Qualifications' and 'Experience'. Each section contains two checkboxes, all of which are checked. The 'Training Qualifications' section includes: 'Is WSQ Advanced Certificate in Learning and Performance (ACLP) certified or Advanced Certificate in Training and Assessment (ACTA)' and 'Is WSQ Design and Development of Learning for Performance (DDLP) certified or Diploma in Adult and Continuing Education (DAE)'. The 'Experience' section includes: 'Has at least five years of instructional experience in conducting similar activities' and 'Has at least five years of working experience as practitioner in the real estate agency industry within the last 10 years'. At the bottom is an 'Exemption Criteria' section with four checkboxes, all of which are checked. The criteria are: 'Trainer is from government agencies, tertiary institutions, and professional bodies. E.g., The Law Society of Singapore, Consumer Association of Singapore.', 'Trainer has previous experience teaching similar subjects in local recognised tertiary institutions, established training institutions by government agencies.', 'Trainer holds professional qualifications and works in a related field to the estate agency industry, like lawyers and accountants.', and 'Trainer in other professions who is a subject matter expert.'

Figure 4 Eligibility Information

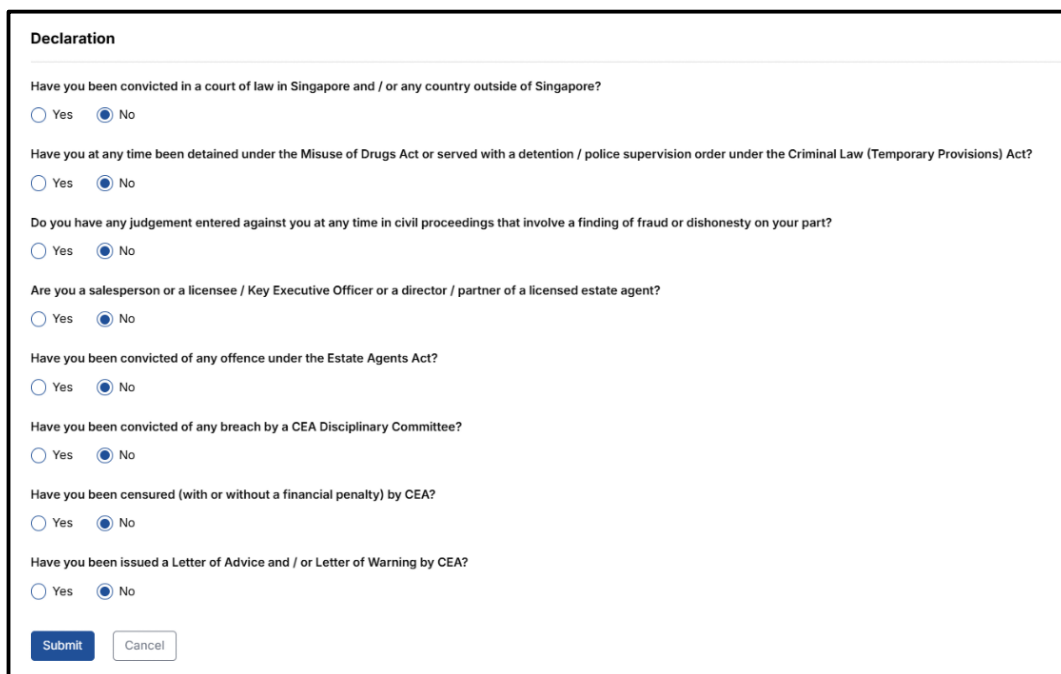
4. You are required to provide support documents such as your resume, curriculum vitae and qualification certificates etc. under the **Supporting Documents** section.



The screenshot shows the 'Supporting Documents' form. It has a title 'Supporting Documents' and a subtitle 'Supporting Documents'. Below the subtitle is a note: 'Only .pdf, .docx, .xlsx, .jpg, .png, .zip with a max file size of 5MB, up to 5 attachments'. Below this is a large dashed rectangular box for file uploads. In the center of the box is a downward arrow icon and the text 'Drop your files here or click to upload'.

Figure 5 Supporting Documents

5. Complete the **Declaration** section. Click **submit** to submit the application.

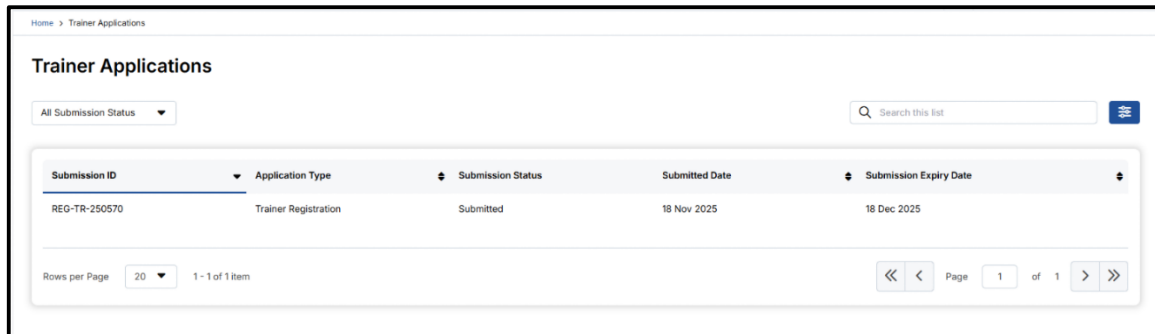


The screenshot shows the 'Declaration' form. It contains several questions, each with radio buttons for 'Yes' and 'No'. The questions are: 'Have you been convicted in a court of law in Singapore and / or any country outside of Singapore?', 'Have you at any time been detained under the Misuse of Drugs Act or served with a detention / police supervision order under the Criminal Law (Temporary Provisions) Act?', 'Do you have any judgement entered against you at any time in civil proceedings that involve a finding of fraud or dishonesty on your part?', 'Are you a salesperson or a licensee / Key Executive Officer or a director / partner of a licensed estate agent?', 'Have you been convicted of any offence under the Estate Agents Act?', 'Have you been convicted of any breach by a CEA Disciplinary Committee?', 'Have you been censured (with or without a financial penalty) by CEA?', and 'Have you been issued a Letter of Advice and / or Letter of Warning by CEA?'. All 'No' radio buttons are selected. At the bottom of the form are two buttons: 'Submit' (in blue) and 'Cancel' (in white).

Figure 6 Declaration

2.2 Trainer Applications

After the application is submitted, you will be redirected to the **Trainer Applications Page**. The Trainer Applications page displays all applications and their submission status.

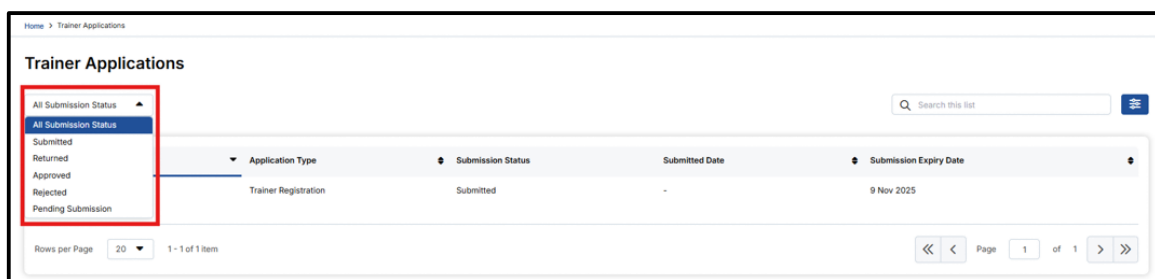


The screenshot shows the 'Trainer Applications' page with a table containing one application. The application is in 'Submitted' status. The table has columns for Submission ID, Application Type, Submission Status, Submitted Date, and Submission Expiry Date. Below the table, there is a 'Rows per Page' dropdown set to 20 and a pagination indicator showing '1 - 1 of 1 item'.

Submission ID	Application Type	Submission Status	Submitted Date	Submission Expiry Date
REG-TR-250570	Trainer Registration	Submitted	18 Nov 2025	18 Dec 2025

Figure 7 Trainer Application - Submitted

1. There are four statuses for Trainer application:
 - **Submitted** - Application is submitted and pending assessment by CEA.
 - **Returned** - Application is returned for more information. Resubmit with additional information.
 - **Approved** - Application is approved and the MOP is registered as a Trainer.
 - **Rejected** - Application is rejected. To reapply, the MOP needs to be nominated again by CP to submit a new Trainer application.
2. CEA takes approximately 30 working days to process the application upon receipt of complete set of documents.
3. You can filter your application submission status by clicking the Submission Status filter dropdown menu under the Trainer Application header.



The screenshot shows the 'Trainer Applications' page with the 'Submission Status' filter dropdown menu open. The dropdown menu lists the following options: All Submission Status, Submitted, Returned, Approved, Rejected, and Pending Submission. The table below shows one application in 'Submitted' status. The table has columns for Submission ID, Application Type, Submission Status, Submitted Date, and Submission Expiry Date. Below the table, there is a 'Rows per Page' dropdown set to 20 and a pagination indicator showing '1 - 1 of 1 item'.

Submission ID	Application Type	Submission Status	Submitted Date	Submission Expiry Date
	Trainer Registration	Submitted	-	9 Nov 2025

Figure 8 Filter Submission Status

Application - Returned

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

1. When you log in to CPDS, you will be redirected to the **Trainer Applications Page**. The Submission Status in the Trainer Applications page will show as "Returned".

Home > Trainer Applications

Member Of Public 77
Member of Public

Trainer Applications

All Submission Status

Search this list

Submission ID	Application Type	Submission Status	Submitted Date	Submission Expiry Date
REG-TR-250581	Trainer Registration	Returned	1 Dec 2025	31 Dec 2025

Rows per Page: 20 | 1 - 1 of 1 Item

Page 1 of 1

Figure 9 Trainer Application - Returned

- Clicking on a row will take you to the **Trainer Applications Details** page. You can edit and update your changes to the application form.

Trainer Applications

All Submission Status

Search this list

Submission ID	Application Type	Submission Status	Submitted Date	Submission Expiry Date
REG-TR-250581	Trainer Registration	Returned	1 Dec 2025	31 Dec 2025

Rows per Page: 20 | 1 - 1 of 1 Item

Page 1 of 1

Trainer Application Details

Submission Summary

Submission ID	REG-TR-250581
Application Type	Trainer Registration
Submission Status	Returned
Submitted Date	1 Dec 2025

Course Provider Information

Course Provider Name	Xtremax
Organisation Type	CEA Approved Course Providers (ACPs)

Trainer Information

Figure 10 Update Returned Application

- 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**.

Have you been convicted of any offence under the Estate Agents Act?

☐ Yes ☒ No

Have you been convicted of any breach by a CEA Disciplinary Committee?

☐ Yes ☒ No

Have you been censured (with or without a financial penalty) by CEA?

☐ Yes ☒ No

Have you been issued a Letter of Advice and / or Letter of Warning by CEA?

☐ Yes ☒ No

Comments

Comment

Please kindly review the additional uploaded file (Document B) to support eligibility validation

Comment By

Officer One

Comment Date

1 Dec 2025

Comment

Please complete the necessary document to support eligibility validation

[Update](#) [Cancel](#)

Figure 11 Comment on Returned Application

Application - Approved

When your application is approved, both you and the CP who nominated you will be notified via CPDS inbox and email.

You can now login to CPDS as a Trainer and be redirected to the trainer dashboard.

Aaron Khoo
Trainer

Welcome to CPDS, Aaron Khoo!

4.3

My Average Rating

4

Course Below 4 Stars

My Upcoming Sessions [View All](#)

Course ID	Course Title	Session Start Date	Learning Mode
There are no records to display.			

My Courses [View All](#)

Course ID	Course Title	Course Provider Name	Course Rating	My Rating
CRS-250284	Real Estate Salesperson 101	FastLearn	5	-
CRS-250290	Real Estate Law and Compliance	FastLearn	5	5
CRS-250120	Anti-Money Laundering 101	Fastlearn	5	5
CRS-250300	Professional Ethics in Real Estate Practice	Xtremax	5	5
CRS-250294	CRM & Real Estate Technology Tools	FastLearn	4	3

Figure 12 Comment on Returned Application

Application - Rejected

If your application is rejected, both you and the CP who nominated you will be notified via CPDS inbox and email.

To submit a new trainer application with new information, you must be **nominated** again by a CP to obtain a new email invitation link.

1. When you log in to CPDS again after your previous Trainer application was rejected, you will see the MOP Selection page.

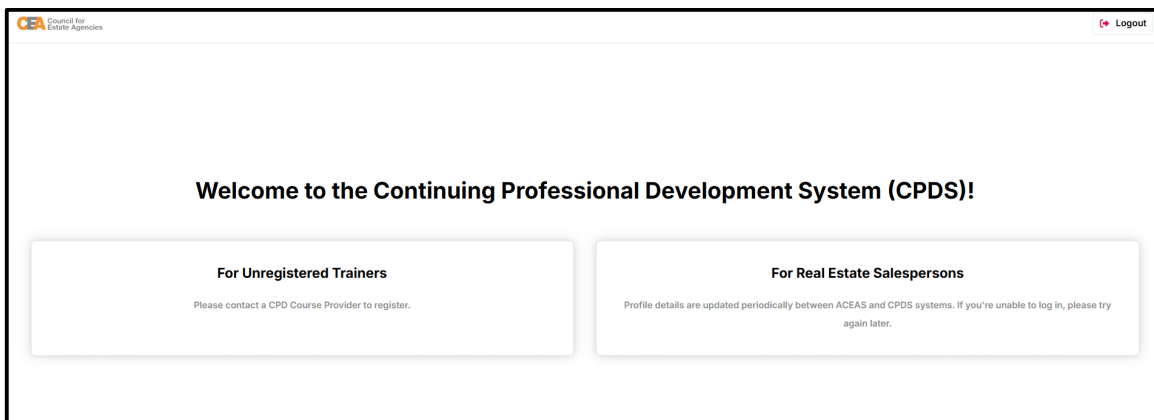


Figure 13 MOP Selection Page

2. You can view your previous applications on the Trainer Applications page after submitting a new application successfully.

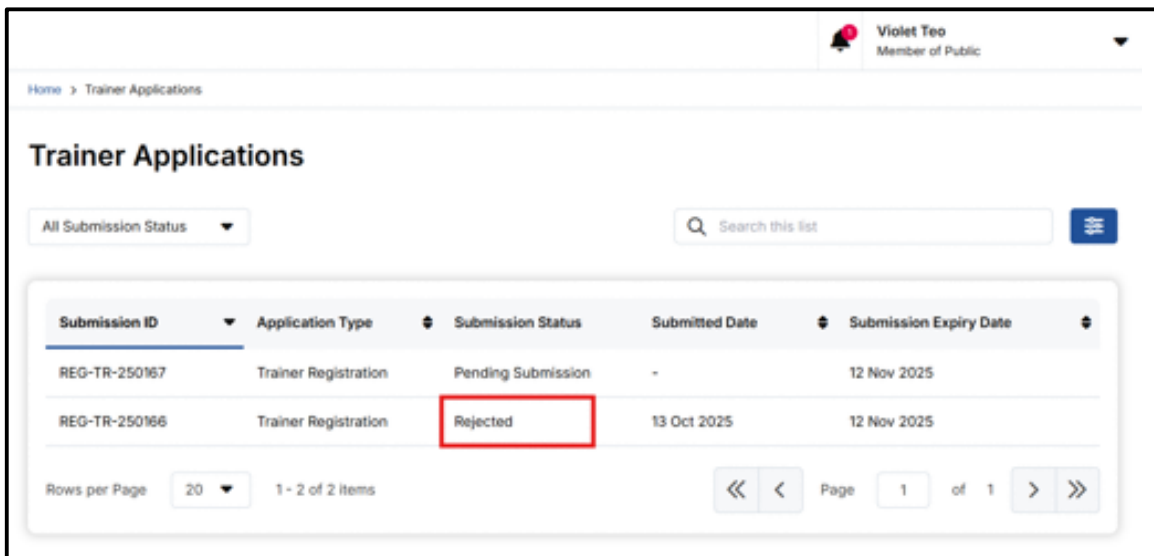


Figure 14 Trainer Application Rejected

3. Common Functionalities

3.1 Accessing the System

The internet portal is accessible to Corporate and Individual users for managing their transactions through the available services in the system.

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. **Trainers must log in using Singpass** to access CPDS services as shown below:

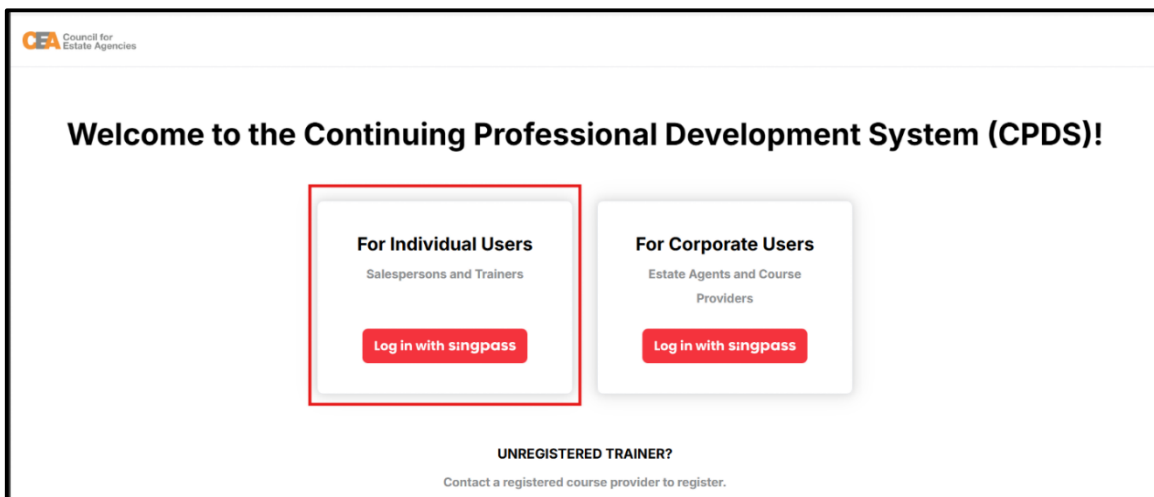


Figure 15 Login with Singpass

To log in:

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

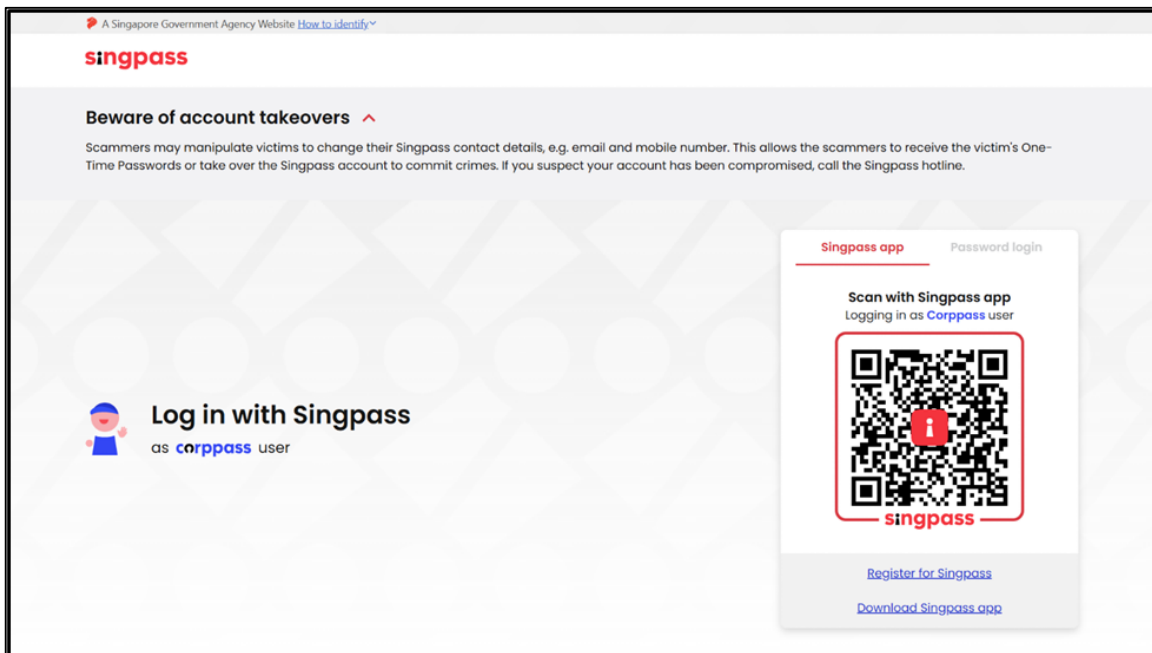


Figure 16 Singpass QR Code

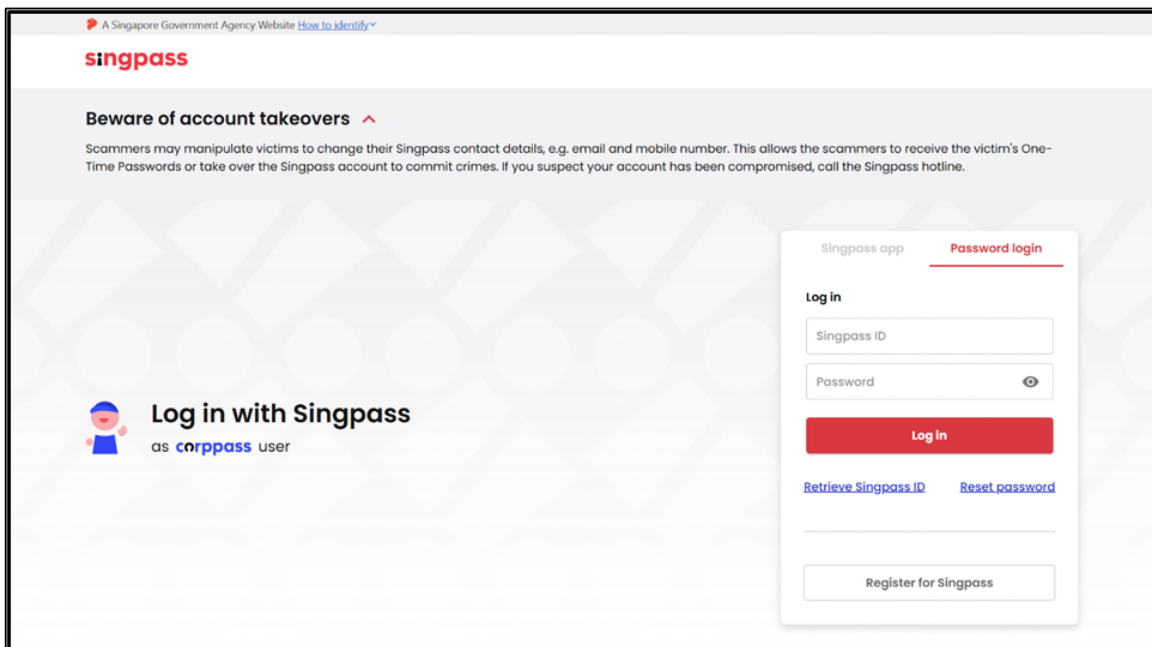


Figure 17 Singpass ID and Password

3.3 Multiple Roles Page

Users with multiple roles (e.g. Trainer and RES) 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.

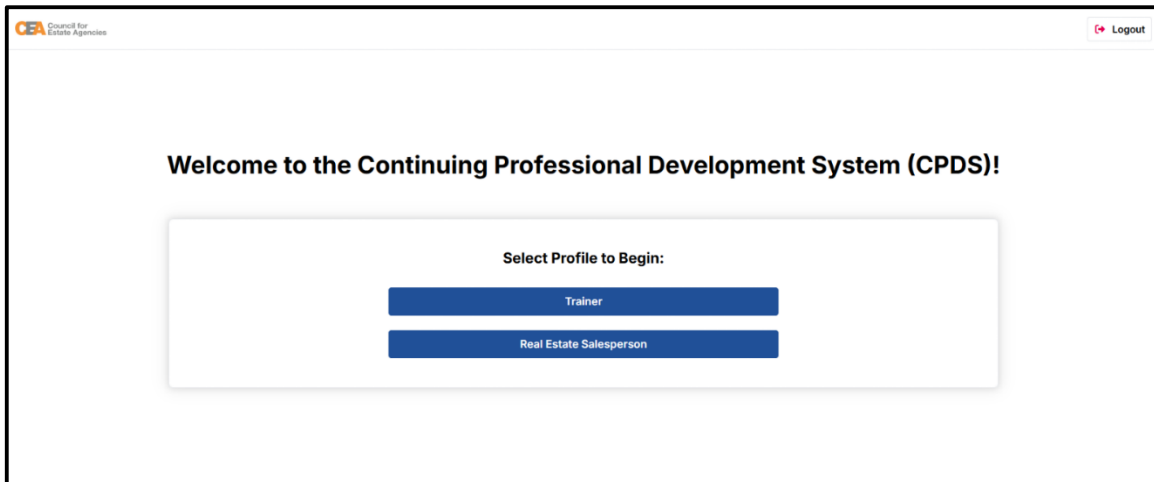


Figure 18 Multiple Roles page

3.4 Dashboard

For Registered Trainers, login redirects to Trainer Dashboard:

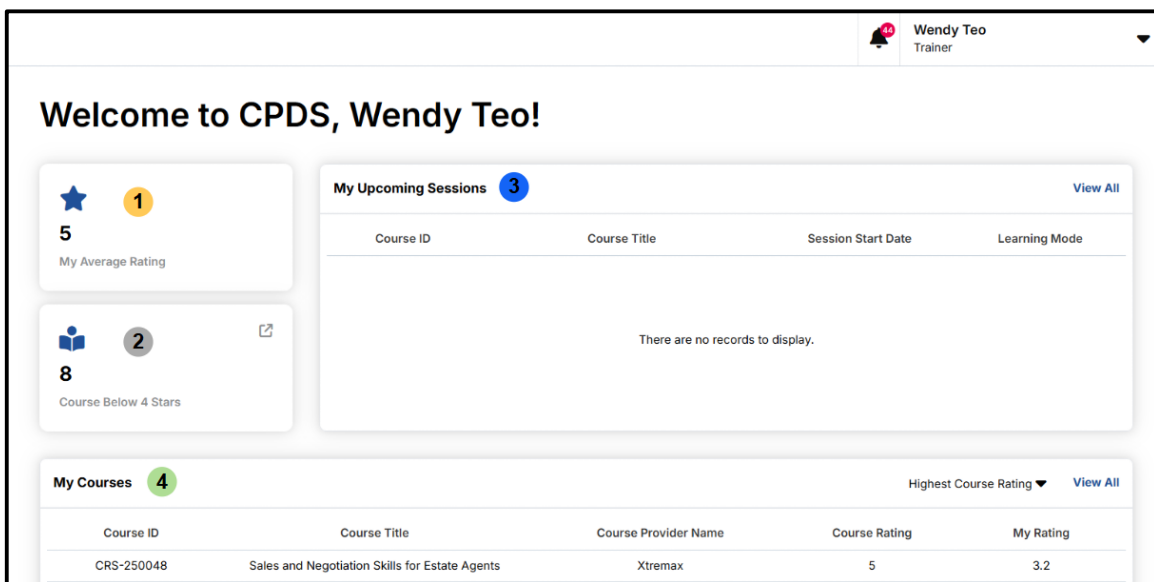


Figure 19 Trainer Dashboard

1. **My Average Rating** - Average rating of all courses taught by trainer from course participants.
2. **Course Below 4 Stars** - Number of course rated below 4 stars.
3. **My Upcoming Sessions** - List of upcoming course sessions taught by trainer.
4. **My Courses** - List of courses taught by trainer.

3.5 Global Header

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



Figure 20 Global Header

3.6 Mini Profile

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

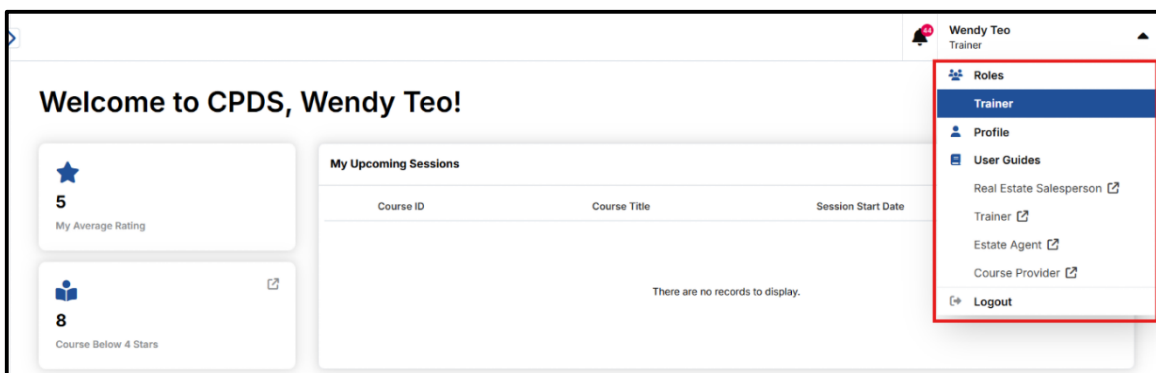


Figure 21 Mini Profile

1. **Switch Roles** - The Switch Roles option is only available if you have multiple roles (e.g. Trainer and RES).
2. **Profile** - Edit Trainer's profile details.
3. **User Guides** - Access to all user guides.
4. **Logout** – Log out of CPDS.

3.7 Notifications

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

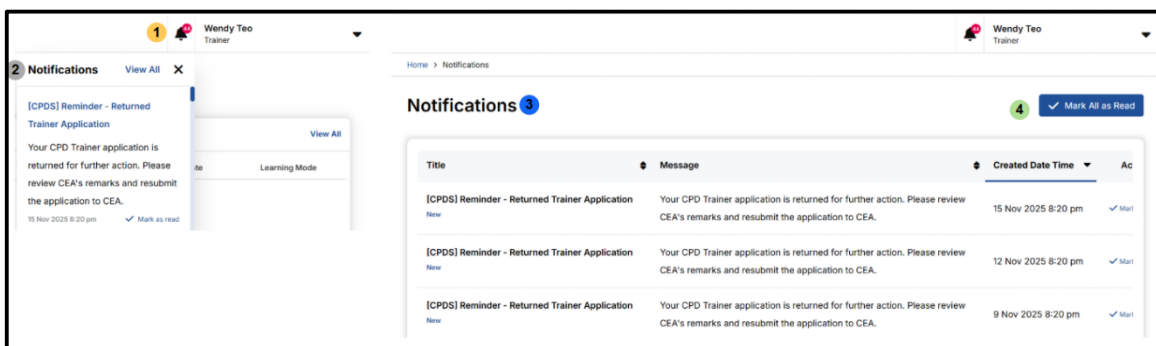


Figure 22 Notifications

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

3.8 Menu

1. Click the arrow next to the system logo (top left) to open the menu, which displays all modules.

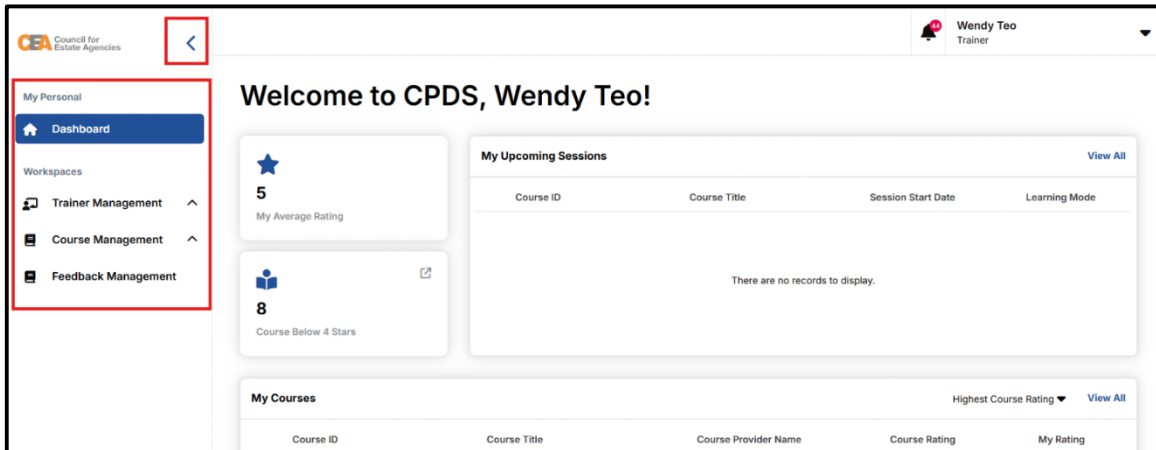


Figure 23 Global Menu

2. Click on the CEA Name and Logo (top left) to go to the dashboard.



Figure 24 CEA Name and Logo

3.9 Header Links

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

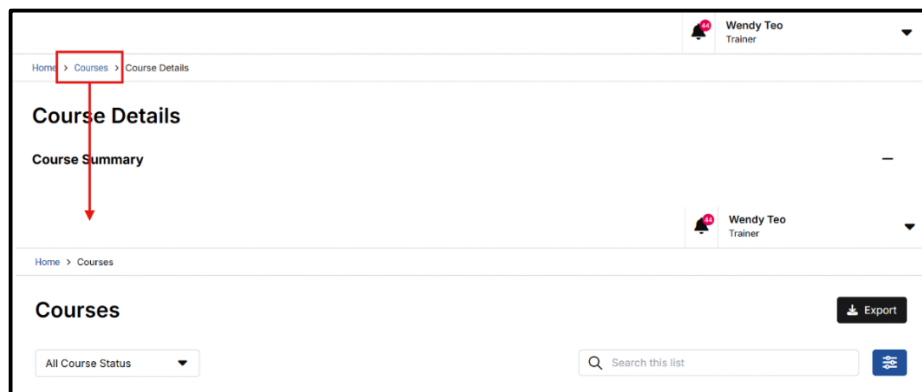


Figure 25 Header Links

4. Course Management

The Course Management module allows Trainers to view their courses and course sessions.

4.1 Courses

Trainers can view all their courses on the Courses Listing Page.

The screenshot shows the 'Courses' listing page. At the top right is an 'Export' button (3). Below it is a search bar (2) and a filter icon (4). On the left, there's a dropdown for 'All Course Status' (1). The table has columns: Course ID (5), Course Title, Category, Course Status, Course Validity End Date, and Average Course Rating. The table lists five courses. At the bottom, there's a 'Rows per Page' dropdown (7) set to 5, showing '1 - 5 of 43 Items', and a pagination control (6) showing 'Page 1 of 9'.

Course ID	Course Title	Category	Course Status	Course Validity End Date	Average Course Rating
CRS-250300	Professional Ethics in Real Estate Practice	Prescribed Essentials	Registered	20 Nov 2027	5
CRS-250298	Real Estate Salesperson 101	Structured Learning	Registered	24 Oct 2027	-
CRS-250297	Real Estate Law and Compliance	Structured Learning	Registered	24 Oct 2027	-
CRS-250296	Anti-Money Laundering 101	Structured Learning	Registered	23 Oct 2027	-
CRS-250295	CRM & Real Estate Technology Tools	Structured Learning	Registered	23 Oct 2027	-

Figure 26 Course Listing page

1. **Quick Filter** - Allows to filter the record by certain value.
2. **Quick Search** - Allows search of record by keywords.
3. **Export** - Export the records from the page into an Excel file. The downloadable file will be delivered to CPDS inbox.
4. **Advanced Search** - Allows search of record by different combinations of information listed.
5. **Sorting** - Allows sorting of record in the table by descending/ascending order.
6. **Pagination** - Enables page navigation in the table.
7. **Rows per Page** - Adjust the maximum number of records to display in one page in the table.

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

1. Export the list of courses by clicking the **Export** button on the Course page.

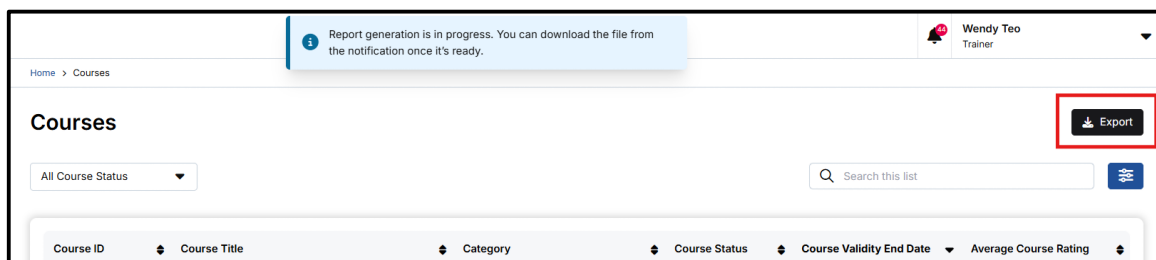


Figure 27 Export Courses

3. Download the exported file by clicking the Notification (Icon Bell), then click the **Download the report here** link.

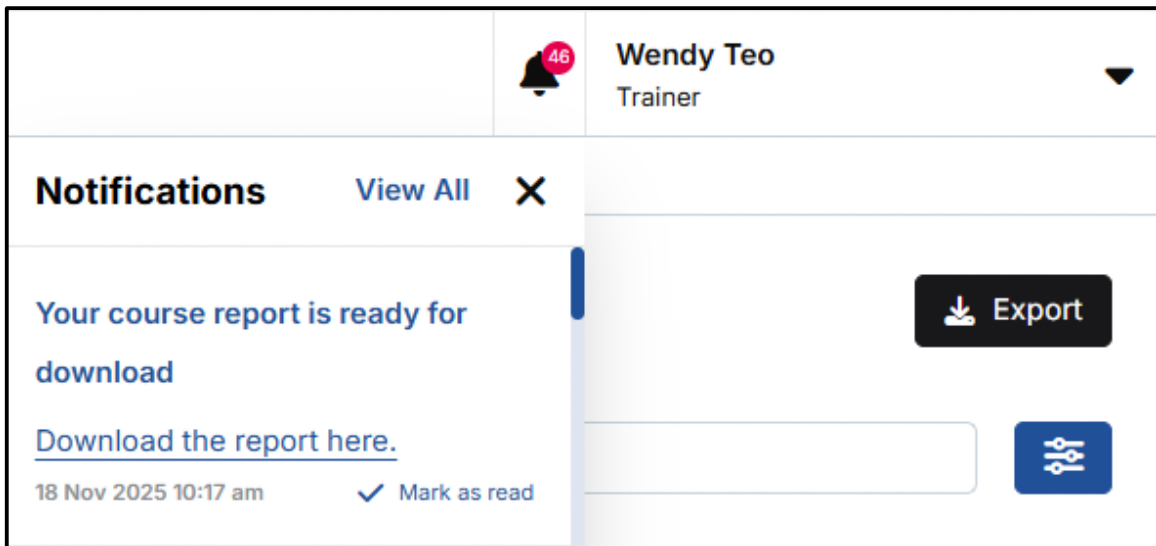


Figure 28 Course Report Download

4.2 Course Details

1. Click on one of the records in the Course Page to view the **Course Details Page**.

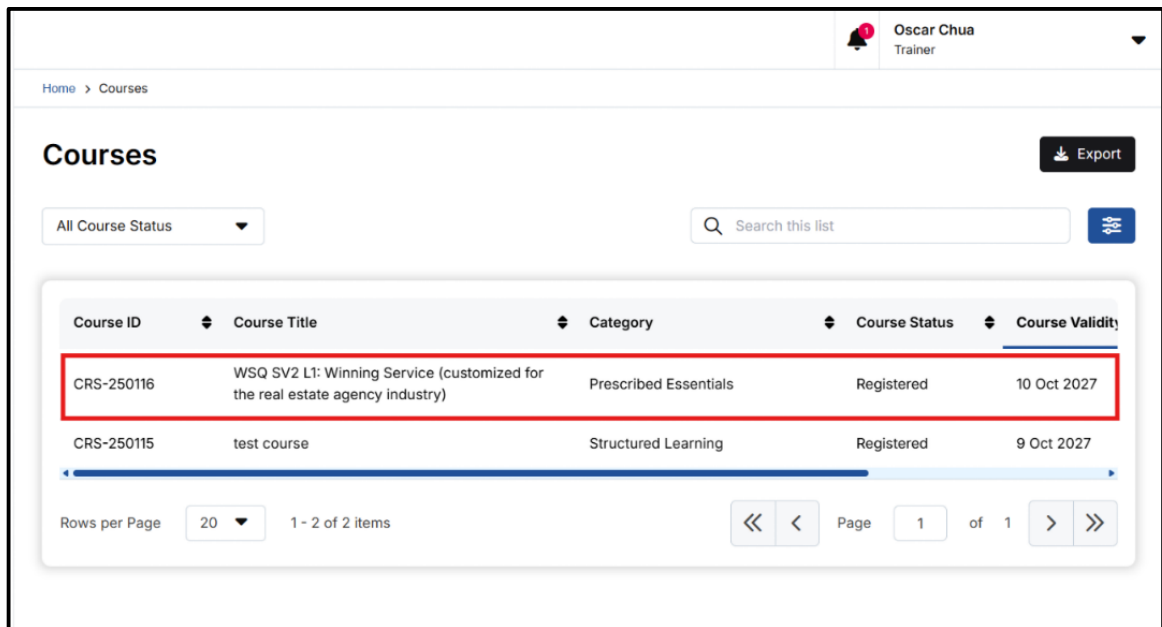


Figure 29 Courses Page

2. You can download the course materials uploaded by the CP.

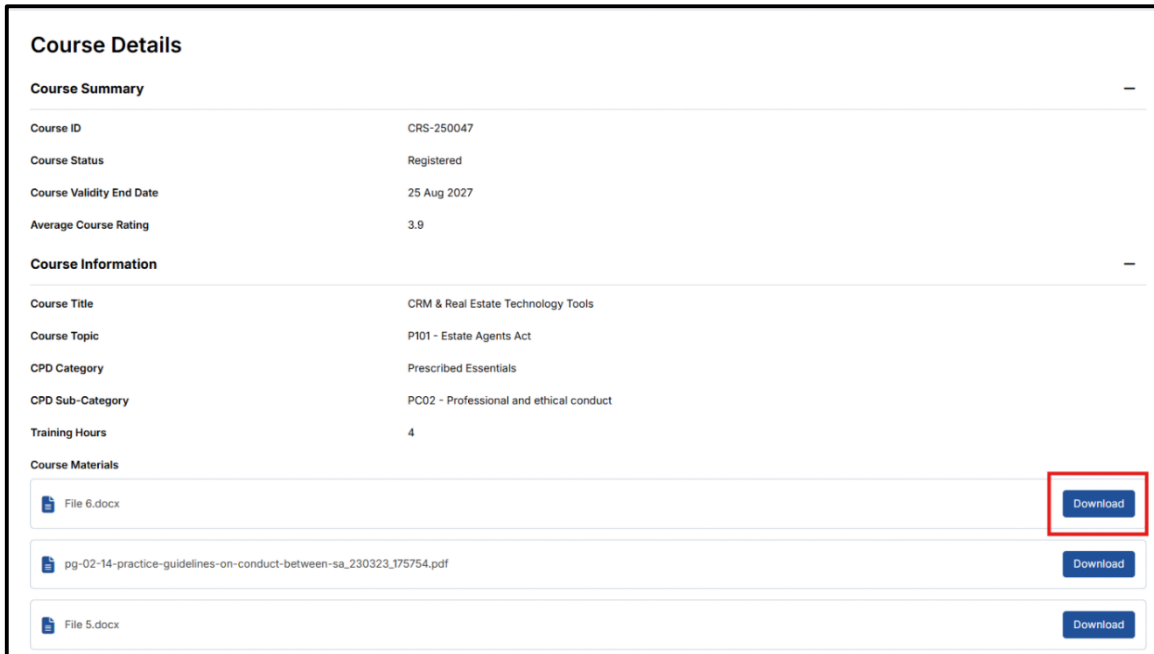


Figure 30 Course Materials

4. Click on the **View Course Session** link to open the **Course Sessions** page.

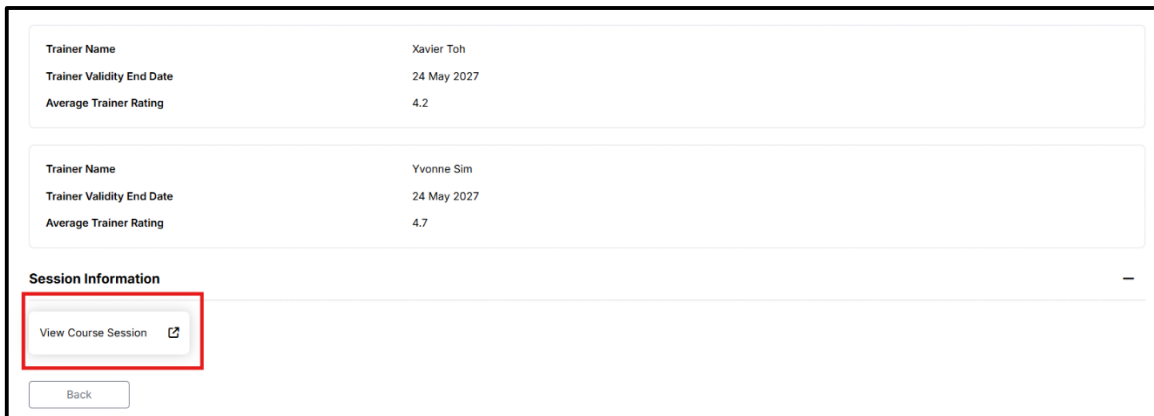


Figure 31 View Course Session

4.2 Course Sessions

Trainers can view their course session information.

1. Click on one of the records to view the **Course Session Details** page.

Course Sessions

All Session Status

Search this list

Export

Course ID	Course Title	Session ID	Session Start Date	Session End Date	St
CRS-250116	WSQ SV2 L1: Winning Service (customized for the real estate agency industry)	SSN-254396	3 Nov 2025	7 Nov 2025	C
CRS-250116	WSQ SV2 L1: Winning Service (customized for the real estate agency industry)	SSN-254394	27 Oct 2025	31 Oct 2025	C

Course Session Details

Session Summary

Session ID

SSN-254396

Session Status

Completed

Course ID

CRS-250116

Course Title

WSQ SV2 L1: Winning Service (customized for the real estate agency industry)

Session Information

Session Date

3 Nov 2025

7 Nov 2025

Learning Mode

Blended Learning

Figure 32 Course Session Details

- The **Feedback Information** section provides a QR code for the feedback form. Trainers can share this QR code with course participants at the end of the course session to obtain feedback.

Feedback Information

Feedback Form Link


Generate QR

View Feedback History

Back

WSQ SV2 L1: Winning Service (customized for the real estate agency industry)

Feedback Form QR Code



Download

Back

Course ID: CRS-250116

Session ID: SSN-254396

Figure 33 Feedback QR Code

- Trainers can view the feedback submitted by the course participants by clicking the “Feedback History” button. This will direct you to the **Feedback Management Module**.

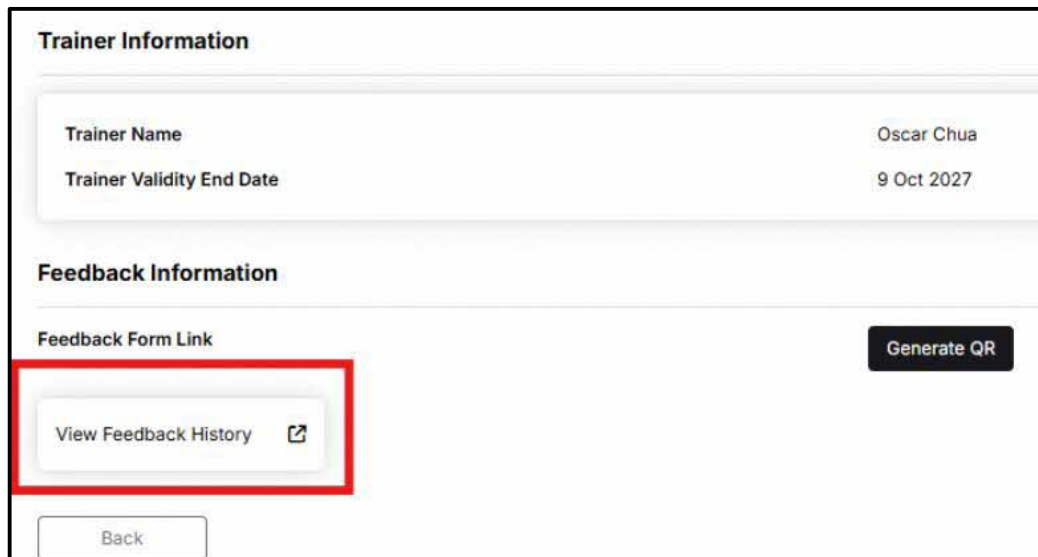


Figure 34 View Feedback History

- You can also export the course session list by clicking the **Export** button on the Course Sessions Listing page.

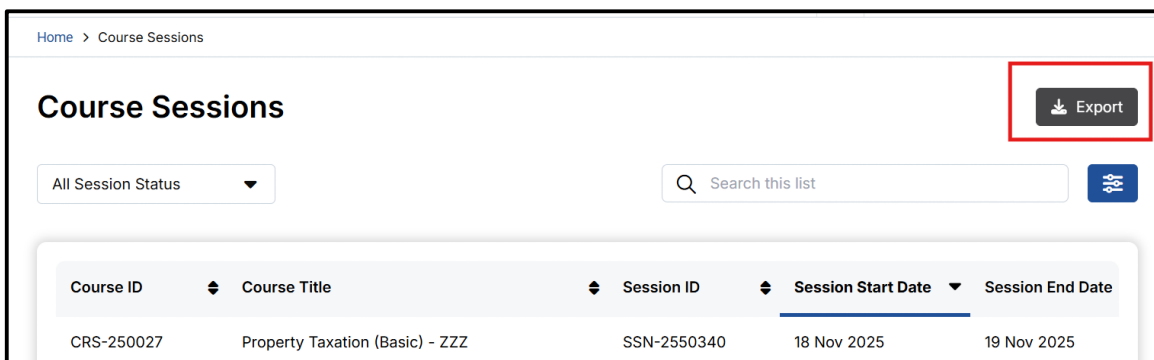


Figure 35 Export Course Session

- Download the exported file by clicking the Notification (Icon Bell), then click the **Download the report here** link.

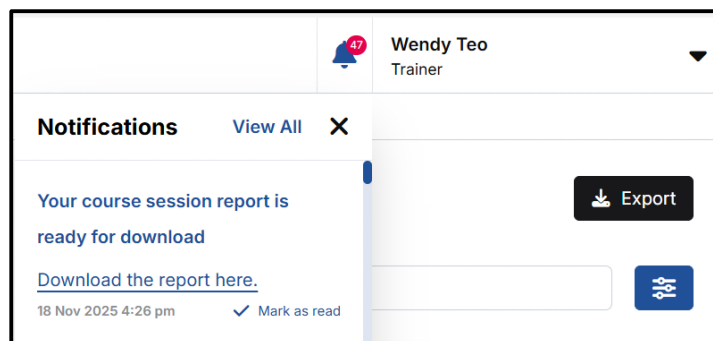


Figure 36 Course Session Report Download

5. Feedback Management

The **Feedback Management** module allows Trainers to review all the feedback submitted by the course participants.

1. You can export the feedback list by clicking the **Export** button on the Feedback History page.

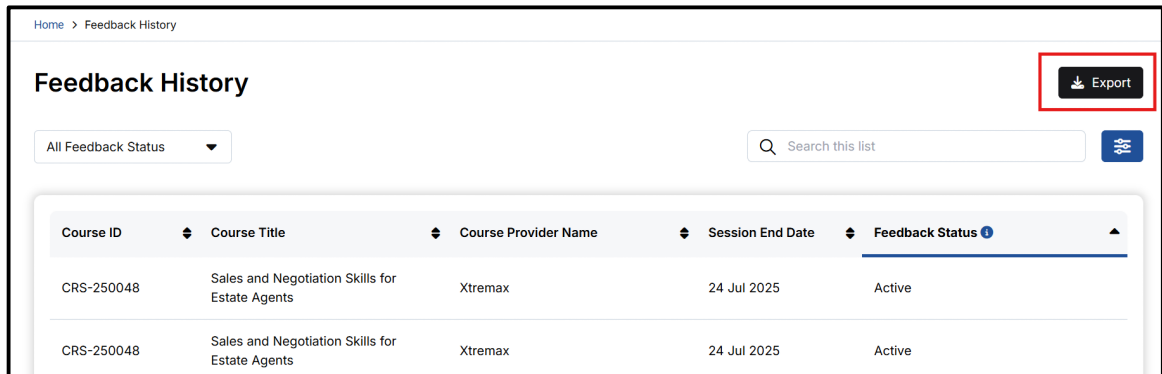


Figure 37 Export Feedback History

2. Download the exported file by clicking the Notification (Icon Bell), then click the **Download the report here** link.

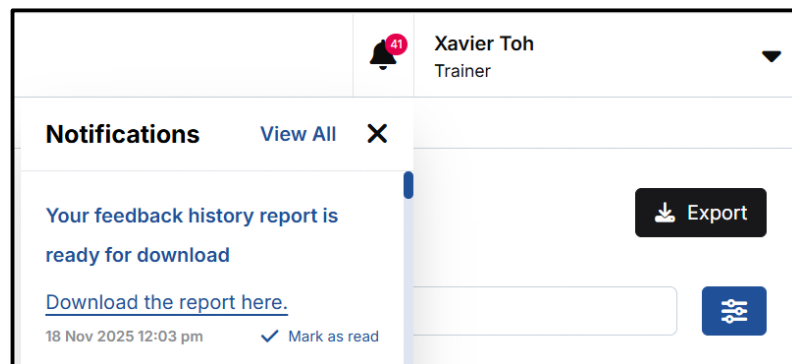


Figure 38 Feedback History Report Download

3. Click on one of the records on the **Feedback History** page to view the **Feedback History Details** page.

Home > Feedback History

Feedback History

Export

All Feedback Status

Search this list

Course ID	Course Title	Course Provider Name	Session End Date	Feedback Status
CRS-250048	Sales and Negotiation Skills for Estate Agents	Xtremax	24 Jul 2025	Active
CRS-250048	Sales and Negotiation Skills for Estate Agents	Xtremax	24 Jul 2025	Active

Figure 39 Feedback History Page

2. In the **Feedback Details** page, Trainers can view the **course quality** and **trainer quality** rated by a course participant.

Feedback Details

Session Information

Session ID	SSN-250047
Course ID	CRS-250048
Course Title	Sales and Negotiation Skills for Estate Agents
Course Provider Name	Xtremax
Session Date	22 Jul 2025 — 24 Jul 2025
RES Name	Daniel Lee
Feedback Status	Active

Course Quality

Course content is useful and relevant to me.

★★★★★

Figure 40 Feedback Details Page