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.

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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.

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:

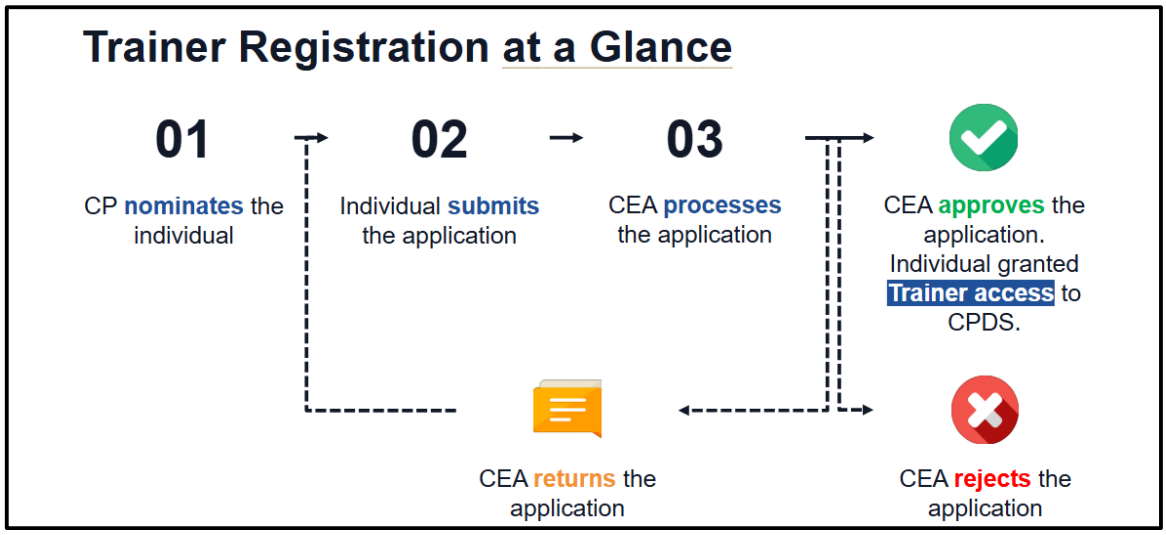

Figure 1 Trainer Registration Workflow

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.

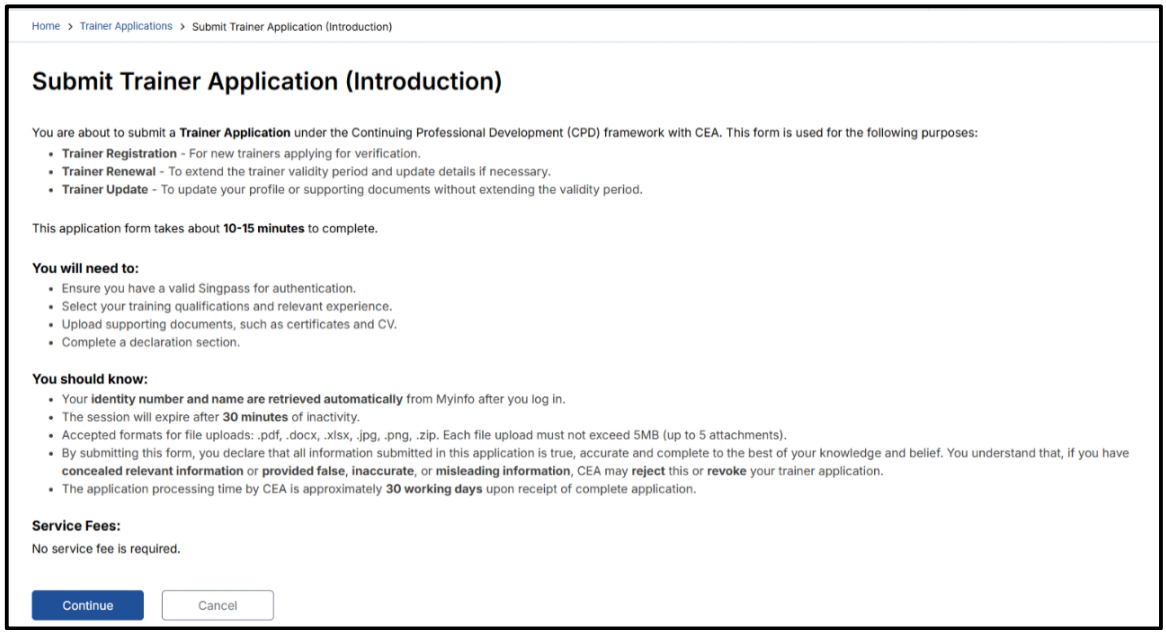

Figure 2 Submit Trainer Application (Intro)

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

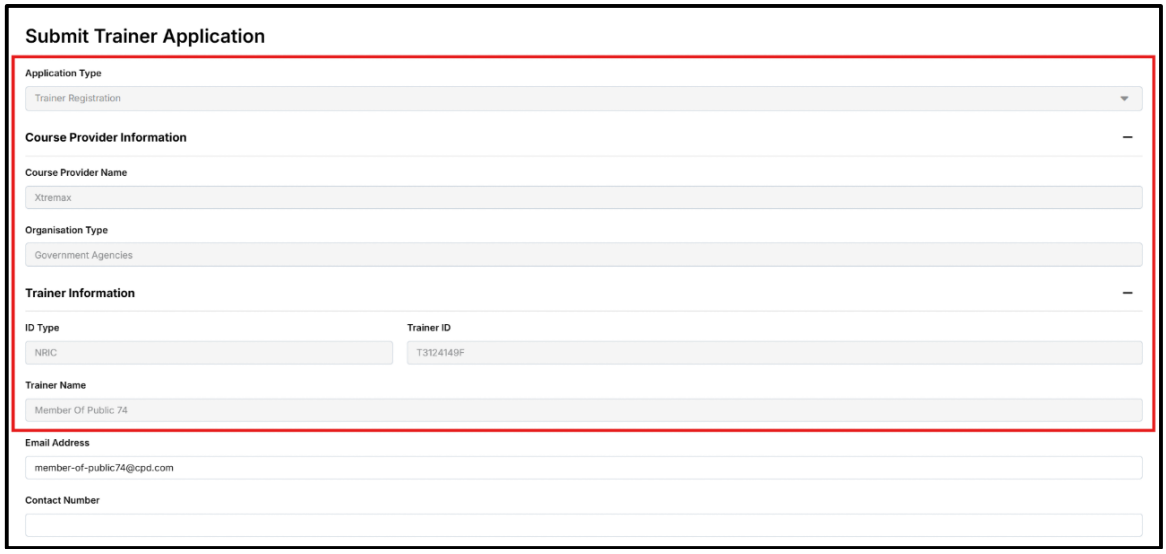

Figure 3 Pre-populated Fields

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

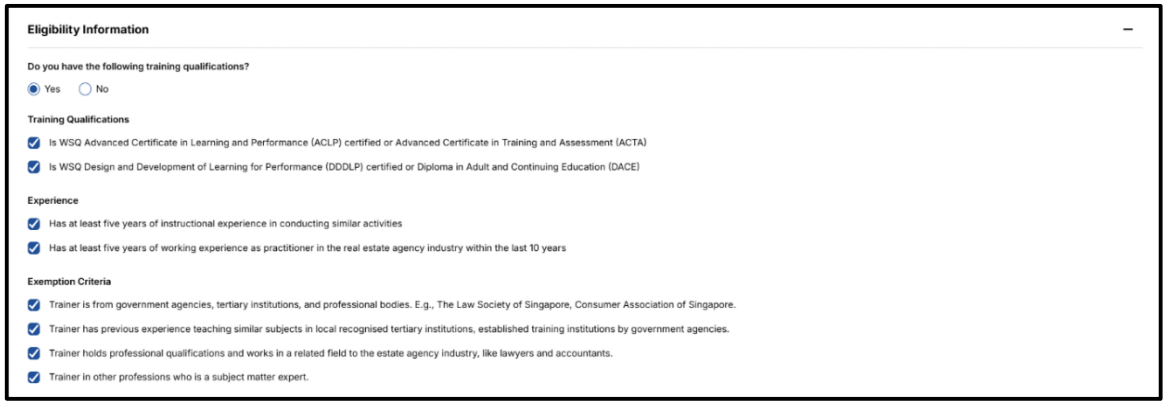

Figure 4 Eligibility Information

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

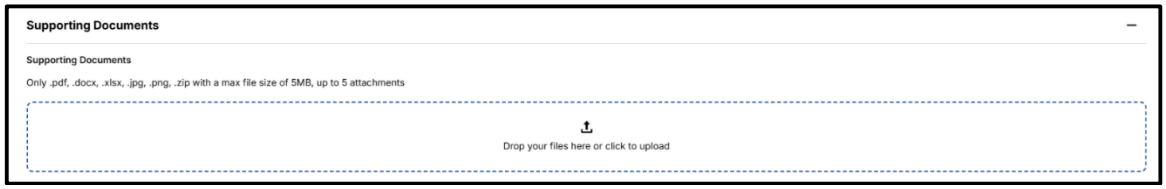

Figure 5 Supporting Documents

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

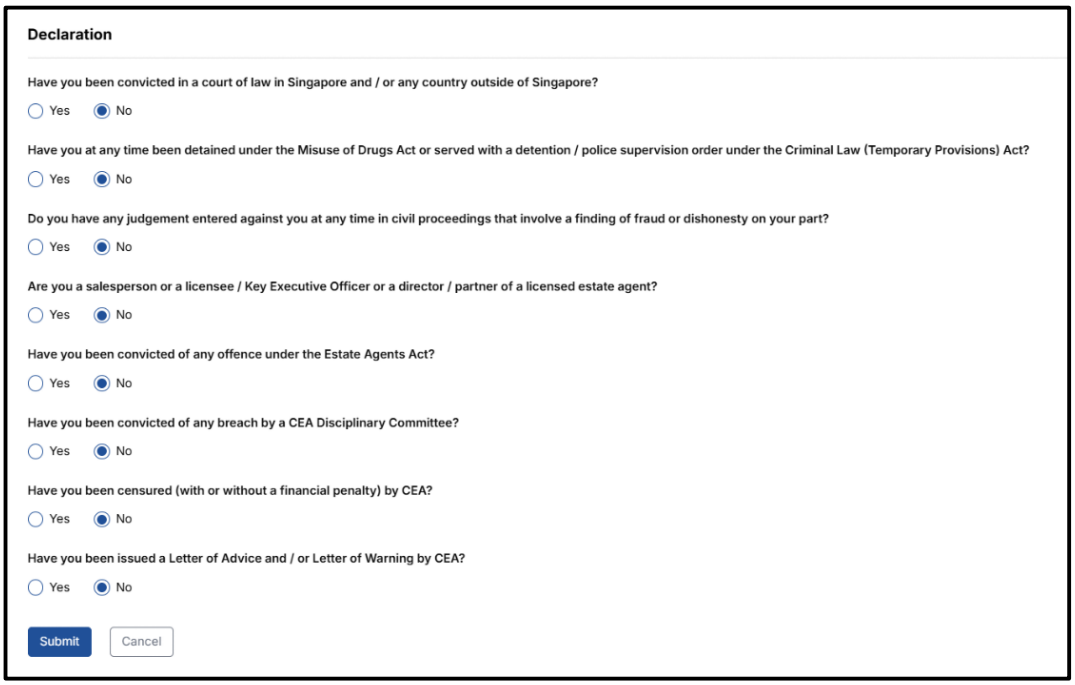

Figure 6 Declaration

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.

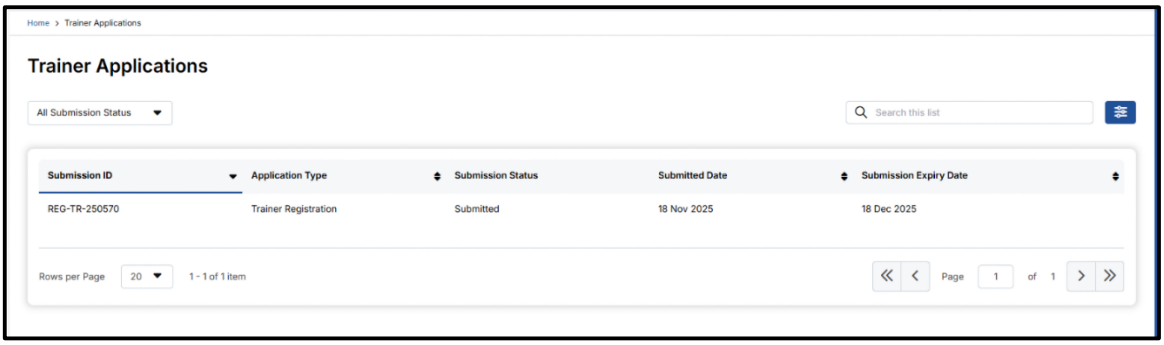

Figure 7 Trainer Application - Submitted

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.

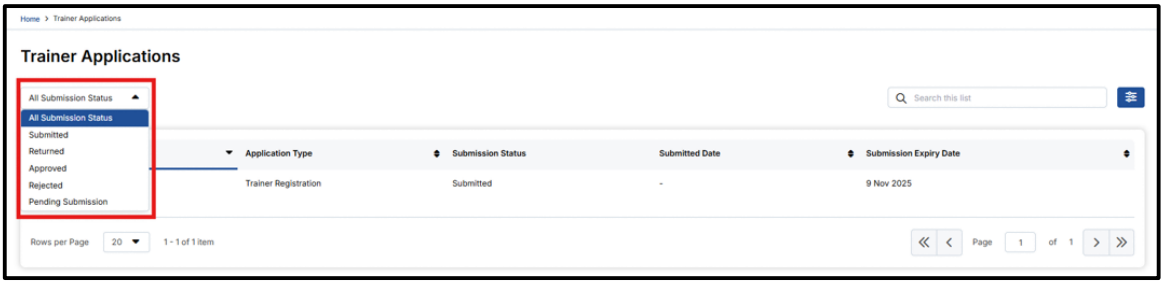

Figure 8 Filter Submission Status

<u>Application - Returned</u>

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”.

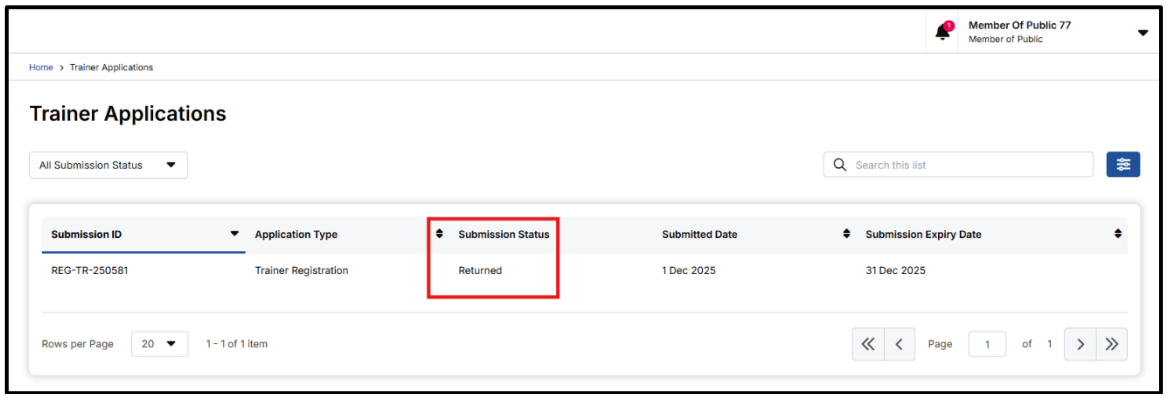

Figure 9 Trainer Application - Returned

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

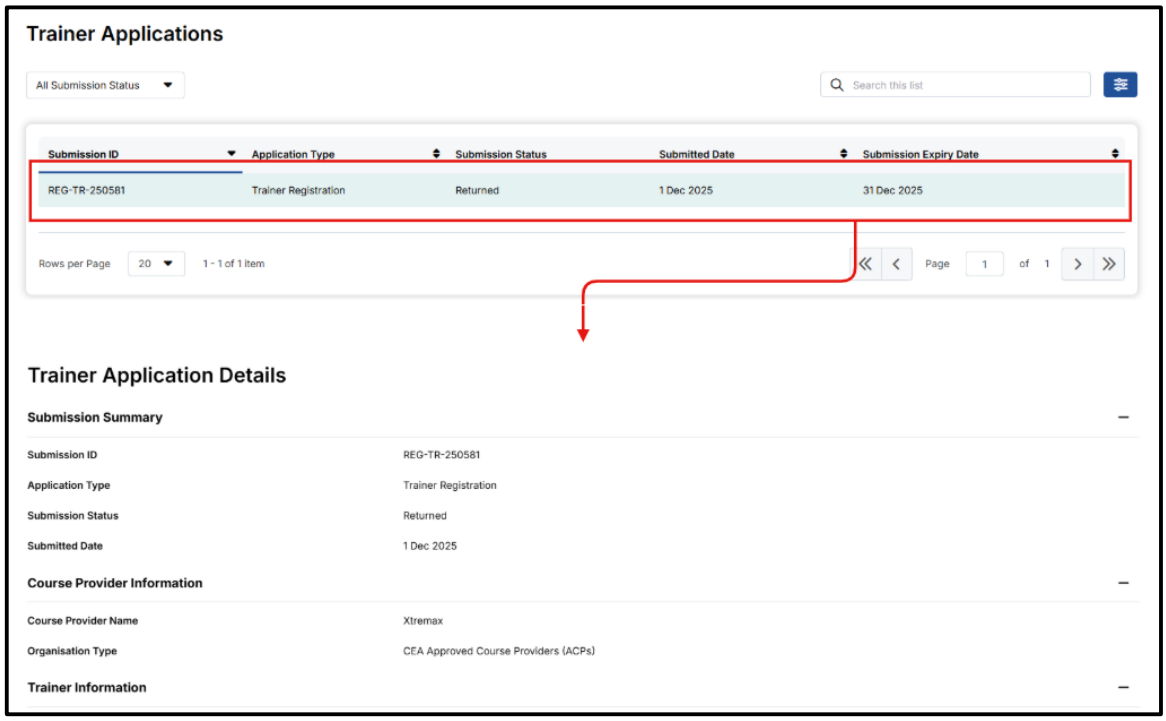

Figure 10 Update Returned Application

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

Figure 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.

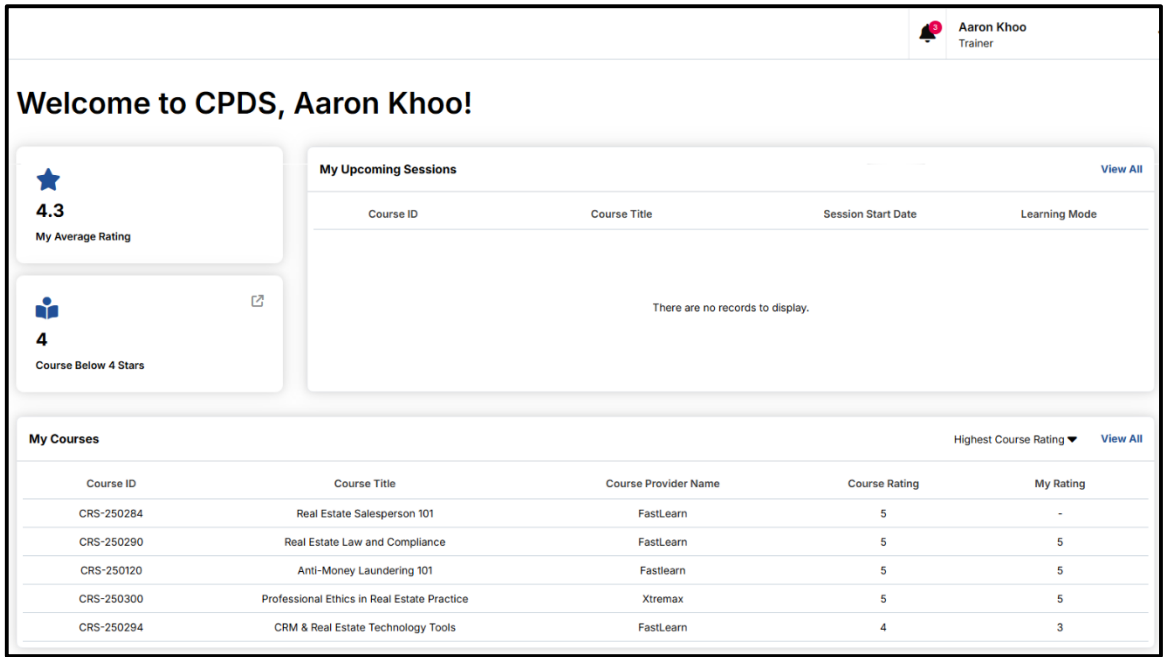

Figure 12 Comment on Returned Application

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 infomraiton, 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.

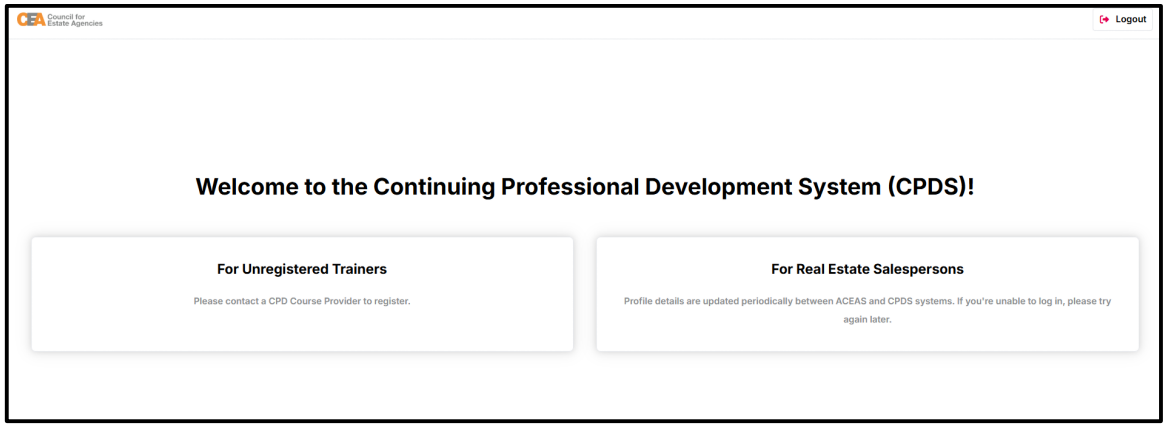

Figure 13 MOP Selection Page

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

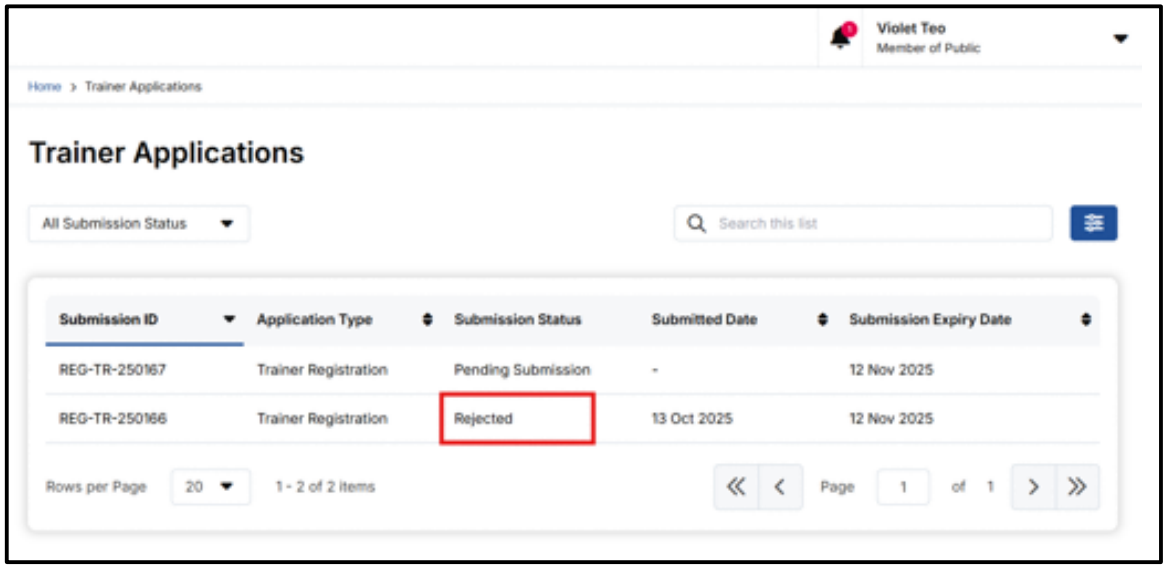

Figure 14 Trainer Application Rejected

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:

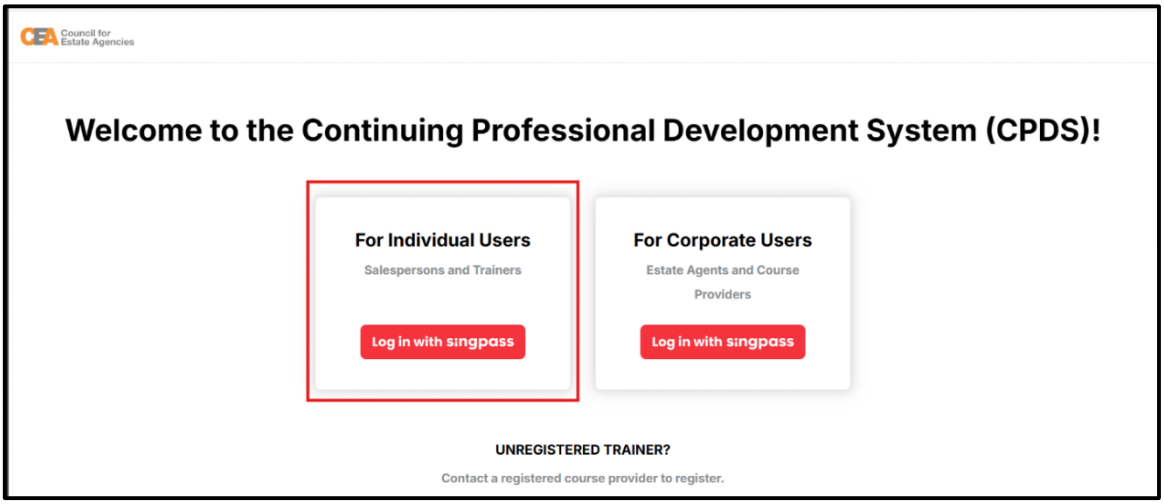

Figure 15 Login with Singpass

To log in:

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

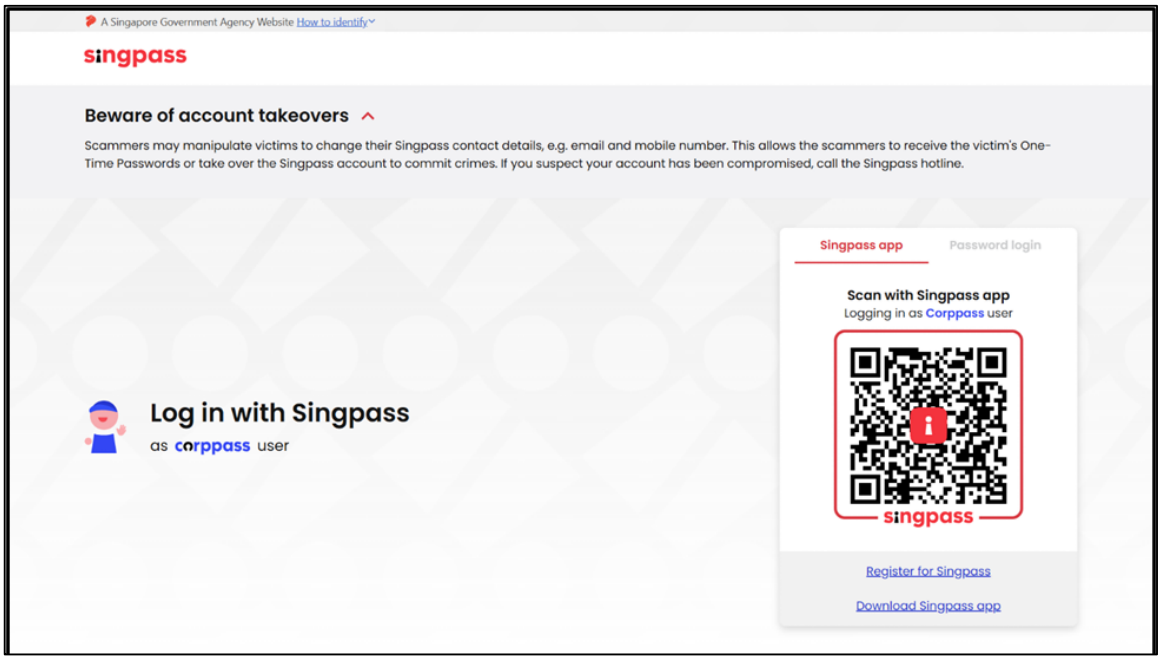

Figure 16 Singpass QR Code

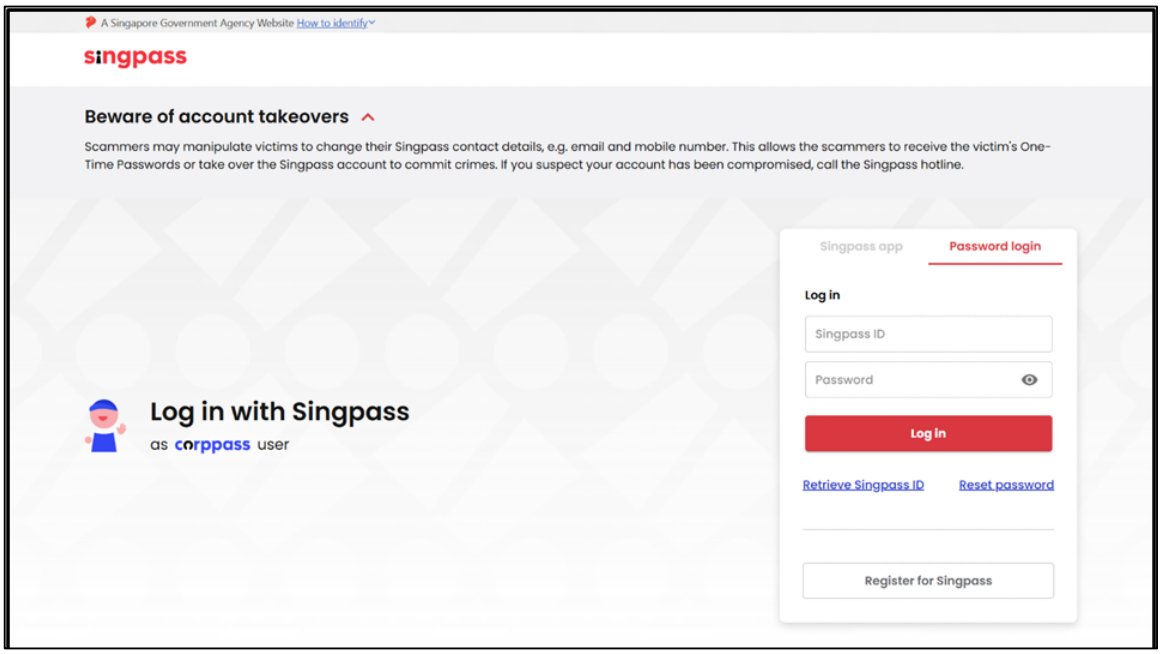

Figure 17 Singpass ID and Password

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.

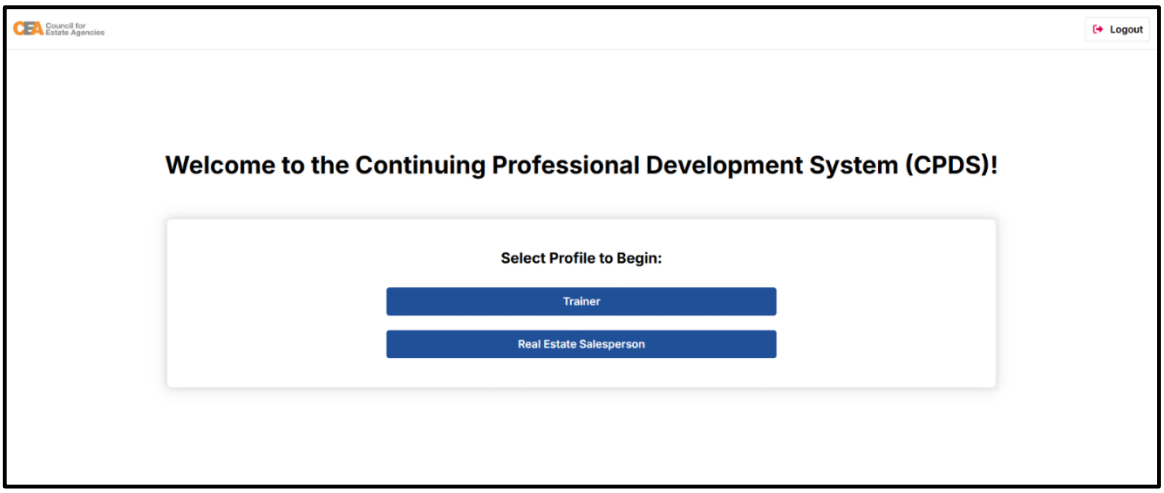

Figure 18 Multiple Roles page

3.4 Dashboard

For Registered Trainers, login redirects to Trainer Dashboard:

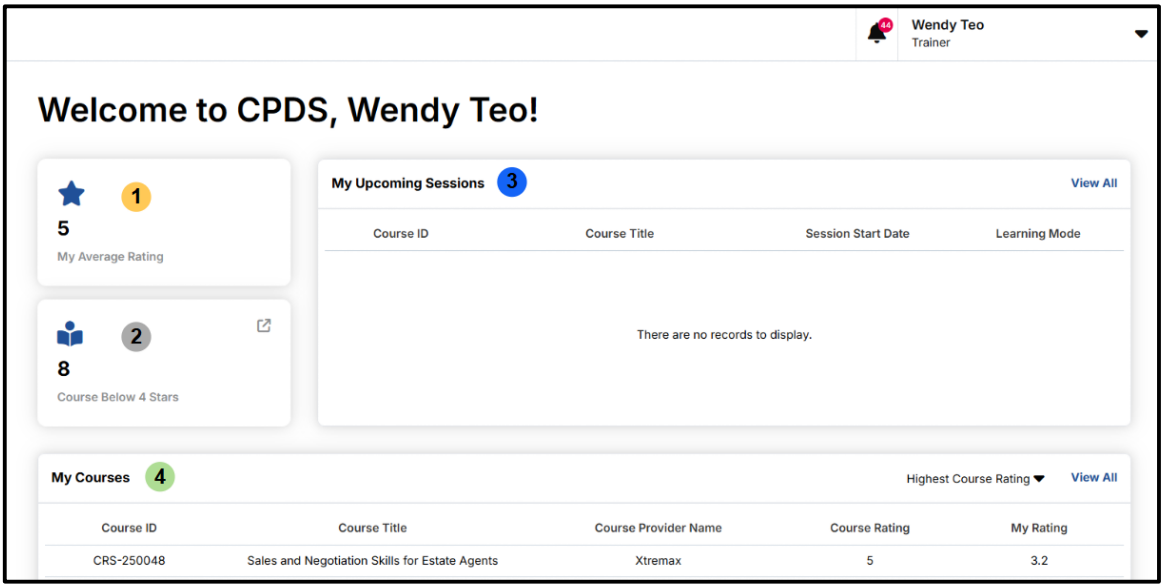

Figure 19 Trainer Dashboard

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.

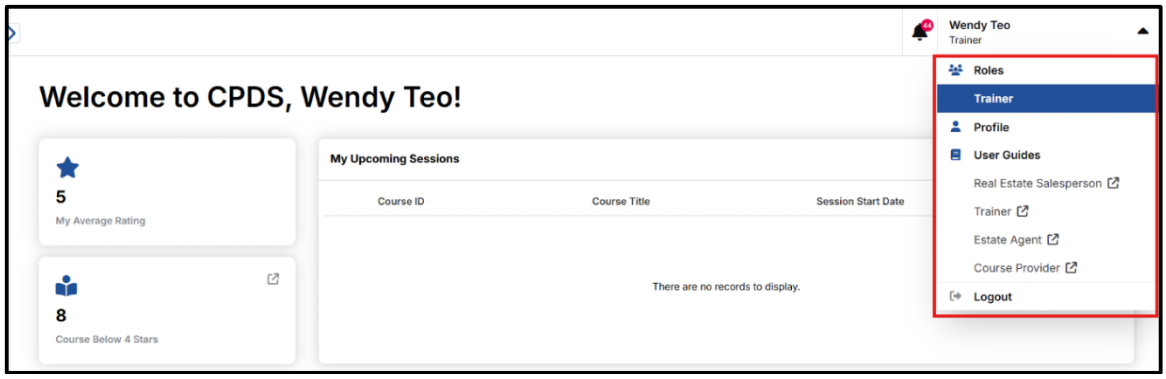

Figure 21 Mini Profile

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.

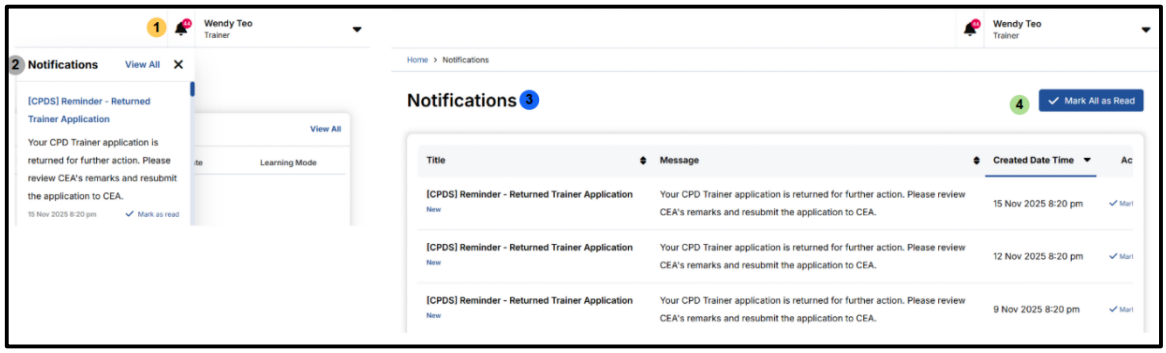

Figure 22 Notifications

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.

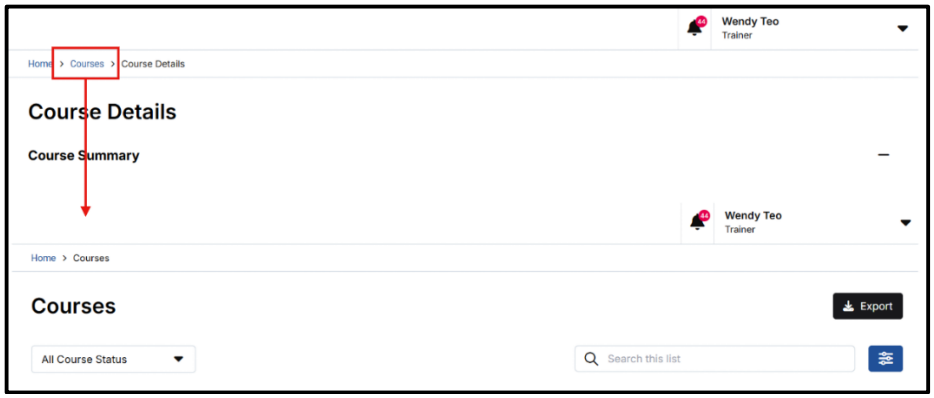

Figure 25 Header Links

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.

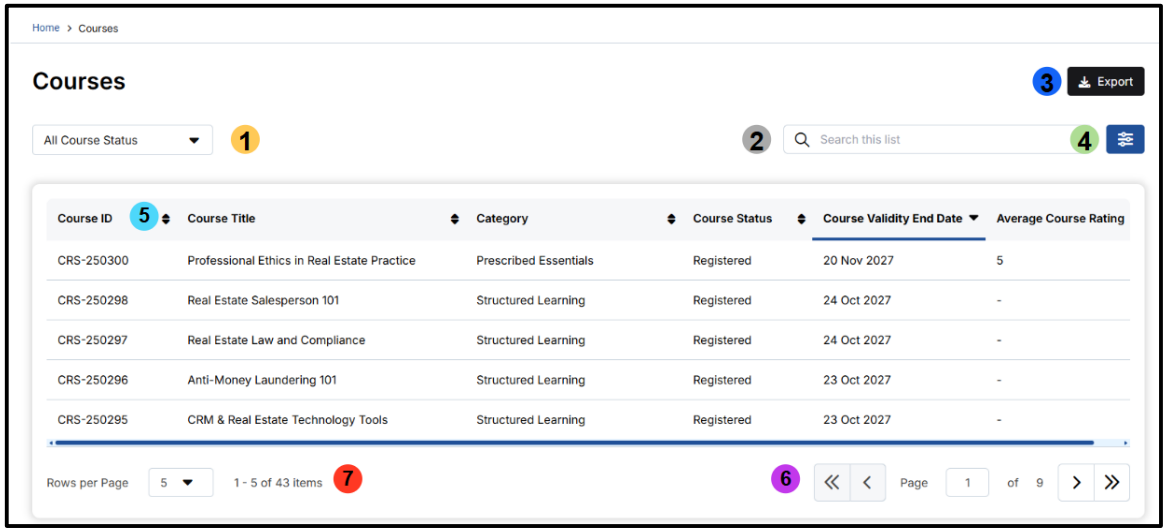

Figure 26 Course Listing page

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.

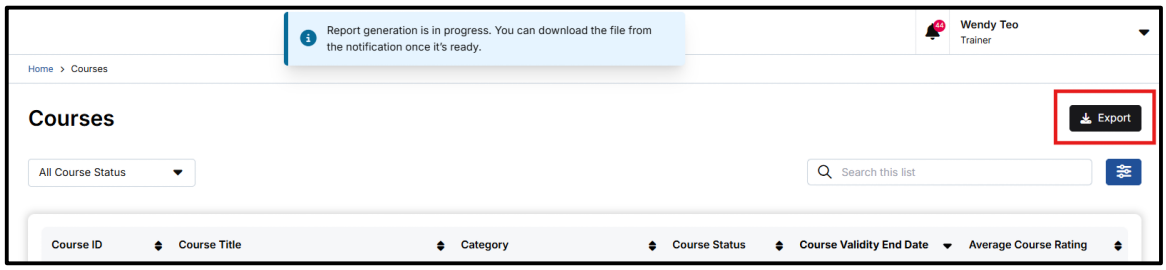

Figure 27 Export Courses

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

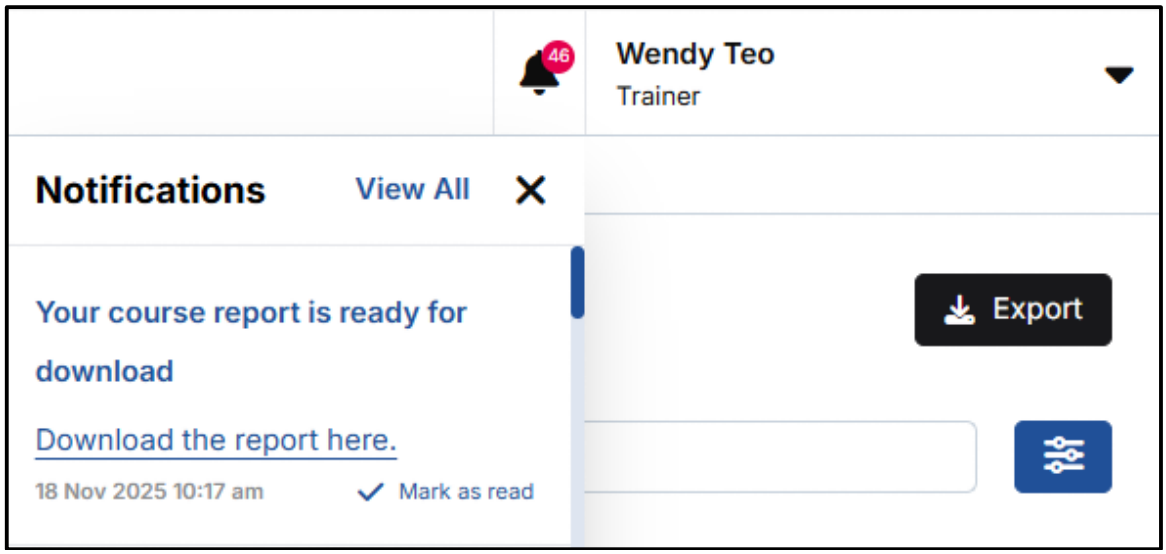

Figure 28 Course Report Download

4.2 Course Details

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

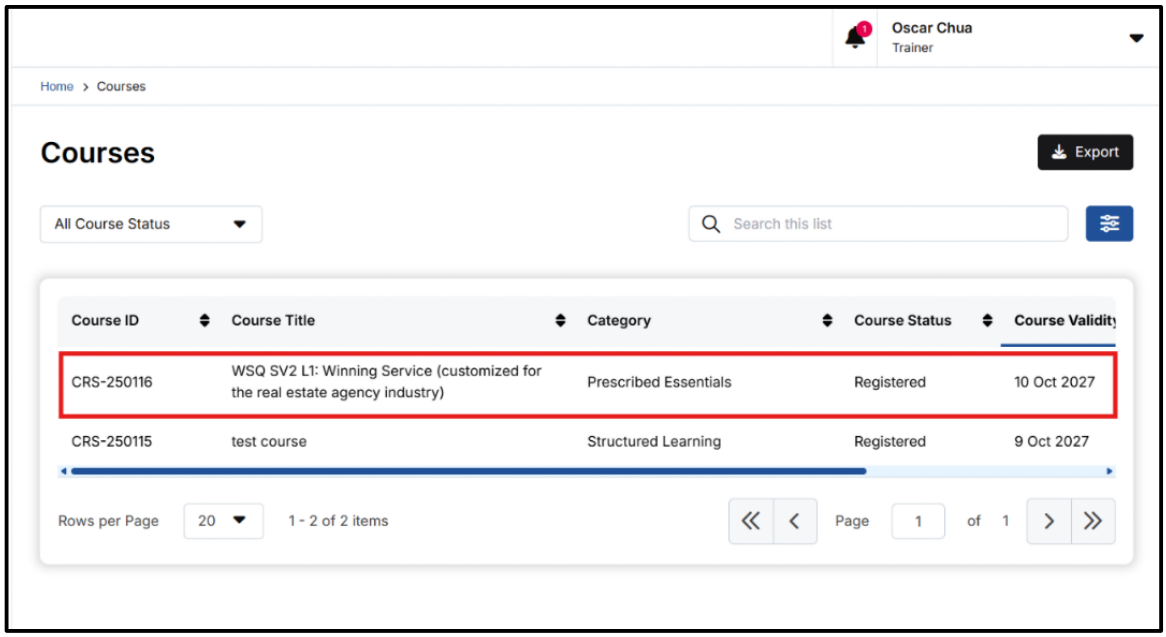

Figure 29 Courses Page

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**.

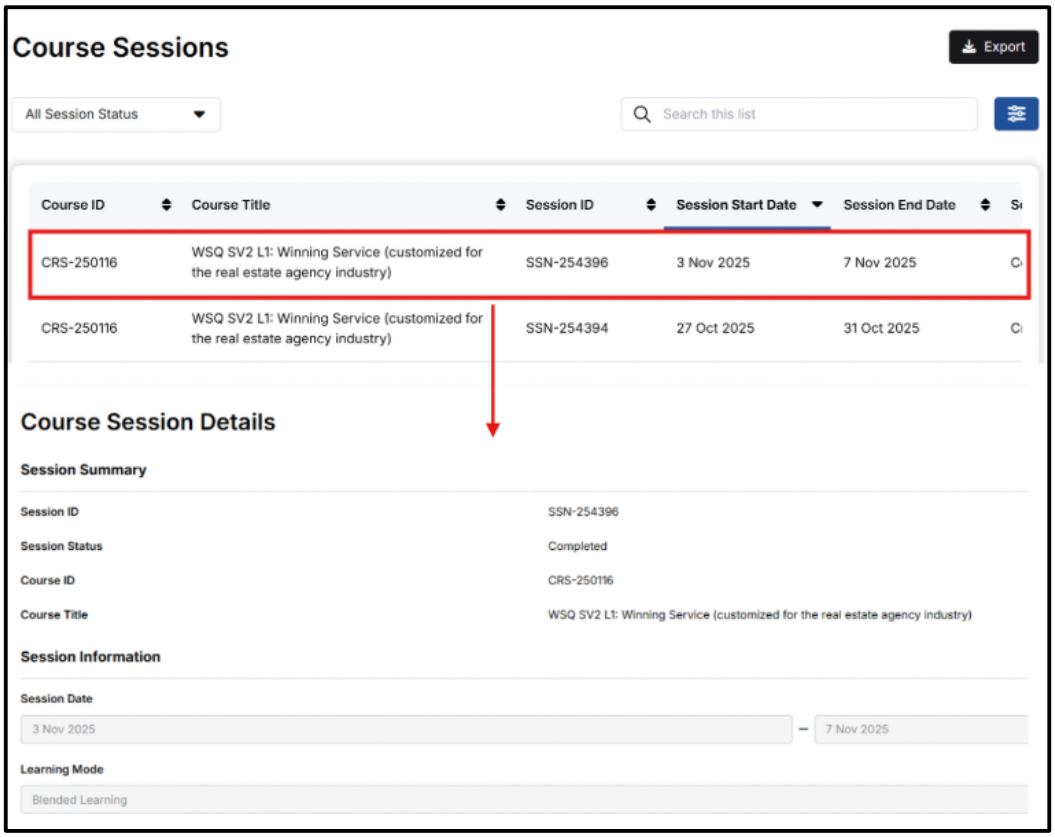

Figure 32 Course Session Details

2. 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.

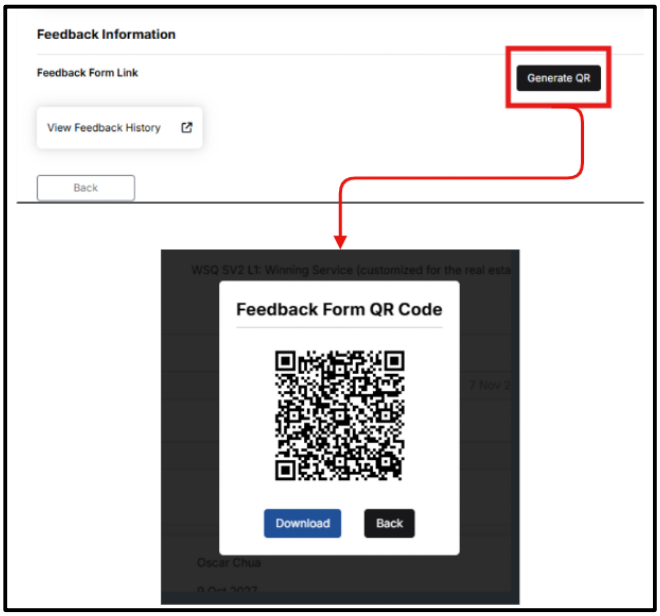

Figure 33 Feedback QR Code

3. 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.**

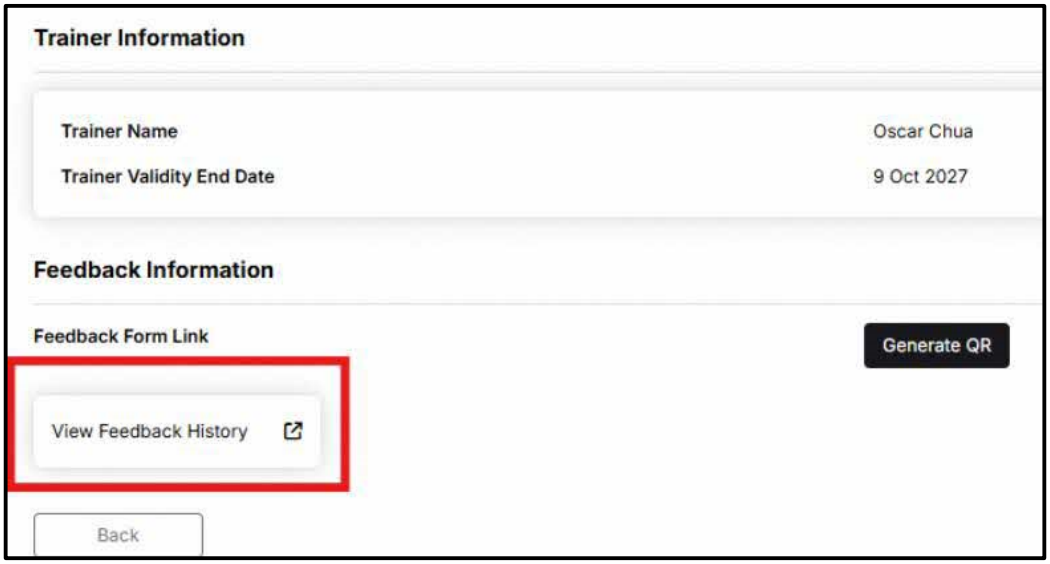

Figure 34 View Feedback History

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

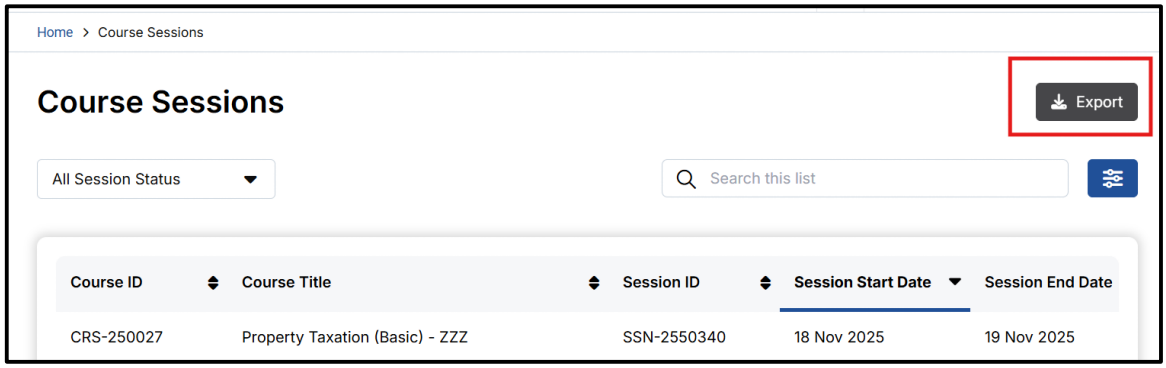

Figure 35 Export Course Session

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

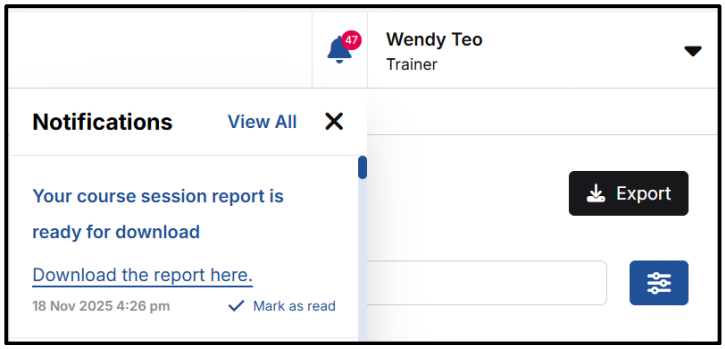

Figure 36 Course Session Report Download

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.

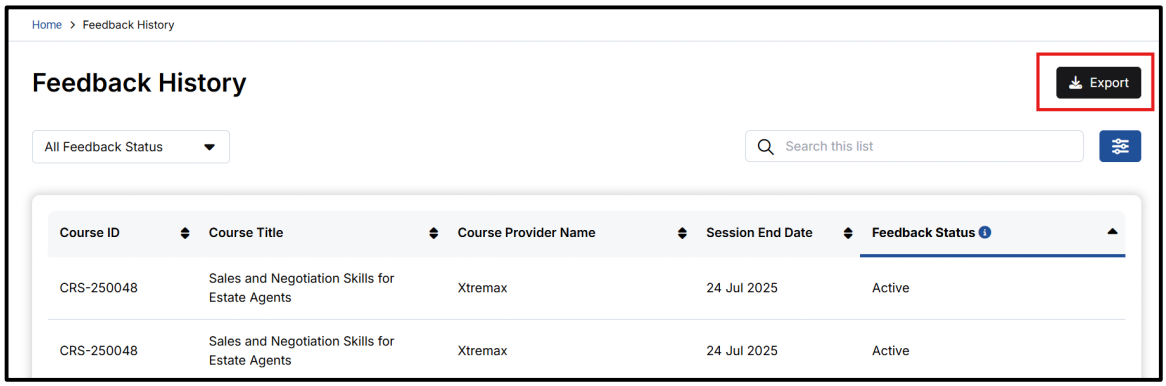

Figure 37 Export Feedback History

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

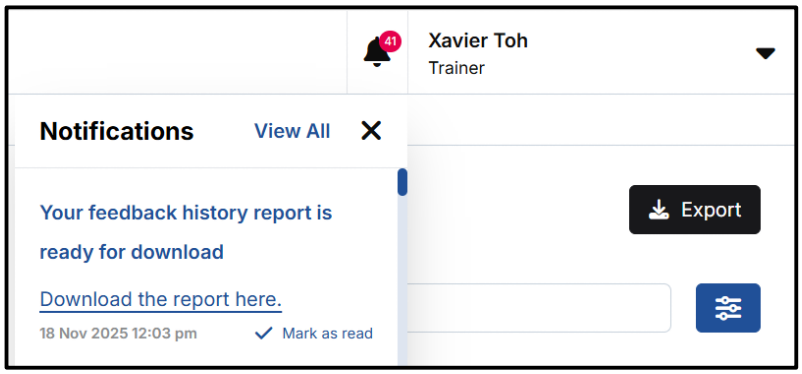

Figure 38 Feedback History Report Download

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

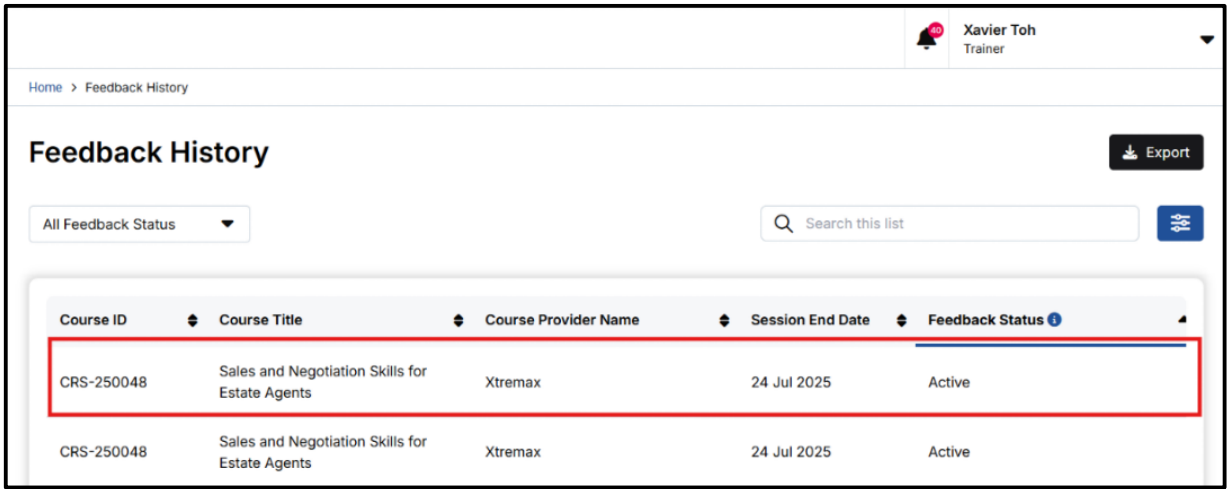

Figure 39 Feedback History Page

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

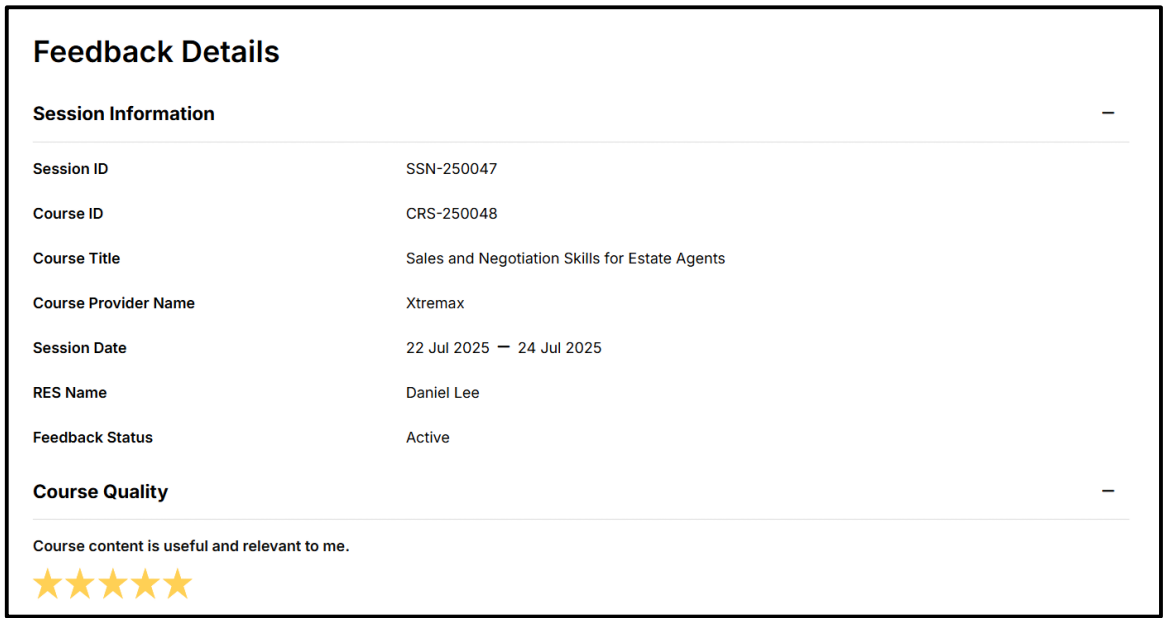

Figure 40 Feedback Details Page