

Council for Estate Agencies (CEA)

My CPD Portal (version 5.1)

User Guide – Course Provider

W.e.f. 14 Aug 2023

## Document Change History

Document Changes	Date	Description
1.0	23 Mar 2017	Initial Release
2.0	18 Aug 2017	Removed Submission of Attendance for Core CPD Activities by KEO/Authorised User and Salesperson
3.0	07 August 2018	Change figure 7 Change section 3.1.2 Search Course (CPD Topic to Course Category) Change figure 17 Change section 3.2.2 Search Session (Date & Time to Start Date Time and End Date Time) Change figure 25 Change figure 37 Change section 3.4.3 Session ID Search (To search session ID) Change figure 43
4.0	07 July 2019	CPD revamp
4.1	02 Sep 2019	-Renaming the View 13-18 Attendance to View Past Attendance for CPD revamp -Updating the screenshots
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5.1	14 Aug 2023	Change figures 1 & 2

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# 1 Introduction

## 1.1 My CPD Portal

“My CPD Portal” is a common platform to

- Allow course providers to introduce new courses and seek approval from CEA to conduct them;

- Keep course providers updated on their application status via the system or via email notifications depending on their roles. Each role has its own specific notification.
- Allow course providers to update and add course dates/sessions and trainers for approved courses;
- Allow course providers to correspond with CEA Administrators through an inbox;
- Allow Salespersons/KEOs to store and track CPD attendance records;
- Allow Salespersons/KEOs to track CPD requirement fulfilment status; and
- Allow KEOs to approve non-core CPD courses taken by their salespersons.
- Allow the syncing of CPD requirement fulfilment data with EAS system for renewal process

## 1.2 Course Provider

The Course Providers can use this system to:

- Add new courses;
- Manage courses;
- Submit attendance records for Professional Competencies Courses and course feedback records for completed courses; and
- Communicate with CEA administrators through an inbox correspondence system.

## 2 Login

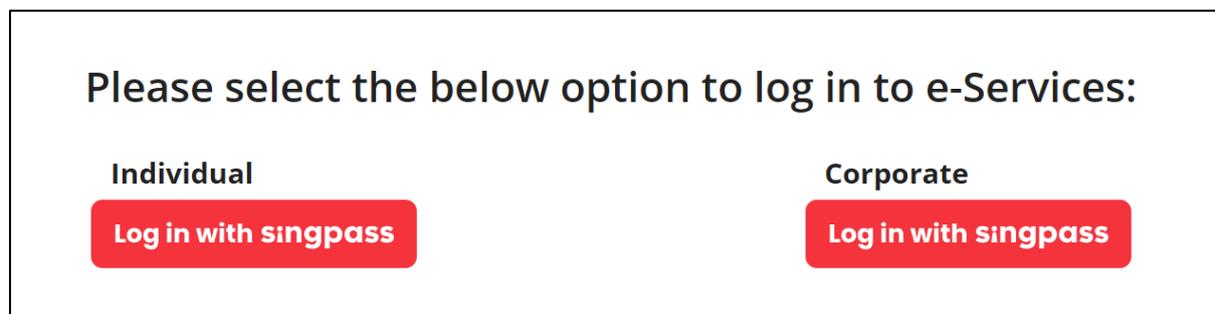
### 2.1 Login functionality

You can login to the CPD System via <https://www.cea.gov.sg/industry-development/cpd/my-cpd-portal>. Click on the login tab using the top bar as shown below:



**Figure 1: My CPD Portal – Login tab**

Login option landing page will be displayed to choose to login with SingPass or CorpPass.



**Figure 2: SingPass and CorpPass Login Option Landing Page**

Choose 'Log in Using Singpass (For Corporate)' to login. You may scan the QR code with your Singpass app or you may click on 'Password login' and key in your Singpass ID and Password as shown below:



PLEASE SELECT THE ROLE YOU WISH TO LOG IN AS:

Course Provider

KEO / Authorised User

**Figure 4: Multi Role dashboard**

CPD Continuing Professional Development

Welcome, CpdUser-UWU

1 Course Provider Profile Update

2 Logout

4 HOME COURSE PROVIDER

3 CHANGE ROLE

5 DASHBOARD

Recent Course Submission

Action	Submission Date	Expiry Date	Course ID	Title	Professional Competencies	CPD Credits	Status
	25 Jul 2019			Testing Course B	P1	2P	Pending
	23 Jul 2019	23 Jul 2021		Testing Course A	P1	2P	Approved
	18 Jul 2019	23 Jul 2021		Testing Course D	P1	2P	Approved
	12 Jul 2019	23 Jul 2021		Testing Course A	P3	2P	Approved
	29 Apr 2019	31 Dec 2020				0P	Pending

View More →

6

Recent Attendance Submission

Action	Updated Date	Course Title	Course Provider	CPD Credits	Status
	07 Aug 2019			2P	Completed
	07 Aug 2019			2P	Completed
	07 Aug 2019			2P	Completed
	07 Aug 2019			2P	Completed
	07 Aug 2019			2P	Completed

View More →

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Best viewed in IE 9, Chrome 43, Firefox 39, Safari 8

**Figure 5: Course Provider Dashboard**

### Course Provider Profile Update (Refer to Figure 6)

For changes to the organization and contact person details, please email to the Council for Estate Agencies (CEA) directly. To update the file on "Record Keeping Procedure", file formats that can be uploaded are .pdf, .doc, .docx, .xls, .xlsx, and .pptx with the maximum size of 5 MB. By pressing Save, the changes will be saved in the system.

## PROFILE DETAILS

Fields indicated with an asterisk \* are compulsory

Organization	:	
Organization Type	:	
Organization Address *	:	
Postal Code *	:	
Country *	:	
NRIC of Contact Person	:	
Name of Contact Person	:	
Designation	:	
Email *	:	
Contact Number *	:	
Fax Number	:	
Details on Record Keeping Procedure *	:	<input type="text"/> <input type="button" value="Upload"/>

Please refer [here](#) for record keeping criteria pdf,doc,docx,xls,xlsx,ppt,pptx with max file size 5 MB

**Figure 6: Course Provider Profile Update**

**1. Logout (Refer to Figure 5)**

Click this link to log out from the system.

**2. Change Role (Refer to Figure 5)**

If you want to switch roles, click this tab and you will be redirected back to the multi roles dashboard.

**3. Course Providers (Refer to Figure 5)**

Click this tab to check the relevant listing that are provided for Course Provider.

**4. Recent Course Submission (Refer to Figure 5)**

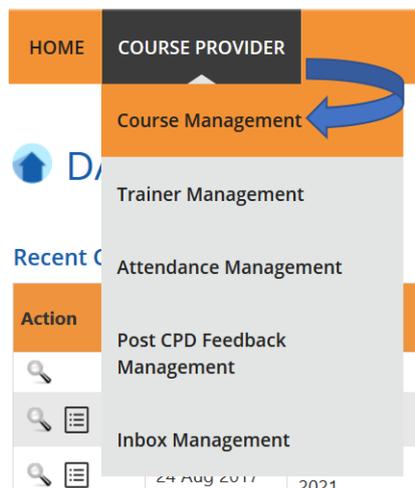
Display of recent course submission in a list. By clicking View More, you will be redirected to the course management page for Course Provider.

**5. Recent Attendance Submission (Refer to Figure 5)**

Display of recent attendance submission in a list. By clicking View More, you will be redirected to attendance management - Course Provider page.

## 3 Course Management

This chapter shows you how to manage the courses in the system. To access the Course Provider Management page, click **Course Providers >> Course Management**.



**Figure 7: Course Providers tab drop-down menu: Course Management**

You will be redirected to the Course Management page as shown in Figure 8.

## COURSE MANAGEMENT

Add New Course

Submission Date :

Expiry Date :

Course ID :

Course Title :

Professional Competencies :

CPD Credits :

Status :

Search

Action	Submission Date	Expiry Date	Course ID	Title	Professional Competencies	CPD Credits	Status
	12 Jul 2019				P3	2P	Pending
	29 Apr 2019	31 Dec 2020			-	0P	Pending
	24 Aug 2017	31 Dec 2020			-	3P	Pending
	24 Aug 2017	31 Dec 2020			-	3P	Pending
	24 Aug 2017	31 Dec 2020			-	3P	Pending
	24 Aug 2017	31 Dec 2020			-	3P	Pending
	24 Aug 2017	31 Dec 2020			-	3P	Pending
	24 Aug 2017	08 Jul 2021			-	3P	Approved
	07 Aug 2017	08 Jul 2021			-	3P	Approved
	07 Aug 2017	31 Dec 2020			-	3P	Pending

Page size: 10 38 items in 4 pages

Figure 8: Course Management

### 3.1 Add new course

#### Add New Course

To create a new course, click on the Add Course button then follow these steps below:

1. Course Provider Details  
Check that the details provided are updated and correct. If updating is required, please refer to Course Provider Profile Update in Figure 5.

## PROFILE DETAILS

Fields indicated with an asterisk \* are compulsory

Organization	:	<input type="text"/>
Organization Type	:	<input type="text"/>
Organization Address *	:	<input type="text"/>
Postal Code *	:	<input type="text"/>
Country *	:	<input type="text"/>
NRIC of Contact Person	:	<input type="text"/>
Name of Contact Person	:	<input type="text"/>
Designation	:	<input type="text"/>
Email *	:	<input type="text"/>
Contact Number *	:	<input type="text"/>
Fax Number	:	<input type="text"/>
Details on Record Keeping Procedure *	:	<input type="text"/> <input type="button" value="Upload"/>

Please refer [here](#) for record keeping criteria

pdf,doc,docx,xls,xlsx,ppt,pptx with max file size 5 MB

**Figure 9: Course Provider Details**

### 2. Course Details

Click on Course Provider Details tab, fill in all the fields and upload the course materials. The file should be in .zip with the maximum size of 30 MB. Once done, click Save at the bottom of the screen. Tab with  icon means that all the required information on that page is already completed, while the uncompleted information page is marked with  icon.

## COURSE APPLICATION DETAILS

**Course Details**

\* fields are compulsory

Course Title \* :

Professional Competencies \* : P1

Format \* : Seminar

Learning Mode \* : Online

**Expected Outcome**

(A) \* :

(B) \* :

**Figure 10: Create new course details**

### 3. Payment Details

Click on Payment Details tab, the payment mode is only via PayNow. Fill in all the fields. Upload a screenshot of the transaction payment details. The allowed file formats are .jpg, .jpeg, .png, .doc, .docx, .xls, .xlsx, .pdf with a maximum file size of 5 MB. Once done, click Save at the bottom of the screen.

## COURSE APPLICATION DETAILS

The screenshot shows the 'Payment Details' section of the course application form. On the left, a vertical navigation menu includes 'Course Provider Details' (checked), 'Course Details', 'Trainer Details', 'Payment Details' (highlighted in blue), and 'Course Approval Details'. The main content area is titled 'Payment Details' and includes a red asterisk warning: '\* fields are compulsory'. The form fields are: 'Payment Mode' (PayNow), 'QR Code' (with instructions to scan and enter course title), a 'PAY NOW' QR code image, 'Transaction Reference Number' (with a red asterisk), 'Payment Date' (with a red asterisk and a calendar icon), and 'Upload print screen of successful payment transfer' (with a 'Select' button and a red asterisk). A red note below the upload field states: 'please upload .jpg, .jpeg, .png, .doc, .docx, .xls, .xlsx, .pdf file with max file size 5 MB'. An orange 'Save' button is at the bottom.

Figure 11: Course Details - Payment Details

### 4. Trainer Details

To add trainer, click on Trainer Details tab and follow these steps.

- Select trainer

Choose the trainer from the drop-down list of trainers that had already been added.

The screenshot shows the 'Trainer Details' section of the course application form. The left navigation menu is the same as in Figure 11, but 'Trainer Details' is highlighted in blue. The main content area is titled 'Trainer Details' and includes a red asterisk warning: '\* fields are compulsory'. The form fields are: 'Trainer' (1), 'Name' (with a red asterisk and a 'Select Trainer' dropdown), 'Designation', 'CV', and 'Qualifications'. A 'Remove Trainer' button is at the bottom. A red close button is in the top right corner of the form area.

Figure 12: Add Trainer

- Add more than 1(one) trainer

If you want to add more than 1 trainer for this course, click on the “Add New Trainer” again. The maximum number of trainers allowed is 8 trainers.

**COURSE APPLICATION DETAILS**

Course Provider Details ✓

Course Details ✗

Payment Details ✗

**Trainer Details** ✗

Course Approval Details

**Trainer Details**  
\* fields are compulsory

Trainer : 1

Name \* : Select Trainer

Designation :

CV :

Qualifications :

Remove Trainer

Add New Trainer

**Figure 13: Add more than 1 (one) trainer**

- Remove Trainer

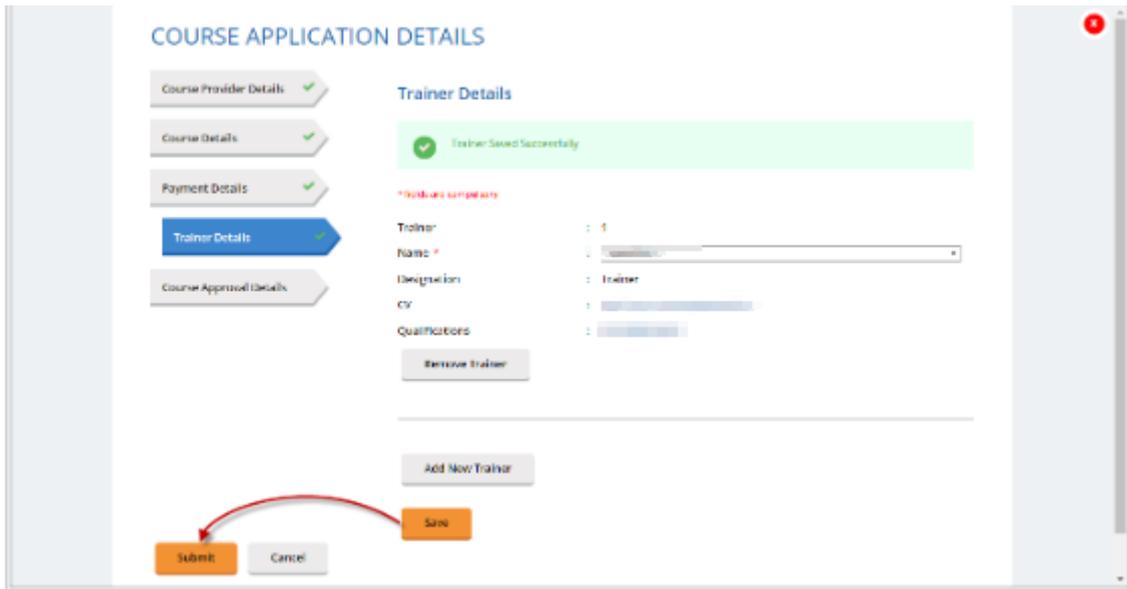
Click on Remove Trainer to remove trainer record from the course.

## 5. Save

Click Save at the bottom of the pop-up to save the trainer details in the system. At this phase, the course approval status is Draft and can be edited. Please refer to Para 3.1.4 on steps to edit the course.

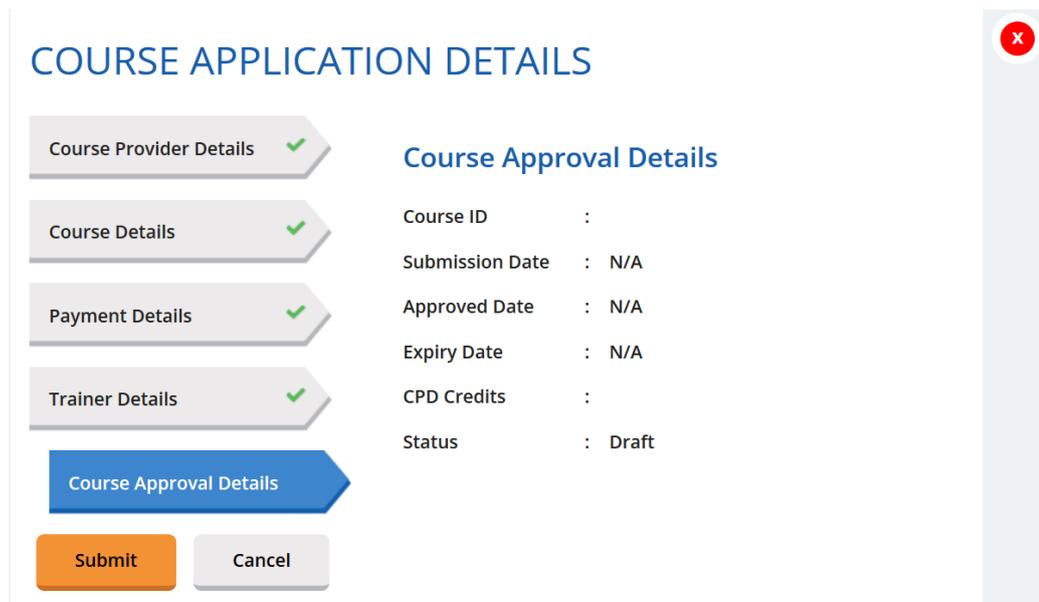
## 6. Submit

Once you click Submit, the course submission will be sent to CEA for approval and the course info cannot be edited.



**Figure 14: Trainer Details**

When a new course is submitted, the approval status is indicated as **Pending**. It will be changed to **“Approved”** once the course is approved, or **“Rejected”** if it is rejected by CEA.



**Figure 15: Course Approval Details for New Course Submission**

The course record will be displayed at the course listing table as shown below.

Action	Submission Date	Expiry Date	Course ID	Title	Professional Competencies	CPD Credits	Status
	12 Jul 2019				P3	2P	Pending
	29 Apr 2019	31 Dec 2020			-	0P	Pending
	24 Aug 2017	31 Dec 2020			-	3P	Pending
	24 Aug 2017	31 Dec 2020			-	3P	Pending
	24 Aug 2017	31 Dec 2020			-	3P	Pending
	24 Aug 2017	31 Dec 2020			-	3P	Pending
	24 Aug 2017	31 Dec 2020			-	3P	Pending
	24 Aug 2017	08 Jul 2021			-	3P	Approved
	07 Aug 2017	08 Jul 2021			-	3P	Approved
	07 Aug 2017	31 Dec 2020			-	3P	Pending

Page size: 10 42 items in 5 pages

Figure 16: Course listing

### 3.2 Search course

Course Provider will be able to search for courses using the following filters:

- Submission Date
- Expiry Date
- Course ID
- Course Title
- Professional Competencies
- CPD Credits
- Status

Continuing Professional Development

Welcome,

[Course Provider Profile Update](#)  
[Logout](#)

HOME
COURSE PROVIDER
CHANGE ROLE

## COURSE MANAGEMENT

Add New Course

Submission Date :

Expiry Date :

Course ID :

Course Title :

Professional Competencies :

CPD Credits :

Status :

Search

Figure 17: Course Management: Search form

Choose at least one filter in the search form and fill the field. Click on the Search button to get the results.

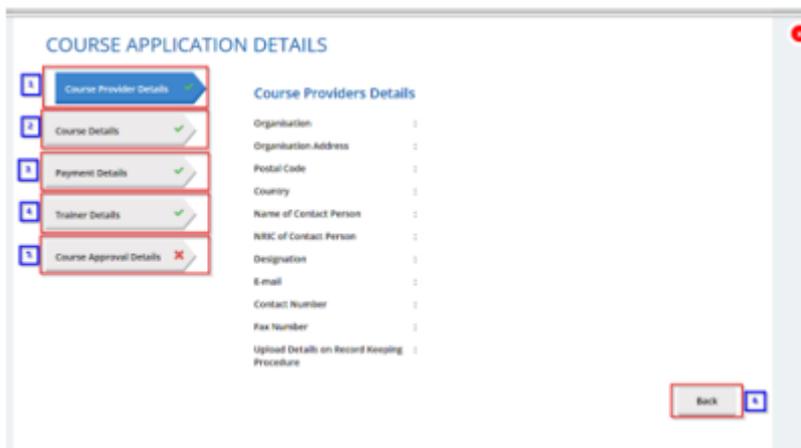
### 3.3 View course

Course Provider will be able to view their course details by clicking on  icon.

Action	Submission Date	Expiry Date	Course ID	Title	Professional Competencies	CPD Credits	Status
	12 Jul 2019			<input type="text"/>	P3	2P	Pending
	29 Apr 2019	31 Dec 2020			-	0P	Pending
	24 Aug 2017	31 Dec 2020			-	3P	Pending

**Figure 18: Course Management: Listing Table**

The course details will appear as shown in Figure 19:



**Figure 19: Course Management: Course details pop-up**

#### 1. Course Provider Details

Contains details of the course provider that submits the course.

#### 2. Course Details

Contains details of the course.

#### 3. Payment Details

Contains information about payment details of the course.

#### 4. Trainer Details

Displays trainer information who is conducting the course.

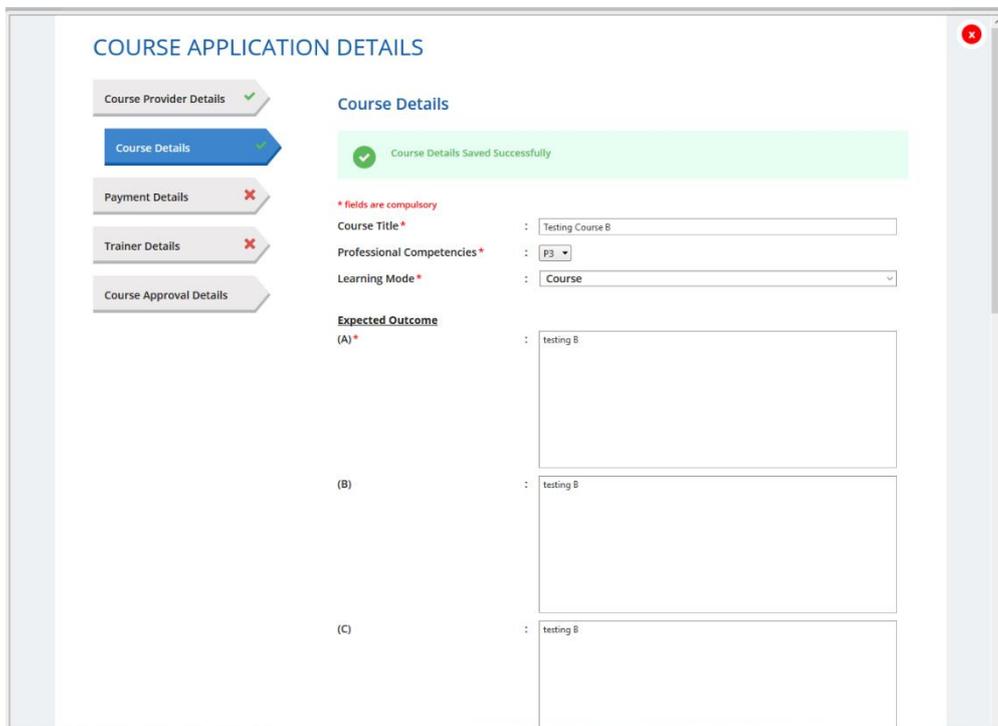
## 5. Course Approval Details

Displays approval details of the course.

## 6. Back

Click this button to close the pop-up or click on  button at the top right side of the pop-up.

## 3.4 Editing Course



The screenshot shows a web interface for editing course details. On the left, a sidebar titled 'COURSE APPLICATION DETAILS' contains five menu items: 'Course Provider Details' (checked), 'Course Details' (selected), 'Payment Details' (unchecked), 'Trainer Details' (unchecked), and 'Course Approval Details' (unchecked). The main content area is titled 'Course Details' and features a green success message: 'Course Details Saved Successfully'. Below this, a red asterisk indicates that fields are compulsory. The form includes the following fields: 'Course Title\*' (text input with 'Testing Course B'), 'Professional Competencies\*' (dropdown menu with 'P3'), 'Learning Mode\*' (dropdown menu with 'Course'), and 'Expected Outcome (A)\*', '(B)', and '(C)' (three separate text input areas, each containing 'testing B'). A red 'X' button is visible in the top right corner of the form.

**Figure 20: Edit course draft**

### 1. Edit course application details

Course Provider is able to edit Course, Payment and Trainer details.

### 2. Save

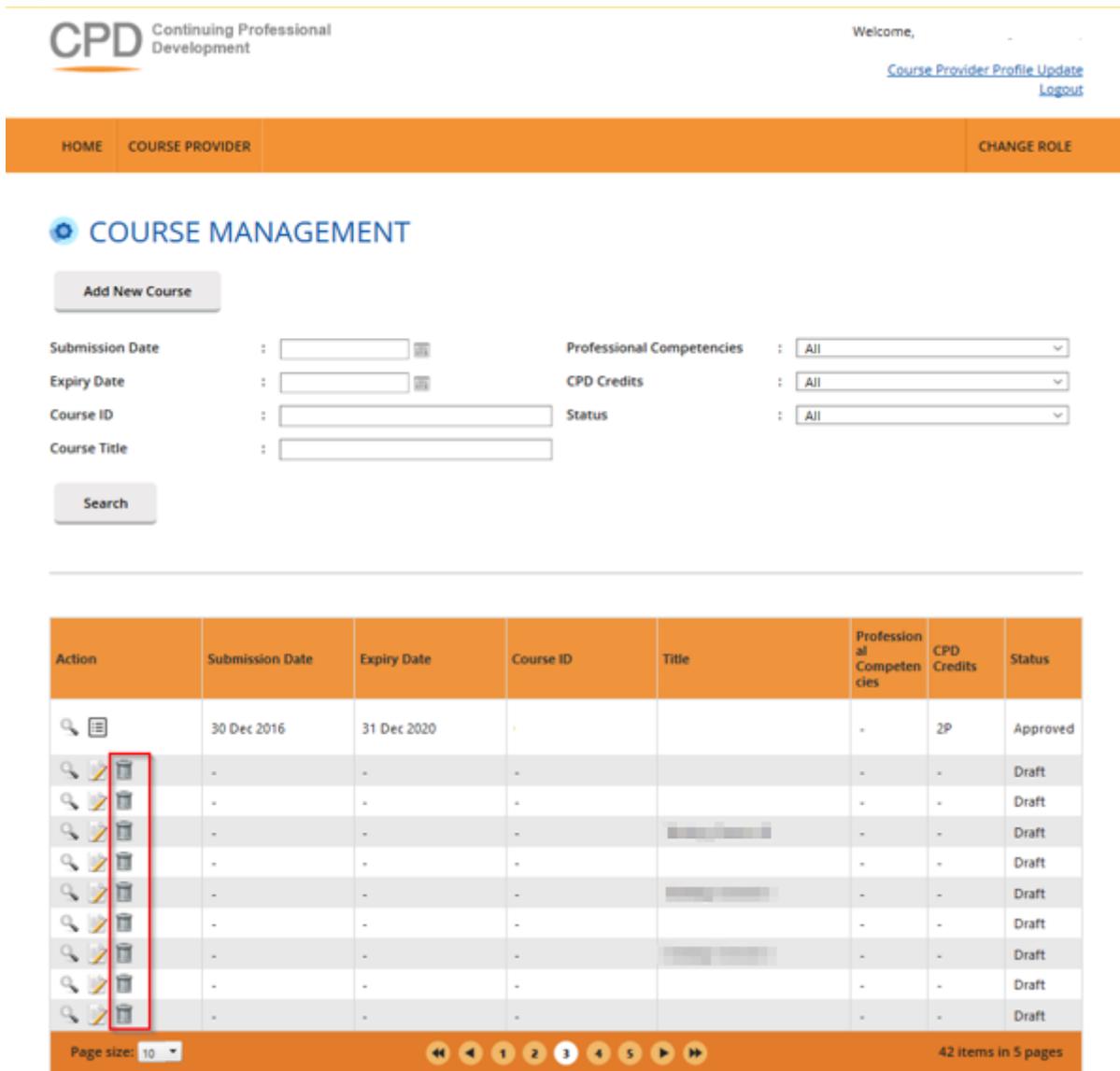
Click Save at the bottom of the pop-up to save the course details.

### 3. Submit

Once you click Submit, the course submission will be sent to CEA to get approval and the course cannot be edited.

#### 4. Delete Course

To delete course record, click on  icon as shown in Figure 21. This action is only allowed for course with Draft status.

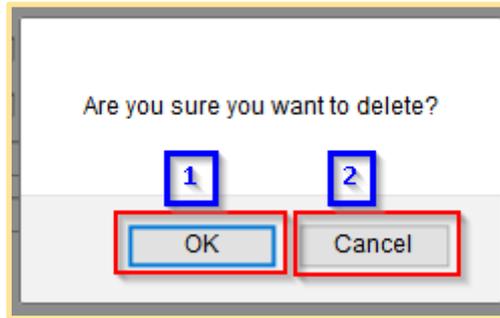


The screenshot shows the CPD Continuing Professional Development portal. At the top, there is a navigation bar with 'HOME', 'COURSE PROVIDER', and 'CHANGE ROLE' buttons. Below this is the 'COURSE MANAGEMENT' section, which includes an 'Add New Course' button and a search form. The search form has fields for Submission Date, Expiry Date, Course ID, Course Title, Professional Competencies, CPD Credits, and Status, along with a 'Search' button. Below the search form is a table of course records. The table has columns for Action, Submission Date, Expiry Date, Course ID, Title, Professional Competencies, CPD Credits, and Status. The first row shows an 'Approved' course with a submission date of 30 Dec 2016 and an expiry date of 31 Dec 2020. The following seven rows show 'Draft' courses, each with a trash icon in the 'Action' column. A red box highlights the trash icons for the first three draft courses. At the bottom of the table, there is a pagination bar showing 'Page size: 10' and '42 items in 5 pages'.

Action	Submission Date	Expiry Date	Course ID	Title	Professional Competencies	CPD Credits	Status
	30 Dec 2016	31 Dec 2020	-		-	2P	Approved
	-	-	-		-	-	Draft
	-	-	-		-	-	Draft
	-	-	-		-	-	Draft
	-	-	-		-	-	Draft
	-	-	-		-	-	Draft
	-	-	-		-	-	Draft
	-	-	-		-	-	Draft

**Figure 21: Draft Course List**

Then confirmation pop-up will appear as shown below.

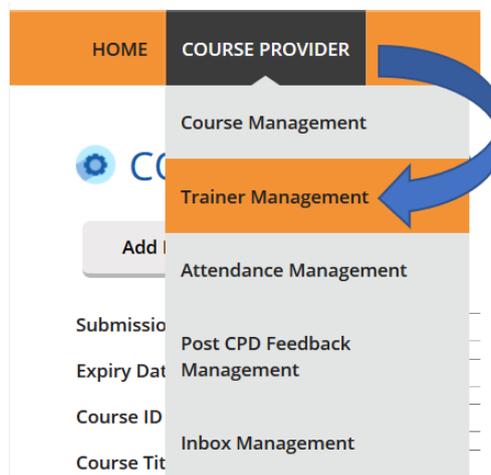


**Figure 22: Delete course - Confirmation pop-up**

1. **OK**  
Click this button if you want to delete the course record from the system.
2. **Cancel**  
Click this button if you do not want to delete the course, pop-up will be closed.

## 4 Trainer Management

This chapter shows you how to manage the records of the trainers in the system. To access the Trainer Management page, click **Course Providers >> Trainer Management**.



**Figure 29: Course Providers tab drop-down menu: Trainer Management**

You will be redirected to Course Management page as shown below.

## TRAINER MANAGEMENT

**Add New Trainer**

Please email the trainer's cv to [feedback@cea.gov.sg](mailto:feedback@cea.gov.sg) if the new trainer you are adding has not been approved by CEA yet

NRIC:

Trainer Name:

Search

Only filtered listing will be exported [Export to Excel](#)

Action	NRIC	Name	Designation	Status
	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	Added
	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	Added
	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	Added
	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	Added
	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	Added
	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	Added
	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	Added
	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	Added
	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	Added
	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	Added

Page size: 10 10 items in 1 pages

Figure 30: Trainer Management

### 4.1 Add new trainer

Click on the **Add New Trainer** button and you will see the following pop-up:



## TRAINER DETAILS

\* fields are compulsory

NRIC *	:	<input type="text"/>
Trainer Name *	:	<input type="text"/>
Designation *	:	<input type="text" value="Trainer"/>
CV *	:	<input type="text"/> <input type="button" value="Update File"/>
Relevant Qualification *	:	<input type="text"/> <input type="button" value="Update File"/>

Figure 33: Update Trainer Details

On the Trainer Details pop-up, all fields can be updated, except for Trainer Name. Click Save once the fields are updated.

### 4.3 Remove Inactive Trainer

To set a trainer to be inactive (will be hidden from the course management trainer option), click on  icon. At the pop-up screen, click the Remove button. The trainer status will be changed to "Removed". To add an inactive trainer back click on  icon. At the pop-up screen, click "Add" button to make the trainer to be active again.

## TRAINER DETAILS

\* fields are compulsory

NRIC *	:	<input type="text"/>
Trainer Name *	:	<input type="text"/>
Designation *	:	<input type="text" value="Trainer"/>
CV *	:	<input type="text"/> <input type="button" value="Update File"/>
Relevant Qualification *	:	<input type="text"/> <input type="button" value="Update File"/>

Figure 34: Add Inactive Trainer

## 4.4 Delete Trainer

To remove the trainer record, click on  icon. Deletion can only be done to trainer that has not been assigned yet to any of the sessions. Trainer that have been scheduled to conduct courses cannot be deleted but can only be set to be inactive as stated in Para 3.3.3. above. The confirmation pop-up will appear as shown below.



**Figure 35: Remove trainer - Confirmation pop-up**

1. **OK**  
Click this button if you want to delete the trainer record from the system.
2. **Cancel**  
Click this button if you do not want to delete the trainer, then the pop-up will be closed.

## 4.5 Search Trainer

Course Provider can search trainer record by using the following filters:

- NRIC
- Trainer Name

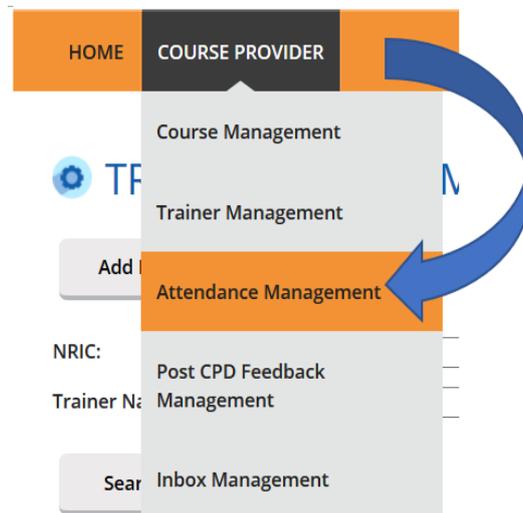
NRIC:	:	<input type="text"/>
Trainer Name:	:	<input type="text"/>

**Figure 36: Search trainer**

Fill in at least one of the search filters. Then click on the Search button to get the search result.

## 5 Attendance Management

This chapter shows you how to manage the attendance records in the system. To access the Attendance Management page, click **Course Providers >> Attendance Management**.



**Figure 37: Course Providers tab drop-down menu: Attendance Management**

You will be redirected to Attendance Management page as shown in Figure 38.

## ATTENDANCE MANAGEMENT - COURSE PROVIDER

Submit New Attendance    Batch Upload of Attendance    Session ID Search

Participant NRIC :     Course Start Date :

Participant Name :     Course End Date :

Course Title :     CPD Credits :

Status :

Search

Only filtered listing will be exported. [Export to Excel](#)

**Notice :**  
 Pending Approval : Attendance record is pending approval by KEO  
 Pending : Attendance record has not been counted towards salesperson's CPD fulfillment and can be deleted. Status will be changed to "Completed" within 3 calendar days and will then count towards salesperson's CPD fulfillment

Action	Participant's NRIC	Participant's Name	Course Title	Course Start Date	Course End Date	Activity Type	CPD Credits	Status
 	[Redacted]	[Redacted]	[Redacted]	01 Sep 2018	01 Sep 2018	Professional	2P	Pending
	[Redacted]	[Redacted]	[Redacted]	06 May 2018	06 May 2018	Professional	2P	Completed
 	[Redacted]	[Redacted]	[Redacted]	30 Apr 2018	30 Apr 2018	Professional	2P	Pending

Page size: 10    3 items in 1 pages

[View Past Attendance](#)

Figure 38: Attendance Management – Course Provider

### 5.1 Submit New Attendance

Course Provider is only required to submit attendance record for **Professional Competencies** CPD course only. To submit new attendance record, click on **Submit New Attendance** button and you will see the following pop-up:

**Figure 39: Submit New Attendance Records**

Then follow these steps below.

1. First, fill in **Participant's NRIC**. The Participant's Name, CEA Registration No, Name of EA and License No fields will be auto populated.
2. Select **Course Title**. The Course ID will be auto populated.
3. Select **Course Start Date** from the drop-down menu. The Course End Date, Session ID and Credit Credits fields will be auto populated.
4. Click **Submit** once you are done with the attendance details.

The new attendance record will be displayed in the listing table as shown below.

Action	Participant's NRIC	Participant's Name	Course Title	Course Start Date	Course End Date	Activity Type	CPD Credits	Status
 				06 May 2018	06 May 2018	Professional	2P	Pending

Page size: 10 1 items in 1 pages

**Figure 40: Attendance Record List**

## 5.2 Batch Upload of Attendance

To update multiple records, you can click Batch Upload of Attendance button, and the following pop-up will appear.

## ATTENDANCE RECORD UPLOAD

### Batch Upload of Attendance Record

Please upload only csv file format

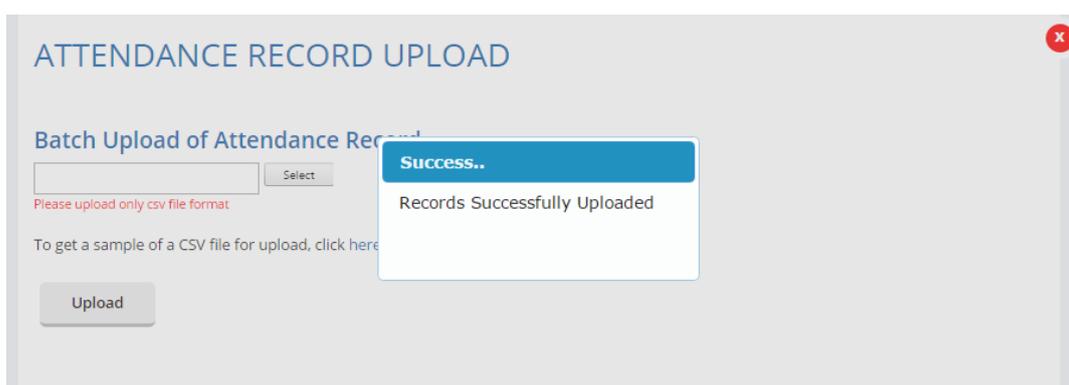
To get a sample of a CSV file for upload, click [here](#)

Please follow the format in the sample csv strictly. Delete sample data in row 2 before uploading the file

**Figure 41: Batch Upload of Attendance**

1. Select the attendance file that you wish to upload. Only file format CSV is allowed.
2. Click this link to download sample of CSV file if you do not have a CSV file for uploading. Please take note that it is recommended to use the template provided in the sample file, as different template (different column header) may result in uploading error.
3. Key in the required information in the CSV file. The date format should be DD/MM/YYYY. Click “Upload” to submit the file.

If all the records are successfully uploaded, success notification will appear, and the pop-up will automatically be closed.



**Figure 42: Batch Upload of Attendance Records – Success Notification**

If some records fail to be uploaded, an example of the error notification would appear as shown below.



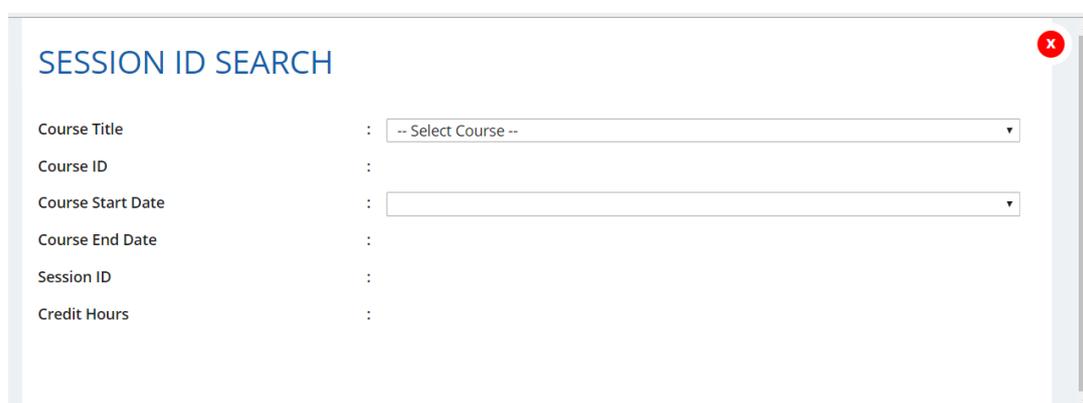
**Figure 43: Batch Upload of Attendance Records – Error Notification Example**

**Please take note that if a row of record in the CSV file fails to be submitted, the rest of the records below it will not be submitted. Please repeat the above steps from steps 1 to 3 to upload the attendance records after correcting the error in the affected row and removing the submitted rows above it.**

For further details on the error notifications and how to rectify it, please refer to session 9.

## 5.3 Session ID Search

Course Provider is also able to search the ID of the course session by clicking on Session ID Search tab. The Session ID Search pop-up will appear as shown below.



**Figure 44: Session ID Search**

To search session ID:

1. Select course title from the drop-down menu based on the selected Course Provider. The Course ID will be auto populated.
2. Select Course Start Date from the drop-down menu. The Course End date, Session ID and Credit Hours fields will be auto populated.

## 5.4 Search Attendance

Course Provider can search attendance record by using the following filters:

- Participant NRIC
- Participant Name
- Course Title
- Course Start Date
- Course End Date
- CPD Credits
- Status

HOME	COURSE PROVIDER	CHANGE ROLE
------	-----------------	-------------

### ATTENDANCE MANAGEMENT - COURSE PROVIDER

Submit New Attendance
Batch Upload of Attendance
Session ID Search

Participant NRIC	: <input type="text"/>	Course Start Date	: <input type="text"/>
Participant Name	: <input type="text"/>	Course End Date	: <input type="text"/>
Course Title	: <input type="text"/>	CPD Credits	: <input type="text"/>
		Status	: <input type="text" value="All"/>

Search

**Figure 45: Search attendance**

Fill in at least one of the search filters. Then click on the **Search** button to get the search result.

## 5.5 View Attendance

On this module, Course Provider is able to view the course details that have been submitted by the Course Provider. Click on  icon beside the record. The course details will appear as shown below:

### ATTENDANCE RECORD 1

Participant's NRIC	: [REDACTED]
Participant's Name	: [REDACTED]
CEA Registration No	: [REDACTED]
Name of EA	: [REDACTED]
EA License No	: [REDACTED]
Activity Type	: Professional Competencies
Provider Name	: [REDACTED]
Course Title	: [REDACTED]
Course ID	: [REDACTED]
Course Start Date	: 30 Apr 2018
Course End Date	: 30 Apr 2018
Session ID	: [REDACTED]
CPD Credits	: 2
Status	: Pending

2
Delete
Close
3

**Figure 46: View attendance records**

**1. Attendance record details**

Contains details of the attendance record that is submitted by the course provider.

**2. Delete**

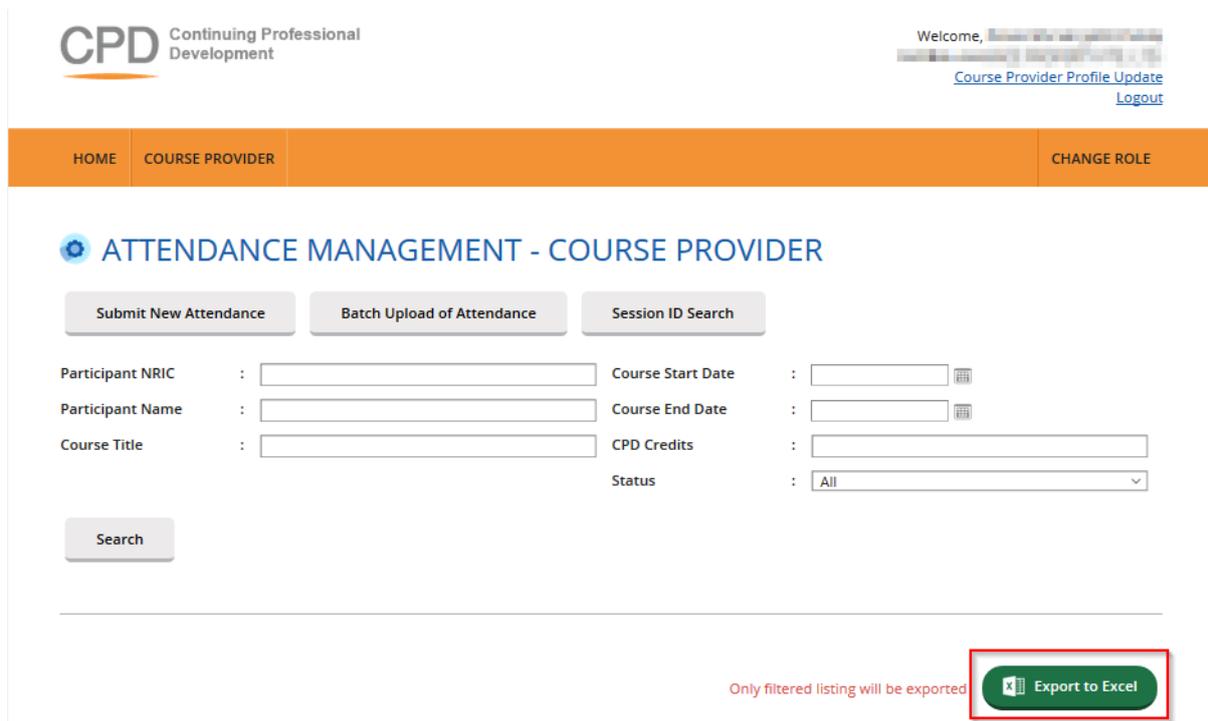
Deleting this record is allowed only for attendance records with “Pending” status.

**3. Close**

You will be redirected to the attendance monitoring management listing page.

## 5.6 Export Attendance Records

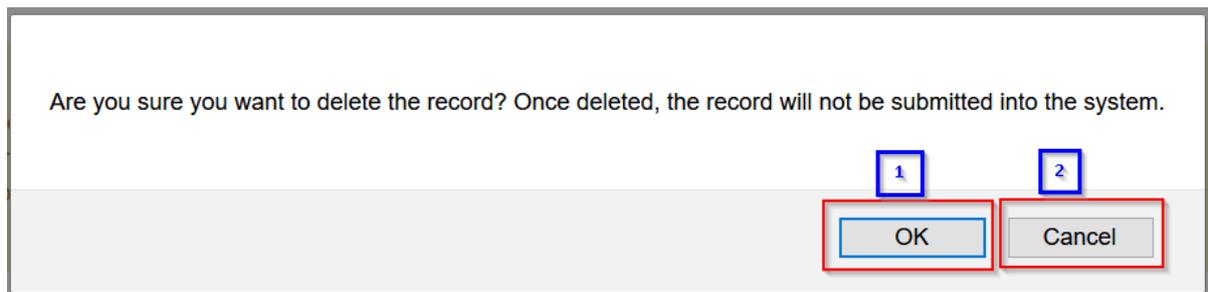
To export attendance record, click **Export to excel** button that is located above the table listing. The attendance file will be downloaded.



**Figure 47: Export to Excel**

## 5.7 Delete Attendance Records

Only attendance records with “Pending” status can be deleted. To delete, click on  icon. Then the confirmation pop-up will appear as shown below.



**Figure 48: Delete Attendance Record - Confirmation pop-up**

1. **OK**  
Click this button if you want to delete the attendance record from the system.
2. **Cancel**  
Click this button if you do not want to delete the attendance record, then the pop-up will be closed.

## 5.8 View Past Attendance

Clicking on "View Past Attendance" allows Course Provider to view the past CPD records from the past CPD framework.

## ATTENDANCE MANAGEMENT - COURSE PROVIDER

Submit New Attendance    Batch Upload of Attendance    Session ID Search

Participant NRIC :     Course Start Date :

Participant Name :     Course End Date :

Course Title :     CPD Credits :

Status :

Only filtered listing will be exported.

**Notice :**  
 Pending Approval : Attendance record is pending approval by KEO  
 Pending : Attendance record has not been counted towards salesperson's CPD fulfillment and can be deleted. Status will be changed to "Completed" within 3 calendar days and will then count towards salesperson's CPD fulfillment

Action	Participant's NRIC	Participant's Name	Course Title	Course Start Date	Course End Date	Activity Type	CPD Credits	Status
 	[REDACTED]	[REDACTED]	[REDACTED]	01 Sep 2018	01 Sep 2018	Professional	2P	Pending
	[REDACTED]	[REDACTED]	[REDACTED]	06 May 2018	06 May 2018	Professional	2P	Completed
 	[REDACTED]	[REDACTED]	[REDACTED]	30 Apr 2018	30 Apr 2018	Professional	2P	Pending

Page size: 10        3 items in 1 pages

Figure 49: View Past Attendance

## ATTENDANCE MANAGEMENT - COURSE PROVIDER

Participant NRIC :  Course Start Date :

Participant Name :  Course End Date :

Course Title :  Credit Hours :

Status :

Only filtered listing will be exported

Export to Excel

**Notice :**

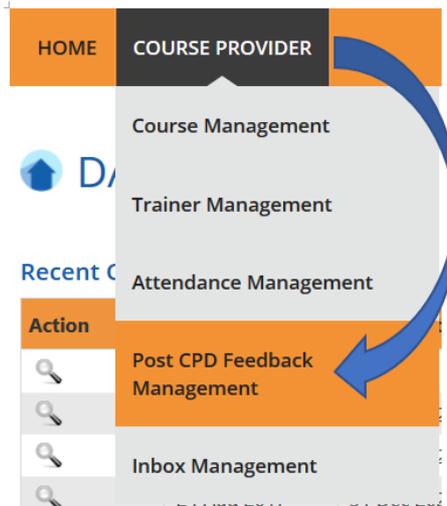
Pending Approval : Attendance record is pending approval by KEO  
 Pending : Attendance record has not been counted towards salesperson's CPD fulfillment and can be deleted. Status will be changed to "Completed" within 3 calendar days and will then count towards salesperson's CPD fulfillment

Action	Participant's NRIC	Participant's Name	Course Title	Course Start Date	Course End Date	Activity Type	Credit Hours	Status
	[blurred]	[blurred]	[blurred]	23 Sep 2018	23 Sep 2018	Core	2	Completed
	[blurred]	[blurred]	[blurred]	22 Sep 2018	22 Sep 2018	Core	2	Completed
	[blurred]	[blurred]	[blurred]	15 Sep 2018	15 Sep 2018	Core	2	Completed

Figure 50: View Past attendance record page

## 6 Post CPD Feedback Management

This chapter shows you how to manage feedback record in the system. To access Feedback Management page, click **Course Providers >> Post CPD Feedback Management**.



**Figure 51: Course Providers tab drop-down menu: Feedback Management**

You will be redirected to Feedback Management page as shown below.

## POST CPD FEEDBACK MANAGEMENT

Submission Date :

Course Start Date :

Course End Date :

Course ID :

Course Title :

Status : All

Search

Action	DateSubmission	Course Start Date	Course End Date	Course Title	Course ID	Status
	15 Jul 2019	23 Sep 2018	23 Sep 2018	...	...	Submitted
	-	22 Sep 2018	22 Sep 2018	...	...	Pending
	-	15 Sep 2018	15 Sep 2018	...	...	Pending
	-	14 Sep 2018	14 Sep 2018	...	...	Pending
	-	14 Sep 2018	14 Sep 2018	...	...	Pending
	-	13 Sep 2018	13 Sep 2018	...	...	Pending
	-	12 Sep 2018	12 Sep 2018	...	...	Pending
	-	12 Sep 2018	12 Sep 2018	...	...	Pending
	-	12 Sep 2018	12 Sep 2018	...	...	Pending
	-	11 Sep 2018	11 Sep 2018	...	...	Pending

Page size: 10 « « 1 2 3 4 5 6 7 8 9 10 ... » » 1058 items in 106 pages

Figure 52: Feedback Management

## 6.1 Search Feedback

Course Provider is able to search for feedback by using the following filters:

- Submission Date
- Course Date
- Course Title

- Course ID
- Status

**POST CPD FEEDBACK MANAGEMENT**

Submission Date :  

Course Start Date :  

Course End Date :  

Course ID :

Course Title :

Status :

**Figure 53: Search Feedback**

Fill at least one of the search filters. Then click on the Search button to get search result.

## 6.2 Upload Feedback

Click on  icon beside the session record. The following pop-up will appear.

**UPLOAD FEEDBACK** ✕

*\*field are compulsory*

Upload Records\* :   <sup>1</sup>

Please upload only pdf file with max file size 5 MB

To get a sample of a pdf file for upload, click [here](#) <sup>2</sup>

<sup>3</sup>

**Figure 54: Upload Feedback**

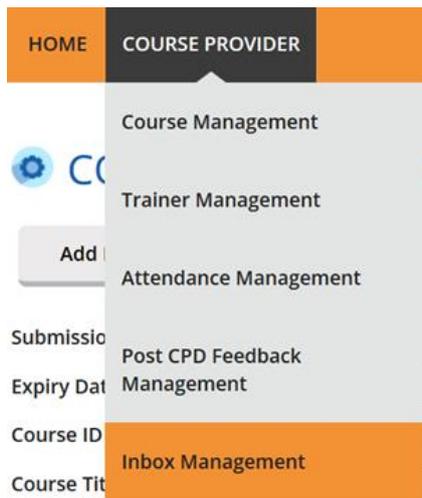
1. Select feedback file that you want to upload. You can only upload file in **PDF** format with **maximum file size of 5 MB**.
2. Click this link to download sample feedback report.
3. Click “**Upload**” to submit the file.

## 6.3 Download Feedback

To download feedback, click  beside the session record. The file will be downloaded.

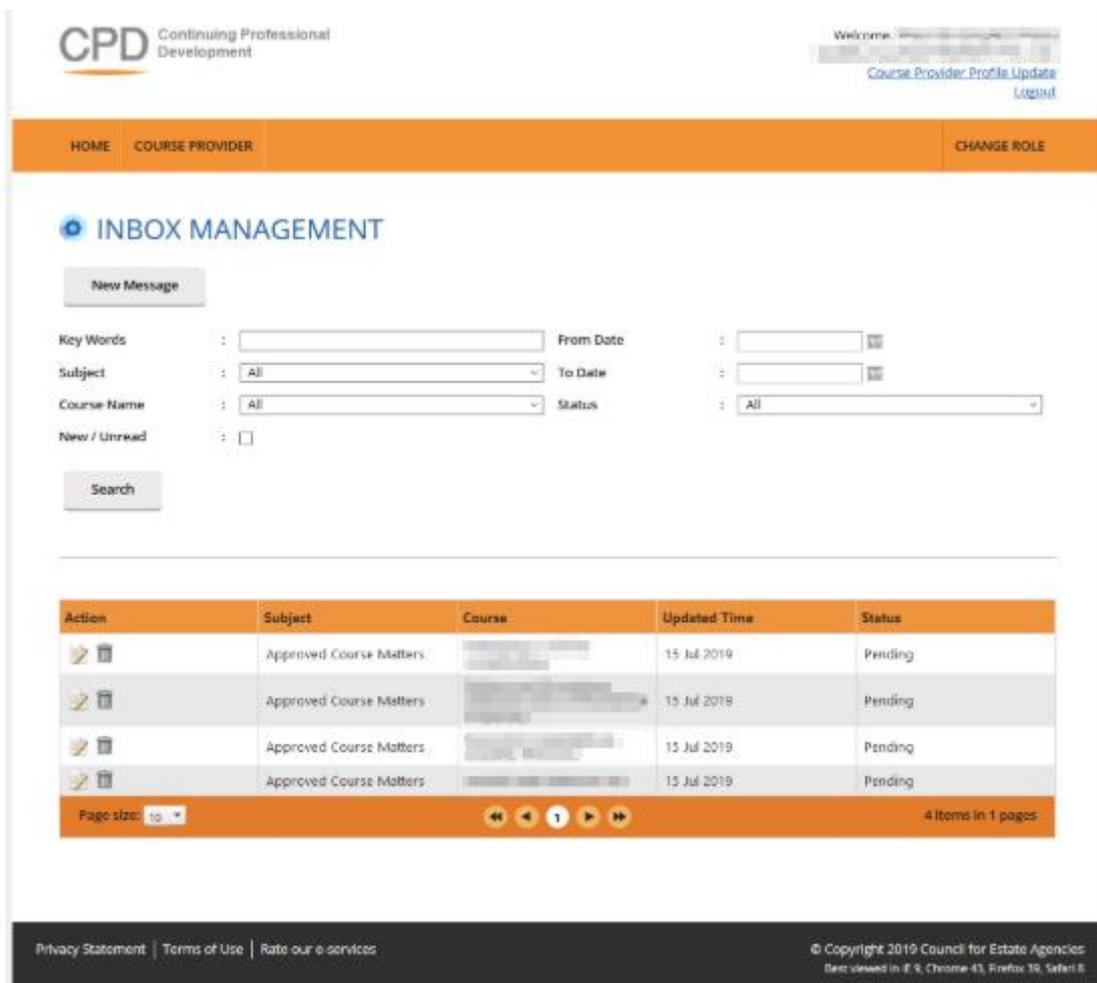
# 7 Inbox Management

This module is provided for Course Provider to communicate with CPD System Administrator. Expand **Course Providers** tab, then click on **Inbox Management**.



**Figure 55: Course Providers tab drop-down menu: Inbox Management**

You will be redirected to Inbox Management page as shown below.



**Figure 56: Inbox Management**

## 7.1 Compose New Message

To create a new message, click on **New Message** button.

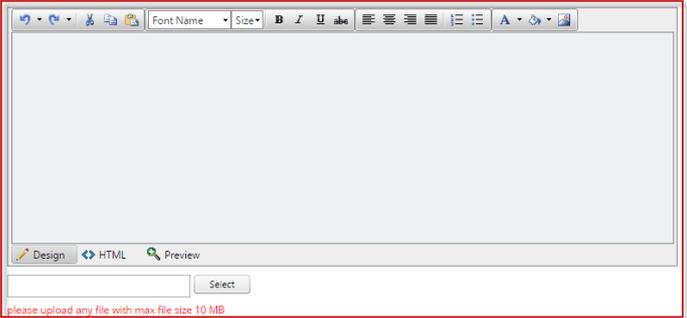
NEW INBOX

Subject : Approved Course Matters 1

Course Provider : Apple Pte Ltd

Course Name : -- Select -- 2  
Please select the course.

Course ID :

Message :  3

Attachment :  Please upload any file with max file size 10 MB

4

**Figure 57: Compose New Message**

1. Select **Subject** option. There are 3 (three) options that are provided: Approved Course Matters, CPD Application Matters and General Queries.
2. Select **Course Name** from the drop-down list. The Course ID field will be auto populated based on the selected course.
3. You can write your message content and attach a file if needed (the maximum file size is **10 MB**).
4. Click **Send** to send the message to CPD System Administrator.

## 7.2 Search Message

Course Provider can search message record in the Inbox Management module by using the following filters:

- Key words
- Subject
- Course Name
- New/Unread checklist
- From Date
- To Date
- Status

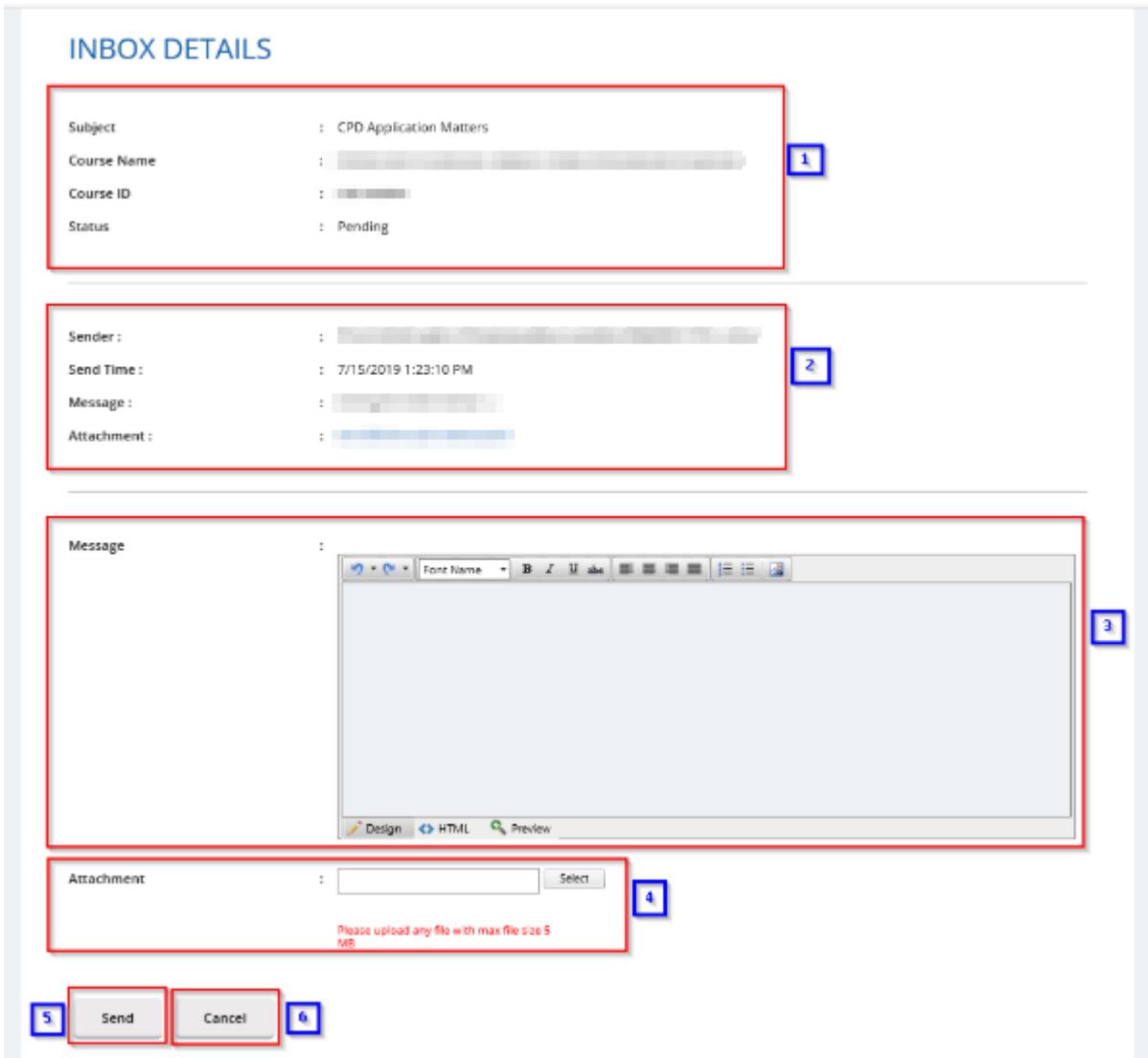
Key Words	:	<input type="text"/>	From Date	:	<input type="text"/>	
Subject	:	<input type="text" value="All"/>	To Date	:	<input type="text"/>	
Course Name	:	<input type="text" value="All"/>	Status	:	<input type="text" value="All"/>	
New / Unread	:	<input type="checkbox"/>				

**Figure 58: Search message**

Fill in at least one search filter. Then click on the Search button to get search result.

## 7.3 Reply Message

Course Provider can reply to messages sent by CPD System Administrator. To do this, click on  icon beside the record. Bold messages mean new or unread messages. Message thread will pop out as shown below.



**Figure 59: Message thread**

**1. Subject details**

Displays subject details - subject name, course name, course ID and status

**2. Sender details**

Displays sender details - sender name, sender, sender message and sender attachment

**3. Message field**

Course Provider is able to reply the messages by writing in the message context box.

**4. Attachment**

Course Provider is only able to attach 1 (one) file per reply by clicking on the Select

button. Maximum size that is allowed to be uploaded is 5 MB.

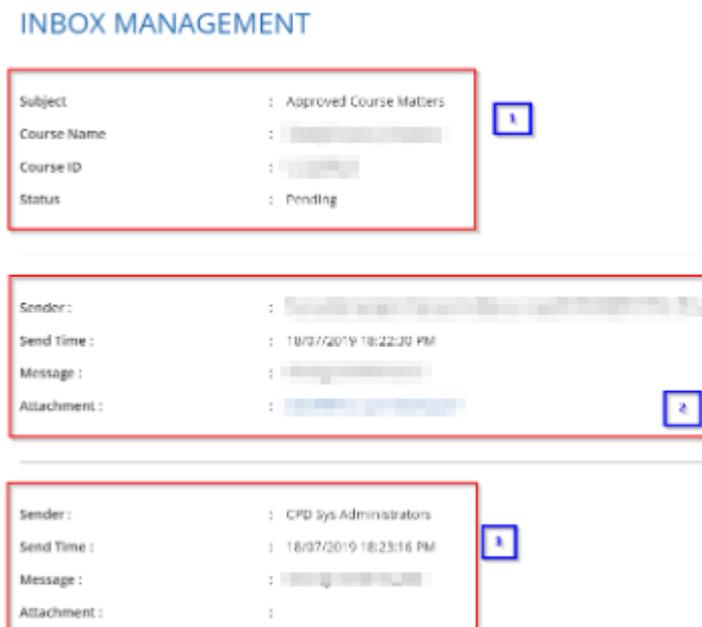
## 5. Send

Press the Send button to send the reply.

## 6. Cancel

You will be redirected to the previous page and the draft message will be discarded.

Once you reply to the message, your reply details will be displayed in the same thread which is shown in Figure 60.



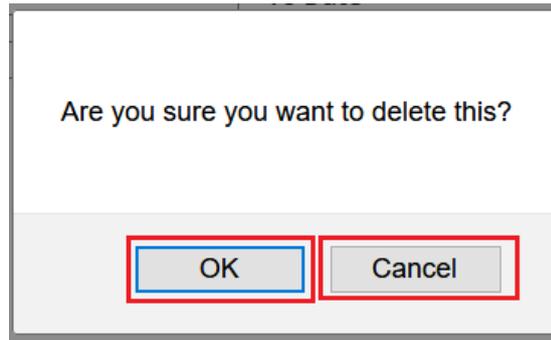
**Figure 60: Message thread conversation**

Description:

1. Details for the Subject, Course Name, Course ID and Status.
2. Message details submitted by course provider.
3. Content of the reply from CPD System Administration.

## 7.4 Delete Message

Click on the  icon to delete the inbox details. Confirmation pop-up will appear as shown below.



**Figure 61: Confirmation pop-up**

Click **“OK”** on the confirmation pop-up if you wish to proceed to delete the message or **“Cancel”** if you do not wish to delete the message.

## 8 Error Notification Handling in Batch Upload

For the type of errors that may be encountered while using batch upload for attendance submission and how to rectify it, please refer to the table below:

#1	 <b>Error Notification</b> No file or Invalid file format
Possible Causes	(1) No file selected (2) Select file other than CSV file
How to Rectify	(1) Select a CSV file to use (2) Select only CSV file and download the sample CSV file

#2	 <b>Error Notification</b> Incorrect file format is used, please follow the provided format
Possible Causes	Using wrong CSV format that is not supposed to be used by CP. i.e KEO attendance submission form
How to Rectify	Using the CSV format provided in the sample CSV file

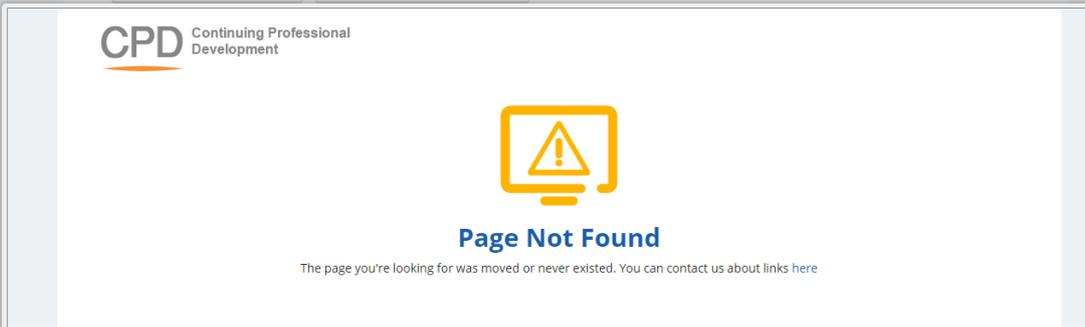
#3	 <b>Error Notification</b> Row 2: No salesperson found or wrong salesperson, records from row 2 onwards are not submitted
Possible Causes	(1) Incorrect NRIC format used (2) There is no Salesperson with one (or more) of the NRIC listed in the CSV file found in the system / Inputting wrong NRIC of the salesperson

	<p>(3) Salesperson's name or registration number or name of estate agent or license no of the estate agent not filled in the CSV file</p> <p>(4) Blank row(s) exist(s) between the row filled with to-be-submitted data in the CSV file</p>
How to Rectify	<p>(1) Using correct NRIC format: #0000000@ (# = S, T, F, G and @ = checksum letter)</p> <p>(2) Make sure the NRIC of the salesperson is already correct and registered to the CPD portal</p> <p>(3) Make sure the required data related to the salesperson identity and organization completed in the CSV file</p> <p>(4) Delete the blank row in the CSV file</p>

#4	 <b>Error Notification</b> Row 2: CEA does not allow repeated submission for the same course within the same CPD cycle, records from row 2 onwards are not submitted
Possible Causes	<p>(1) Submitting record that is already existed in the system</p> <p>(2) There are duplicated records inside the CSV file</p>
How to Rectify	<p>(1) Delete the record from the CSV file as the system will inform which line/row in the CSV file that the system cannot processed. If the submitted record is incorrect, please contact CEA for assistance</p> <p>(2) Make sure there is no duplicates of records in the CSV file</p>

#5	 <b>Error Notification</b> Row 2: Session has not ended, records from row 2 onwards are not submitted
Possible Causes	Session ID that is not yet started inserted in the session ID column and try to be uploaded
How to Rectify	Use the session ID that already ended

#6	 <b>Error Notification</b> Row 2: No session found, records from row 2 onwards are not submitted
Possible Causes	Course ID wrong or blank, Session ID wrong or blank
How to Rectify	Fill with the correct course ID and/or session ID

#7	
----	--

Possible Causes	(1) Using CSV file without column header (first row) that is provided in the CSV sample file (2) Submit CSV file but not with CP format
How to Rectify	(1) Use the sample CSV file as there the column header is already provided (2) Using the correct format for CP