

Workforce International Skills Certification (WISC) Accredited Skills Partners (ASP) Application Procedures.

WISC Procedures ASP 001/01/2019

Overview:

Any Singapore or Overseas training organisation that wishes to offer competency-based programmes under the **Workforce International Skills Certification (WISC)** quality mark must meet the accreditation criteria established by **WISC**.

A training organisation is considered a **WISC Accredited Skills Partner (ASP)** when it is accredited under the **WISC quality management system**.

WISC Accredited Skills Partner (ASP) can offer education and training programmes to the general public, private and corporate clients and individuals.

There are various types (A1 to C3) of WISC ASPs based on the Country that the organisation is registered in, as well as the registration status of the organisation.

Entity Registration Country of Registration	[1] Accredited Training Provider	[2] non-Accredited Training Provider	[3] non-Training Organisation	
[A] Singapore	[A1a] Singapore WSQ ATO	[A1b] Singapore non-WSQ Independently Accredited Provider	[A2] Singapore non-Accredited Training Provider	[A3] Singapore non-Training Organisation
[B] Overseas Country with National Skills System	[B1a] Overseas Accredited Provider offering Training only	[B1b] Overseas Accredited Provider offering Assessment Only	[B2] Overseas non-Accredited Training Provider	[B3] Overseas non-Accredited non-Training Provider
[C] Overseas Country without National Skills System	[C1a] Independently Accredited Provider offering Training only	[C1b] Independently Accredited Provider offering Assessment Only	[C2] Overseas non-Accredited Training Provider	[C3] Overseas non-Accredited non-Training Provider

Steps and Procedures to apply and become a WISC Accredited Skills Partner (ASP)

How do I apply to be a WISC Accredited Skills Partners (ASP)?

Fill in the WISC Organisation Approval (OA) Application Form and submit to WISC Corporation

1. Types of fees and charges

1.1. The application fees and charges payable to WISC Corporation are:

S/N	Types of WISC ASP Organisation	Application Fees, Assessment Fees and Administration Charges in Singapore Dollars	Annual Accreditation Fees shall be paid to WISC Corporation in Singapore Dollars
1.	A1, A2, A3	<ul style="list-style-type: none"> Application Fee Waived 	<ul style="list-style-type: none"> S\$500.00 per year Payment to be made upon approval
2.	B1, B2, B3, C1, C2, C3	<ul style="list-style-type: none"> S\$300 per application Payment to be made upon application 	<ul style="list-style-type: none"> S\$500.00 per year Payment to be made upon approval
3.	A1, A2, A3	<ul style="list-style-type: none"> Quality Improvement Review charge of S\$1000 per audit (audit can be triggered if there is a breach of WISC criteria) 	<ul style="list-style-type: none"> Not Applicable
4.	B1, B2, B3, C1, C2 & C3	<ul style="list-style-type: none"> Quality Improvement Review charge of S\$1000 per audit-day plus, S\$500 per day of travel (verification audit can be triggered after unsatisfactory AAO Audit) ASP has to bear the cost of economy airfare and hotel accommodation (4 star) of the assigned auditor 	<ul style="list-style-type: none"> Not Applicable
5.	A2, A3, B2, C1, C2	<ul style="list-style-type: none"> Consultation Fees to develop the WISC Training Management Policies and Procedures Do to be determined by the consultant. ASP has to bear the cost of economy airfare 	<ul style="list-style-type: none"> Not Applicable

		and hotel accommodation (4 star) of the assigned auditor	
<ul style="list-style-type: none"> All payments have to be made at the point of application 			

1.2. The Certificate and Transcript fees payable to WISC Corporation are:

1.	Modular Certificate Fees	S\$5 per modular certificate	Full payment to be paid upon issuance of certificates
2.	Composite Certificate Fees	S\$20 per composite certificate (more than 7 modules in one certificate) capped at a maximum 5% of the programme fee	Full payment to be paid upon issuance of certificates
3.	Transcript Fees for each	S\$10 per transcript	Payment to be made upon issuance of the Transcript
4.	Assessment Providers are allowed to charge a fee to the Training Providers for each certification and other associated costs (e.g. assessor airfares, accommodation and land costs)		
5.	Training Providers are allowed to charge training fees based on market conditions, which are to be declared during course approval.		
6.	All payments have to be made at the point of application.		

3. How will I be notified?

A computer-generated email will be sent to the authorised personnel containing the result of the application.

4. When will I be notified?

The authorised personnel will be notified of the organisation accreditation results in about 30 working days, upon receipt of the complete and accurate submission.

WISC Corporation will contact the Training Organisation for clarifications on the submission in-between the submission and final outcome of the application. WISC Corporation may require amendments to be made to the application and / or recommend areas for improvement or enhancement. All revisions and / or enhancements to the submission must be completed within a given deadline and presented to WISC Corporation for further review, otherwise, the application will be considered void.

4. What if I fail in my organisation accreditation?

4.1. A letter of appeal against an unsuccessful organisation accreditation outcome may be submitted.

4.2. A non-refundable fee of S\$300 must also be submitted with the appeal. Payment is to be made to 'WISC Corporation Pte Ltd'.

4.4. Please address the appeal submission by email to:

WISC Corporation Pte Ltd

2 Havelock Road,

#02-22 Havelock II,

Singapore 059763

4.5. The applicant's appeal will be processed and reviewed after payment of S\$300 has been received in good order.

4.6. An appeal result will be made known to the applicant within four weeks after payment has been effected. The applicant will be informed of the outcome of the appeal by letter and the decision made will be final.

5. How long is the validity period for WISC ASP accredited status?

The validity period of WISC ASP accredited status is one year from the date of approval. It is subject to annual renewal, revalidation and payment of annual fees.

6. Cancellation, Termination and Suspension of WISC ASP status

WISC ASP status can be cancelled, withdrawn, suspended or terminated if the WISC ASP is found to be in violation or breach of the laws of the country, non-compliance to the training standards and norms of the country in which training and assessment are conducted.

7. Appeal Process for reinstatement of WISC ASP status

WISC ASP may appeal for reinstatement by showing cause why the WISC ASP status should not be cancelled, withdrawn, suspended or terminated by WISC Corporation.

8. What are the roles and responsibilities of WISC ASP?

The roles and responsibilities of a WISC ASP include:

8.1. Submit course intake details using WISC template no later than 3 days after commencement of any training courses with all the relevant course details into the WISC Certification System

- 8.2. Submission of learner's assessment results into the WISC Certification System.
- 8.3. After a course has been delivered and assessment conducted, the WISC ASP is required to upload the learner's assessment results into the WISC Certification System within 14 days of the learner's assessment date and WISC Corporation will activate the printing of the WISC Certificate(s).
- 8.4. It is the responsibility of the WISC ASP to ensure that all documentations for the WISC Certificates are in order.
- 8.5. WISC Certificates will be issued when all training records and documentations are in order.
- 8.6. WISC Corporation is not responsible for any delay for late or incomplete submission of training records.
- 8.7. Submission of training course details and assessment results by WISC ASPs is the responsibility of the WISC ASP and frequent delays and errors in the submission of such, may result in sanctions (e.g. suspension of ASPs accredited status being imposed on the non-conforming organisation) and Quality Improvement Review (QIR) audits.
- 8.8. Every ASP is expected to maintain and upkeep the standard of delivery in training and assessment.
- 8.9. WISC Corporation will periodically review and validate the WISC ASP internal quality assurance system and capability under the Quality Improvement Review (QIR) audits.
- 8.10. Quality Improvement Review (QIR) audits may be conducted at random by WISC Corporation.
- 8.11. Quality Improvement Review audit can be triggered if there is a breach of WISC criteria and after unsatisfactory AAO Audit.
- 8.12. Quality Improvement Review (QIR) audits will be conducted immediately if the WISC ASP is found to be in violation or breach of the laws of the country, non-compliance to the quality of the training standards, management and norms of the country in which training and assessment are conducted.
- 8.13. The Quality Improvement Review audit is to ensure the quality of the training management and assessment standards are in accordance to WISC quality management systems.
- 8.14. The WISC ASP will be required to pay Quality Improvement Review (QIR) audit fees to WISC Corporation, including any auditor deployment costs (airfares, hotel accommodation).

8.15. The cost of the audit fees and payment will be notified to the WISC ASP before the commencement of the audit and payment fees made to WISC Corporation (Audit fees can vary according to the country and type of audit).

9. The main objectives of QIR audits are to:

- 9.1. Instill the practice of seeking continuous improvement in the quality of design and delivery of training and assessment.
- 9.2. Identify best practices and role models amongst the WISC ASPs.
- 9.3. Deliver high-quality continuing education and training programmes.

10. All WISC ASPs can be subjected to QIR audits based on the following areas:

- 10.1. Course Quality Assurance System
- 10.2. Plan-Do-Check-Act (PDCA) system
- 10.3. Outcome Evaluation System
- 10.4. Adult Educator Management System
- 10.5. WISC ASP Related Administrative System
- 10.6. Viability of the Organisation
- 10.7. Free from Breach of Terms and Conditions

11. All WISC ASPs are expected to:

11.1. Abide by WISC Corporation Code of Ethics

- 11.2. operate within the law at all times and in all aspects of business and provision
- 11.3. operate within the spirit of the Scheme
- 11.4. maintain a high level of service to their students and their representatives in line with Scheme standards
- 11.5. contribute to the high reputation of Workforce International Skills Certification (WISC)
- 11.6. promote and protect the good name of Workforce International Skills Certification (WISC)
- 11.7. WISC ASPs are required to act within the law at all times. This specifically includes, but is not limited to, business and financial dealings, safeguarding health and safety, immigration and any relevant regulatory requirements. ASPs are also required to operate with high standards of educational practice. ASPs will need to demonstrate, on initial application and from time to time thereafter, that any person (owner/proprietor, director/chief executive officer, head of school/principal) with

effective or day-to-day control of the organisation in their countries / Organisation is a 'fit and proper person', as defined by the Accreditation Scheme.

- 11.8. ASPs are expected to make every effort to conduct themselves with integrity and to high professional standards, particularly in dealings with the Scheme, the Scheme's representatives, with their staff and students, and with other Education Learning and Training (ELT) providers.

Acknowledgment by Chief Executive Officer (CEO) / Director / Management Representative (MR)	
I, acknowledge and accept the terms and conditions as stipulated in this Workforce International Skills Certification (WISC) Accredited Skills Partners (ASP) Application Criteria	
Name	
Designation	
Signature	
Date of application	

Annex A WISC ASP Application Criteria

The Government regulatory authority, regulatory body or regulator is a public authority or government agency responsible for exercising autonomous authority over an accredited management of Training Organisations Systems. This involves imposing requirements, conditions or restrictions, setting the standard for activities, and enforcing in these areas or obtaining compliance.

The regulatory authority can originate or consist of the following:

Federal, State, Province, Ministry, Statutory Board / Agency / Division / Department, Bureau, Commission.

Glossary of Terms and Abbreviations used in this document:

AAO	- Accredited Assessment Organisation
ASP	- Accredited Skills Partners
ATO	- Approved Training Organisation (ATO from Singapore)
ATP	- Accredited Training Partner (accredited by any government agencies)
ELT	- Education Learning and Training
IAP	- Independently Accredited Provider
OA	- Organisation Approval
OTP	- Overseas Training Organisation
PDCA	- Plan-Do-Check-Act
QIR	- Quality Improvement Review
SAPTCO	- Strategic Association of Professional Training-Consulting Organisations
STO	- Singapore Training Organisation
TP	- Training Provider
WISC	- Workforce International Skills Certification
WSQ	- Singapore Workforce Skills Qualifications

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