Council for Estate Agencies (CEA)
Continuing Professional Development System
User Manual – Estate Agent

Document Change History

Version	Date	Description
Version 1.0	3 Mar 2017	Initial release
Version 2.0	18 Aug 2017	Removed submission of attendance for core CPD activities by KEO/Authorised User
Version 3.0	18 Jan 2018	Added SingPass and CorpPass login option landing page

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1. INTRODUCTION

"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;
- Allow course providers to update course sessions and trainers for approved courses;
- Allow course providers to update core CPD attendance records;
- Allow Salespersons/KEOs to update non-core CPD attendance records;
- Allow Salespersons/KEOs to track their CPD requirement fulfilment status; and
- Allow KEOs to approve non-core CPD courses taken by their salespersons.

2. KEO/AUTHORISED USER

The Key Executive Officers (KEOs) and their authorised users can use this system to:

- Submit the KEO's non-core CPD attendance records;
- Submit the salespersons' non-core CPD attendance records;
- Approve the non-core CPD attendance records submitted by the salespersons; and
- Monitor the CPD fulfilment of the salespersons under the Estate Agent.

3. LOGIN

You can login to the CPD System via www.cea.gov.sg/cpd. Click on the login tab on the right side of top bar as shown below:

Figure 1: CPD Microsite – 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

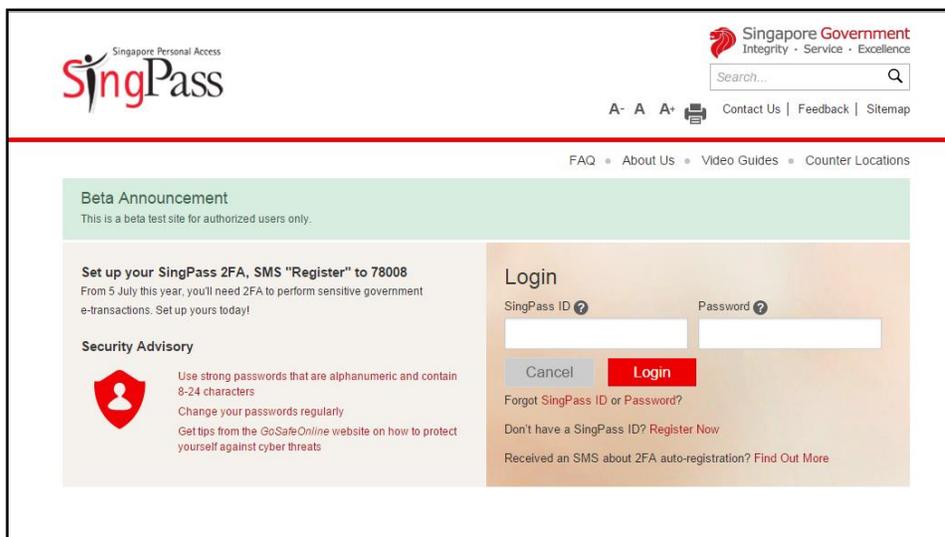Choose SingPass for example, and key in your Singpass ID and Password as shown below:

Figure 3: Singpass Login Page

Once logged in, you will see the dashboard below if you have multiple roles in the CPD System e.g. as Course Provider or Salesperson. Otherwise please refer to **Figure 5** for the dashboard that you will see. For multi-role users, please select the "**KEO/ Authorised User**" tab if you wish to log in as a **KEO or Authorised User**. You will be directed to the dashboard shown in **Figure 5**.
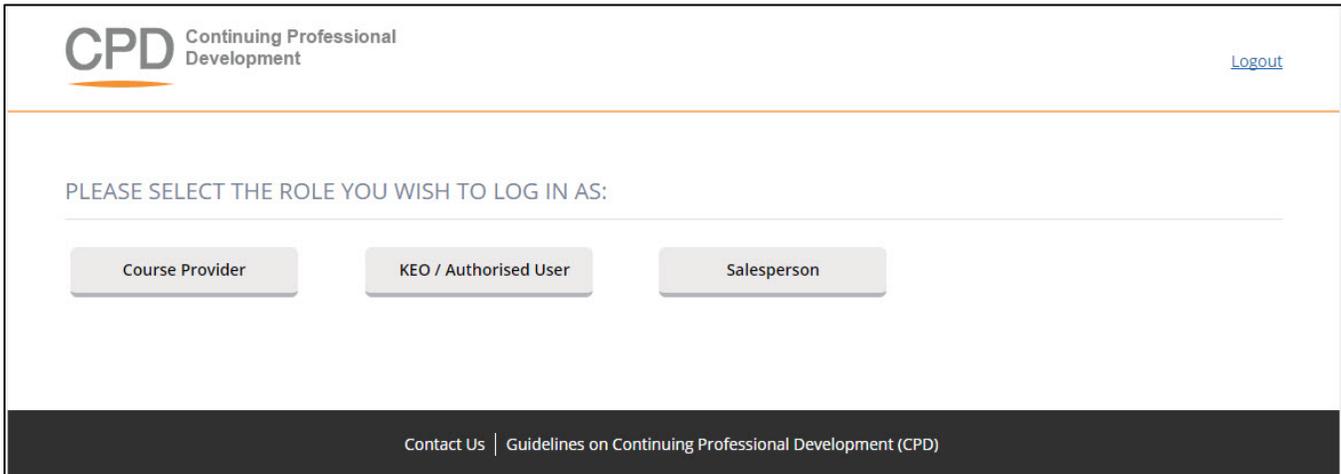

Figure 4: Multi Role dashboard

On the dashboard, the KEO or Authorised User will be able to view the overall CPD fulfilment status of all the salespersons in their Estate Agent.

Figure 5: KEO/ Authorised User Dashboard

Description:

1. **Change Role**

   If you want to switch the dashboards e.g. from KEO dashboard to Course Provider dashboard, click this tab and you will be directed back to the multi-roles dashboard.

2. **KEO/ Authorised User E-Services**

   Click this tab to check the list of e-services that are provided for KEO/ Authorised User E-Services.

3. **User Details and CPD Details**

   The User Details panel displays the registration details of the KEO.
   The CPD Details panel shows:
   - The total number of salespersons in the estate agent
   - The total number of salespersons that fulfilled or did not fulfil the Credit Hours Fulfilment (CPD1) and/or the Core Category Fulfilment (CPD2). Click **View Records** to view the detailed records.

4. **Recommended Upcoming Courses**

   This panel shows the upcoming core CPD courses for the core categories which the salespersons require.

5. **Recent Attendance Submission**

   This panel shows the recent attendance submissions made. Click **View More** to go the **Attendance Management** page. You will be directed to the page shown in **Figure 7**.

3.1. Attendance Management

This function is for the KEO/ Authorised User to:
- Submit attendance for non-core CPD courses for the KEO;
- Submit attendance for non-core CPD courses for their salespersons; and
- Approve non-core CPD attendance records submitted by their salespersons.

To access the Attendance Management page, click **KEO/Authorised User E-Services >> Attendance Management**.
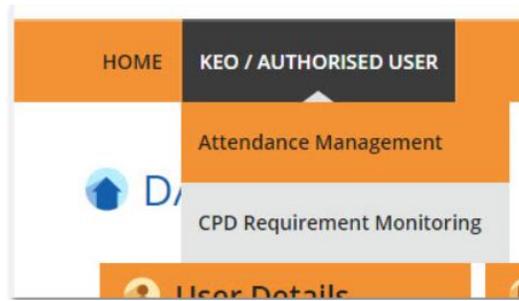
Figure 6: KEO/Authorised User tab dropdown menu: Attendance Management

You will be directed to the page shown in **Figure 7.**

Figure 7: Attendance Management – KEO/Authorised User

3.1.1. Submit New Attendance

To submit non-core CPD attendance record for your KEO or salesperson, click the **Submit New Attendance** button and you will see the pop-up shown in **Figure 8**.

Figure 8: Submit New Attendance – KEO/ Authorised User

To update the attendance record:

1. Key in the salesperson's NRIC. The Salesperson Name, CEA Registration Number, Name of EA and EA Licence No will be auto-populated.
2. Key in the course provider's name in the text box provided.
3. Key in the course title in the text box provided.
4. Fill in the course start date, course end date and credit hours.
5. Click **Submit** once you have updated all the fields. There will be a pop-up notification informing that the attendance has been submitted successfully.

The new attendance record will be displayed in the table as shown in **Figure 9** with the status "Pending". You can delete the record within 3 calendar days. After 3 calendar days, "Pending" records will be changed to "Completed" and credit hours will be recognised towards the salesperson's CPD requirement fulfilment.

Figure 9: Attendance Record List

3.1.2. Batch Upload of Attendance

To update multiple attendance records for non-core CPD courses, click **Batch Upload of Attendance** button. The following screen will appear.

Figure 10: Batch Upload of Attendance

Steps for 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 a sample of a 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 or DD/MM/YYYY**. Click **"Upload"** to submit the file.

If all the records are successfully uploaded, a notification will appear and the pop up will automatically close. (Refer to **Figure 11**). But if some records failed to be uploaded, an error notification will appear. (Refer to **Figure 12**). **Please take note that if the first record in the csv file fails to be submitted, the rest of the records will not be submitted. Please repeat the above steps in Para 3.1.2 to update the attendance records after correcting the errors.**
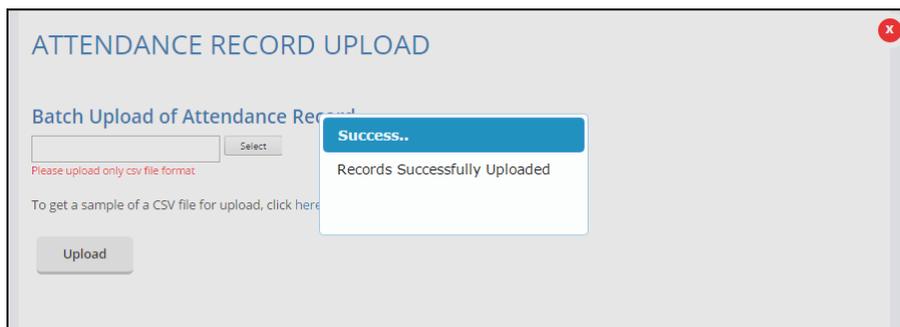
Figure 11: Batch Upload of Attendance – Success Notification

Figure 12: Batch Upload of Attendance – Error Notification Example (Duplicate Record Found)

For further details on the error notifications and how to rectify it, please refer to **Para 4**.

3.1.3. View Attendance Record
After the attendance is submitted, the record will appear in the table as shown in **Figure 13**. To view the record, click on the 🔍 icon beside the record. The attendance record pop up will appear as shown in **Figure 14**.

Figure 13: Attendance Record List

Figure 14: View Attendance Record

Description:

1. **Attendance record details**
    Contains details of the attendance record that were submitted.

2. **Status**
    You can only delete the records with "Pending" and "Pending Approval" status.

3. **Close**
    You will be directed back to the **Attendance Management** page after you click **Close**.

3.1.4. Search Attendance Record

You can look for a particular salesperson's attendance record by using the following filters under the Attendance Management page (refer to **Figure 15**).

- Participant NRIC
- Participant Name
- Course Title
- Course Start Date
- Course End Date
- Activity Type
- Credit Hours
- Status

Figure 15: Search Attendance Record

3.1.5. Export Attendance Record

To download a report of your attendance records, click the **Export to Excel** button on the right hand corner of the table. The attendance file will be downloaded.

Figure 16: Export Attendance Record

3.2. CPD Requirement Monitoring

This function is for the KEO/ Authorised User to **track the CPD requirement fulfilment** of your salespersons for a particular CPD cycle. Click on the **KEO/ Authorised User E-Services >> CPD Requirement Monitoring**.
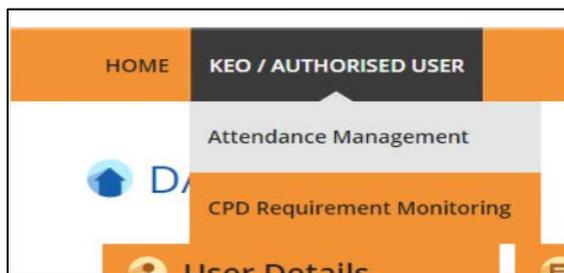
Figure 17: KEO/ Authorised User E-services – CPD Requirement Monitoring

3.2.1. CPD 1 Requirement

CPD 1 Requirement is the **number of Credit Hours** (i.e. Core, Non-Core, Total) each salesperson is required to achieve in **one CPD Cycle**.

Figure 18: Requirement Monitoring Module – CPD 1

Definitions

1. **Action (🔍)**
   To view the details of the attendance records for a particular **CPD 1** Cycle.

2. **Personal Details**

3. **CPD 1 Cycle**
   Define the particular **CPD 1** Cycle (i.e. from 1 Oct of a calendar year to 30 Sep of the following calendar year).

4. **Required CPD 1**
   Number of **core** and **total credit hours required** for a particular **CPD 1** cycle.

5. **Achieved CPD 1**
   Number of **core** and **total credit hours achieved** for a particular **CPD 1** cycle. This is based on the attendance submitted in the system.

6. **CPD 1 Status**
   The current status of **CPD 1** fulfilment for a particular **CPD 1** Cycle:
   - **Pass**
     The **achieved credit hours** <u>met</u> the **required credit hours** for the particular **CPD 1** Year Cycle.

   - **Fail**
     The **achieved credit hours** <u>did not meet</u> the **required credit hours** by the end of the particular **CPD 1** Year Cycle.

   - **Ongoing**
     The **achieved credit hours** <u>have not met</u> the **required credit hours** and the **CPD 1** Cycle has not ended.

   - **Exempted**
     The salesperson is exempted from the CPD requirements for the particular **CPD 1** Cycle.

7. **Remaining Requirement**
   - **NA**
     This means that the particular **CPD 1** Cycle Fulfilment is not applicable for requirement calculation.

   - **Cleared**
     This status means the particular **CPD 1** Cycle Fulfilment has been completed.

   - **Number of core and total hours remaining**
     This shows the **remaining core** and **total credit** hours that the salesperson needs to complete for a particular **CPD 1** Cycle.

3.2.2. CPD 2 Requirement

CPD 2 Requirement is the **number of course sessions required for each type of core courses (i.e. C1, C2, C3)** that each salesperson is required to achieve in 3 consecutive CPD Cycles.

Figure 19: Requirement Monitoring Module – CPD 2

Definitions

1. **Action (🔍)**
   To view the attendance submission details for a particular **CPD 2** Cycle.

2. **Personal Details**

3. **CPD 2 Cycle**
   Defined the 3 consecutive CPD Cycles applicable. E.g. "13-16" means that the 3 CPD cycles are the:
   a) 2013 CPD cycle (1 Oct 2013 to 30 Sep 2014)
   b) 2014 CPD cycle (1 Oct 2014 to 30 Sep 2015); and
   c) 2015 CPD cycle (1 Oct 2015 to 30 Sep 2016).

4. **Required CPD 2**
   Total number of **course sessions required** for **each Core Category** (C1, C2, and C3) for a particular **CPD 2** Cycle.

5. **Achieved CPD 2**
   Total number of **course sessions** achieved for **each Core Category** (C1, C2, and C3) for a particular **CPD 2** Cycle. This is based on the attendance submitted in the system.

6. **CPD 2 Status**
   The current status of **CPD 2** fulfilment for a particular **CPD 2** Cycle
   - **Pass**
     The **achieved course sessions** <u>met</u> the **required course sessions** for **each Core Category** (C1, C2, and C3) for the particular **CPD 2** Cycle.

   - **Fail**
     The **achieved course sessions** <u>did not meet</u> the **required course sessions** for each **Core Category** (C1, C2, and C3) by the end of the particular **CPD 2** Cycle**.**

   - **Ongoing**
     The **achieved course sessions** have not met the **required course sessions** for each Core Category, however, the particular **CPD 2** Cycle has yet to end.

   - **Exempted**
     The salesperson is exempted from the CPD requirements for the particular **CPD 2** Cycle.

7. **Remaining Requirement**
   - **NA**
     This status means the particular **CPD 2** Cycle Fulfilment for the Salesperson is not applicable for requirement calculation.

   - **Cleared**
     This status means the particular **CPD 2** Cycle Fulfilment for the Salesperson has been completed.

   - **Number of sessions remaining (Core Category)**
     This shows the remaining course sessions required for each Core Category that the salesperson needs to complete for a particular **CPD 2** Cycle.

4. ERROR NOTIFICATION HANDLING IN BATCH UPLOAD

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

#1	**Error Notification** 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	**Error Notification** Incorrect file format is used, please follow the provided format
Possible Causes	Using wrong CSV format that is not suppose to be used by KEO. i.e CP attendance submission form
How to Rectify	Using the CSV format provided in the sample CSV file

#3	**Error Notification** 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 (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 (4) Blank row(s) exist(s) between the row filled with to-be-submitted data in the CSV file
How to Rectify	(1) Using correct NRIC format: #0000000@ (# = S, T, F, G and @ = checksum letter) (2) Make sure the NRIC of the salesperson is already correct and registered to the CPD portal (3) Make sure the required data related to the salesperson identity and organization completed in the CSV file (4) Delete the blank row in the CSV file

#4	**Error Notification** 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

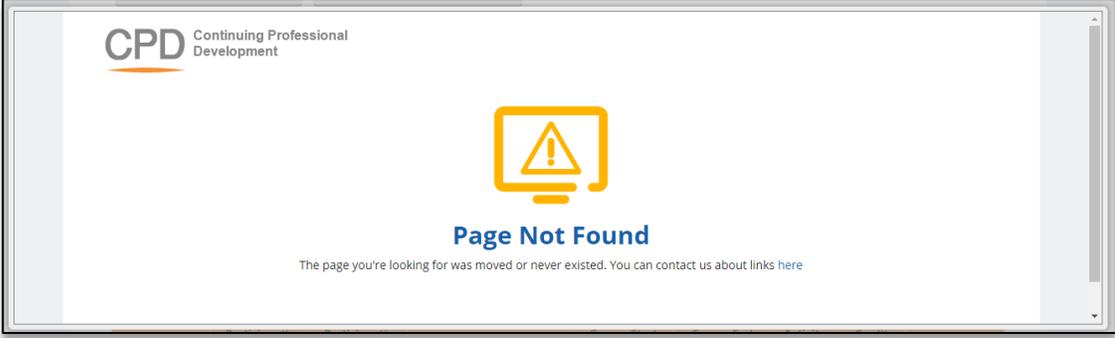| Possible Causes | (1) Submitting record that is already existed in the system |
	(2) There are duplicated records inside the CSV file
How to Rectify	(1) Delete the record from the CSV file as the system will inform which line/row in the CSV file that the system cannot processed. If the submitted record is incorrect, please contact CEA for assistance
	(2) Make sure there is no duplicates of records in the CSV file

#5	**Error Notification** Row 2: KEO/SP are not allowed to submit attendance for core activity, records from row 2 onwards are not submitted
Possible Causes	Using CSV format for KEO, but Activity Type filled with "Core"
How to Rectify	Amend the CSV file with Activity Type "Non-Core" as KEO can only submit Non-Core attendance
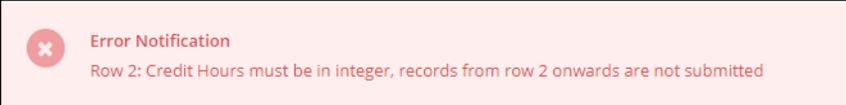
#6	**Error Notification** Row 2: Credit Hours must be in integer, records from row 2 onwards are not submitted
Possible Causes	One of the record's credit hours filled with either blank or string
How to Rectify	Make sure that the credit hours is in number format

#7	**Error Notification** Row 2: Course Title and Course Date are required for Non-Core course, records from row 2 onwards are not submitted
Possible Causes	One of the record's course title and/or course date filled with blank
How to Rectify	Make sure that the course title and course date filled completely

#8	**Error Notification** Row 2: Wrong Date Format, records from row 2 onwards are not submitted
Possible Causes	Wrong date format used in the column Course Start Date and Course End Date
How to Rectify	Make sure the CSV file is following the correct date format DD-MM-YYYY or DD/MM/YYYY

#9	Error Notification Row 2: Activity Type is not recognized, records from row 2 onwards are not submitted
Possible Causes	The Activity type left blank or filled with text other than "Non-Core"
How to Rectify	Make sure the Activity type column filled with only "Non-Core"

#10	
Possible Causes	(1) Using CSV file without column header (first row) that is provided in the CSV sample file (2) Course end date not filled or course start date is using wrong format (3) Using CSV but not with KEO format
How to Rectify	(1) Use the sample CSV file as there the column header is already provided (2) Fill the course start date and end date with correct format (3) Using the correct format for KEO