

## Council for Estate Agencies (CEA) Continuing Professional Development System User Manual – Course Provider

### Document Change History

Version	Date	Description
Version 1.0	23 Mar 2017	Initial release
Version 2.0	18 Aug 2017	Removed submission of attendance for core CPD activities by KEO/Authorised User and Salesperson
Version 3.0	18 Jan 2018	Added SingPass and CorpPass login option landing page and function to remove inactive trainer

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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. COURSE PROVIDER

The Course Providers can use this system to:

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

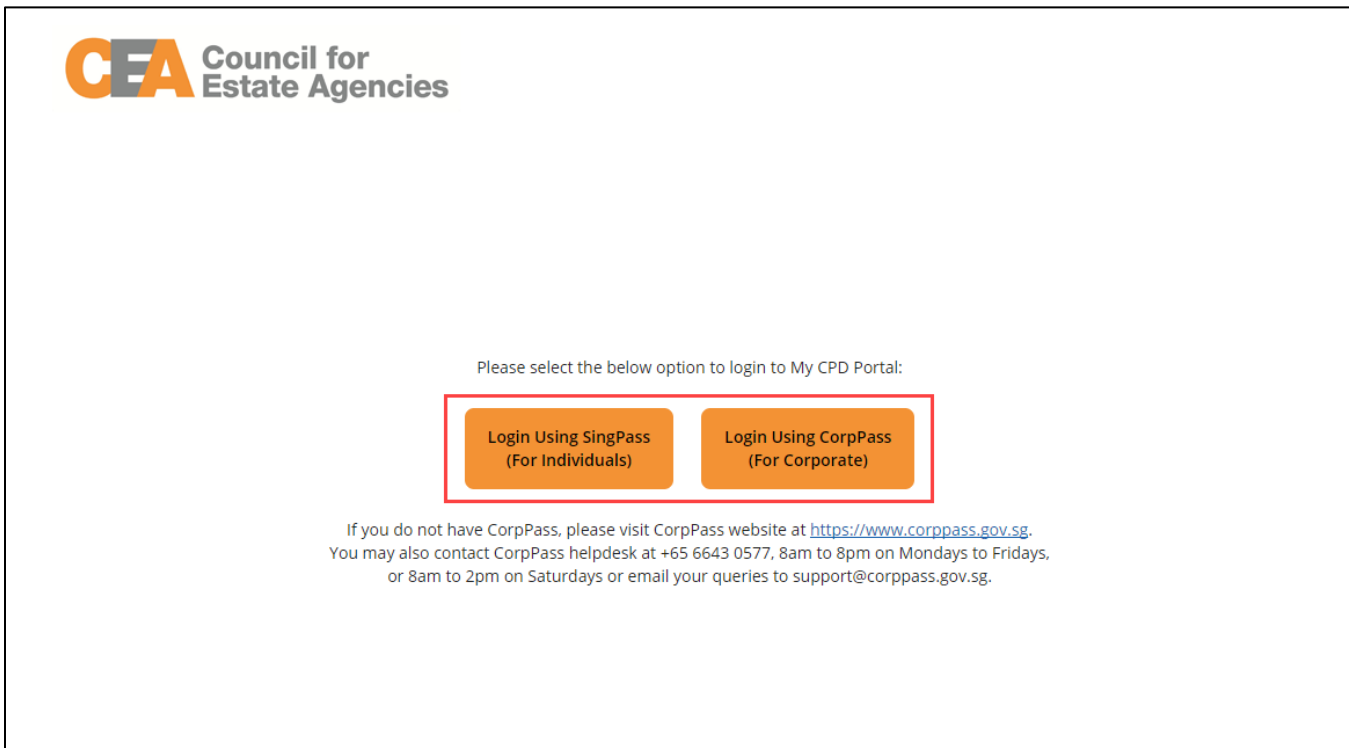
## 3. LOGIN

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



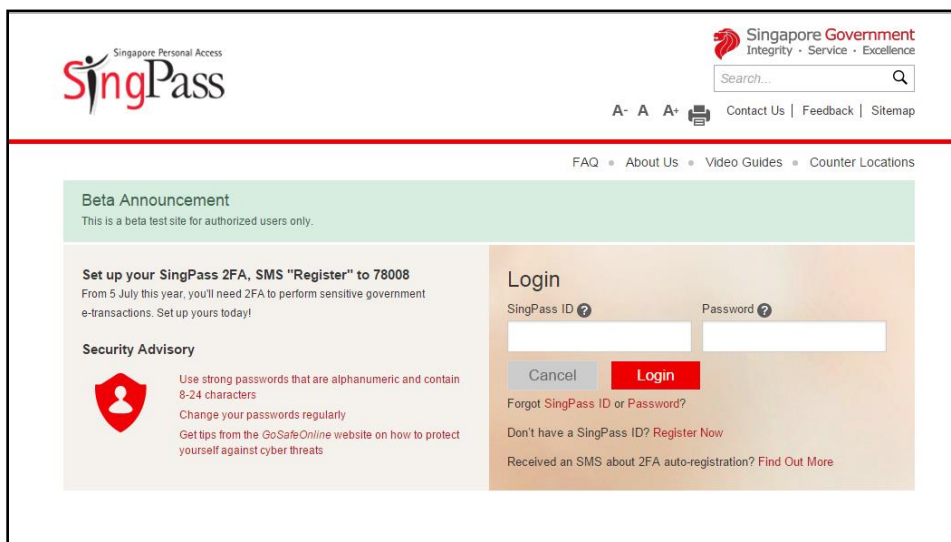
Figure 1: CPD Microsite – Login tab

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



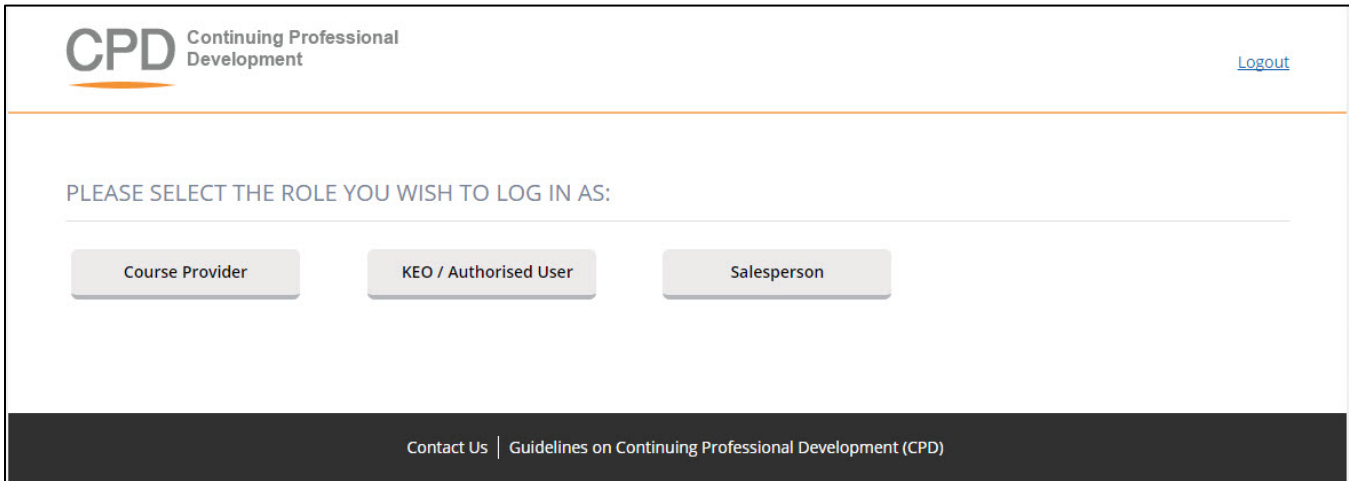
**Figure 2: SingPass and CorpPass Login Option Landing Page**

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 KEO/ Authorised User or Salesperson. Otherwise please refer to **Figure 5** for the dashboard that you will see. For multi-role users, please select the “**Course Provider**” tab if you wish to log in as a **Course Provider**. You will be directed to the dashboard shown in **Figure 5**.



**Figure 4: Multi Role dashboard**

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

HOME [COURSE PROVIDERS E-SERVICES](#) [CHANGE ROLE](#)

## DASHBOARD

### Recent Course Submission

Action	Submission Date	Expiry Date	Course Id	Title	Topic	Course Level	Learning Mode	Credit Hours	Status
	-	-	-					-	Draft
	-	-	-					-	Draft
	-	-	-					-	Draft
	-	-	-					-	Draft
	-	-	-					-	Draft

[View More](#) →

### Recent Attendance Submission

Action	Updated Date	Course Title	Course Provider	Credit Hours	Status
	09 Jun 2016	Designing		12	
	03 Jun 2016	meong		2	

[View More](#) →

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**Figure 5: Course Provider Dashboard**

**Description:**

**1. 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 : Private  
Organization Address \* : 14045  
Postal Code \* : 12345  
Country \* : Singapore  
NRIC of Contact Person :  
Name of Contact Person :  
Designation : Public Relation  
Email \* :  
Contact Number \* : 12312312  
Fax Number : 12345  
Details on Record Keeping Procedure \* :  Upload  
Please refer [here](#) for record keeping criteria  
pdf,doc,docx,xls,xlsx,ppt,ppix with max file size 5 MB

Save Cancel

**Figure 6: Course Provider Profile Update**

**2. Logout**

Click this link to log out from the system.

**3. Change Role**

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

**4. Course Providers E-Services**

Click this tab to check the list of e-services that are provided for Course Provider.

**5. Recent Course Submission**

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

**6. Recent Attendance Submission**

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

### 3.1. Course Management

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



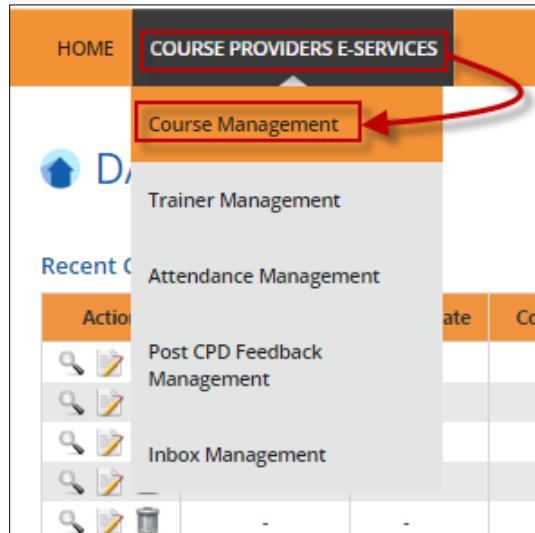


Figure 7: Course Providers E-Services tab drop-down menu: Course Management

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

A screenshot of the 'COURSE MANAGEMENT' page. At the top, there is a search bar and an 'Add New Course' button. Below this, there are several search filters: Submission Date, Expiry Date, Course ID, Course Title, CPD Topic, Level, Learning Mode, Credit Hours, and Status. A 'Search' button is located below the filters. The main content area contains a table with the following columns: Action, Submission Date, Expiry Date, Course ID, Title, Topic, Course Level, Learning Mode, Credit Hours, and Status. The table contains several rows of course data, including one with 'testing123' and another with 'ajax'. At the bottom of the page, there is a pagination bar showing 'Page size: 10' and '22 Items in 3 pages'.

Figure 8: Course Management

### 3.1.1. 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 on page 7.

**PROFILE DETAILS**

Fields indicated with an asterisk\* are compulsory

Organization :  
Organization Type : Private  
Organization Address\* : 14045  
Postal Code\* : 12345  
Country\* : Singapore  
NRIC of Contact Person :  
Name of Contact Person :  
Designation : Public Relation  
Email\* :  
Contact Number\* :  
Fax Number : 12345  
Details on Record Keeping Procedure\* :   
Please refer [here](#) for record keeping criteria pdf,doc,docx,xls,xlsx,ppt,ppsx with max file size 5 MB

**Figure 9: Course Provider Details**

#### 2. Course Details

Click on **Course Details** tab, fill in all the fields and upload the course materials. The file should be in **.zip** with the maximum size of **10 MB**. Once done, click **Save** at the bottom of the screen. Tab with icon means that all of the required information on that page is already completed, while the uncompleted information page is marked with .

The screenshot shows a web form titled "COURSE APPLICATION DETAILS". On the left, there is a vertical navigation menu with five tabs: "Course Provider Details" (with a green checkmark), "Course Details" (with a red 'X' and highlighted in blue), "Payment Details" (with a red 'X'), "Trainer Details" (with a red 'X'), and "Course Approval Details". The main content area is titled "Course Details" and includes a red asterisk note: "\* fields are compulsory". Below this, there are four rows of form fields: "Course Title\*" with a text input field; "CPD Category\*" with a dropdown menu showing "CI"; "Level Course\*" with a dropdown menu showing "L1"; and "Learning Mode\*" with a dropdown menu showing "Course". Below these is a section titled "Expected Outcome" with three sub-fields labeled (A), (B), and (C), each with a large text area for input. A red 'X' icon is visible in the top right corner of the form window.

Figure 10: Create new course

### 3. Payment Details

Click on **Payment Details** tab, choose the payment mode from the drop-down list. Fill in all the fields. Attach a copy 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.

The screenshot shows the same "COURSE APPLICATION DETAILS" form, but with the "Payment Details" tab selected and highlighted in blue. The "Course Details" tab now has a red 'X'. The main content area is titled "Payment Details" and includes a red asterisk note: "\* fields are compulsory". Below this, there are seven rows of form fields: "Payment Mode\*" with a dropdown menu showing "Internet Banking"; "Bank Name\*" with a text input field; "Account Name with bank record\*" with a text input field; "Name of Provider (acronym)\*" with a text input field; "Bank Account Number\*" with a text input field; "Payment Date\*" with a date picker showing a calendar icon; and "Attachment (copy of transaction payment details)\*" with a "Select" button. Below the attachment field, there is a red note: "please upload .jpg, .jpeg, .png, .doc, .docx, .xls, .xlsx, .pdf file with max file size 5 MB". At the bottom of the form, there are three buttons: "Save" (orange), "Submit" (orange), and "Cancel" (grey). A red 'X' icon is visible in the top right corner of the form window.

Figure 11: Payment Mode drop-down menu – Internet Banking

The screenshot shows a web form titled "COURSE APPLICATION DETAILS". On the left, there is a sidebar with five tabs: "Course Provider Details" (checked with a green checkmark), "Course Details" (marked with a red X), "Payment Details" (highlighted in blue and marked with a red X), "Trainer Details" (marked with a red X), and "Course Approval Details". The main content area is titled "Payment Details" and includes a red asterisk note: "\* fields are compulsory". The form contains the following fields:

- "Payment Mode \*": A dropdown menu currently showing "Cheque".
- "Bank / Cheque Number \*": An empty text input field.
- "Payment Date \*": An empty date picker field.
- "Attachment (copy of transaction payment details) \*": A file selection field with a "Select" button. Below it, a red note reads: "please upload .jpg, .jpeg, .png, .doc, .docx, .xls, .xlsx, .pdf file with max file size 5 MB".

At the bottom of the form, there is an orange "Save" button, and at the very bottom, "Submit" and "Cancel" buttons.

Figure 12: Payment Mode drop-down menu – Cheque

#### 4. Trainer Details

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

##### 1. Select trainer

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

The screenshot shows the same "COURSE APPLICATION DETAILS" form, but with the "Trainer Details" tab selected and highlighted in blue. The sidebar tabs are: "Course Provider Details" (checked), "Course Details" (marked with a red X), "Payment Details" (marked with a red X), "Trainer Details" (highlighted in blue and marked with a red X), and "Course Approval Details". The main content area is titled "Trainer Details" and includes a red asterisk note: "\* fields are compulsory". The form contains the following fields:

- "Trainer": A field showing the value "1".
- "Name \*": A dropdown menu with the text "Select Trainer".
- "Designation": An empty text input field.
- "CV": An empty text input field.
- "Qualifications": An empty text input field.

At the bottom of the form, there is a grey "Remove Trainer" button.

Figure 13: Add Trainer

##### 2. 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 14: Add more than 1 (one) trainer**

**3. Remove Trainer**

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

**4. 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.

**5. Submit**

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

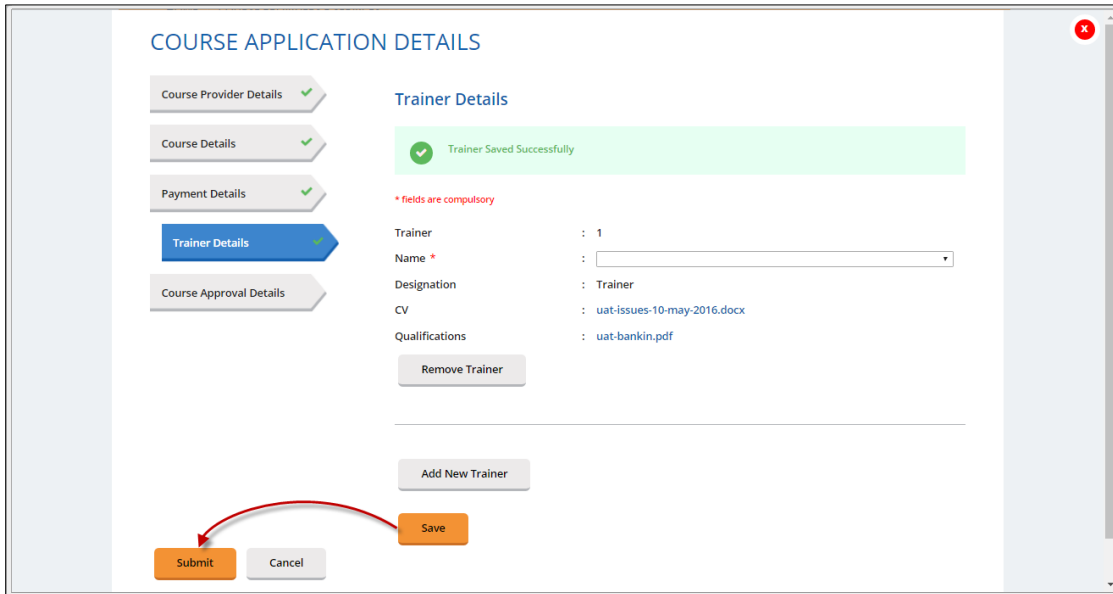


Figure 15: Trainer Details

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 16: 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	Topic	Course Level	Learning Mode	Credit Hours	Status
	08 Mar 2016			testing123	C1	L1	Course	4	Pending
	01 Mar 2016	01 Mar 2018	C2L301016	ajax	C2	L3	tets	7	Approved
	29 Feb 2016	28 Feb 2018	C1L200000	Science	C2	L1	Class	6	Approved
	04 Feb 2016	04 Feb 2018	C1L900886	testsuci	C1	L1	tets	3	Pending
	02 Feb 2016	02 Feb 2018	C1L900899	Biology	C1	L1	Practical	6	Approved
	-	-	-					-	Draft
	-	-	-					-	Draft
	-	-	-					-	Draft
	-	-	-	de	C1	L1	de	-	Draft
	-	-	-					-	Draft

Page size: 10 22 items in 3 pages

Figure 17: Course listing

### 3.1.2. Search Course

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

- Submission Date
- Expiry Date
- Course ID
- Course Title
- CPD Topic
- Level
- Learning Mode
- Credit Hours
- Status



Submission Date	:	<input type="text"/>		Level	:	All	
Expiry Date	:	<input type="text"/>		Learning Mode	:	All	
Course ID	:	<input type="text"/>		Credit Hours	:	All	
Course Title	:	<input type="text"/>		Status	:	All	
CPD Topic	:	All					

Figure 18: Course Management: Search form

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

### 3.1.3. View Course

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

Action	Submission Date	Expiry Date	Course ID	Title	Topic	Course Level	Learning Mode	Credit Hours	Status
	20 May 2016			UAT testing 2	C1	L1	Workshop	4	Pending
	20 May 2016			UAT testing	C1	L1	Course	2	Pending

Page size: 10 ◀▶ 1 ▶▶ 2 items in 1 pages

Figure 19: Course Management: Listing Table

The course details will appear as shown below:

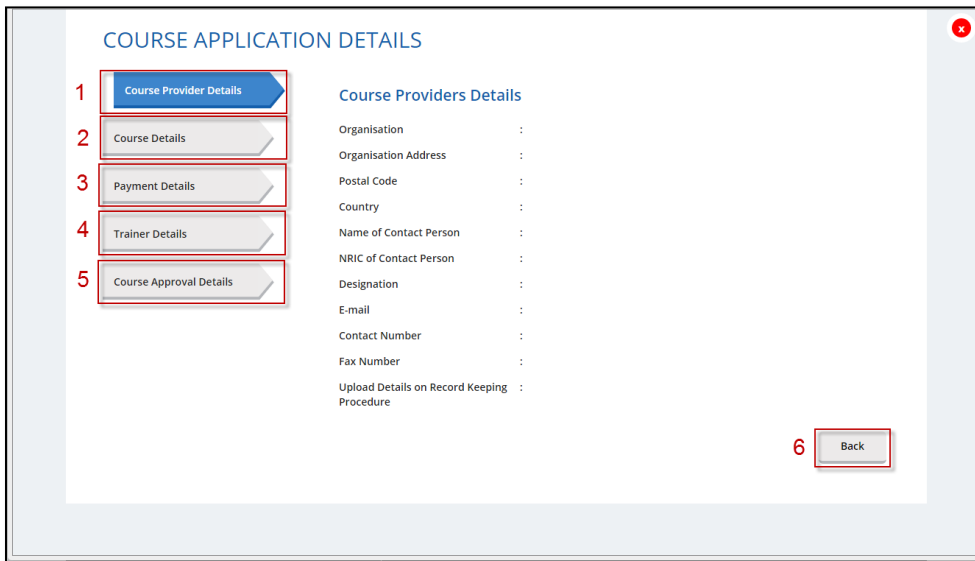



Figure 20: Course Management: Course details pop-up

**Description:**

- 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.



### 3.1.4. Editing a Course that has been saved but not submitted yet

**COURSE APPLICATION DETAILS**

Course Provider Details

**Course Details**

Payment Details

Trainer Details

Course Approval Details

**Course Details**

Course Details Saved Successfully

\* fields are compulsory

Course Title \* : de

CPD Topic \* : C1

Level Course \* : L1

Learning Mode \* : Course

**Expected Outcome**

(A) \* : de

(B) :

Figure 21: 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.

### 3.1.5. Delete Course

To delete course record, click on  icon beside the record. This action is only allowed for course with **Draft** and **Approved** status.







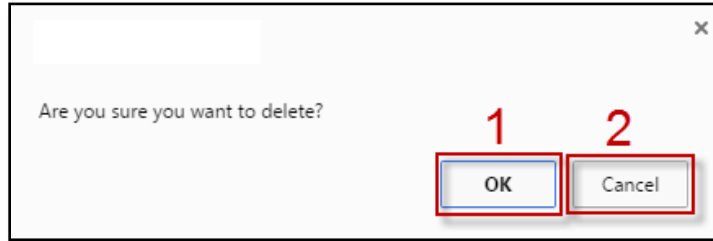
			02 Feb 2016	02 Feb 2018	C1L900899	Biology	C1	L1	Practical	6	Approved
			-	-	-	de	C1	L1	de	-	Draft

Figure 22: Draft and Course List

Then confirmation pop-up will appear as shown below.



**Figure 23: Delete course - Confirmation pop-up**


**Description:**

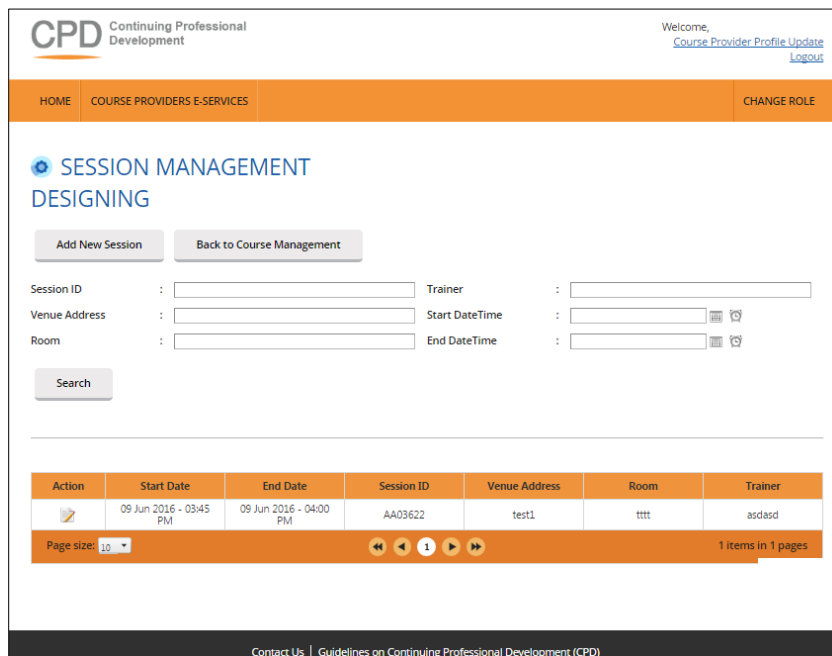
1. **OK**  
Click this button if you want to delete the course record from the system.
2. **Cancel**  
Click this button if you do not want to delete the course, pop-up will be closed.

### 3.2. Session Management

On this page, Course Provider will be able to manage the session for each course that has been submitted. New sessions created will appear in the CPD Course Directory in the CPD Microsite, therefore sessions should be created before the conduct of the course.

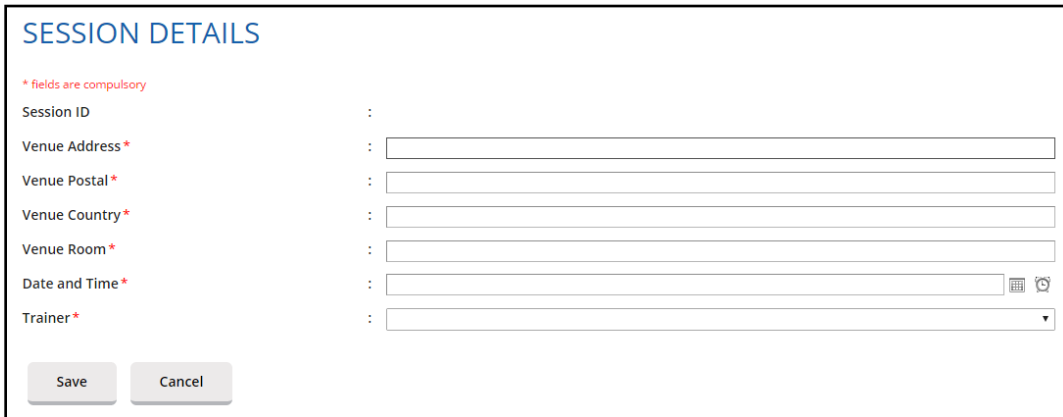
#### 3.2.1. Add New Session

To add new session, click on  icon beside course record at course listing. The following page will appear.



**Figure 24: Session Management**

To create new session, click **Add New Session** button, then this following pop-up will appear.



The screenshot shows a form titled "SESSION DETAILS" with a red asterisk indicating that all fields are compulsory. The form contains the following fields:

- Session ID : (text input)
- Venue Address\* : (text input)
- Venue Postal\* : (text input)
- Venue Country\* : (text input)
- Venue Room\* : (text input)
- Date and Time\* : (date and time picker)
- Trainer\* : (dropdown menu)

At the bottom of the form, there are two buttons: "Save" and "Cancel".

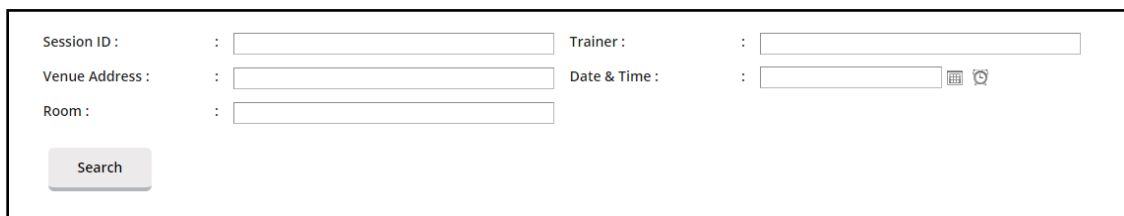
**Figure 25: Add New Session**

All fields must be filled, and **Session ID will be auto generated by the system**. Once the respective session details are filled, click **Save** to save the session record into the system or **Cancel** to discard the session.

### 3.2.2. Search Session

Course Provider will be able to search the course record by using the following filters:

- Session ID
- Venue Address
- Room
- Trainer
- Date & Time



The screenshot shows a search form with the following fields:

- Session ID : (text input)
- Venue Address : (text input)
- Room : (text input)
- Trainer : (text input)
- Date & Time : (date and time picker)


A "Search" button is located at the bottom left of the form.

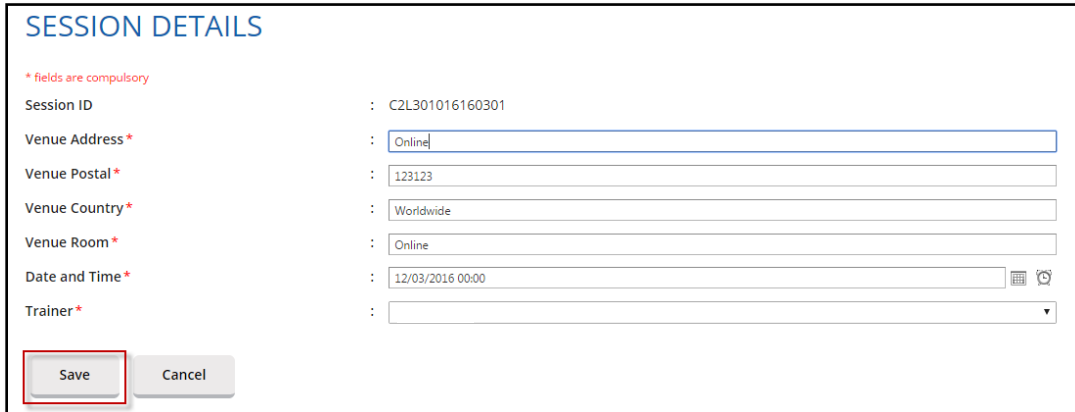
**Figure 26: Session Management: Search form**

#### Description:

1. **Search filters**  
Choose at least one filter in the search form, then fill in the relevant details in field.
2. **Search**  
Click on Search button to get search result.

### 3.2.3. Update Session

Course Provider is able to update session details by clicking on  icon near the session record. On the Session Detail pop-up, all fields can be updated, except for Session ID. Click **Save** once you are done.



**SESSION DETAILS**

\* fields are compulsory



Session ID : C2L301016160301

Venue Address\* :

Venue Postal\* :

Venue Country\* :


Venue Room\* :

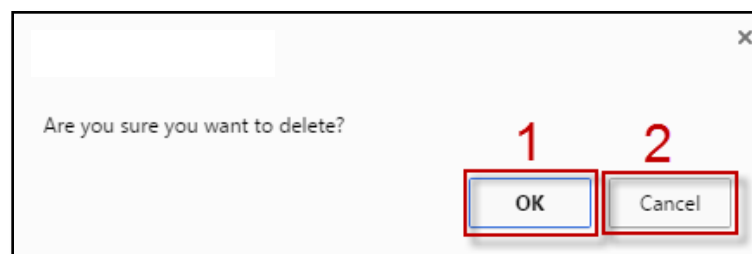
Date and Time\* :   

Trainer\* :

**Figure 27: Update Session Details**

### 3.2.4. Delete Session

To delete the session record, click on  icon beside the record. This action is only allowed for upcoming course session. Then confirmation pop-up will appear as below.



**Figure 28: Delete session - Confirmation pop-up**

#### Description:

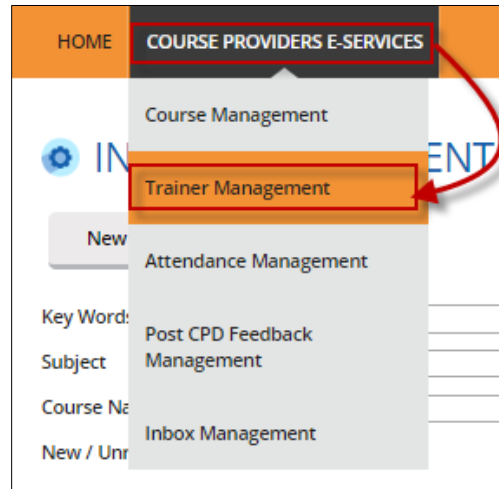
1. **OK**  
Click this button if you want to delete the session record from the system.
2. **Cancel**  
Click this button if do not want delete the session, then the pop-up will be closed.

### 3.2.5. Back to Course Management

Click this button to go back to Course Management page.

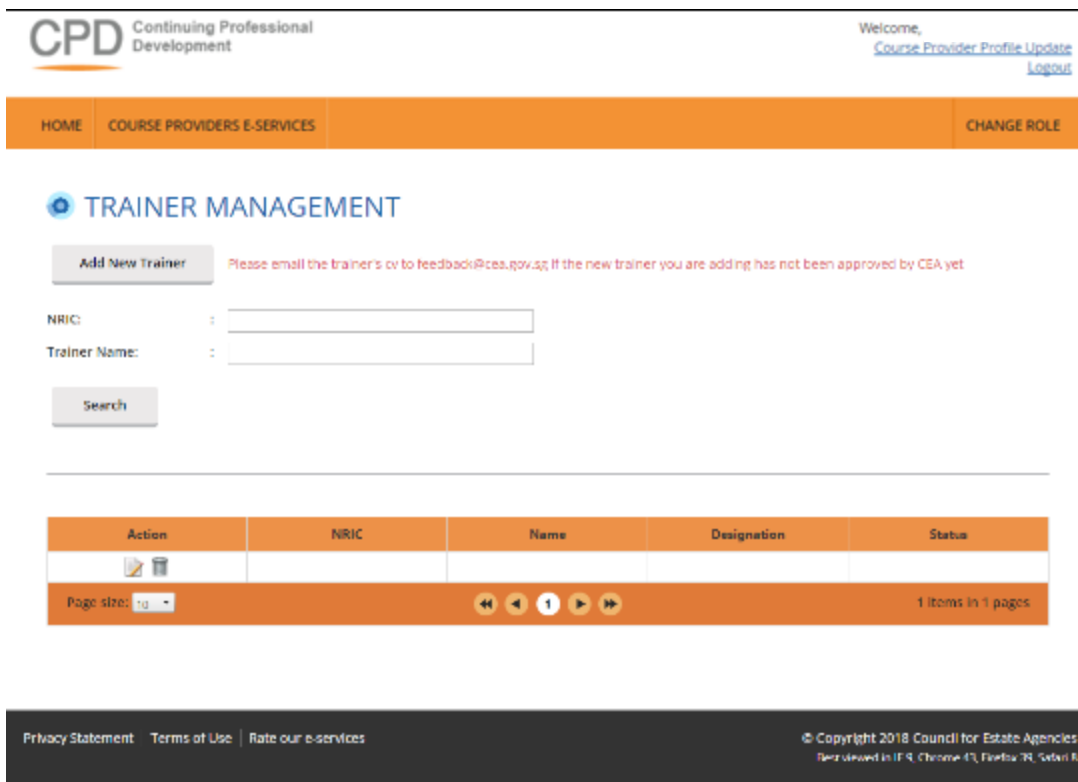
### 3.3. Trainer Management

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



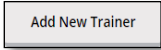
**Figure 29: Course Providers E-Services tab drop-down menu: Trainer Management**

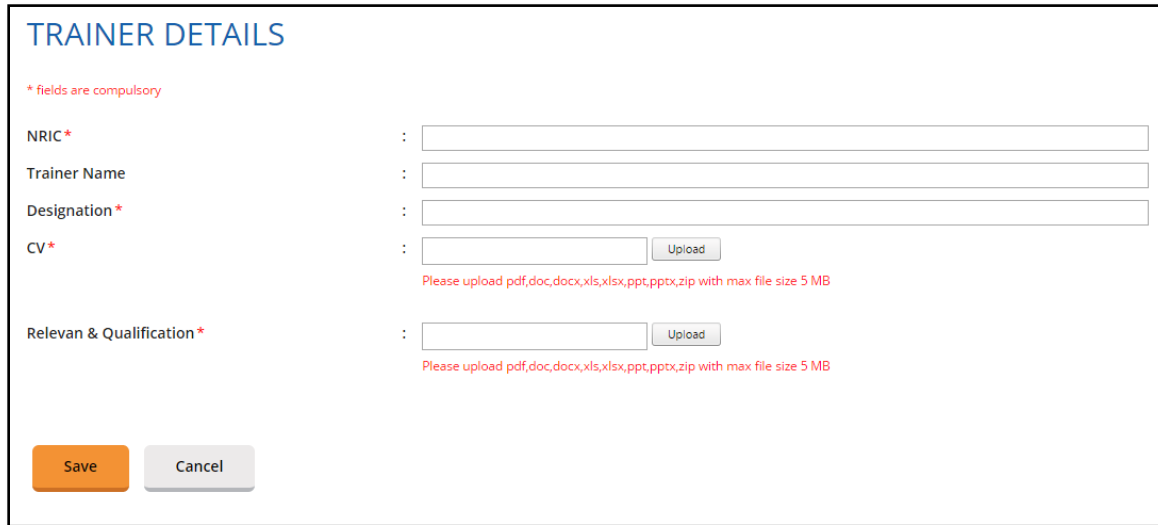
You will be redirected to Course Management page as shown below.



**Figure 30: Trainer Management**

### 3.3.1. Add New Trainer

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



The form is titled "TRAINER DETAILS" and includes a red asterisk note: "\* fields are compulsory". It contains the following fields:

- NRIC \*:
- Trainer Name:
- Designation \*:
- CV \*:    
Please upload pdf,doc,docx,xls,xlsx,ppt,pptx,zip with max file size 5 MB
- Relevan & Qualification \*:    
Please upload pdf,doc,docx,xls,xlsx,ppt,pptx,zip with max file size 5 MB

At the bottom, there are two buttons: "Save" (orange) and "Cancel" (grey).

**Figure 31: Create new trainer**

All fields must be filled and the attached document must be in one of the following formats: .pdf, .doc, .docx, .xls, .xlsx, .ppt, .pptx, .zip with maximum file size of **5 MB**. Once done, click **Save** and the new trainer will be displayed at the trainer list as shown below.

Action	NRIC	Name	Designation	Status
 				Added
 				Added
 				Added

Page size: 10 3 items in 1 pages

**Figure 32: Trainer listing**

### 3.3.2. Update trainer

Click on  icon beside the record to edit the details, then you will see the trainer details pop-up.

The screenshot shows a form titled "TRAINER DETAILS" with a red asterisk indicating that all fields are compulsory. The form contains the following fields and controls:



- NRIC\***: A text input field.
- Trainer Name\***: A text input field.
- Designation\***: A text input field containing the value "Trainer".
- CV\***: A text input field containing "test.zip" and an "Update File" button.
- Relevant Qualification\***: A text input field containing "test.zip" and an "Update File" button.

At the bottom of the form, there are three buttons: "Save" (orange), "Remove" (orange), and "Cancel" (grey).

**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.

### 3.3.3. Remove Inactive Trainer

To set a trainer to be inactive (will be hidden from the course management trainer option), click on  icon beside the record to edit the details. Click Remove button. The trainer status will be changed to "Removed". To add an inactive trainer back click on  icon. Click Add button to make the trainer to be active again.


The screenshot shows a form titled "TRAINER DETAILS" with a red asterisk indicating that all fields are compulsory. The form contains the following fields and controls:

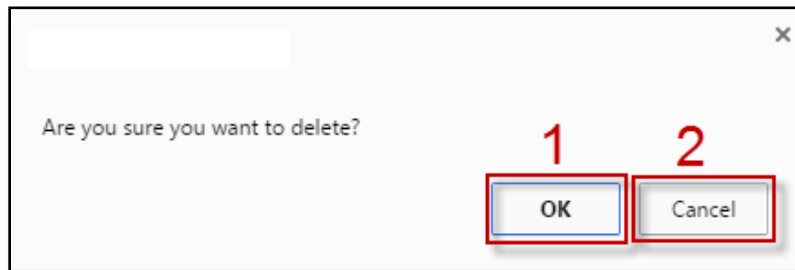
- NRIC\***: A text input field.
- Trainer Name\***: A text input field.
- Designation\***: A text input field containing the value "Trainer".
- CV\***: A text input field containing "test.zip" and an "Update File" button.
- Relevant Qualification\***: A text input field containing "test.zip" and an "Update File" button.

At the bottom of the form, there are two buttons: "Add" (orange) and "Cancel" (grey).

**Figure 34: Add Inactive Trainer**

### 3.3.4. Delete trainer

To remove the trainer record, click on  icon beside the record. Deletion can only be done to trainer that has not been assigned yet to any of 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**

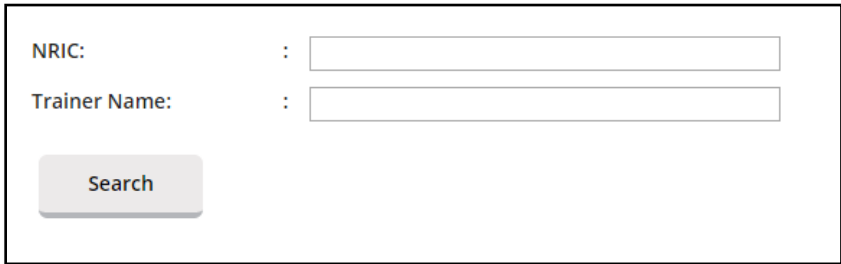
#### Description:

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.

### 3.3.5. Search trainer

Course Provider is able to search trainer record by using following filters:

- NRIC
- Trainer Name

A screenshot of a search form. It contains two input fields: "NRIC:" and "Trainer Name:". Below the input fields is a "Search" button.

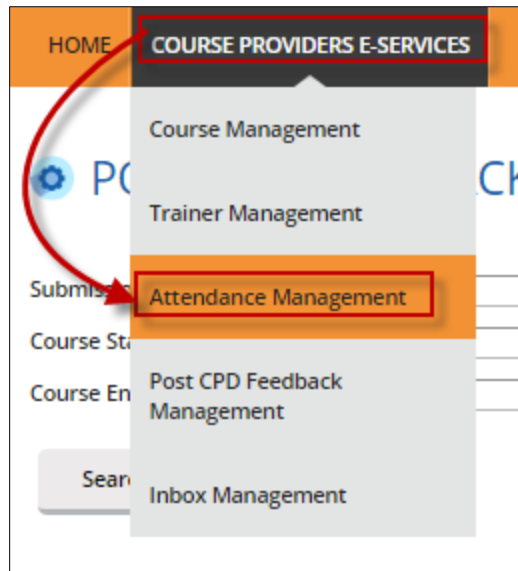
**Figure 36: Search trainer**

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



### 3.4. Attendance Management

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



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

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

CPD Continuing Professional Development

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

HOME COURSE PROVIDERS E-SERVICES CHANGE ROLE

### 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 :  Credit Hours :

Status : All

Search

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

Action	Participant's NRIC	Participant's Name	Course Title	Course Start Date	Course End Date	Activity Type	Credit Hours	Status
			Designing	09 Jun 2016	09 Jun 2016	Core	12	
			meong	03 Jun 2016	03 Jun 2016	Core	2	

Page size: 10 2 Items in 1 pages

Contact Us | Guidelines on Continuing Professional Development (CPD)

Figure 38: Attendance Management – Course Provider

### 3.4.1. Submit New Attendance

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

### ATTENDANCE RECORD

Fields indicated with an asterisk\* are compulsory

Participant's NRIC :  1

Participant's Name :

CEA Registration No :

Name of EA :

EA License No :

Activity Type\* : Core

Provider Name\* :

Course Title\* : -- Select Course Title -- 2

Course ID :

Course Start Date\* :  3

Course End Date :

Session ID :

Credit Hours :  4

Submit Cancel

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 Hours 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	Credit Hours	Status
 			Designing	09 Jun 2016	09 Jun 2016	Core	12	

Page size: 10 ◀ ▶ 1 ▶▶ 1 items in 1 pages

Figure 40: Attendance Record List

### 3.4.2. 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

1

Please upload only csv file format

To get a sample of a CSV file for upload, click [here](#) 2

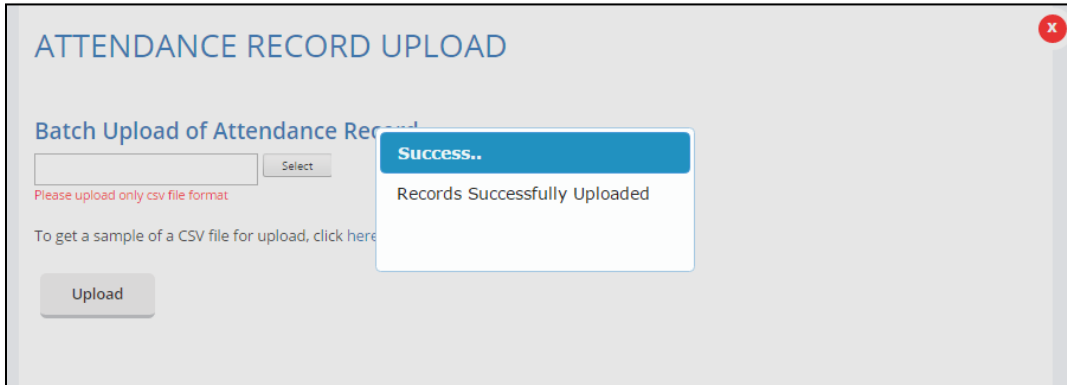
 3

Figure 41: Batch Upload of Attendance

#### Description:

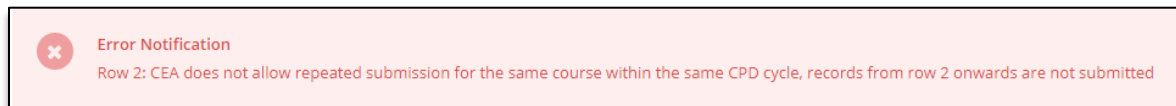
1. Select the attendance file that you wish to upload. Only file format **CSV is allowed**.
2. Click this link to download sample of CSV file if you do not have a CSV file for uploading. Please take note that it is recommended to use the template provided in the sample file, as different template (different 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** or **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 will appear as shown below.



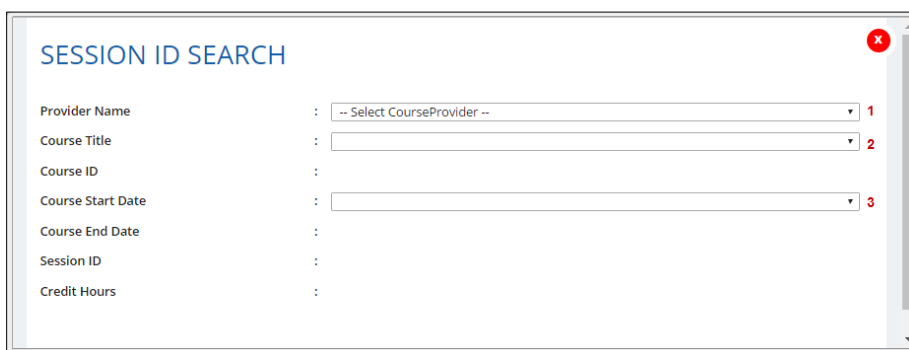
**Figure 43: Batch Upload of Attendance Records – Error Notification Example**

**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 in Para 3.4.2 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 **Para 4**.

### 3.4.3. 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. First, indicate the Course Provider name.
2. Select course title from the drop-down menu based on the selected Course Provider. 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 Hours fields will be auto-populated.

### 3.4.4. Search Attendance

Course Provider is able to search attendance record by using the following filters:

- Participant NRIC
- Participant Name
- Course Title
- Course Date
- Credit Hours
- Status

The screenshot shows a search form with the following fields and controls:

- Participant NRIC :
- Participant Name :
- Course Title :
- Course Date :
- Credit Hours :
- Status :
- 

**Figure 45: Search attendance**

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

### 3.4.5. 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	
CEA Registration No	:
Name of EA	:
EA License No	:
Activity Type	: Core
Provider Name	:
Course ID	: C2
Course Title	: blo
CourseDate	: 13 Dec 2015
Credit Hours	: 3
Submitted by Provider	: <input checked="" type="checkbox"/>
Submitted by KEO	: <input type="checkbox"/>
Submitted by Participant	: <input checked="" type="checkbox"/>
Updated Date	: 21 Dec 2015
Status	: Completed

2 Delete this record 3 Close

**Figure 46: View attendance records**


**Description:**

- 1. Attendance record details**  
Contains details of the attendance record that is submitted by the course provider.
- 2. Delete this record**  
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.

**3.4.6. 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.

**3.4.7. Delete Attendance Records**

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

Are you sure you want to delete?

1 OK 2 Cancel

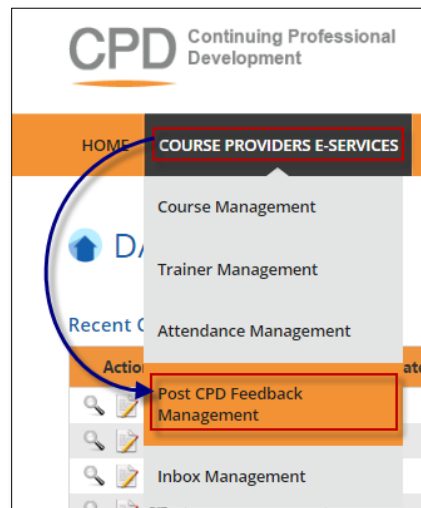
**Figure 47: Delete Attendance Record - Confirmation pop-up**

**Description:**

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.

### 3.5. Post CPD Feedback Management

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



**Figure 48: Course Providers E-Services tab drop-down menu: Feedback Management**

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

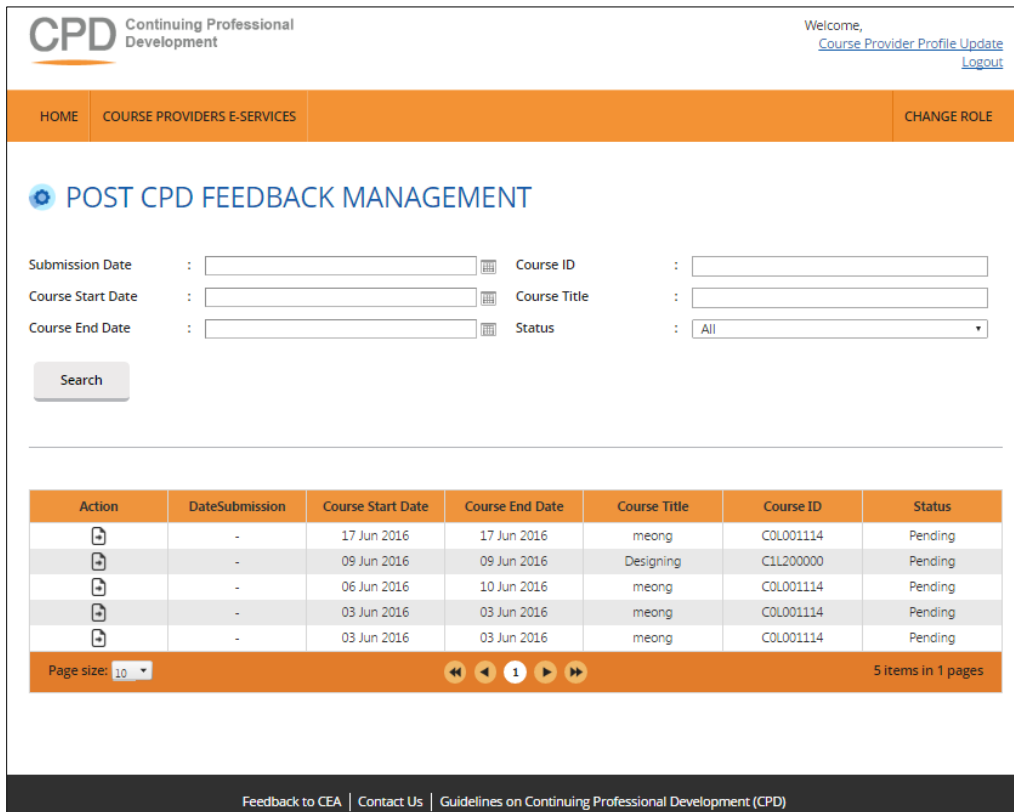


Figure 49: Feedback Management

### 3.5.1. Search Feedback

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

- Submission Date
- Course Date
- Course Title
- Course ID
- Status

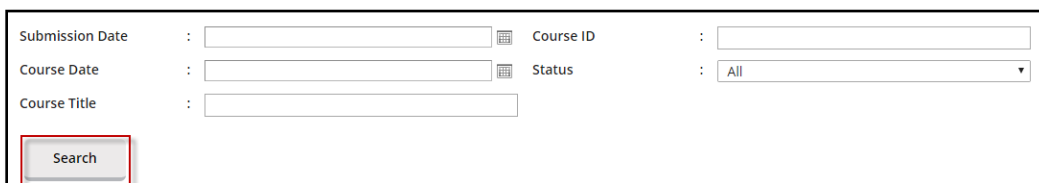


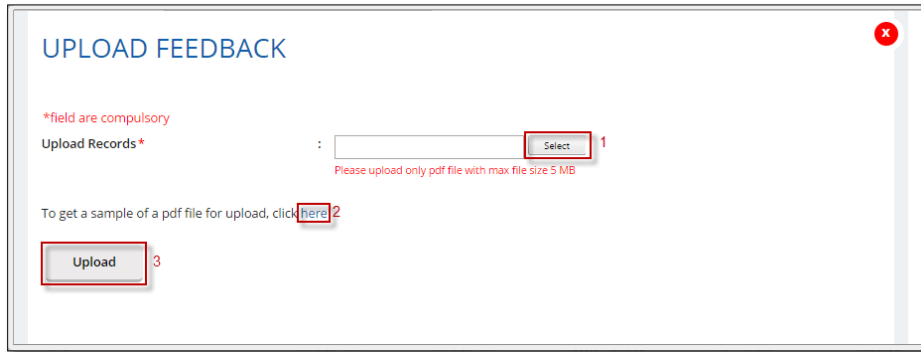
Figure 50: Search Feedback

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

### 3.5.2. Upload Feedback

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






**Figure 51: Upload Feedback**

**Description:**

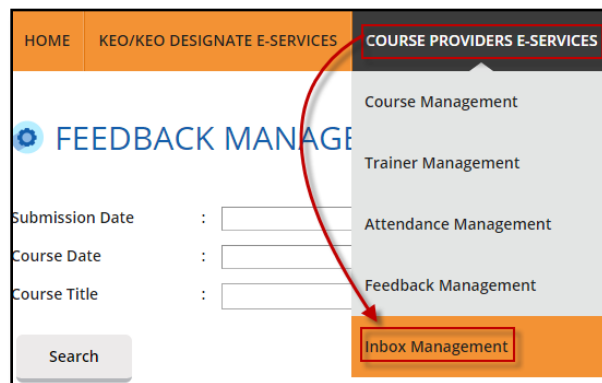
1. Select feedback file that you want to upload. You can only upload file in **PDF format with maximum file size of 5 MB**.
2. Click this link to download sample feedback report.
3. Click **“Upload”** to submit the file.

**3.5.3. Download Feedback**

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

**3.6. Inbox Management**

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



**Figure 52: Course Providers E-Services tab drop-down menu: Inbox Management**

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

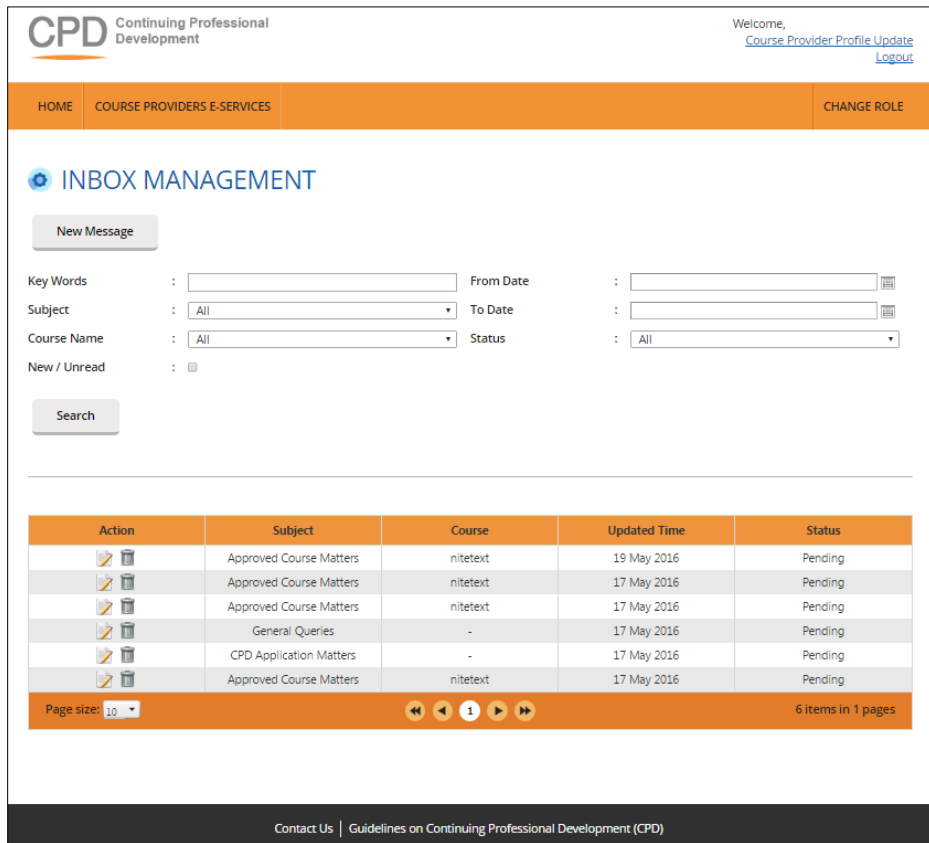


Figure 53: Inbox Management

### 3.6.1. Compose New Message

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

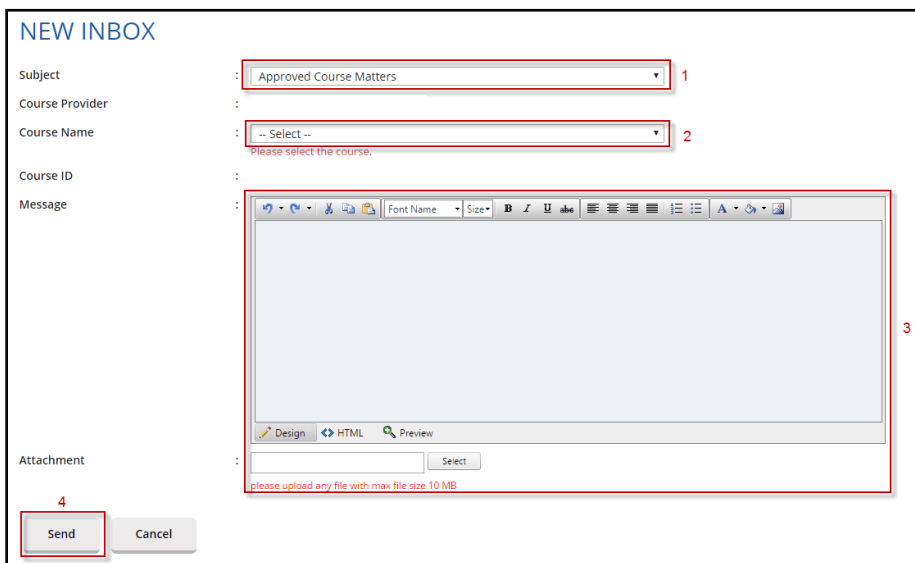


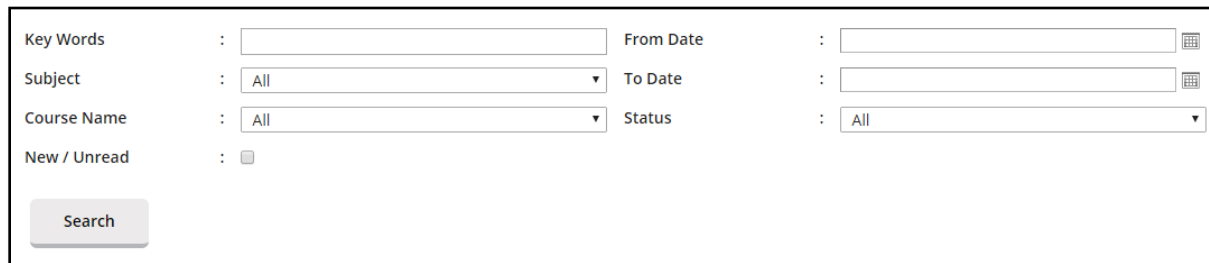
Figure 54: Compose New Message

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.

### 3.6.2. Search Message

Course Provider is able to 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




The screenshot shows a search form with the following fields and controls:

- Key Words**: A text input field.
- Subject**: A dropdown menu with "All" selected.
- Course Name**: A dropdown menu with "All" selected.
- New / Unread**: A checkbox.
- From Date**: A date input field with a calendar icon.
- To Date**: A date input field with a calendar icon.
- Status**: A dropdown menu with "All" selected.
- Search**: A button to execute the search.

**Figure 55: Search message**

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

### 3.6.3. Reply Message

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

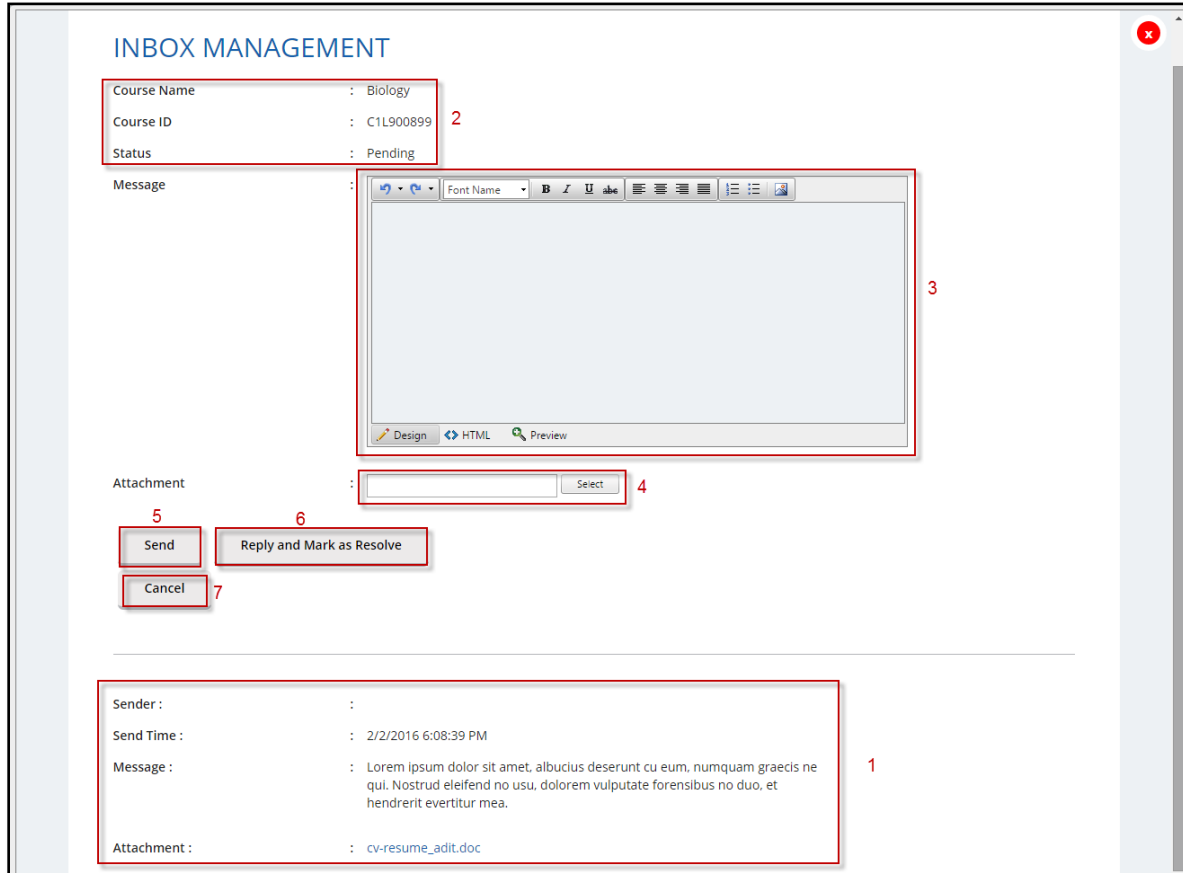
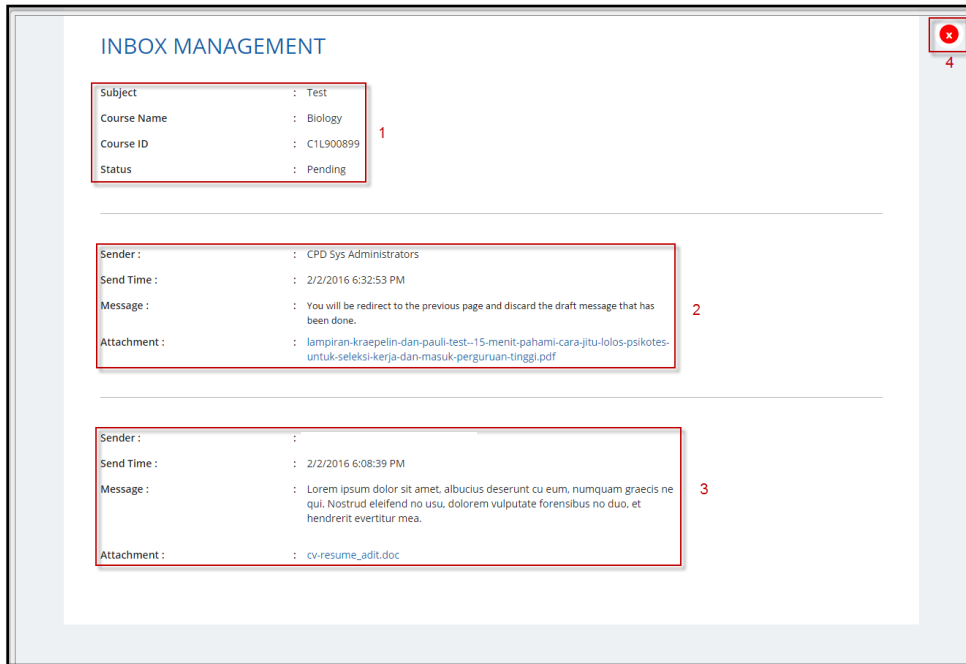


Figure 56: Message thread

**Description:**

- 1. Message content**  
Displays message details - course provider name, send time, message content and attachment that is submitted by course provider.
- 2. Course details**  
Displays course details - course name, course ID, and message status.
- 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 **10 MB**.
- 5. Send**  
Press Send button to send the reply.
- 6. Reply and Mark as Resolve**  
Press Reply and Mark as Resolve to send the reply and indicate that matter has been resolved.
- 7. 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.




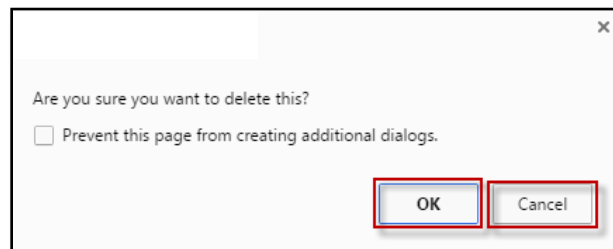
**Figure 57: Message thread conversation**

**Description:**

1. Message details that are submitted by course provider.
2. Content of the reply from the CPD System Administrator.
3. Message content that is submitted by course provider.

**3.6.4. Delete Message**

Click on the  icon beside the record at the message listing. Confirmation pop-up will appear as shown below.

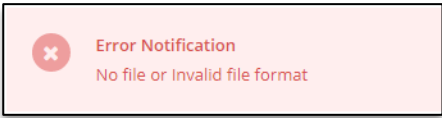

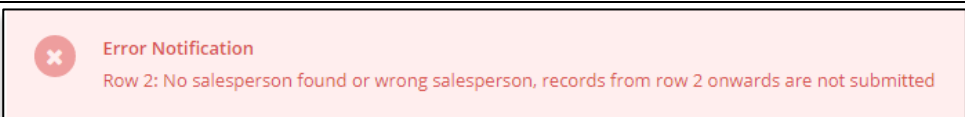
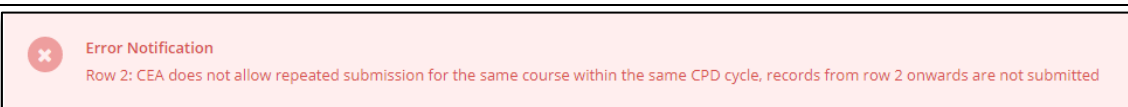


**Figure 58: Confirmation pop-up**

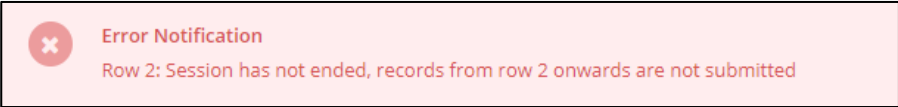
Click **“OK”** on the confirmation pop-up if you wish to proceed to delete the message or **“Cancel”** if you do not wish to delete the message.

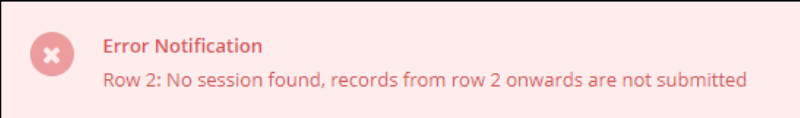
#### 4. ERROR NOTIFICATION HANDLING IN BATCH UPLOAD

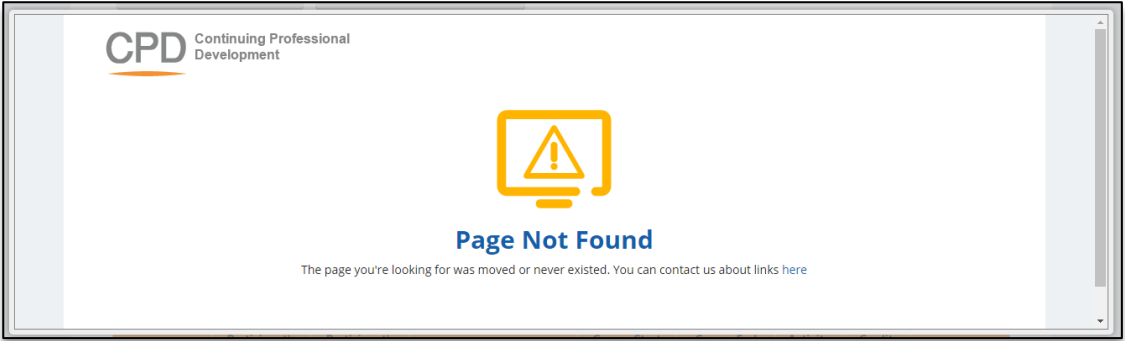
For the type of errors that may encountered while using batch upload for attendance submission and how to rectify it, please refer to the table below:

#1	
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	
Possible Causes	Using wrong CSV format that is not suppose 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	
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	

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	
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	
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