

Council for Estate Agencies (CEA) Continuing Professional Development System

User Guide – Estate Agents

W.e.f. 1 Oct 2019 (Version 4.0)

Change Document History

Version	Date	Description
1.0	3 Mar 2017	Initial Release
2.0	18 Aug 2017	Removed Submission of Attendance for Core CPD Activities by KEO/Authorised User
3.0	07 August 2018	Addition of Approve/Reject Attendance in Attendance Management and CPD Overall Fulfilment section in CPD Requirement Monitoring
4.0	07 July 2019	Changes for the new CPD framework, wef 1 Oct 2019

Table of Contents

1 Introduction	3
1.1 My CPD Portal	3
1.2 Key Executive Officers/Authorised User	3
2 Login	4
2.1 Login functionality	4
3 Attendance Management	7
3.1 Submit New Attendance	8
3.2 Batch Upload Attendance	10
3.3 View Attendance Record	12
3.4 Approve/Reject Attendance Record	14
3.5 Search Attendance Record	14
3.6 Delete Attendance Record	15
3.7 Export Attendance Record	15
3.8 View 13-18 Attendance	17
3.9 View Archived Attendance	19
4 CPD Requirement Monitoring	20
4.1 CPD Requirement	20
4.2 View 13-18 CPD Requirement	22
4.2.1 CPD 1 Requirement	24
4.2.2 CPD 2 Requirement	25
4.2.3 CPD Overall Fulfilment	28
4.3 View Archived CPD Requirement	30

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;
- Allow KEOs to approve non-core CPD courses taken by their salespersons; and
- Allow the syncing of CPD requirement fulfilment data with EAS system for renewal process

1.2 Key Executive Officers/Authorised User

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

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

2 Login

2.1 Login functionality

You can login to the CPD System via <u>www.cea.gov.sg/cpd</u>. Click on the login tab on the right side of the 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 CorpPass to login, and key in your UEN/Entity ID, CorpPass ID and Password as shown below:

CorpPass		Singapore Government Integrity - Service - Excellence A A B Contact Us Feedback Sitemap FAQ
	NLY login method for corporate transactions with more than 140 government digital services. Register fo	
	Log in with CorpPa	ISS
	UEN/ENTITY ID	Ø
	CORPPASS ID	Ø
	Password	0
	Remember Entity ID Forgot Entity / CorpPass ID or Pasaword	Ø
	Cancel Login •	E.
	Don't have a CorpPass Account? Get Started	
Privacy Statement Terms of Like	Rate this Weinste	Last spitered on 07 july 2019 © 2010 Gostmanness of Singapore

Figure 3: CorpPass 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 KEO. Please refer to **Figure 4** 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**.



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.



DASHBOARD

a User	Details	CPD Details
N KEO/Auth User	tration lumber horised r Name	Votal Number of Salespersons in my EA: 0 Total CPD Credits Fulfilment - Pass: 0 Total CPD Credits Fulfilment - Fail: 0 Total CPD Credits Fulfilment - Ongoing: 0
Industry Joi	in Date 01 January 2011 In Start 01 January Date 2012	CPD Credits Fulfill 4P and 2G Credits between 1st Oct (previous year) to 30 Sep (current year) View Records
Registrati	ion End 31 Date December 2019	CPD 19-20 Pass 0 Fail 0 Ongoing 0
		Note: The Council for Estate Agencies (CEA) is implementing a new CPD Framework with effect from 1 October 2019: CPD2 Requirement will be waived for this transitional period of 2018/2019 CPD cycle, hence you will see CFD2 status as "Pass". Please refer to our website to find out more details on the new CPD Framework and the CPD fulfilment requirements.

Privacy Statement | Terms of Use | Rate our e-services

© Copyright 2019 Council for Estate Agencies Best viewed in IE 9. Chrome 43. Firefox 39. Safari 8

View More 🔶

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

Click on this tab to view Attendance Management or CPD Requirement Monitoring

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 under this Estate Agent
- The total number of salespersons that fulfilled and did not fulfil the Credit Fulfilment. Click **View Records** to view the detailed records of the SPs under this Estate Agent.

4. 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 Attendance Management

This function is for the KEO/ Authorised User to:

- Submit attendance for Generic Competencies courses for the KEO;
- Submit attendance for Generic Competencies courses for their salespersons; and
- Approve the Generic Competencies attendance records submitted by their salespersons.

To access the Attendance Management page, click KEO/Authorised User >> Attendance Management.



Figure 6: KEO/Authorised User tab dropdown menu: Attendance Management

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

Allowed Construction								
HOME KEO / AL	THORISED US	HER						CHANGE RD
ATTENI	DANCE	MANAG	EMENT - KE	0				
Submit New At	tendance	Batch Upic	ad of Attendance					
articipant NRIC	1			Activity Type	I Al			
articipant Name	• [CPD Credits	3. [
Course Title	2			Status	1 AI			
Jourse Start Date	÷			Course End Date	1			
Search	View 13-18	Attendance	View Archived Atta	indance				
Search	View 13-18	Attendance	View Archived Atta	indance				
Search	View 13-18	Attendance	View Archived Atta	indance				
Search	View 13-18	Attendance	View Archived Atto		white fittee and function	all he down		Export to Excel
Search	View 13-18	Attendance	View Archived Atta		rdy filtered listing	will be exports	•	Export to Excel
	View 13-18	Attendance	View Archived Atta		rdy fillered listing	will be exports	- 0	Export to Excel
Notice : Pending Approval :	Attendance 11	ecord is pending a	sproval by XEQ	0				
Notice : Pending Approval : Pending : Attendan	Attendance n	ecord in pending a not been counted		0				
Notice : Pending Approval : Pending : Attendan	Attendance n	ecord in pending a not been counted	pproval by KEQ (towards salesperson's 0	0				
Notice : Pending Approval : Pending: Attendan calendar days and	Attendance n cerecord has will then coun	ecord in pending a not been courbed t towards salespe Participants	oproval by KEO I towards salesperson's C roon's CPD fulfilment	D D fulfilment and can b Course Start	e deleted. Status	awill be change Activity	ed to "Comp	slated" within 3
Notice : Pending Approval : Pending : Attendian calendar days and Action Pa	Attendance to ce record has will then coun	ecord is pending a not been counted it towards safespe	poroval by XEO I towards salesperson's C roon's CPD Full/Imment Course Title	OF CPD fulfilment and can b Course Start Data	e deleted. Statue Course End Date	cavil be change	ed to "Corry Credits	cleted" within 3
Notice : Pending Approval : Pending 'Attendan calendar days and	Attendance n cerecord has will then coun	ecord in pending a not been courbed t towards salespe Participants	oproval by KEO I towards salesperson's C roon's CPD fulfilment	D D fulfilment and can b Course Start	e deleted. Status	awill be change Activity	ed to "Comp	slated" within 3

Figure 7: Attendance Management – KEO/Authorised User

3.1 Submit New Attendance

To submit Generic Competencies Attendance record for KEO or Salesperson, click the **Submit New Attendance** button and you will see the pop-up shown in **Figure 8**.

ATTENDANCE	RECORD
Fields indicated with an aster	isk*are compulsory
Participant's NRIC	:
Participant's Name	
CEA Registration No	
Name of EA	:
EA Licence No	
Activity Type	: Generic Competencies
Generic Category *	:Select G Category >
Provider Name*	:
Course Title*	·
Course Start Date *	:
Course End Date*	:
CPD Credits* @	:
Submit Cano	el

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. Select the Generic Category from the drop down list.
- 3. Key in the **course provider's name** in the text box provided.
- 4. Key in the **course title** in the text box provided.
- 5. Fill in the course start date, course end date and credit hours.
- 6. 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". KEO/ EA are able to delete the record within 3 calendar days for records that are in "Pending Approval" or "Pending" status. After 3 calendar days, "Pending" records will be changed to "Completed" and credit hours will be recognised towards the salesperson's CPD requirement fulfilment.

Generic Competencies courses submission that is rejected by KEO will have the Rejected- KEO status.

Status

- Pending: The attendance record requires a 3 days lag time before the submission status is changed to Completed and calculated towards the salesperson's records. The Generic Competencies course attendance is being submitted by KEO/ KEO Authorised User, or by salespersons.
- Pending Approval: Generic Competencies courses submission that is pending approval from KEO
- Rejected KEO: Generic Competencies courses submission that is rejected by KEO
- Completed: Submission that is approved by KEO both Professional Competencies and Generic Competencies

HOME EEO /	AUTHORISED US						CHANGE ROLE
ATTCA	DANCE		CARNET 12	50			
ATTEN	NDANCE	MANAG	EMENT - K	EO			
Submit New	Attendance	Batch Uple	ad of Attendance				
uticipant KRIC	E.			Activity Type			-
rticipant Name	1 E []			CPD Credits	-		
ourse Title	: [Status	: AI		
urse Start Date	1		t i i i i i i i i i i i i i i i i i i i	Course End Date	1		
		Attendance	2	ttendance			
Pending Approx Pending : Attend	al ; Attendance re Lance record has	econt is pending a	pprovid 1y/XEO		nly filtered integ to belefed. Status		Expect to Excel
Pending : Attend	al ; Attendance re Lance record has	econt is pending a	pproval by REO	0			

Figure 9: Attendance Record List

3.2 Batch Upload Attendance

To update multiple attendance records for Generic Competencies Courses, click **Batch Upload of Attendance** button. The following screen will appear.

X

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 1 and 2 before uploading the fi	ile.
Upload	

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**. Click **"Upload"** to submit the file.

If all the records are successfully uploaded, a notification will appear and the pop up will automatically closed. (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 1 to 3 to update the attendance records after correcting the errors.

latch Upload of At		Success.	
the second core on the format	Deat	Records Successfully Uploaded	
a get a sample of a CSV file	for uploant. click to	n.	

Figure 11: Batch Upload of Attendance – Success Notification

-		
2.9	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	

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 Session 3 Error Notification Handling in Batch Upload.

3.3 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 \Im icon beside the record. The attendance record pop up will appear as shown in **Figure 14**.

HOME KEO/	ALITHORISED U	SER						CHANGE ROL
(ISHID) BACK								
ATTEN	DANCE	MANAG	EMENT - KE	0				
Submit New	Attendance	Batch Uplo	ad of Attendance					
articipant NRIC	: [Activity Type	: A	1		
articipant Name	: [CPD Credits	: [
ourse Title	÷ [Status	= [A	t		
ourse Start Date	1			Course End Date	1 [=	
and the second s		a statement of the second	and a second diversity of a second	and how on the				
Search	View 13-11	Attendance	View Arthlyed Atte	indance				
Search	View 13-13	l Attendance	View Arthived Atte	indance				
Search	View 13-11	l Attendance	View Archived Atte	indance				
Search	View 13-11	I Attendance	View Arthived Atte				-	
Search	View 13-11	Attendance	View Archived Atte		vity filtered ist	ing will be export	ted D	Export to Excel
	View 13-11	l Attendance	View Archived Atte		nly filtered is	ing will be expor	ted C	Export to Excel
Notice : Pending Approx	al : Attendance o	wcord is pending a	opermuli by KED					
Notice : Pending Approx Pending : Attanc	al : Attendance r Sance record har	ecord is pending a						
Notice : Pending Approx Pending : Attanc	al : Attendance r Sance record har	ecord is pending a	oproval by KEO					
Notice : Pending Approx Pending : Attanc	al : Attendance r lance record has nd will then cour	ecord is pending a not been counted it towards salespe	oproval by KEO	O PD fulfilment and can b	re deleted. SU	tus will be chang	ted to "Comp	
Notice : Pending Approx Pending : Atten calendar days a	al : Attendance r Sance record har	ecord is pending a	oproval by KEO			tus will be chang		
Notice : Pending Approx Pending : Attanc	al : Attendance Sance record har nd will then cour Perticipant's	ecord is pending a not been counted it towards salespe Participant's	opproval by KEO I towards salespersorys o risoris CPO fulfilment	20 fulfilment and can b Course Start	oe deinted. Sla Course En	stus will be chang Activity Type	red to "Comp	plebed" within 3

Figure 13: Attendance Record List

Participant's NRC Participant's Name	-	
CEA Registration No.		
Name of EA		
Di License No		
Card Cycle	2018/3019	
Authority Types) Generic	
Severic Category	-Select G Geogrey-	
travider Name	1.00	
mene fille		
warse litart Date	1. 01.04.2019	
iourse End Date	± 01.042818	
Cradit Hours	4.1	
Sertificate	1.0	
11ph.m	: Pending Ageneral	

Figure 14: View Attendance Record

Description:

1. Attendance record details

Contains details of the attendance record that were submitted.

2. Status

You can only reject the records with "Pending Approval" status.

3. Close

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

3.4 Approve/Reject Attendance Record

You can approve/reject a submitted attendance by viewing the records that are in "Pending Approval" status only when Generic Category has been selected. To do so, click on the \Im icon beside the record. The attendance record pop up will appear as shown in **Figure 15**. "

Approve Reject 2		
Message	a	
Participant's NRIC		
Participant's Name	 Privat Brital get Contract; 	
CEA Registration No	r Burran	
Name of EA	1 SUDAY NUMBER INCOMES POLICE	
EA License No	1.00.00	
CPD Cycle	: perform	
Activity Type	: Generic Competencies	
Generic Category	: G1 - Communication	
Provider Name	1.0	
Course Title	Integlars	
Course Start Date	: 27 jun 2019	
Course End Date	1 27 jun 2019	
CPD Credits	3.1	
Certificate	a integration	
Status	: Pending Approval	
the second se		

Figure 15: View Attendance Record in Pending Approval Status

- 1. Select generic category so that approve or reject button will appear.
- 2. To approve/reject the attendance, click on either button in number 2 in Figure 15.
- 3. Clicking on Close will lead you back to the Attendance Management page.
- 4. Once approved, the status will change to "Pending". After 3 calendar days, "Pending" records will be changed to "Completed" and credit hours will be recognised towards the salesperson's CPD requirement fulfilment.
- 5. Rejected attendance will have the "Rejected- KEO" status.

3.5 Search Attendance Record

You can look for a salesperson's attendance record by using the following filters under the Attendance Management page (refer to Figure 16).

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

To search for a record, you may fill in at least one of the fields above.

ATTENI	DANCE	MANAGEMEN'	T - KEO				
Submit New At	tendance	Batch Upload of Attenda	ince				
Participant NRIC	× [Activity Type	3	All		+
Participant Name	1		CPD Credits	\mathbb{S}_{1}			
Course Title	:		Status	4	All		÷
Course Start Date		100	Course End Date	1	1	10	

Figure 16: Search Attendance Record

3.6 Delete Attendance Record

Deleting attendance record can only be done for record(s) that are in "Pending Approval" or "Pending" status.

To delete the attendance, click on the $\boxed{1}$ icon beside the record.

3.7 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.

								Logout
HOME RED / A	UTHORISED UN	aen (CHANGE ROLE
• ATTEN	DANCE	MANAG	EMENT - K	-0				
Submit New A			ad of Attendance					
Participant NRIC	: [Activity Type	: AL			
Participant Name				Credit Hoors	1			
Course Title	: [Status	: Alt			
Course Start Date	+		р. — — — — — — — — — — — — — — — — — — —	Course End Date	E :		-	
Search				_				
Notice / Pending Approval Pending: Attenda	nce record has	not been counted		CPO fulfilment and can b	nly filtered lating re deletod. Status	-		Export to Excel
Notice 1 Pending Approval Pending Attenda catentie days and	nice record has I will then coun	not been counted t towards salespe Participant's	towards salesperson's	CPD fulfilment and can b	e deletod. Status Course End	will be chang Activity	ed to "Com	
Notice 1 Pending Approval Pending Attenda catentie days and	nce record has i will then court	not been counted t towards salespe	l towards salesperson's rson's CPD fulfilment	CPD fulfilment and can b	e deleted. Status	will be chang	ed to "Com	pieted" within 3
Notice / Pending Approval Pending : Attondo catentiar days and Action	nice record has I will then coun	not been counted t towards salespe Participant's	l towards salesperson's rson's CPD fulfilment	CPD fulfilment and can b Course Start Date	e deleted. Status Course End Date	will be chang Activity Type Non-	ed to "Com Credit Hours	pieted" within 3 Statue

Figure 17: Export Attendance Record

To export a **selected record(s)**, you may proceed to search the record(s) by **using the filter** in **Figure 16** and then clicking on the **Export button** shown in **Figure 17**.

3.8 View 13-18 Attendance

Clicking on "View 13-18 Attendance" allows KEO to view the CPD record which were from cycle 13- 14, 14- 15, 15-16, 16-17, 17-18 based on the old framework of 3Core, 6 Total requirement..

the second								1 million and
HOME KED / A	UTHORISED U	SEM ()						CHANGE RO
ATTEN	DANCE	MANAG	EMENT - K	EO O				
Submit New A	ttendance	Batch Uplo	sad of Attendance					
Participant NRIC				Activity Type	: [All			
Participant Name				CPD Credits	:			
Course Title				Status	: [All			
					1			
Course Start Date	- 1	1	5	Course End Date	·		1618	
Search			5	Course End Date	* I <u>1</u>		102	
Search Notice : Pending Approval Pending Attenda	- Attendance	ecord is pending a	upproval by KEQ d towards satesperson's		inty filtered listin		tett 💶	Export to Exce
Search Notice : Pending Approval Pending Attenda calendar days and	Attendance i nce record har will then cour	ecord is pending a s not been counter it suwards salespe	upproval by KEO	CPD fulfiliment and can	inly filtered listin	s will be chang	ted at the "Comp	
Search Notice : Pending Approval Pending Attenda calendar days ent	- Attendance	ecord is pending a	upproval by KEQ d towards satesperson's	G	inty filtered listin		tett 💶	
Search Notice : Pending Approval Pending Approval calendar days ent	Attendence nce record has t will then court	ecord is pending a shot been counter it towards salespe Ratisipant's	opproval by NEO 1 towards salesperson's csoo's CPD fulfilment	CPD Authinsent and can	inty fittered listin or deleted. Surtu Course End	s will be chang Activity	ed to "Cony	pleted" within 5
Search Notice : Pending Approval Pending Approval Calendar days and Action	Attendence nce record has t will then court	ecord is pending a shot been counter it towards salespe Ratisipant's	opproval by KEO I towards salesperson's rson's CPD fulfilment Course Title	CPD fulfilment and can Coone Start Date	only filtered listin be deleted. Statu Course End Date	s will be sharry Activity Type	ted Com cp0 Credits	pleted" within 5 Status

Figure 18 : View 13-18 Attendance

HOME KEO /	AUTHORISED U	SER						CHANGE RC
ATTEN		E MANAG	EMENT - K	EO				
articipant NRIC	: [Activity Type	: All			
articipant Name	:			Credit Hours	2			
ourse Title	2			Status	: All			
ourse Start Date	£ _	10	10 C	Course End Date	4		11	
Pending Approv Peoding : Attend	dance record has			c CPD fulfilment end can	inly filtered fisting			
Pending Approv Pending : Attens calendar days a	dance record has	s nat been counted	cowerds salesperson's		119) V.A.B. 200, 99			
Pending Approv Pending : Attend calender days a atten	dence record has nd will then cour Participant's	s not been counted nt towards salesper Participant's	towerds salesperson's son's CPD fullfilment	s CPD fulfilment and can Course Shart	be deleted. Status	will be chang	ged to "Cam Credit	
Pending : Attend	dance record ha nd will then cour Participant's NRIC	s not been counted nt towards salesper Participant s Name	towerds salesperson's son's CPD fullfilment	s CPD fulfilment and can Course start Eate	te deleted. Status Course End Date	will be chang Activity Type	ped to "Cam Credit Hours	pleted" within 3

Figure 19 : View 13-18 attendance record page

3.9 View Archived Attendance

View archived attendance allow KEO to view the attendance record for more than 3 years based on new framework (with effect from Cycle 19-20). By clicking on the button, SP will be redirected to the page in Figure 20.

HOME KED	/ AUTHORISED U	ISER						CHANGE ROLE
• ATTE	NDANCI	MANAG	EMENT - K	FO				
Participant NRI	• • [_			Activity Type	: [A]			v
Participant Nan	ne z			CPD Credits	÷.			
Course Title	1 .			Status	1 Al			×
Course Start Da	te :		5	Course End Date	1		100	
Search				o	nly filtered list	ng will be expor	ted 🚺	Export to Excel
Notice 1 Fending Appo Pending Atte	indiance record ha			Or s CPD fulfilment and can b				
Notice 1 Fending Appo Pending Atte	indiance record ha	s not been counter	d towards salesperson?			us will be charg		
Natice 1 Fending Appr Pending After calender days	ndence record he and will then cou	s not been counter nt towards selespe Participant's	d towards salesperson' erson's CPD fullfilment	s CPD fulfilment and cars b Course Start	e deleted. Sta Course End	us will be charg Activity	red to "Curr	pleted" within 3
Notice T Fending Appo Pending Atte calendar days Action	ndance record ha and will then cou Participant's NRIC	s not been counter nt towards selespe Participant's	d towards salesperson rson's CPD fulfilment Course Title	s CPD fulfilment and can b Course Start Date	e deleted. Sta Course End Date	Activity type	ced to "Curr CPD Credits 2G	pleted" within 3 Status

Figure 20 : View archived attendance

4 CPD Requirement Monitoring

This function is for the KEO/ Authorised User to <u>track the Salesperson/KEO CPD requirement calculation</u> <u>information for the different calculation duration.</u> Click on the KEO/ Authorised User >> CPD Requirement Monitoring.



Figure 21: KEO/ Authorised User – CPD Requirement Monitoring

4.1 CPD Requirement

CPD Requirement is the Number of CPD credits (i.e Professional, Generic) each salesperson/KEO will be required to achieve in 1 CPD Year Cycle. CPD calculation duration will be based on 1 CPD Year Cycle and the calculation logic will be based on the number of Professional Competencies, Generic competencies CPD credit a salesperson/KEO needs to accumulate for the duration.

							Lote
HOME RED	/ AUTHORISED USER	1					CHANGE ROLE
CPD	REQUIREN	IENTS M	ONITORIN	G MODU	LE		
(D) NO.	The Council for Ferries &	entries (CEALis into	investing & new (190 F)	Antoneout with affire	then 1 October 2019. C	100 Recovered with	te usived the thir
372010		18 CPD cycle, hence			efer to our website to fin		
				1	-		
CPD Cycle Perio Salesperson		Cycle Period- 1 Cycle Reixd-	18	RIC Legistration Nu	umber :		
lare speraon	18-19			inglation in			
Search .	19-20						
-							
					Only Preset in	tanapast list pot	Laure Las
					Only Present for	nig of transmit	d teamber
Action	Subagartan	MRIC	Registration	CPDCpde	Chily Prevat la Registred CPD Gradits	Arbievett (2PD- Gedite	Quintanding CPD Cratitie
<u>s</u> .	Selegarism	MRIC		CPD:Cycle 18-19	Required CPD	Achieved CPD	Outstanding CPD
9. Q	Subagargan	1966	litenber	10-19 19-20	Required CPO Gradits - 49,20	Achieved CPD Credits - CP, 05	Outstanding CPO Cratitis SP. 40 49. 25
	Substantiant		Hamber	18-19 19-20 19-20	Registred CPD Credits	Achieved CPD Credits	Outstanding CPO Credits 19:40 49:20 49:20
4 4 4 4			Humber	18-19 19-20 19-20 18-19	Required CPO Credits - 49:29 - 49:26 -	Achieved CPD Oracite - SP, 95 - -	Outstanding CPO Coultra 37:40 47:25 47:25 87:45
		And the second s	Number	18-19 19-20 19-20 18-19 19-20	Required CPO Gradits - 49,20	Achieved CPD Credits - OR 05 OF 05 - CP 05 CP 05	Outstanding CPO Continu 19:40 49:20 49:20 19:40 19:40 49:20
40400			Humber	18-19 19-20 19-20 18-19 19-30 18-19	Required CPO Credits 49:29 49:26 - 49:26 - 49:29 -	Achieved CPD Credits P 09,00 09,00 - 09,00 - 09,00 -	Outstanding CPO Continu 19:40 40:20 40:20 19:40 40:20 19:40 19:40 19:40
			Humber	18-19 19-20 19-20 18-19 18-19 18-20	Required CPO Credits - 49:29 - 49:26 -	Achieved CPD Credits - OR 05 OF 05 - CP 05 CP 05	Dutation (PD) Craffitz IP 45 40 25 IP 45 IP 45 I
0000000			Humber	18-19 19-20 19-20 18-19 19-20 18-19 19-20 18-19	Regained CPO Credits 49:26 49:26 - 49:26 - 49:26 - 49:26 -	Achieved CPD- Credite P 09,00 09,05 - 09,05 - 09,05 -	Dutation (PD) Creditia IP 46 42 26 IP 46 47 26 IP 46 47 26 IP 48 47 25 IP 48
			Hamber	18-19 19-20 19-20 18-19 19-20 18-19 19-20 18-19 19-20	Required CPO Credits 49:26 49:26 - 49:26 - 49:26 - 49:26 - 49:25	Achieved CPD- Credite 97,00 09,00 09,00 29,00 29,00 29,00 29,00	Dutinanding CPD Creditia IP-40 42:25 IP-45 47:25 IP-45 47:25 IP-45 47:25 IP-45 47:25 IP-45 47:25
			Handler	18-19 19-25 19-25 18-19 19-25 18-19 19-25 18-19 19-25 19-25	Baggined CPO Credits 4P. 30 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26	Achieved CPD- Credite 0P, 0G 0P, 0G - 0P, 0G - 0P, 0G - 0P, 0G - 0P, 0G 0P, 0G 0P, 0G 0P, 0G 0P, 0G	Determine Creating 19:46 49:26 19:46 49:26 19:46 49:26 19:46 49:25 19:46 49:25 19:46 49:25 19:46 49:25
			Handler	18-19 19-25 19-25 18-19 19-25 18-19 19-25 18-19 19-25 19-25	Baggined CPO Credits 4P. 30 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26	Achieved CPD- Credite 0P, 0G 0P, 0G - 0P, 0G - 0P, 0G - 0P, 0G - 0P, 0G 0P, 0G 0P, 0G 0P, 0G 0P, 0G	Dutinanding CPD Creditia IP-40 42:25 IP-45 47:25 IP-45 47:25 IP-45 47:25 IP-45 47:25 IP-45 47:25
			Handler	18-19 19-25 19-25 18-19 19-25 18-19 19-25 18-19 19-25 19-25	Baggined CPO Credits 4P. 30 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26	Achieved CPD- Credite 0P, 0G 0P, 0G - 0P, 0G - 0P, 0G - 0P, 0G - 0P, 0G 0P, 0G 0P, 0G 0P, 0G 0P, 0G	Determine Creating 19:46 49:26 19:46 49:26 19:46 49:26 19:46 49:25 19:46 49:25 19:46 49:25 19:46 49:25
			Handler	18-19 19-25 19-25 18-16 19-25 18-18 19-25 19-25 19-25	Baggined CPO Credits 4P. 30 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26	Achieved CPD- Credite 07:05 07:05 - 07:05 - 07:05 - 07:05 07:05 07:05 07:05	Determine Creating 19:46 49:26 19:46 49:26 19:46 49:26 19:46 49:25 19:46 49:25 19:46 49:25 19:46 49:25
			Handler	18-19 19-25 19-25 18-16 19-25 18-18 19-25 19-25 19-25	Baggined CPO Credits 4P. 30 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - 4P. 26 - - - - - - - - - - - - - - - - - - -	Achieved CPD- Credite 07:05 07:05 - 07:05 - 07:05 - 07:05 07:05 07:05 07:05	Determined (PD) Creating 17:40 47:20 47:20 19:40 19:40

Figure 22: Requirement Monitoring Module

Definitions

1. Action (🌖

To view the details of the attendance records for a CPD Cycle.

- 2. **Personal Details** The respective salesperson's name, NRIC, and registration number will be displayed.
- 3. CPD Cycle

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

- 4. **Required CPD Credits** Number of professional competencies and generic competencies required for a particular CPD cycle.
- 5. Achieved CPD Credits

Total number of professional competencies and generic competencies credit achieved for a particular CPD cycle. This is based on the attendance submitted and successfully validated in the system.

6. CPD Status

The current status of CPD fulfilment for a particular CPD Cycle:

Pass : The achieved credit met the required credit for the particular CPD 1 Year Cycle. Fail : The achieved credit did not meet the required credit by the end of the particular CPD 1 Year Cycle. Ongoing : The achieved credit have not met the required credit while the CPD Cycle has not ended. Exempted : The salesperson is exempted from the CPD requirements for the particular CPD Cycle.

7. Outstanding CPD Credits

Total credits remaining for professional and generic competencies: Shows the total credits remaining professional and generic competencies that the salesperson needs to complete for a particular CPD Cycle.

Pls note that Number of credits required to fulfill debt pool for the past three cycles will be converted and accumulated under "Outstanding CPD Credits" of 18-19 Cycle.

4.2 View 13-18 CPD Requirement

Clicking on the "View 13-18 CPD Requirement" allows KEO to track the CPD requirement fulfilment for a particular CPD cycle of the past framework of 3 Core, 6 Total requirement (before cycle 19-20) of each Salesperson.

KEO is able to track the CPD Requirement fulfillment of past framework records by filtering based on the CPD Requirement Type, CPD Cycle Period, CPD Status, Salesperson, NRIC, Registration Number.

CPD	Continuing	Professional ut					Weicome,	
		****						Logou
HOME N	(EO / AUTHORISE	D USER						CHANGE ROLE
0 No	te: The Council for millional period of	Estate Agencies (CLP	e, hence you will see CP	w CPO Framewo	IODULE			
	ment Type : [CPD 1 -Select Cycle Perio		→ Sal	esperson	1		
PD Cycle Pe PD Status	- 475.5	-Select Cycle Perio	0+		istration Number	2		
Search					D	nly fellered lidens, wit	De asportest	Export to Excel
Action	Salesperso	n NRIC	Registration Number	CPD 1 Cyd	e Required CPD1	Achieved CPD1	CPD1 Status	Remaining Requirement
9		-		16-17	3 (Core), 6 (Total)	0 (Core), 0 (Total)	Fail	3 (Core), d
					\$ 19 miles	1.1.1.2.2.2		(Total)

Figure 23: Requirement Monitoring Module – View 13-18 CPD Requirement

4.2.1 CPD 1 Requirement

(Sections 4.2.1 to 4.2.3: Refresher information on the old CPD framework for reference, when viewing past

framework records.)

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**.

		Professional					Welcome	Logou
HOME REO / AUTH	ORIS	ED USER						CHANGE ROLE
CPD REC	11	REMENTS	MONITO	RING	MODULE			
e cronce			MONTO	KING	MODOLL			
transitional pe	riod o	# 2018/2019 CPD cycle,	hence you will see CF		ework with effect from 1 1 "Pass". Please refer to c			
Framework an	i the	CPD fulfilment requires	menta					
CPD Requirement Type	8	CPD 1		~	Salesperson	:		
CPD Cycle Period 🛞	:	-Select Cycle Period	1-	-	NRIC	:		
CPD Status	13	All			Registration Number	a 📃 👘		
Search								
						Only followed forlong wi	li be exported	Export to Excel
1		2		3			•	1
Action Sales	pers	on NRIC	Registration Number	CPD 1 C	ycle Required CF	O1 Achieved CPD	1 CPD1 Status	Remaining Requirement
\$				16-17	3 (Core), 6 (Total)	0 (Core), 0 (Total)	Fail	3 (Core), 6 (Total)
					3 (Core), 6	0 (Core), 0	Fail	
4				17-18	(Total)	(Total)	r an	3 (Core), 6 (Total)

Figure 24: Requirement Monitoring Module - CPD 1

Definitions

1. Action (^S)

To view the details of the attendance records for a particular CPD 1 Cycle.

2. Personal Details

The respective salesperson's name, NRIC, and registration number will be displayed.

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 met 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.

4.2.2 CPD 2 Requirement

(Sections 4.2.1 to 4.2.3: Refresher information on the old CPD framework for reference, when viewing past

framework records.)

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.

	ng Professional ment				Welcome.	
	rient.					Logout
HOME KEO / AUTHOR	RISED USER					CHANGE ROLE
	UDEMENITS	MONITORINI	MODULE			
CPD REQU	JIREIVIENIS	MONITORING	3 MODULE			
0						
transitional perior) is implementing a new CPD Fra , hence you will see CPD2 status				
Framework and b	ne cro nument require	nero.				
			0.2079/08/0			
CPD Requirement Type :		» هــــــــــــــــــــــــــــــــــــ	Salesperson NRIC	-		
N 16019, 0601000, 0175	-Select Cycle Period All	- <u> </u>	Real States	t [
Ci D'Status	- [///		englan score manuae	+		-
Search						
				Colo Elferad Initias mil		Execution Exerci
	5			Only fillened bulling will	_	Export to Exert
1	2	the second se	3 4	3		7
Action Salespe	ALC: NO DECISION	the second se		3	_	
Supervision Supervision	ALC: NO DECISION	Registration	3 4 2 Cycle Required CPC	5. 12 Achieved CPD2		7 Remaining

Figure 25: Requirement Monitoring Module – CPD 2

Definitions

1. Action (^S)

To view the attendance submission details for a particular CPD 2 Cycle.

2. Personal Details

The respective salesperson's name, NRIC, and registration number will be displayed.

3. CPD 2 Cycle

Defined the 3 consecutive CPD Cycles applicable. E.g. "16-19" means that the 3 CPD cycles are the:

- a) 2016 CPD cycle (1 Oct 2016 to 30 Sep 2017)
- b) 2017 CPD cycle (1 Oct 2017 to 30 Sep 2018); and
- c) 2018 CPD cycle (1 Oct 2018 to 30 Sep 2019).

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 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.

4.2.3 CPD Overall Fulfilment

(Sections 4.2.1 to 4.2.3: Refresher information on the old CPD framework for reference, when viewing past framework records.)

CPD Overall is the overall achievement of CPD1 and CPD2 requirements in one calendar year.

Note: The Council for Estate Agencies (CEA) is implementing a new CPD Framework with effect transitional period of 2018/2019 CPD cycle, hence you will see CPD2 status as "Pass". Please in Framework and the CPD fulfilment requirements.	r from 1 October 2019, CDD2 Resubrement will be waited for the
transitional period of 2018/2019 CPD cycle, hence you will see CPD2 status as "Pass". Please r	r from 1 October 2019, CDO2 Requirement will be waited for this
CPD Requirement Type : Overall CPD Fulfilment	1
CPD Cycle Period () : -Select Cycle Period- · NRIC	i [
CPD Status : All ··· Registration N	lumber :
Search	
and the second sec	
	Only filtered listing will be exported
1 2	3 4 5

Figure 26: Requirement Monitoring Module – CPD Overall Fulfilment

Definitions

1. Personal Details

The respective salesperson's name, NRIC, registration number, and the Estate Agent they are under will be displayed.

2. CPD Overall Cycle

A cycle is from 1 January to 31 December of a year, i.e. cycle 2017 means from 1 January 2017 – 31 December 2017.

3. CPD 1 Fulfilment

The status that is displayed because of checking all CPD1 requirements against all CPD1 requirements that are passed by the end of CPD overall cycle (end of year).

Pass : The salesperson has achieved all their CPD1 requirements while the CPD overall cycle has not yet ended.

- **Ongoing :** The salesperson has not achieved all their CPD1 requirements while the CPD overall cycle has not yet ended.
- Fail: The salesperson has not achieved all their CPD1 requirements by the end of the year.
- **Exempted :** The salesperson is not required to fulfill their CPD1 requirements for the particular CPD1 cycle.

4. CPD2 Fulfilment

The status that is displayed because of checking all CPD2 requirements against all CPD2 requirements that are passed by the end of CPD overall cycle (end of year).

- **Pass :** The salesperson has achieved all their CPD2 requirements while the CPD overall cycle has not yet ended.
- **Ongoing :** The salesperson has not achieved all their CPD2 requirements while the CPD overall cycle has not yet ended.
- Fail : The salesperson has not achieved all their CPD2 requirements by the end of the year.
- **Exempted :** The salesperson is not required to fulfill their CPD2 requirements for the particular CPD2 cycle.

5. Overall CPD Fulfilment Status

Please refer to **Table 1** for a visualization of the explanation below.

- If both CPD1 overall and CPD2 overall status = EXEMPTED, then CPD overall status = EXEMPTED.
- · If either CPD1 overall or CPD2 overall status = FAIL, then CPD overall status = FAIL.
- If **CPD1 or CPD2 status = ONGOING**. This conditional will check for two things.
- 1. If it is **CPD1 overall status = ONGOING**, then **CPD overall status = ONGOING**.
 - 2. If it is **CPD2 overall status = ONGOING**, it will check whether the **current CPD2 cycle** is in **the third year or not**. If it is **not in the third year**, then **CPD overall status = PASS** despite CPD1 overall status = PASS or EXEMPTED. If it is **in the third year**, then it will follow the CPD2 overall status making the **CPD overall status = ONGOING**.

	an Diatas Deel	14110
Overall Fulfilment Cycle	CPD1	CPD2
Fail	Fail	Fail
Fail	Fail	Pass
Fail	Fail	Ongoing
Fail	Pass	Fail
Fail	Ongoing	Fail
Ongoing	Ongoing	Pass
Ongoing	Pass	Ongoing
Ongoing	Ongoing	Ongoing
Pass	Pass	Pass
Pass	Pass	Ongoing
Exempted	Exempted	Exempted

Table 1. CPD Overall Status Scenario

4.3 View Archived CPD Requirement

View archived CPD requirement allow KEO/salesperson to view the CPD requirement record for more than 3 years based on new framework (with effect from Cycle 19-20). By clicking on the button will redirected to the page in Figure 27.

CPD Continuing Professional Development					Welcome,			
	350							Log
HOME KEO / AL	JTHORISED US	ER.						CHANGE ROL
				_				
CPD RE	QUIRE	MENTS I	MONITO	RING	MODULE			
transitional	period of 2018		ence you will see CP		ework with effect from 1 s "Pase". Please refer to a			
Framework	and the CPD fu	mment requireme	HTCh.					
CPD Cycle Period @	: -Sel	ect Cycle Period-		-	Salesperson	1		
PD Status	I All	to gove out			NRIC			
a la status	- 1.00				Registration Number			
					negrati antari ratimosi			
Search	View 13-18	8 CPD Requireme	nt View	Archived	CPD Requirement			
						Only filtered listing wi	the opented	Export to Excel
						Only filtered listing wi	(be exported	Export to Excel
Action Sa	alesperson	NRIC	Registration Number	CPD 1 C	Cycle Required Ci Credits		CPD Status	Outstanding CPD Credits
Action Si	desperson	NRIC	Registration Number	CPD 1 0	Cycle Required Ci Credits			Outstanding

Figure 27: View archived CPD Requirement

5. 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	Error Notification No file or Invalid file format		
Possible	(1) No file selected		
Causes	(2) Select file other than CSV file		
How to	(1) Select a CSV file to use		
Rectify	(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	Using wrong CSV format that is not suppose to be used by KEO. i.e CP attendance submission
Causes	form
How to	Using the CSV format provided in the sample CSV file
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
	(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
Possible	system / Inputting wrong NRIC of the salesperson
Causes	(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
	(1) Using correct NRIC format: #0000000@ (# = S, T, F, G and @ = checksum letter)
TT. ((2) Make sure the NRIC of the salesperson is already correct and registered to the CPD portal
How to	(3) Make sure the required data related to the salesperson identity and organization completed in
Rectify	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 submission.
Possible	(1) Submitting record that is already existed in the system
Causes	(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	8 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	COD Continuing Professional Development Page Not Found The page youre looking for was moved or never existed. You can contact us about links here
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