



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

W.e.f. 1 Oct 2019

(Version 4.0)

Document Change History

Version	Date	Description
1.0	23 Mar 2017	Initial Release
2.0	18 Aug 2017	Removed Submission of Attendance for Core CPD Activities by KEO/Authorised User and Salesperson
3.0	07 August 2018	Change figure 7 Change section 3.1.2 Search Course (CPD Topic to Course Category) Change figure 17 Change section 3.2.2 Search Session (Date & Time to Start Date Time and End Date Time) Change figure 25 Change figure 37 Change section 3.4.3 Session ID Search (To search session ID) Change figure 43
4.0	07 July 2019	Changes for the new CPD framework, wef 1 Oct 2019

Table of Contents

1 Introduction	4
1.1 My CPD Portal	4
1.2 Course Provider	4
2 Login	5
2.1 Login functionality	5
3 Course Management	9
3.1 Add new course	10
3.2 Search course	15
3.3 View course	16
3.4 Editing Course	17
4 Session Management	19
4.1 Add new session	19
4.2 Search session	20
4.3 Update session	20
4.4 Delete session	21
4.5 Back to Course Management	22
5 Trainer Management	22
5.1 Add new trainer	23
5.2 Update trainer	24
5.3 Remove Inactive Trainer	25
5.4 Delete Trainer	26
5.5 Search Trainer	26
6 Attendance Management	26
6.1 Submit New Attendance	28
6.2 Batch Upload of Attendance	29
6.3 Session ID Search	31
6.4 Search Attendance	31
6.5 View Attendance	32
6.6 Export Attendance Records	33
6.7 Delete Attendance Records	33
6.8 View 13-18 Attendance	34
6.9 View Archived Attendance	36
7 Post CPD Feedback Management	37
7.1 Search Feedback	39
7.2 Upload Feedback	40
7.3 Download Feedback	40
8 Inbox Management	40
8.1 Compose New Message	42
8.2 Search Message	42
8.3 Reply Message	43
8.4 Delete Message	45

1 Introduction

1.1 My CPD Portal

“My CPD Portal” is a common platform to:

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

1.2 Course Provider

The Course Providers can use this system to:

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

2 Login

2.1 Login functionality

You can login to the CPD System via www.cea.gov.sg/cpd. 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:

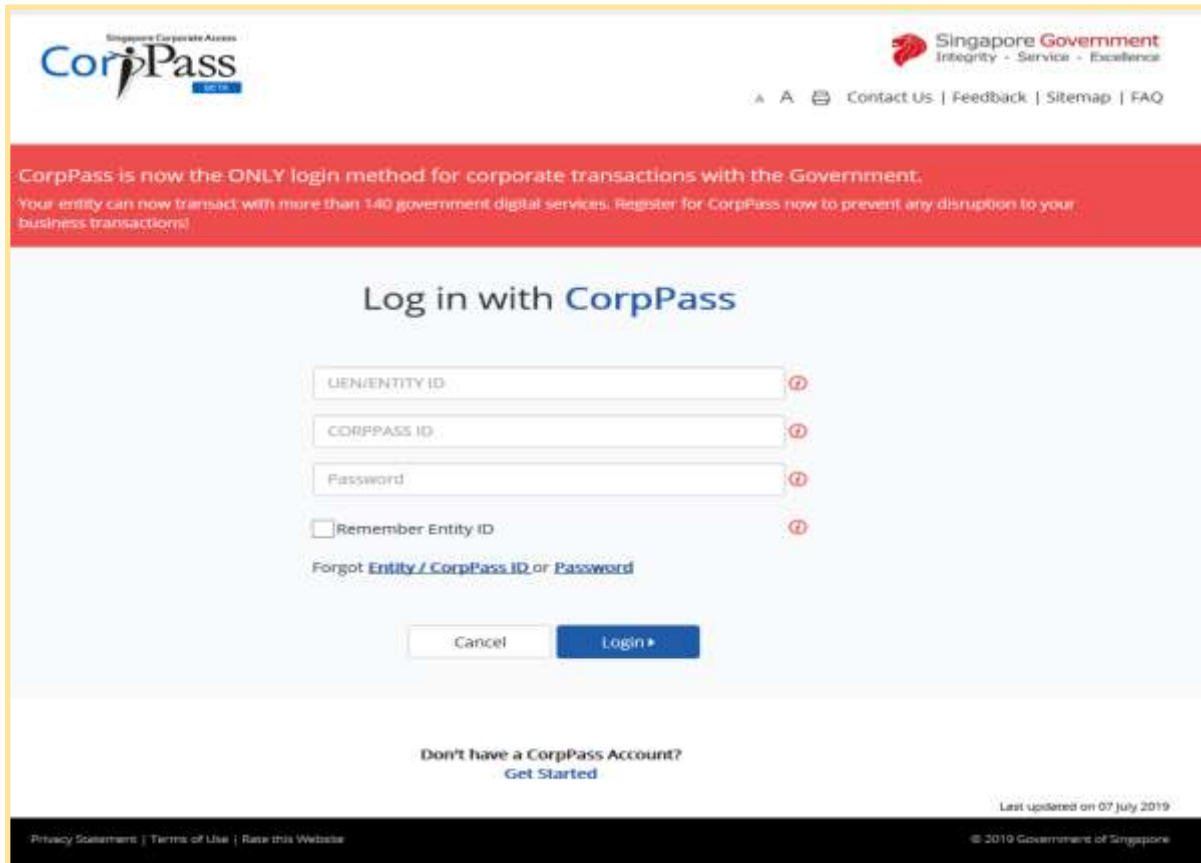


Figure 3: CorpPass Login Page

Once logged in, you will see the dashboard below if you have multiple roles in the CPD System e.g. as KEO/ Authorised User or Course Provider. Otherwise please refer to **Figure 4** 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**.

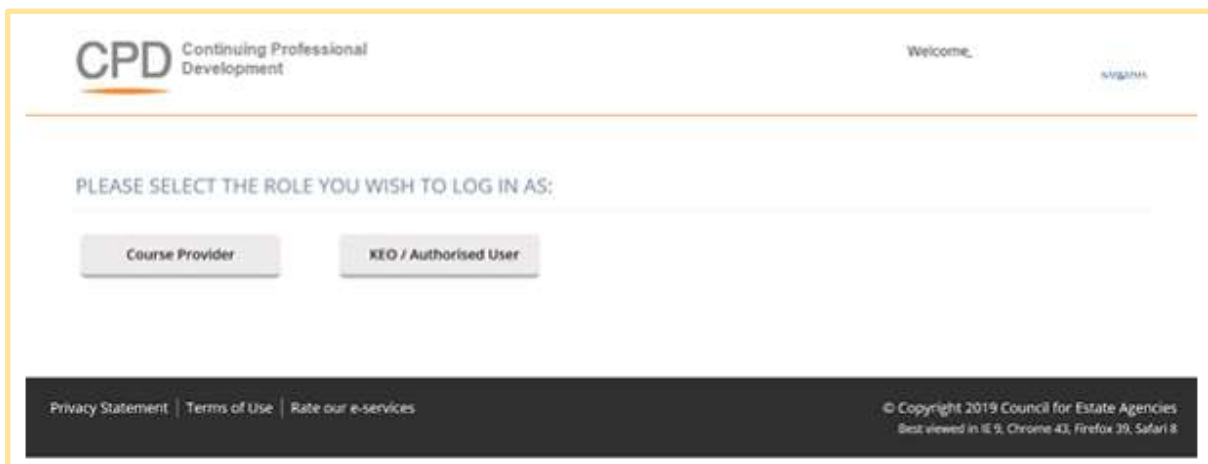


Figure 4: Multi Role dashboard

CPD Continuing Professional Development

Welcome, I

1 Course Provider Profile Update 2 Logout

HOME COURSE PROVIDER CHANGE ROLE

DASHBOARD 5

Recent Course Submission

Action	Submission Date	Expiry Date	Course Id	Title	Topic	Course Level	Learning Mode	Credit Hours	Status
	12 Jun 2019				C1	L1	Course	2	Pending
	24 Aug 2017	25 Jun 2021			C1	L1	Course	3	Approved
	24 Aug 2017	25 Jun 2021			C1	L1	Course	3	Approved
	24 Aug 2017	23 May 2021			C2	L1	Course	3	Approved
	24 Aug 2017	25 Jun 2021			C2	L1	Course	3	Approved

View More →

6

Recent Attendance Submission

Action	Updated Date	Course Title	Course Provider	Credit Hours	Status
	12 Jun 2019			2	Completed

View More →

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Figure 5: Course Provider Dashboard

Course Provider Profile Update (Refer to Figure 6)

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

PROFILE DETAILS

Fields indicated with an asterisk* are compulsory

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

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

Figure 6: Course Provider Profile Update

- 1. Logout (Refer to Figure 5)**
Click this link to log out from the system.
- 2. Change Role (Refer to Figure 5)**
If you want to switch roles, click this tab and you will be redirected back to the multi roles dashboard.
- 3. Course Providers (Refer to Figure 5)**
Click this tab to check the relevant listing that are provided for Course Provider.
- 4. Recent Course Submission (Refer to Figure 5)**
Display of recent course submission in a list. By clicking View More, you will be redirected to the course management page for Course Provider.
- 5. Recent Attendance Submission (Refer to Figure 5)**
Display of recent attendance submission in a list. By clicking View More, you will be redirected to attendance management - Course Provider page.

3 Course Management

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

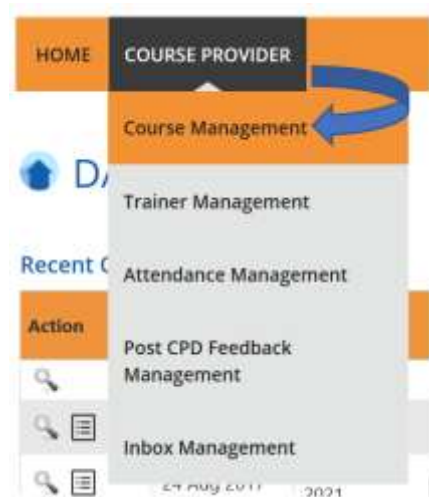


Figure 7: Course Providers tab drop-down menu: Course Management

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

CPD Continuing Professional Development

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

HOME COURSE PROVIDER CHANGE ROLE

COURSE MANAGEMENT

Add New Course

Submission Date: Professional Competencies:

Expiry Date: CPD Credits:

Course ID: Status:

Course Title:

Search

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

Page size: 10 38 items in 4 pages

Figure 8: Course Management

3.1 Add new course

Add New Course

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

1. Course Provider Details

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

PROFILE DETAILS

Fields indicated with an asterisk * are compulsory



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

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

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

Figure 9: Course Provider Details

2. Course Details

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

COURSE APPLICATION DETAILS

Course Provider Details ✓

Course Details

Payment Details ✗

Trainer Details ✗

Course Approval Details

Course Details

* Fields are compulsory

Course Title* :

Professional Competencies* :

Learning Mode* :

Expected Outcome

(A)* :

(B) :

(C) :

Relevant recent development covered

(A)* :

Figure 10: Create new course details

3. Payment Details

Click on Payment Details tab, the payment mode will only in Internet banking. 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.

COURSE APPLICATION DETAILS

Course Provider Details ✓

Course Details ✗

Payment Details

Trainer Details ✗

Course Approval Details

Payment Details

* Fields are compulsory

Payment Mode * : Internet Banking

Bank Name * :

Account Name with bank record * :

Name of Provider (acronym) * :

Bank Account Number * :

Payment Date * :

Attachment (copy of transaction payment details) * :

Please upload .jpg, .png, .png, .doc, .docx, .xls, .xlsx, .pdf file with max file size 5 MB

Figure 11: Course Details - Payment Details

4. Trainer Details

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

- Select trainer

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

COURSE APPLICATION DETAILS

Course Provider Details ✓

Course Details ✗

Payment Details ✗

Trainer Details

Course Approval Details

Trainer Details

* Fields are compulsory

Trainer : 1

Name * :

Designation :

CV :

Qualifications :

Figure 12: Add Trainer

- Add more than 1(one) trainer

If you want to add more than 1 trainer for this course, click on the “Add New Trainer” again.

The maximum number of trainers allowed is 8 trainers.

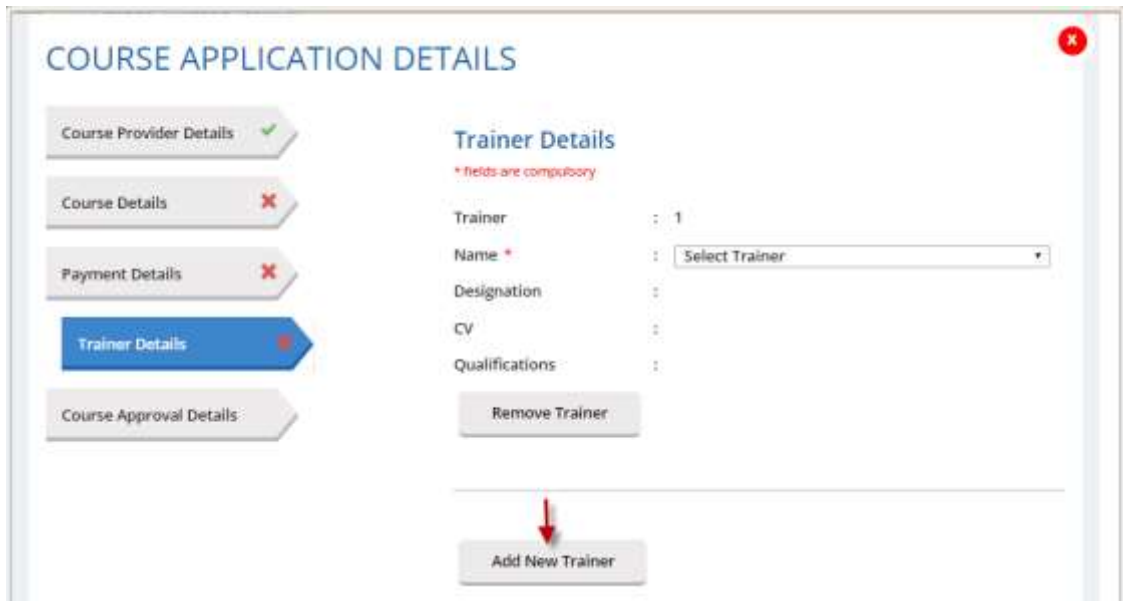


Figure 13: Add more than 1 (one) trainer

- Remove Trainer

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

5. Save

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

6. Submit

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

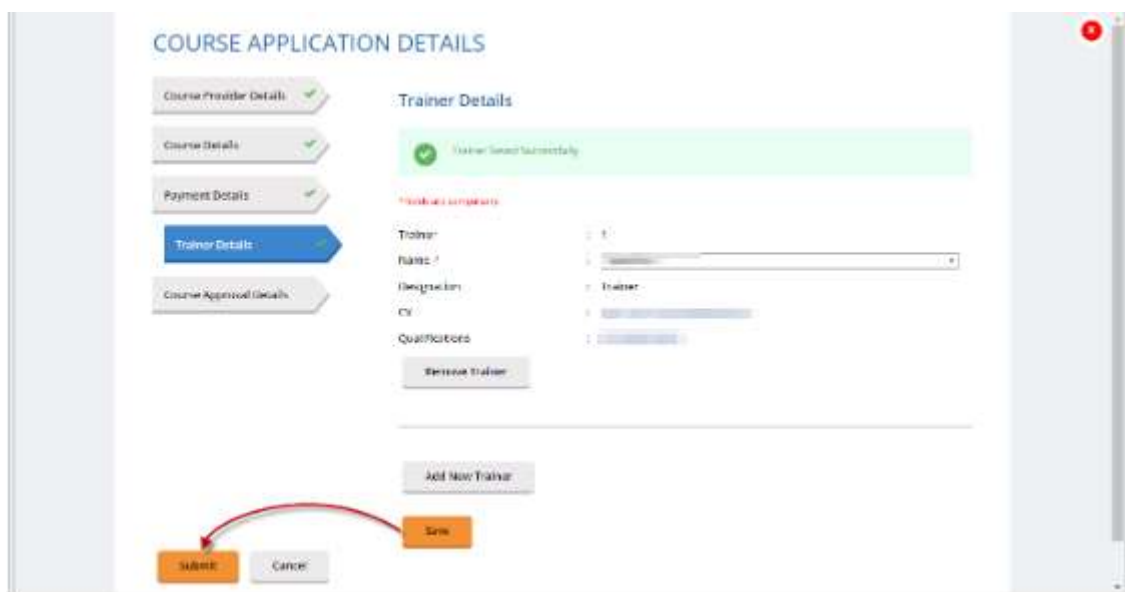


Figure 14: Trainer Details

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

COURSE APPLICATION DETAILS

Course Provider Details ✓

Course Details ✓

Payment Details ✓

Trainer Details ✓

Course Approval Details

Submit

Cancel

Course Approval Details

Course ID : _____

Submission Date : N/A

Approved Date : N/A

Expiry Date : N/A

CPD Credits : _____

Status : Draft

Figure 15: Course Approval Details for New Course Submission

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

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

Page size: 10 42 items in 5 pages

Figure 16: Course listing

3.2 Search course

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

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

COURSE MANAGEMENT

Add New Course

Submission Date : Professional Competencies : All

Expiry Date : CPD Credits : All

Course ID : Status : All

Course Title :

Search

Figure 17: Course Management: Search form

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

3.3 View course

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

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

Figure 18: Course Management: Listing Table

The course details will appear as shown in Figure 19:

COURSE APPLICATION DETAILS

- 1 Course Provider Details
- 1 Course Details
- 1 Payment Details
- 1 Trainer Details
- 1 Course Approval Details

Course Providers Details

Organization

Organization Address

Postal Code

Country

Name of Contact Person

MBC of Contact Person

Designation

E-mail

Contact Number

Fee Number

Upload Details on Record Keeping Procedure

Back

Figure 19: Course Management: Course details pop-up

1. Course Provider Details

Contains details of the course provider that submits the course.

2. Course Details

Contains details of the course.

3. Payment Details

Contains information about payment details of the course.

4. Trainer Details

Displays trainer information who is conducting the course.

5. Course Approval Details

Displays approval details of the course.

6. Back

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

3.4 Editing Course

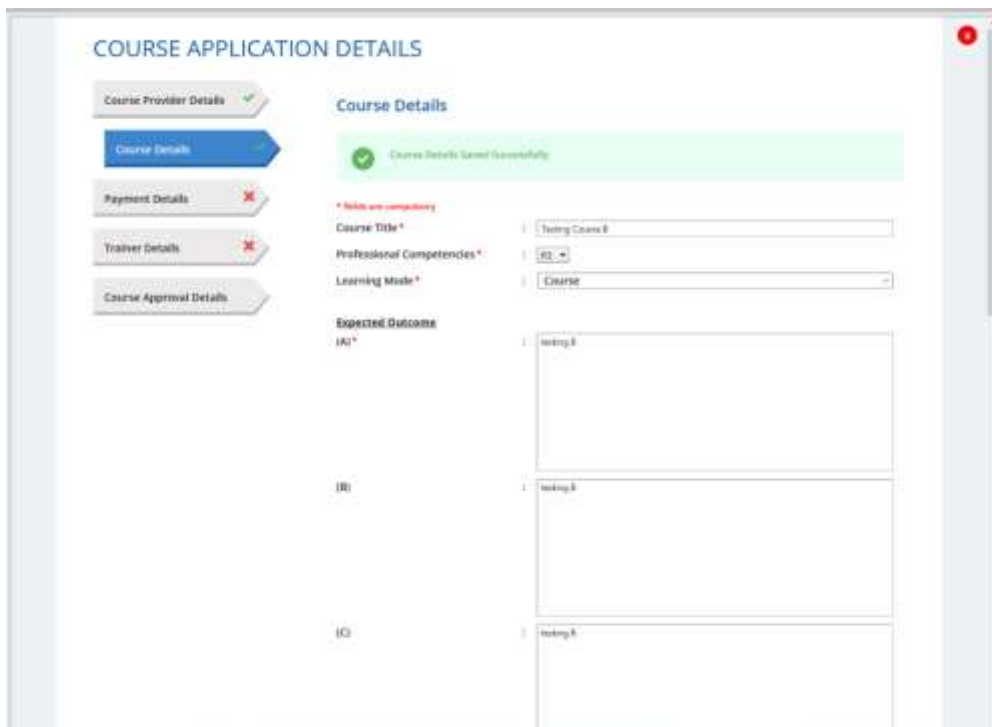


Figure 20: Edit course draft

1. Edit course application details

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

2. Save

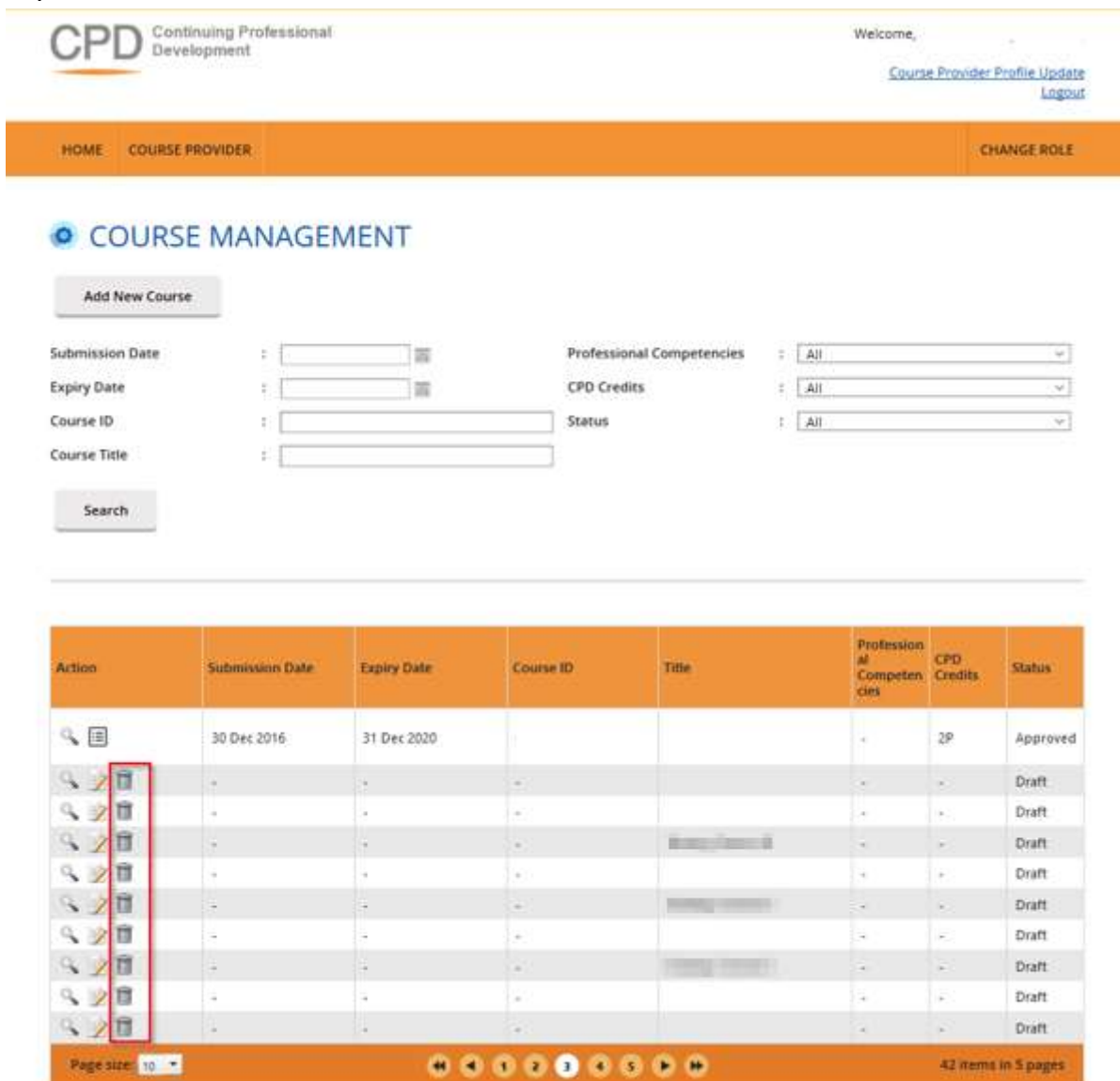
Click Save at the bottom of the pop-up to save the course details.

3. Submit

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

4. Delete Course

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



The screenshot displays the CPD (Continuing Professional Development) system interface. At the top, there is a navigation bar with the CPD logo and the text 'Continuing Professional Development'. On the right, it says 'Welcome,' followed by links for 'Course Provider Profile Update' and 'Logout'. Below this is a secondary navigation bar with 'HOME', 'COURSE PROVIDER', and 'CHANGE ROLE'.

The main section is titled 'COURSE MANAGEMENT' and contains an 'Add New Course' button. Below this is a search form with the following fields and dropdowns:

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

A 'Search' button is located below the search fields.

Below the search form is a table listing courses. The table has the following columns: Action, Submission Date, Expiry Date, Course ID, Title, Professional Competencies, CPD Credits, and Status. The first row shows a course with Submission Date '30 Dec 2016', Expiry Date '31 Dec 2020', and Status 'Approved'. The subsequent rows show courses with Status 'Draft'. A red box highlights the 'Action' column for the draft courses, which contains a trash icon for each row.

At the bottom of the table, there is a pagination bar showing 'Page size: 10' and '42 items in 5 pages'.

Figure 21: Draft Course List

Then confirmation pop-up will appear as shown below.

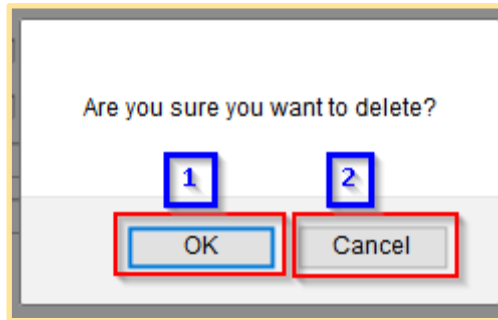


Figure 22: Delete course - Confirmation pop-up

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

4 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.

4.1 Add new session

To create new session, click **Add New Session** button, then this pop-up will appear as shown in Figure 23.

A form titled "SESSION DETAILS" with a red close button in the top right corner. A red asterisk indicates that all fields are compulsory. The form contains the following fields: Course Title (text input), Session ID (text input), Venue Address* (text input), Venue Postal* (text input), Venue Country* (text input), Venue Room* (text input), Start Date* (date picker), End Date* (date picker), and Trainer* (text input). At the bottom left, there are "Save" and "Cancel" buttons.

Figure 23: 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.

4.2 Search session

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

- Session ID
- Venue Address
- Room
- Trainer
- Start Date Time
- End Date Time

Buttons: Add New Session, Back to Course Management

Fields: Session ID, Venue Address, Room, Trainer, Start DateTime, End DateTime

Search button

Figure 24: Session Management: Search form

1. Search filters

Choose at least one filter in the search form, then fill in the relevant details in the field.

2. Search

Click on the Search button to get search result.

4.3 Update session

Refer to the Figure 25, Course Provider can update session details by clicking on  icon near the session record.

Action	Start Date	End Date	Session ID	Venue Address	Room	Trainer
 	02 Sep 2019 - 08:00 PM	02 Sep 2019 - 10:00 PM		TPY	Room 1	

Page size: 10 | 1 items in 1 pages

Figure 25: Update Session Details Icon

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

Course Title :
 Session ID :
 Venue Address* : TPY
 Venue Postal* : 111111
 Venue Country* : Singapore
 Venue Room* : Room 1
 Start Date* : 02/09/2019 20:00
 End Date* : 02/09/2019 22:00
 Trainer* :
 Save Cancel

Figure 26: Update Session Details

4.4 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.

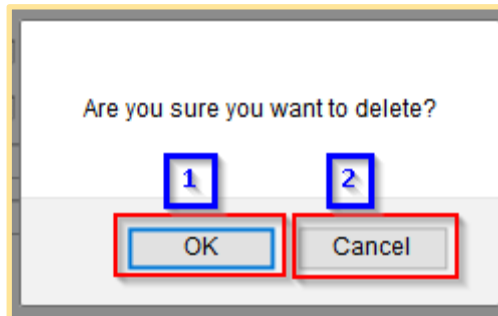


Figure 27: Delete session - Confirmation pop-up

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 to delete the session, then the pop-up will be closed.

4.5 Back to Course Management

Click this button to go back to Course Management page.

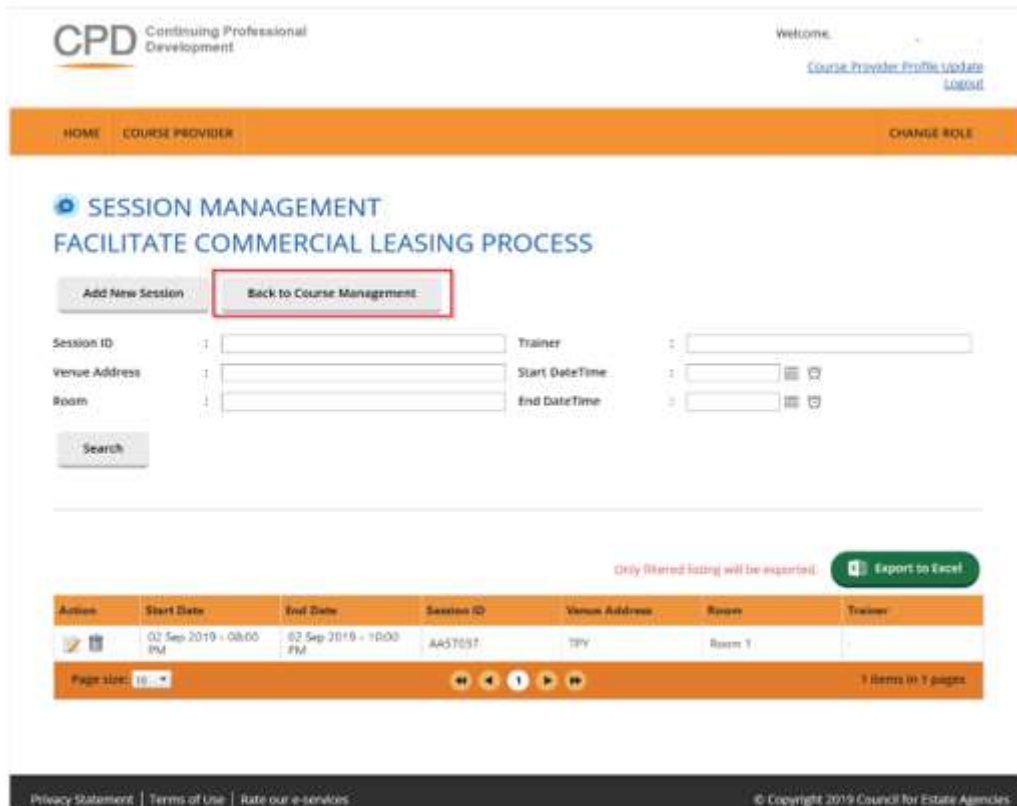


Figure 28: Back to Course Management

5 Trainer Management

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

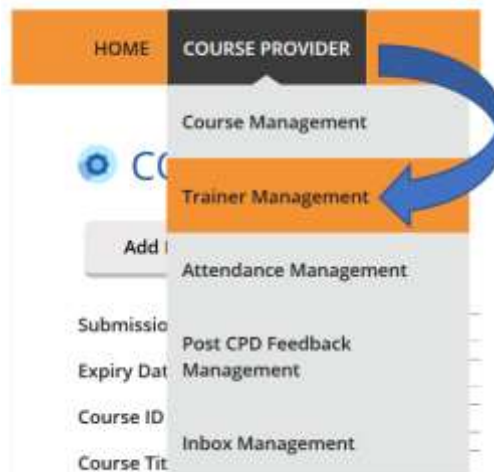


Figure 29: Course Providers tab drop-down menu: Trainer Management

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

CPD Continuing Professional Development

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

HOME COURSE PROVIDER CHANGE ROLE

TRAINER MANAGEMENT

Add New Trainer Please email the trainer's cv to feedback@cea.gov.sg if the new trainer you are adding has not been approved by CEA yet.

NRIC:

Trainer Name:

Search

Only filtered listing will be exported **Export to Excel**

Action	NRIC	Name	Designation	Status
	12345678	Mr. John Doe (12345678)	Senior Lecturer (12345678)	Added
	87654321	Ms. Jane Smith (87654321)	Senior Lecturer (87654321)	Added
	98765432	Mr. Robert Lee (98765432)	Senior Lecturer (98765432)	Added
	11223344	Ms. Sarah Tan (11223344)	Senior Lecturer (11223344)	Added
	55667788	Mr. David Lim (55667788)	Senior Lecturer (55667788)	Added
	99001122	Ms. Emily Koh (99001122)	Senior Lecturer (99001122)	Added
	33445566	Mr. Michael Ng (33445566)	Senior Lecturer (33445566)	Added
	77889900	Ms. Rachel Lim (77889900)	Senior Lecturer (77889900)	Added
	22334455	Mr. Daniel Tan (22334455)	Senior Lecturer (22334455)	Added
	66778899	Ms. Lisa Lim (66778899)	Senior Lecturer (66778899)	Added

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

Figure 30: Trainer Management

5.1 Add new trainer

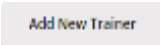
Click on the **Add New Trainer** button  and you will see the following pop-up:

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 the Save and the new trainer will be displayed at the trainer list as shown below.

Action	NRIC	Name	Designation	Status
	XXXXXXXXXX	Mr. [Name] (Mr/Ms/Ms/Ms)	XXXXXXXXXX	Added
	XXXXXXXXXX	[Name] (Mr/Ms/Ms/Ms)	XXXXXXXXXX	Added
	XXXXXXXXXX	Mr/Ms/Ms/Ms (Mr/Ms/Ms/Ms)	XXXXXXXXXX	Added
	XXXXXXXXXX	Mr/Ms/Ms/Ms	XXXXXXXXXX	Added
	XXXXXXXXXX	Mr/Ms/Ms/Ms	XXXXXXXXXX	Added
	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	Added
	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	Added
	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	Added
	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	Added
	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	Added

Page size: 10 10 items in 1 pages

Figure 32: Trainer listing

5.2 Update trainer

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

TRAINER DETAILS

* fields are compulsory.

NRIC* :

Trainer Name* :

Designation* :

CV* : Update File

Relevant Qualification* : Update File

Save Remove Cancel

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.

5.3 Remove Inactive Trainer

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

TRAINER DETAILS

* fields are compulsory.

NRIC* :

Trainer Name* :

Designation* :


CV* : Update File

Relevant Qualification* : Update File

Add Cancel

Figure 34: Add Inactive Trainer

5.4 Delete Trainer

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

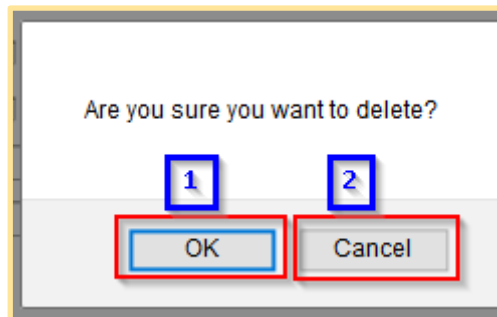


Figure 35: Remove trainer - Confirmation pop-up

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

5.5 Search Trainer

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

- NRIC
- Trainer Name

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

Figure 36: Search trainer

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

6 Attendance Management

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



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

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

ATTENDANCE MANAGEMENT - COURSE PROVIDER

Participant NRIC : Course Start Date :

Participant Name : Course End Date :

Course Title : CPD Credits :

Status :

Only filtered listing will be exported.

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

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

Page size: 10 3 items in 1 pages

Figure 38: Attendance Management – Course Provider

6.1 Submit New Attendance

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

Figure 39: Submit New Attendance Records

Then follow these steps below.

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

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

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

Page size: 10  1 items in 1 pages

Figure 40: Attendance Record List

6.2 Batch Upload of Attendance

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

ATTENDANCE RECORD UPLOAD

Batch Upload of Attendance Record

Please upload only csv file format.

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

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

Figure 41: Batch Upload of Attendance

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

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

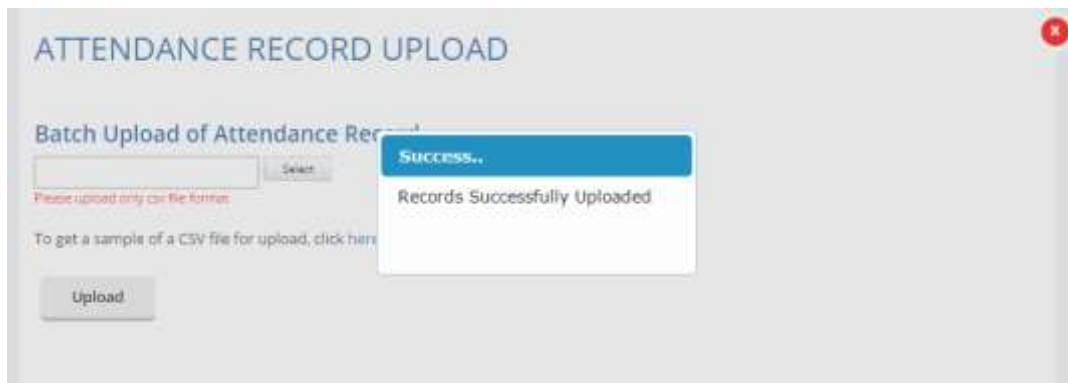


Figure 42: Batch Upload of Attendance Records – Success Notification

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



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

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

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

6.3 Session ID Search

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

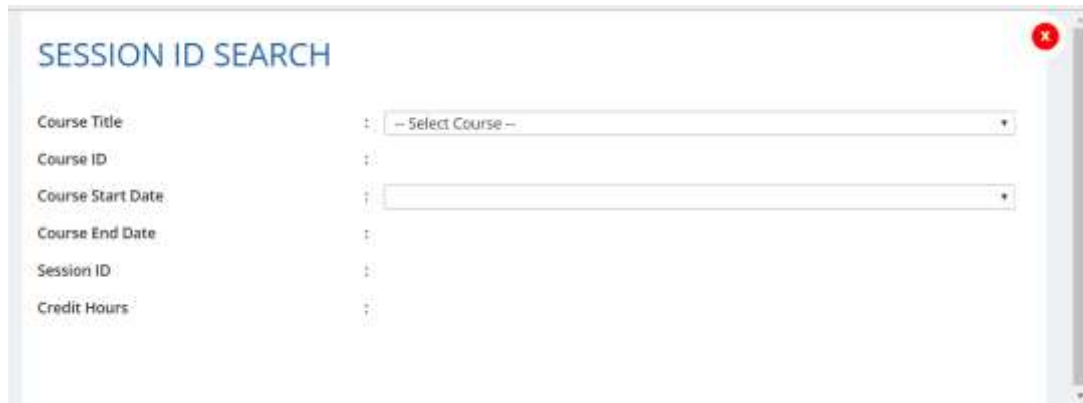


Figure 44: Session ID Search

To search session ID:

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

6.4 Search Attendance

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

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

Figure 45: Search attendance

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

6.5 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:

Figure 46: View attendance records

1. Attendance record details

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

2. Delete

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

3. Close

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


6.6 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.

The screenshot shows the CPD Continuing Professional Development system interface for Course Providers. At the top, there is a navigation bar with 'HOME', 'COURSE PROVIDER', and 'CHANGE ROLE' buttons. The main heading is 'ATTENDANCE MANAGEMENT - COURSE PROVIDER'. Below this, there are three buttons: 'Submit New Attendance', 'Batch Upload of Attendance', and 'Session ID Search'. A search form contains fields for 'Participant NRIC', 'Participant Name', 'Course Title', 'Course Start Date', 'Course End Date', 'CPD Credits', and 'Status' (set to 'All'). A 'Search' button is located below the form. At the bottom right, there is a red-bordered box containing the text 'Only filtered listing will be exported' and a green 'Export to Excel' button with an Excel icon.

Figure 47: Export to Excel

6.7 Delete Attendance Records

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

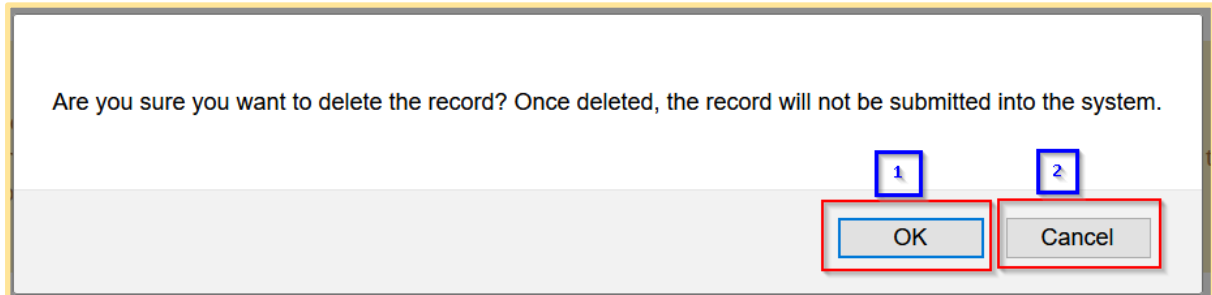


Figure 48: Delete Attendance Record - Confirmation pop-up

1. **OK**

Click this button if you want to delete the attendance record from the system.

2. **Cancel**

Click this button if you do not want to delete the attendance record, then the pop-up will be closed.

6.8 View 13-18 Attendance

Clicking on “View 13-18 Attendance” allows Course Provider 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 3 Core, 6 Total requirement.

ATTENDANCE MANAGEMENT - COURSE PROVIDER

Submit New Attendance Batch Upload of Attendance Session ID Search

Participant NRIC : Course Start Date :

Participant Name : Course End Date :

Course Title : CPD Credits :

Status :

Search

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

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

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

Page size: ◀ ▶ 1 ▶▶ 3 items in 1 pages

[View 13-18 Attendance](#) [View Archived Attendance](#)

Figure 49 : View 13-18 Attendance

CPD Continuing Professional Development

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

HOME COURSE PROVIDER CHANGE ROLE

ATTENDANCE MANAGEMENT - COURSE PROVIDER

Participant NRIC : Course Start Date :

Participant Name : Course End Date :

Course Title : Credit Hours :

Status :

Only filtered listing will be exported

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

Action	Participant's NRIC	Participant's Name	Course Title	Course Start Date	Course End Date	Activity Type	Credit Hours	Status
	12345678	John Doe	CPD Course Title	23 Sep 2018	23 Sep 2018	Core	2	Completed
	12345678	John Doe	CPD Course Title	22 Sep 2018	22 Sep 2018	Core	2	Completed
	12345678	John Doe	CPD Course Title	15 Sep 2018	15 Sep 2018	Core	2	Completed

Figure 50 : View 13-18 attendance record page

6.9 View Archived Attendance

View Archived Attendance allows Course Provider 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 51.

CPD Continuing Professional
Development

Welcome, [Redacted]

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

HOME
COURSE PROVIDER
CHANGE ROLE

ATTENDANCE MANAGEMENT - COURSE PROVIDER

Participant NRIC :

Participant Name :

Course Title :

Course Start Date :

Course End Date :

CPD Credits :

Status :

Only filtered listing will be exported

Notice :

Pending Approval : Attendance record is pending approval by KEO

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

Action	Participant's NRIC	Participant's Name	Course Title	Course Start Date	Course End Date	Activity Type	CPD Credits	Status
No records to display.								
Page size: 10		⏪ ⏩ 1 ⏪ ⏩					0 items in 1 pages	

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

Figure 51 : View archived attendance

7 Post CPD Feedback Management

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



Figure 52: Course Providers tab drop-down menu: Feedback Management

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

POST CPD FEEDBACK MANAGEMENT

Submission Date :

Course Start Date :

Course End Date :

Course ID :

Course Title :

Status :

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

Page size: 10 1058 items in 106 pages

Figure 53: Feedback Management

7.1 Search Feedback

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

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

- Status

Figure 54: Search Feedback

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

7.2 Upload Feedback

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

Figure 55: Upload Feedback

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

7.3 Download Feedback

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

8 Inbox Management

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

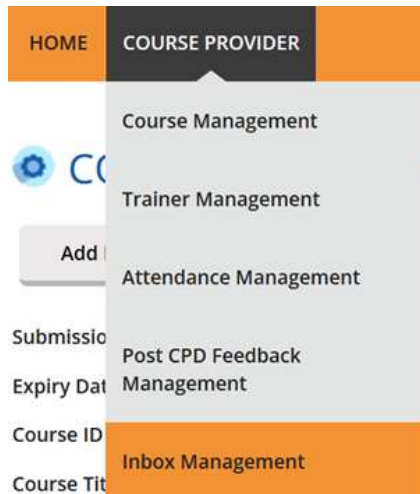


Figure 56: Course Providers tab drop-down menu: Inbox Management

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

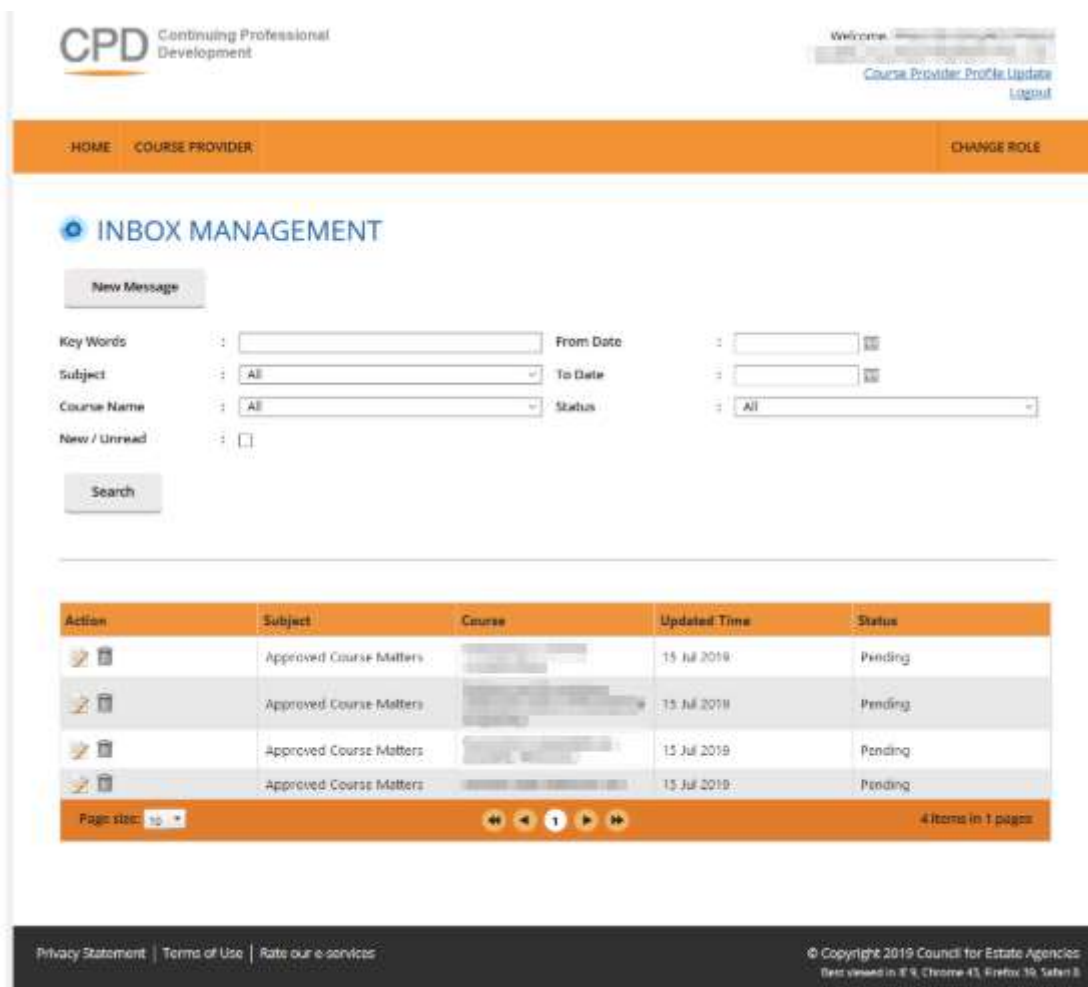


Figure 57: Inbox Management

8.1 Compose New Message

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

The screenshot shows a web-based form for composing a new message. The form is titled "NEW INBOX". It has the following fields and controls:

- Subject:** A dropdown menu with "Approved Course Matters" selected. A red box labeled "1" highlights this field.
- Course Provider:** A text input field containing "Apple Pte Ltd".
- Course Name:** A dropdown menu with "- Select -" selected. A red box labeled "2" highlights this field.
- Course ID:** A text input field.
- Message:** A large text area for writing the message content. A red box labeled "3" highlights this area.
- Attachment:** A section with a "Select" button. A red box labeled "4" highlights the "Send" button below it.
- Buttons:** "Send" and "Cancel" buttons are located at the bottom left.

Figure 58: 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.

8.2 Search Message

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

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


The screenshot shows a search filter interface with the following fields:

- 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 text input field.
- To Date:** A text input field.
- Status:** A dropdown menu with "All" selected.
- Search:** A button at the bottom.

Figure 59: Search message

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

8.3 Reply Message

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

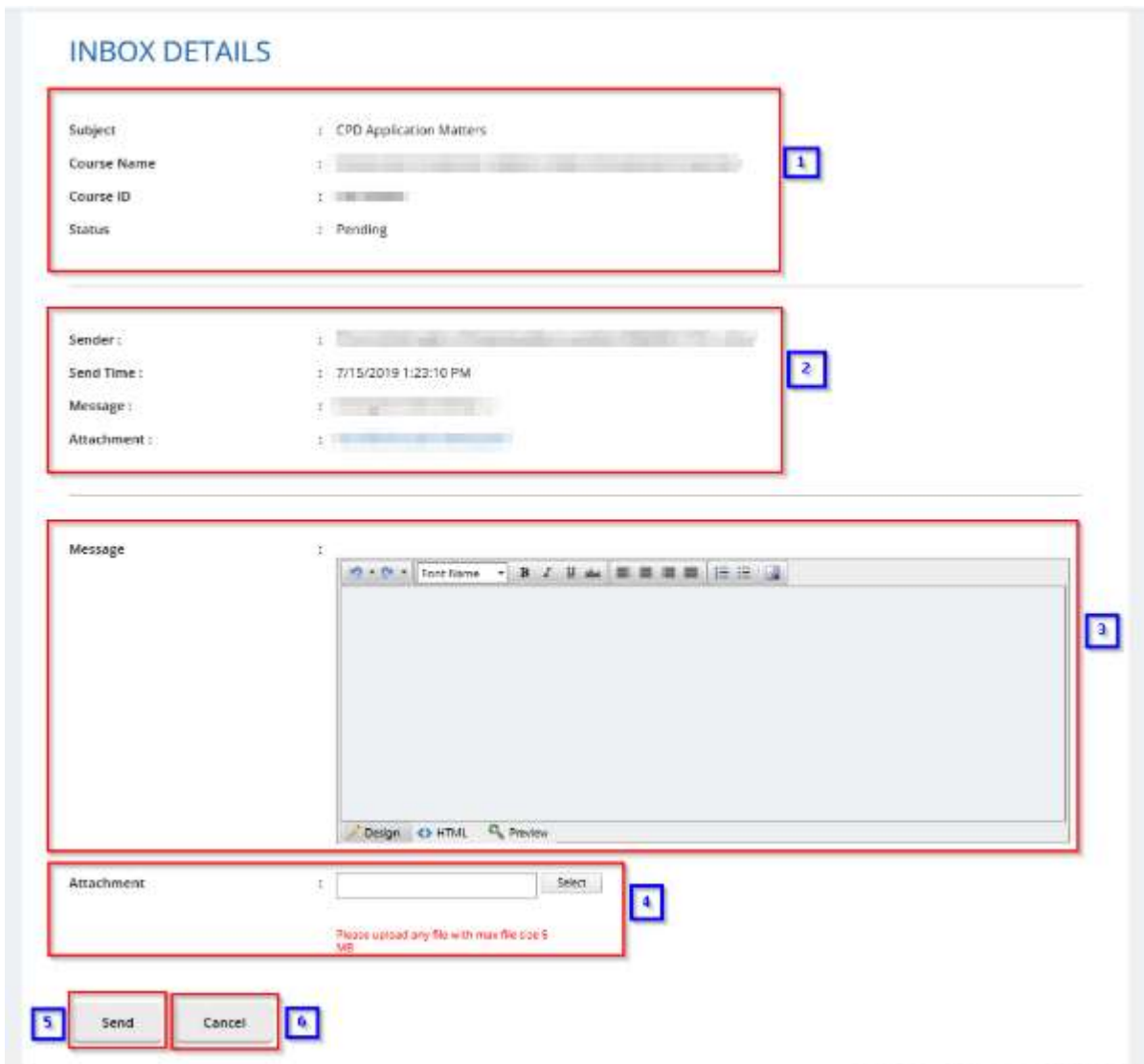


Figure 60: Message thread

- 1. Subject details**
Displays subject details - subject name, course name, course ID and status
- 2. Sender details**
Displays sender details - sender name, sender, sender message and sender attachment

3. Message field

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

4. Attachment

Course Provider is only able to attach 1 (one) file per reply by clicking on the Select button. Maximum size that is allowed to be uploaded is 5 MB.

5. Send

Press the Send button to send the reply.

6. Cancel

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

Once you reply to the message, your reply details will be displayed in the same thread which is shown in Figure 58.

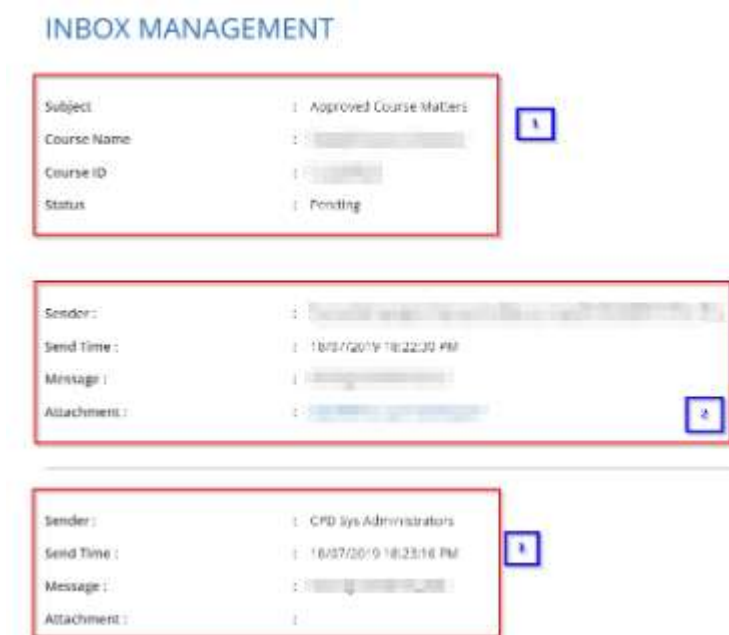


Figure 61: Message thread conversation

Description:

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

8.4 Delete Message

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

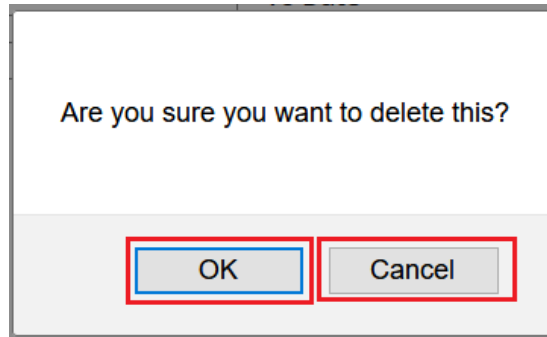




Figure 62: Confirmation pop-up


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.

9 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:

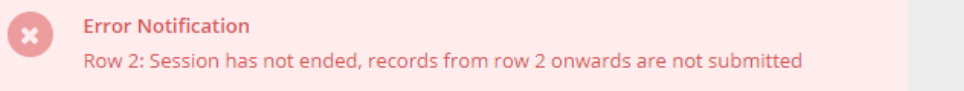
#1	 Error Notification No file or Invalid file format
Possible Causes	(1) No file selected (2) Select file other than CSV file
How to Rectify	(1) Select a CSV file to use (2) Select only CSV file and download the sample CSV file

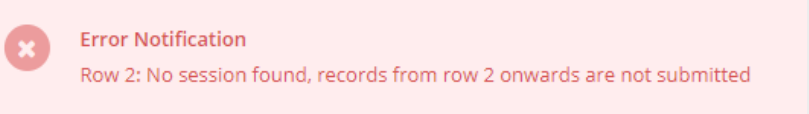
#2	 Error Notification Incorrect file format is used, please follow the provided format
Possible Causes	Using wrong CSV format that is not suppose to be used by CP. i.e KEO attendance submission form
How to Rectify	Using the CSV format provided in the sample CSV file

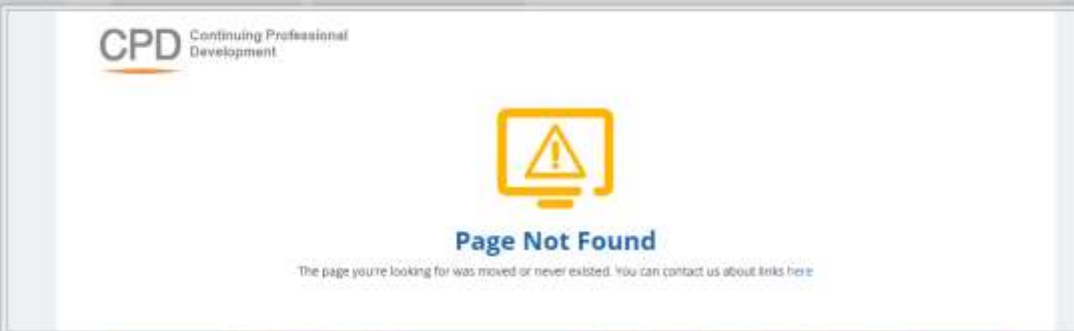
#3	 Error Notification Row 2: No salesperson found or wrong salesperson, records from row 2 onwards are not submitted
Possible Causes	(1) Incorrect NRIC format used (2) There is no Salesperson with one (or more) of the NRIC listed in the CSV file found in the system / Inputting wrong NRIC of the salesperson

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

#4	
Possible Causes	<p>(1) Submitting record that is already existed in the system</p> <p>(2) There are duplicated records inside the CSV file</p>
How to Rectify	<p>(1) Delete the record from the CSV file as the system will inform which line/row in the CSV file that the system cannot processed. If the submitted record is incorrect, please contact CEA for assistance</p> <p>(2) Make sure there is no duplicates of records in the CSV file</p>

#5	
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