EMPLOYABILITY SKILLS (ES) WSQ
WORKPLACE LITERACY & NUMERACY (WPLN)

Frequently Asked Questions pertaining to Council for Estate Agencies (CEA)

Section A: ES WSQ WPLN Assessments

Q1 How do I register for the WPLN assessments?

A Registration for the WPLN assessments is available online at www.wsg.gov.sg/ces.html or by calling the Centre for Employability Skills (CES) at 6883 5885.

Q2 Which assessment/s should I register for?

A According to CEA's requirement, Statement of Attainment (SOA) level 5 and above for the WPLN assessments in these 5 skills (Reading, Listening, Speaking, Writing and Numeracy) will be recognised in lieu of 4 GCE "O" level passes, you would need to take all of the following 5 assessments:

- Reading
- Listening
- Speaking
- Writing
- Numeracy

Q3 How much does the WPLN assessments cost?

A Each assessment is $4.28 (inclusive of GST) for Singaporeans and Permanent Residents (PRs). For non-Singaporeans and non-PRs, it is $42.80 (inclusive of GST) for each assessment.

Q4 Where can I take the WPLN assessments?

A Besides the Centre for Employability Skills, you may sign up for the assessments at any of the WPLN Approved Training Organisations (ATOs).

S/N	WPLN Assessment Sites	Operating Hours	Available WPLN Assessment
1	**Lifelong Learning Institute** 11 Eunos Road 8 #02-01 Singapore 408601 Tel: 6883 5885 www.wsg.gov.sg/ces.html	Mon to Fri 9:00am to 5:00pm Sat 9:00am to 1:00pm	Speaking Writing Reading Listening Numeracy
2	**Devan Nair Institute for Employment and Employability** 80 Jurong East Street 21 #02-03 Singapore 609607 Tel: 6474 0606 https://e2i.com.sg/	Mon to Fri 9:00am to 5:00pm Sat 9:00am to 1:00pm	Speaking Writing Reading Listening Numeracy

Q5 What should I do if I want to reschedule my assessment date?

A Rescheduling of assessment dates can either be done through WSG hotline: 6883 5885 or visit: www.ces.gov.sg

Q6	**Can I retake the test if I fail to obtain SOA level 5?**
A	Yes, you may. However, there is a three-month lockout period before you can take the same assessment again. If you wish to retake the assessment within the lock-out period, you will be required to pay the assessment fee at full cost, i.e. $42.80 (inclusive of GST) per assessment. Alternatively, you can consider signing up for the respective WPLN course to improve your literacy and numeracy competency before you attempt the assessment again. Trainees who have successfully completed the WPLN course are exempted from the three-month lockout period and will be enrolled for the assessments immediately.
Section B: WPLN Course	
Q7	**Which WPLN course should I sign up?**
A	Dependent on your needs and your training recommendation after the assessment, you can sign up for any of the following WPLN courses. There are 3 training pathways available for Workplace Literacy (WPL) and 1 training pathway for Workplace Numeracy (WPN). All courses have 3 levels - “Beginner”, “Intermediate” and “Advanced”.

Workplace Literacy (WPL)

Training Pathway	Skills covered & assessed in the course	Training Duration (Hours)
WPL (Comprehensive)	Reading Listening Speaking Writing	90
WPL (Writing)	Reading Writing	45
WPL (Conversational)	Reading Listening Speaking	45

Workplace Numeracy (WPN)

Training Pathway	Skills covered & assessed in the course	Training Duration (Hours)
WPN	Numeracy (Beginner)	15
	Numeracy (Intermediate)	30
	Numeracy (Advanced)	30

Q8	**How can I sign up for the WPLN courses?**
A	There are **5 WPLN ATOs** offering WPLN training:

Kaplan Professional	Devan Nair Institute for Employment and Employability 80 Jurong East Street 21 #06-02 Singapore 609607 Tel: 6309 5738 www.kaplan.com.sg/professional
MENDAKI SENSE	WIS@Changi 116 Changi Road #05-01 Singapore 419718 Tel: 6708 6400 msense.sg
NTUC LearningHub	Devan Nair Institute for Employment and Employability 80 Jurong East Street 21 #02-03 Singapore 609607 Tel: 6336 5482 www.ntuclearninghub.com.sg
SSA Consulting Group Pte Ltd	Lifelong Learning Institute 11 Eunos Road 8 #06-01 Singapore 408601 Tel: 6842 2282 www.training.ssagroup.com
Training Vision Institute Pte Ltd	Lifelong Learning Institute 11 Eunos Road 8 #06-04/05 Singapore 408601 Tel: 6848 5200 www.trainingvision.com.sg

As each ATO has different class schedules in different locations islandwide, please contact them directly on the class availability.

Q9	**How much does it cost to attend the course?**
A	The course fee varies depending on the course and the ATO you choose.

Q10	**Why is there no fixed course fee?**
A	ATOs are free to set their course fee for each course. Nonetheless, each WPLN course is still highly subsidised to encourage individuals to attend training. Freeing up the course fee will encourage the ATOs to offer more competitive pricing and better quality courses. This will in turn benefit the trainees by giving trainees more options on the pricing and courses designed innovatively with additional resources such as e-learning materials.