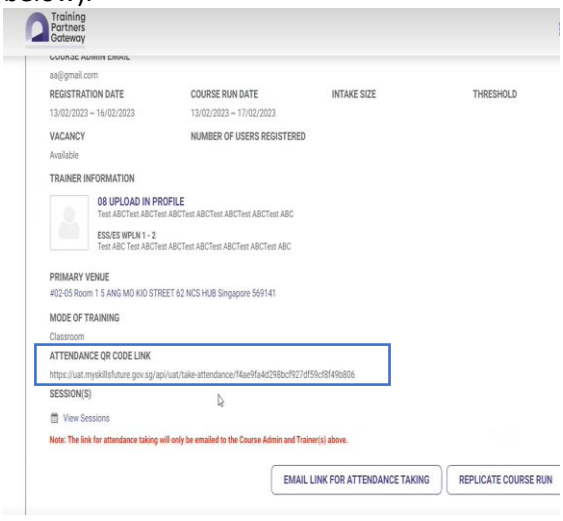
Frequently Asked Questions (FAQs) on e-Attendance Taking via SingPass

Version

Version	Release Date	Key Changes
1	31 August 2023	Original Copy

Queries	Responses
1. Can e-attendance via SingPass be taken for all modes of training?	Yes, you can use e-attendance taking via SingPass for all modes of training.
2. Can we continue to take manual attendance from 1 Oct 2023?	<u>Mandatory use of SingPass e-attendance taking</u> From 1 Oct 2023, you will have to take e-attendance via SingPass for course run sessions conducted under classroom or synchronous e-learning modes of training. <u>Deadline for submission of manual attendance records for classroom and synchronous e-learning modes of training</u> If you had taken manual attendance for any course run sessions conducted under classroom or synchronous e-learning modes of training before 1 Oct 2023, please note that you have up to 27 Oct 2023 to submit these attendance records. This is an exception to complete the submission even if your course run has yet to end. <u>Other modes of training</u> You can use e-attendance taking via SingPass for all modes of training. If you continue to take manual attendance, you will still be able to submit these attendance records in TPGateway.
3. The registered trainees for the course run include trainees who are not eligible for funding and/or do not make SkillsFuture Credit (SFC) claims. Do I also submit attendance records for these trainees?	You are not required to submit attendance records for such trainees. You can, however, extend SingPass e-attendance mode of attendance taking to this group of trainees to enjoy the benefits it offers.
4. My organisation does not deliver any SSG funded or agencies funded courses and only offers SFC eligible courses. Are we required to submit e-attendance via SingPass for classroom and synchronous e-learning sessions?	You are not mandated to use SingPass e-attendance come 1 Oct 2023. We encourage you to opt in for SingPass e-attendance so as to enjoy the benefits of e-attendance taking.
5. My organisation submits grant transactions in TPGateway, but our courses are funded by other agencies and not by SSG. Do we need to observe the requirement for e-attendance taking via SingPass?	Yes, you are required to use e-attendance via SingPass for course run sessions conducted under classroom or synchronous e-learning modes of training from 1 Oct 2023.
6. Our training commences before 1 Oct 2023 and straddles beyond	You are required to take e-attendance via SingPass for classroom and synchronous e-learning for course run

1 Oct 2023. Are we able to upload manual attendance records for the classroom and synchronous e-learning course run sessions on and after 1 Oct 2023?	sessions from 1 Oct 2023. Please note that you also need to ensure that the attendances of any course run sessions conducted before 1 Oct 2023 are submitted by 27 Oct 2023. This is regardless whether the course run has ended.
7. Do I need to keep the manual attendance record if the trainees' attendance has been successfully taken using SingPass e-attendance?	No, you are not required to keep manual attendance records for such trainees. There is no need to take manual attendance for such trainees as well.
8. How should we update the location for courses with hybrid MOT (e.g. AM session – classroom; PM – online)	You should update the location for each course run session based on what has been indicated in the course application except for course run sessions under synchronous e-learning mode of training which do not require the location/venue to be indicated. For classroom courses conducted in multiple locations (e.g. AM session at location A and PM session at location B), you should create separate course run sessions for each location.
9. I have created the course runs and sessions, but I am unable to generate the Course Run Code and QR code for digital attendance taking. What should I do?	An automatic generated email would be sent to course admin and trainers <u>three days</u> before the start of the course. This email contains the course run code and link to generate the SingPass QR code. If Training Providers are not able to access the email, the course run code and QR code link can be retrieved from Course Run set-up page in TPGateway (see screenshot below). 

10. Course run and sessions were created before 1 Oct 2023 in TPGateway for training commencing in Oct 2023. How do I retrieve the dynamic QR code for SingPass e-attendance taking?	You can access TPGateway to regenerate the email containing the URL of the dynamic QR code for your course run (please refer to section 2.1 of the Training Provider Guide to e-attendance taking via SingPass). Please note that you can only re-trigger the email three days before the course run start date.
11. There is a change in the Trainers conducting the course. How should I update the Trainer information so that the new Trainer will receive the attendance taking email?	You can update the Trainer information under the Course Run set-up page in TPGateway and re-trigger the attendance taking email to be sent to the updated list of Trainers (please refer to section 2.1 of the Training Provider Guide to e-attendance taking via SingPass). Please note that you can only re-trigger the email three days before the course run start date.
12. How do I take SingPass e-attendance for synchronous e-learning course?	You are required to inform the trainees to prepare two devices (i.e. mobile phone and laptop/tablet) for synchronous e-learning course during the course registration. One device (laptop/tablet) to access the url to generate the SingPass QR code and the other device (mobile phone) to scan the QR code for attendance taking. You can send the url for SingPass QR code generation and the Course Run Code to the trainees via the online course platform.
13. Can I use SingPass e-attendance for foreign trainees?	Yes, foreign trainees with a FIN number is eligible to apply for a SingPass account. Please make sure the trainees have setup their SingPass account and downloaded the SingPass mobile app before the training to facilitate SingPass e-attendance-taking.
14. Can we setup more than one kiosk for SingPass e-attendance to facilitate the attendance taking of a large group of trainees for classroom training?	Yes, you can setup multiple kiosks to display the SingPass QR code to speed up the attendance taking process. Please ensure that location setting has been enabled for all the kiosks.
15. The dynamic QR code takes long to refresh before the next trainee can scan for attendance taking. What should I do?	The trainee who is taking his attendance will need to give consent for his information to be shared via SingPass to complete the attendance taking process. The QR code will refresh within the next two to three seconds for the next trainee to scan. The speed of your local network connection at the training venue may affect this refresh time. You can also reload the page to regenerate a new QR code for the next trainee to scan.

16. What would be the back-up if SingPass e-attendance does not work or trainee does not have a SingPass?	Trainees must have SingPass at the onset to be able to enrol and attend SSG-funded or agency funded programmes. To facilitate SingPass e-attendance taking, SSG would provide you with comms materials on the things to prepare prior to course start. If SingPass E-attendance fails due to technical reasons*, you are to keep the error screenshot and take the trainees' attendance manually. Then you are required to appeal to us (with appeal reasons clearly indicated) via the Service Portal within 14 days from the course run session date. We will update you on the appeal outcome within 14 days from the date of receiving your appeal. *technical reasons: • Network down at Training Providers' premises • SingPass service disruption • Trainees not able to utilize SingPass (e.g. not able to log-in to SingPass despite several tries) In the event of an island wide SingPass service disruption, you will be allowed to upload manual attendance records for the affected sessions in TPGateway. No appeal is required.
17. What if the trainee is late for class and not able to take the attendance at the start of the session?	The time period for attendance-taking for a 9am – 12pm session is 8:30:00 am – 12:30:00 pm. Attendance taken within this timing is counted as **attended** for the full AM session. You are to make sure that the trainees have completed the attendance taking with the allowable time window.
18. Will the system reject e-attendance scanned by student not physically at training venue for in person session (e.g. received image of QR code from a friend) in class.	Trainees should not be sending QR codes to others who are not present. For SingPass QR code, trainees would have to have the access to scan the dynamic QR code, enable their personal biometrics or passcode in order for their attendance to be taken. There is also a validity period of each QR code.
19. How do I check if the trainee's attendance taking via SingPass is successful?	You are able to check the attendance record instantaneously via the link in the attendance taking email (Please refer to section 3.3 the Training Provider Guide to e-attendance taking via SingPass for detailed steps)

	The attendance records are also updated under the Attendance tile in TPGateway on a hourly basis.
20. Are we able to use SingPass e-attendance when there is a system maintenance in TPGateway?	Yes, your trainees' attendance taking is not affected by the system maintenance in TPGateway. Trainees are still able to scan the SingPass QR code for attendance taking. However, you will not be able to check the trainee's attendance record in real time during the system maintenance in TPGateway. You may check the attendance records in TPGateway later. Please be assured that we will schedule the system maintenance during off-peak hours if needed.
21. My organisation uses our TMS to transmit the attendance data to SSG. How do we retrieve the SingPass e-attendance data from SSG?	The API to port attendance data for classroom training and synchronous e-learning courses from your TMS to TPGateway would be closed. You may need to subscript to the **Retrieval of Course Attendance" API** to retrieve the SingPass e-attendance data**.**
22. are we able to edit/amend the SingPass e-attendance data?	No, you are not able to edit the attended hours captured under SingPass e-attendance E.g. for a 4 hour course session, all e-attendance taken will be recorded as 4 attended hours. You will not be able to edit the course session timing. Please remind the trainees that they are required to attend the full session. For trainees who do not attend the class after SingPass e-attendance has been taken (e.g the trainee is unwell), you may void the SingPass e-attendance record for the trainees in TPGateway.
23. Would attendance be recorded for those who have not been enrolled or if there were last minute changes to enrolment details?	You are required to submit the enrolment records no later than 14 days after course start date for SSG funded courses or the stipulated timeline specified by other agencies for courses funded by other agencies. Should the enrolment be submitted after the e-attendance is taken, the system will add the attendance records of the trainee to the enrolment. Please note that funding will not be given to enrolments submitted late.
24. With SingPass e-attendance, how would the attendance be calculated?	There is no change to how the attendance is calculated. Trainees would be able to record their attendance for

	each course session anytime from 30 mins before course session start to 30 mins after course session end.
25. What can I do if my trainee did not meet the 75% minimum attendance requirement?	You may wish to conduct make-up classes to help the trainees fulfil the attendance criteria. However, please ensure that the trainees' attendance from the subsequent course run is submitted within the attendance submission deadlines in TPGateway.

You may refer to TPGateway FAQs on questions relating to creation of course runs, course sessions and attendance submission.

https://www.tpgateway.gov.sg/faq