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REVISED
PROFESSIONAL STANDARDS AND GUIDELINES (PSG)
FOR PA TRAINERS/OPERATORS

Frequently Asked Questions

(Updated as of 27 December 2022)

1) Why is it a need to revise the PSG?

The existing PSG does not incorporate the latest development such as the Confidentiality and Personal Data, involvement of Political Activities etc. The revised PSG will thus keep PA Trainers and Operators abreast with the current policies and remain valuable partners of the PA.

2) What does “PA Groups” refer to in the revised PSG?

For the purpose of the PSG document, “PA Groups” refers to “PA and its GROs”.

3) Can a Trainer/Operator refuse to accept the revised PSG and remains with the GROs?

No. The revised PSG will take effect from 1 January 2023. All existing and new Trainers/Operators must comply with it. If Trainer/Operator does not wish to accept the new PSG and has existing classes with the GROs, they must complete the classes. After which, they will not be able to conduct new classes with the GROs and their registration term with the PA will lapse once it is ended.

From 1 January 2023, existing trainer/operators who have yet to accept the revised PSG and sign the new LOA will have their status blocked until they accept the new revised PSG and sign the new LOA.

From 1 April 2023, existing trainers/operators who have persistently refused to accept the revised PSG and sign the new LOA will be de-registered. Should they be keen to conduct courses at PA, they will be required to re-apply as a new trainer/operator.

4) Can a Trainer/Operator refuse to sign the new Letter of Appointment (LOA) and remains as a PA Trainer/Operator?

For those who declined to sign the new LOA, they are only allowed to continue until the end of their ongoing classes. However, from 1 April 2023, if they have yet to sign the new LOA, they will be de-registered. Should they be keen to conduct courses at PA, they will be required to re-apply as a new trainer/operator.

For signing the new LOA, PA will extend existing Trainer/Operator’s term of registration from 3 to 5 years, e.g., term ending on 31 December 2022 will be extended

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to 31 December 2027. For new Trainer/Operator application, the 5-year term will be the norm.

- 5) I have overlooked the invitation email on attending the briefing session and the submission deadline of the new LOA, can I sign the new LOA and submit now?**
If your term with PA is still valid, you may still sign the new LOA and email to PA_Talent_Times@pa.gov.sg. However, if your Trainer's term with PA has expired and you wish to be a PA Trainer again, you will need to apply as a new PA Trainer.
- 6) I am an Operator and have just signed a contract with the Grassroots Organisations (GROs) to conduct courses. If I signed the new LOA with PA, do my company needs to sign a new contract with the GROs again?**
No, they need not sign a new contract with the GROs as the existing contract still prevails. However, Operator will need to follow the guidelines in the revised PSG.
- 7) I am a Trainer and am now conducting a course with the CC. With signing the new LOA, do I need to sign a service agreement with the GRO?**
Yes, with the new LOA signed with PA, all Trainers/Operators must sign a service agreement with the GROs before conducting courses. The CC/RC concerned will prepare the agreement for you.
- 8) Do I need to update the CCs my new term duration once I signed the new LOA?**
It is not necessary. We will update your new term in the onePA system. CCs/RCs staff-in-charge will be duly updated.
- 9) After the extension of another 5-year to my current term, what will be the duration of my term with PA if I send in my renewal application?**
An appointment term of 5 years will be the new norm. Upon the expiry of your current term, you will only need to apply for renewal and sign a new LOA for a duration of 5-year.
- 10) Are there any additional criteria when the term of appointment increases from 3 to 5 years?**
No. The criteria remain the same which include compliance with the PSG, feedback from participants/PA staff, and the need to conduct at least 3 approved classes within the registration term to be eligible for the renewal.

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11) Am I able to charge material fees for my courses?

PA Operators and PA Trainers must not charge or collect from course participants any Miscellaneous Charges (such as material fees) unless:

- a) the PA Operator/PA Trainer has obtained prior written approval from the PA to do so;
- b) the Miscellaneous Charges are specified in the course information provided before or during course registration;
- c) the Miscellaneous Charges are specified in the relevant Service Agreement(s) or subsequently agreed in writing between the parties; and
- d) the Miscellaneous Charges are on a cost recovery / reimbursement basis.

12) Can an assistant trainer take over my class when I am away/absent?

An assistant trainer is not allowed to take over a class, unless the assistant trainer is also a registered PA Trainer and that the CO has been notified of the take-over and consents to it. Else, an assistant trainer may only help in the administrative matters such as marking attendance, bringing the children to the toilet, etc.

13) What type of documentations are acceptable for Trainer's absence?

A medical certificate or doctor's memo are examples of documentations.

14) For Holiday Courses/Short Term Courses, does Trainer/Operator need to sign a Service of Agreement with CC/RC?

Yes, it is required. From 1 January 2023, CC/RC must prepare the Service Agreement for PA Trainers/Operators. Trainers/Operators must also acknowledge the Service Agreement before conducting any courses.

15) Will material fees (e.g., uniform) continue to be paid directly to Trainer/Operator? Or must CC/RC include the material fees in the course fee?

Yes, material fees will continue to be paid directly to Trainer/Operator. Please do not include material fees into the course fee. For transparency to participants and to strengthen financial governance, please work closely with the CC/RC to ensure that all miscellaneous fees are stated in the Service Agreement and material fees are published openly in onePA for interested participant's advance information.

16) As GROs are no longer using manual receipt book, how do Trainers/Operators issue receipt to participants for material fee?

For material fees, if requested by participants or PA, Trainers/Operators are to show the receipts accordingly. Trainers/Operators may collect material fees directly from participants, as long as such fees are stated in the Service Agreement and published in onePA openly.

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17) I am not IT savvy and do not know how to acknowledge the Service Agreement via email, can CC/RC print a hard copy for me to acknowledge?

To encourage all to upgrade one's digital competency and to reduce carbon footprint for environmental sustainability, we do not encourage printing of the Service Agreement. However, to assist non-tech savvy Trainers, CC/RC will print the Service Agreement onto the GRO letterhead for you to acknowledge. For Operator, we require them to acknowledge the Service Agreement via the email template.

18) I am a PA Trainer and I have a class that started in December 2022 and will be ending in February 2023. I did not sign any agreement with CC/RC in December 2022. In this case, do I need to sign the Service Agreement with the CC/RC?

Yes, if the new class start date is in 2023, please sign a service agreement with the CC/RC. If the existing class start date is in 2022 and ends in 2023, CC/RC will prepare the service agreement for new classes starting in 2023. For avoidance of doubt, for trainers, service agreements are now required for all new classes starting in 2023, and not required for classes that started in 2022, even if the class ends in 2023.

19) Do Trainers/Operators need to acknowledge CC/RC when they email them the Service Agreement?

Yes, Trainers/Operators need to acknowledge CC/RC's email on the Service Agreement sent to them.

20) Are Trainers/Operators allowed to increase course fees and/or miscellaneous fees?

As per current and revised PSG, PA Operators and PA Trainers must submit any request for the revision of course fees and/or Miscellaneous Charges to the PA and the relevant GRO at least 6 months before the proposed effective date of the revision.

Please note that requests to increase course fees to offset the 1% GST hike are not allowed. PA will be absorbing the GST from 1 January 2023 to 31 December 2023 for courses conducted at the CCs/SCCs only as RC/RN are not GST registered.

21) Where do I get help if I have further query on the revised PSG?

Please email PA/2LD at PA_Talent_Times@pa.gov.sg and we will respond to your enquiry. The revised PSG and other relevant materials are also uploaded in the PA website at [Resources for PA Trainers & Operators | People's Association](#) for convenient reference.