

WORKPLACE LITERACY & NUMERACY
(1 Dec 2010 – 30 Nov 2011)

Frequently Asked Questions pertaining to Council for Estate Agencies

Section A: WPLN Assessments					
Q1	How do I register for the WPLN assessments?				
A	Registration for WPLN assessment is now available online at www.ces.gov.sg or by calling OCC at 6883 5885.				
Q2	What test should I register for?				
A	According to CEA's requirement, you would need to take all 5 assessments: <ul style="list-style-type: none"> - Reading - Listening - Speaking - Writing - Numeracy 				
Q3	How much does the assessment cost?				
A	Each assessment is \$3.75 (inclusive of GST) for Singaporeans and PRs. For foreigners, it is \$37.45 (inclusive of GST) for each test.				
Q4	Where can I take the test?				
A	If you sign up online, the assessment is held at the Centre for Employability Skills (CES) in Redhill. Alternatively, you can sign up with any of our WPLN CET Centres:				
	S/N	WPLN Assessment Sites	Operation Hours	Available WPLN Assessment	Registration Method
	1	Singapore Workforce Development Agency 141 Redhill Road, Blk B #02-11 Tel: 6883 5885	Mon to Thurs 8:30 am to 5:30 pm Fri 8:30 am to 5:00 pm	Speaking Writing Reading Listening Numeracy	Online registration at https://www.ces.gov.sg or call 6883 5885.
	2	NTUC Learning Hub NTUC Trade Union House, 73 Bras Basah Road, #05-01 Tel: 6471 2223	Mon to Fri 8:30 am to 6 pm	Speaking Writing Reading Listening Numeracy	Pls contact NTUC LearningHub.
	3	Kaplan Professional Starhub Centre, 51 Cuppage Road, #01-09 Tel: 6238 0403	Mon to Fri 8:30 am to 6 pm	Speaking Writing Reading Listening Numeracy	Pls contact Kaplan Professional.
	4	Training Vision Informatics Building, 12 Science Centre Road, Level 2 Tel: 6467 3341	Mon to Fri 8:30 am to 6 pm	Speaking Writing Reading Listening Numeracy	Pls contact Training Vision.
	5	SSA Consulting Group Fenara Court 3 #01-01, Jalan Wakaff Tel: 6842 2282	Mon to Fri 8:30 am to 6 pm	Speaking Writing Reading Listening Numeracy	Pls contact SSA Consulting Group.

Q5	What should I do if I want to reschedule my assessment date?																														
A	Rescheduling of assessment dates should be done by calling OCC at 6883 5885.																														
Q6	Can I retake the test if I fail to obtain SOA Level 5?																														
A	Yes, you may. However, there is a six-month lockout period before you can take the same assessment again. Alternatively, you can consider signing for a WPLN course to improve your language skills before you attempt the assessment again.																														
Section B: WPLN Course																															
Q7	What course should I sign up?																														
A	<p>Depending on your needs and your training recommendation after the assessment, you can sign up for any of the following WPLN courses. There are 3 course types available for Workplace Literacy (WPL) and 1 course for Workplace Numeracy (WPN). All courses have 3 levels, Beginner, Intermediate and Advanced:</p> <p><u>Workplace Literacy (WPL)</u></p> <table border="1"> <thead> <tr> <th>Course Type</th> <th>Modalities covered & assessed in the course</th> <th>Training Duration (Hours)</th> <th>Course Fee payable by trainees at CET Centres (Pls see Appendix A)</th> </tr> </thead> <tbody> <tr> <td>WPL (Comprehensive)</td> <td>Reading Listening Speaking Writing</td> <td>90</td> <td>Depending on the CETC</td> </tr> <tr> <td>WPL (Writing)</td> <td>Reading Writing</td> <td>45</td> <td>Depending on the CETC</td> </tr> <tr> <td>WPL (Conversational)</td> <td>Reading Listening Speaking</td> <td>45</td> <td>Depending on the CETC</td> </tr> </tbody> </table> <p><u>Workplace Numeracy (WPN)</u></p> <table border="1"> <thead> <tr> <th>Course Type</th> <th>Modalities covered & assessed in the course</th> <th>Training Duration (Hours)</th> <th>Course Fee payable by trainees at CET Centres (Pls see Appendix A)</th> </tr> </thead> <tbody> <tr> <td rowspan="3">WPN</td> <td>Numeracy (Beginner)</td> <td>15</td> <td>Depending on the CETC</td> </tr> <tr> <td>Numeracy (Intermediate)</td> <td>30</td> <td>Depending on the CETC</td> </tr> <tr> <td>Numeracy (Advanced)</td> <td>30</td> <td>Depending on the CETC</td> </tr> </tbody> </table>	Course Type	Modalities covered & assessed in the course	Training Duration (Hours)	Course Fee payable by trainees at CET Centres (Pls see Appendix A)	WPL (Comprehensive)	Reading Listening Speaking Writing	90	Depending on the CETC	WPL (Writing)	Reading Writing	45	Depending on the CETC	WPL (Conversational)	Reading Listening Speaking	45	Depending on the CETC	Course Type	Modalities covered & assessed in the course	Training Duration (Hours)	Course Fee payable by trainees at CET Centres (Pls see Appendix A)	WPN	Numeracy (Beginner)	15	Depending on the CETC	Numeracy (Intermediate)	30	Depending on the CETC	Numeracy (Advanced)	30	Depending on the CETC
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Q8	How can I sign up for the WPLN courses?																														
A	<p>There are now 5 WPLN CET Centres offering the WPLN training courses:</p> <table border="1"> <tbody> <tr> <td>Kaplan Professional</td> <td>Starhub Centre 51 Cuppage Road #02-01 Singapore 229469 Tel: 6733 1877 www.kaplan.com.sg</td> </tr> <tr> <td>MENDAKI SENSE</td> <td>1 Lorong 6 Toa Payoh Singapore 319376 Tel: 6478 3100 www.mendaki.org.sg</td> </tr> </tbody> </table>	Kaplan Professional	Starhub Centre 51 Cuppage Road #02-01 Singapore 229469 Tel: 6733 1877 www.kaplan.com.sg	MENDAKI SENSE	1 Lorong 6 Toa Payoh Singapore 319376 Tel: 6478 3100 www.mendaki.org.sg																										
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	NTUC LearningHub	Employment and Employability Institute 141 Redhill Road Block C #01-01 Singapore 158828 Tel: 6471 2223 www.ntuclearninghub.com
	SSA Consulting Group	5 Jalan Masjid #01-04 Kembangan Court Singapore 418924 Tel: 6842 2282 www.ssagroup.com
	Training Vision	1010 Dover Road #03-10 Singapore 139658 Tel: 6332 6242 www.trainingvision.com.sg
	<p>The 5 WPLN CET Centres are in the process of developing the full suite of WPLN training courses and will have the full suite available by the third quarter of 2011. As each CET Centre has different class schedules in different locations islandwide, please contact them directly on the class availability.</p>	
Q9	How much does it cost to attend the course?	
A	The course fee varies depending on the course and the CET Centre you choose.	
Q10	Why is there no fixed course fee?	
A	<p>CET Centres are free to set their course fee for each course. Nonetheless, each WPLN course is still highly subsidised to encourage workers to go for training.</p> <p>Freeing up the course fee will encourage the CET Centres 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.</p>	
Q11	How much do I pay if I am under the Workfare Training Support Scheme?	
A	<p>As a recipient under the Workfare Training Support Scheme, you will continue to enjoy the 95% funding rate for your course fee.</p> <p>Please refer to: http://app2.wda.gov.sg/web/Contents/Contents.aspx?Id=299 for more details on the Workfare Training Support Scheme.</p>	