

APPLICATION AS TRAINING PROVIDERS (TPs) ONBOARD HRMS LEARNING HUB

Entry Requirements for New Training Providers

These are the criteria to meet and required documents to be submitted by new Training Providers prior to them coming on board HRMS Learning Hub:

S/N	Criteria for new Training Providers	Required Documents
1	At least 5 years of establishment	a) Company write-up and website b) Methods of delivering training (e.g. classroom, e-learning, blended learning, etc.) c) Registration policy d) Withdrawal & Replacement policy
2	Track record of Courses delivered to large organizations with more than 200* staff.	a) List of courses and details conducted to govt. agencies for large organizations with more than 200 staff. Training Provider may also include testimonials or referral letters, if any. b) List of courses and details to be offered through the portal
3	Track record of Trainers a) Qualification in training delivery or teaching eg ACTA, NIE, Pedagogy/Andragogy b) Number of years of training experience	a) Document to show qualification eg certificate b) CVs of trainers who will be assigned to the courses to be offered
4	Registered business entity with ACRA (http://www.acra.gov.sg)	a) Business Profile by ACRA
5	Training provider must be registered on Vendors@Gov (http://www.vendors.gov.sg)	a) Vendors@Gov Account with valid Unique Entity Number (UEN)

**Existing training providers in the HRMS Learning Hub will need to submit their supporting documents every three years for our review effective FY15.*

Key Performance Indicators for Training Providers

Below are the Key Performance Indicators (KPIs) for TPs.

SN	Phase of Course Administration	Training Provider's KPIs
1	Registration Confirmation	95% of learners to be notified at least 10 calendar days before course run start date
2	Post-Course run Administration	100% course run attendance to be provided to Vital within 5 working days upon course end date
3	Post-Course run Administration	Average course satisfaction rating of at least 3.5 out of 5 points scale
4	Post-Course run Administration	100% of Vital billing to be paid within 30 days

Charges for Training Providers

Below are the charges applicable for all TPs onboard Learning Hub. Item 1 is charged annually (payable upfront), while items 2a to 4 will be charged on a quarterly basis e.g. TPs will be billed in July for work done in April-June.

S/N	Service	Charges wef Jan 2018 (excluding GST)	Billing Cycle
1	Annual Subscription Fee	\$800.00 per FY	Annual (FY) upfront
2a	Course Type Creation	\$22.00 per course type	Quarterly
2b	Course Type Edit (only applicable to fields specified in VITAL's template)	\$11.00 per course type	
3a	Course Run Creation & Administration	\$16.00 per course run	
3b	Course Run Edit (only applicable to fields specified in VITAL's template)	\$8.00 per course run	
4	Registration Service Fee Per Confirmed Registrant	1% of indicated course run published price per confirmed registrant, with minimum \$2 per registrant	
5	Penalty on late payment	Payment shall be made within 30 days from date of invoice. An administrative fee of 5% of the invoice amount shall be imposed for any late payment.	

**Vital reserves the right to reject requests to changes if there are existing registrations in a course run.*

Application Procedures for New Training Providers

Interested TPs can send in their application together with the softcopy of all required documents, as stated above, to **TP_Service_Request@vital.gov.sg**.

Upon successful application, TPs will be notified within 2 weeks and given a copy of the Service Level Agreement (SLA) for sign-off.

Earliest effective date of SLA shall be timed by the 1st day of the next quarter, i.e. 1st April, 1st July, 1st October or 1st January.

Contact Us

If you have any clarification, please feel free to contact us at: Customer Helpdesk: 6509 1757 (office hours only).

Alternatively, you may enquire via **TP_Service_Request@vital.gov.sg**.