Frequently Asked Questions

For Job, Skills and Training Programme

1. **What are the entry requirements for WSQ Higher Certificate courses?**
   You need at least a C6 pass in one subject at N-Level or equivalent. Alternatively, you can demonstrate proficiency in Workplace Literacy & Numeracy (WPLN) Level 4 for speaking, listening, reading, and numeracy, and Level 3 for writing.

2. **Can I request the course to be run at my premises?**
   Yes, we can conduct the course at your premises if the training location is suitable for the specific module and there are a minimum of 10 registered staff for the course.

3. **When do I need to submit staff registration for a course?**
   Please email your registration form to inservice@hmi.com.sg at least one month before the course starts. You'll get confirmation within three working days.

4. **When will I receive the invoice and when should I make payment?**
   After successful registration, you'll get an invoice. Please pay promptly upon receipt.

5. **When will I receive confirmation of the course?**
   We aim to finalize registrations one month before the course starts. Confirmation, along with course details, will be sent at least three weeks before the course begins.

6. **Can I withdraw my staff from the course after registration?**
   Please notify us via email at least one month before the course starts if you need to withdraw a participant. You can replace them with another staff up to two weeks before the course starts.

7. **How do I register my staff for the full WSQ Higher Certificate course?**
   For batch registration, specify the Full Course Name of WSQ Higher Certificate and Batch Number in the **Registration Form A**.
   Note that batch registration doesn't include elective modules. If you want elective modules, mention "with 3 elective modules" in the course name during registration.

   Example of registering staff for full certification course with 3 elective modules:

Full Certification Course Name	Btach No.	Corporate/Individual*	UEN NO	Corporate Contact Person	Corporate Contact Email	Corporate Contact Number	Corporate Address	Student Name*
WSQ Higher Certificate in Healthcare (Nursing) **with 3 elective Modules**	Batch 1							

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8. **Can I register my staff for modules only?**

   Yes, our modules are designed to be modular and stackable. You can start with any module that suits your needs. When registering for modules, please ensure you indicate the Full Course Name of WSQ Higher Certificate, Modular Name, and Course Dates in **Registration Form B.**

   Example of registering staff for one module:

Full Certification Course Name	Module Name	Course Dates	Corporate/Individual*	UEN NO	Corporate Contact Person	Corporate Contact Email	Corporate Contact Number	Corporate Address	Student Name*
WSQ Higher Certificate in Healthcare (Operations) – Inpatient Specialization	Mobility And Ambulation Assistance In Nursing	15/04/2024 to 17/04/2024							

   While modules within WSQ Higher Certificate in Healthcare (Nursing) are scheduled in a recommended sequence, employers are free to arrange the sequences to better suit the needs of their staff.

9. **Will my staff receive a confirmation of course enrolment?**

   Yes, upon successful registration, your staff will receive a course notification email from the institute along with a Learning Management Account assigned to them two weeks prior to the course commencement date. They will receive guidance on how to use the Learning Management System (LMS) to access their timetable, e-learning materials, and Zoom links for Home-Based Learning (HBL).

10. **Will there be a briefing session for my staff who sign up for the full Certification course?**

    Yes, there will be an orientation session on the first day of lessons for your staff. The institute will guide all new participants on how to use the Learning Management System (LMS) and mark attendance.

11. **What should I do if my staff is absent from class?**

    For SkillsFuture-funded courses, participants must achieve a minimum attendance of 75% and pass the course assessment to qualify for course fee funding. Participants or their employers should inform the institute of any absenteeism, providing a reason supported by relevant documentation. Makeup sessions are offered without additional charges for participants who are absent with valid reasons approved by the institute. However, if the absence is not justified, the participants will be marked as failed due to attendance.

12. **What should I do if my staff fail a module?**

    You can re-register your staff for the failed module on the next available day using Registration Form B. It's important to note that retaking the module incurs the full course fee, as SSG funding is provided only once for module.

13. **How can I check my staff's training progression?**

    HMI Institute will provide employers with a comprehensive list of staff who have successfully completed the WSQ Higher Certificate Courses in Excel format by the end of every month. Additionally, the institute will furnish a progress report for staff who are unable to adhere to the original course plan, aiding employers in their planning process.

14. **When and how are certificates issued?**

   After completing all required modules for WSQ Higher Certificate Course, your staff will be awarded the WSQ Higher Certificate by SkillsFuture Singapore (SSG).

   Since 2014, SSG has implemented e-certificates for WSQ Certifications. Employers are encouraged to instruct your staff to download e-certificates from the MySkillsFuture Portal within one month of completing the last required module. Alternatively, the institute offers the service of downloading and providing employers with soft copies of certificates upon request.

15. **How can my staff download their e-Certificate?**

   After successfully completing the course, your staff will receive guidance on how to download their certificate via email. They can access and download e-certificates from the MySkillsFuture Portal through the User Guide provided at https://www.myskillsfuture.gov.sg/content/dam/Help/eCerts_Individuals_UserGuide.pdf

16. **What will my staff receive if they are unable to complete the full qualification course?**

   Your staff will receive a WSQ Statement of Attainment for each module they have successfully passed. Employers may choose to register them again for any failed modules. Upon successfully passing all required modules, your staff will be eligible to receive the WSQ Higher Certificate.

17. **Is there a specific timeline for my staff to complete the full WSQ certification course?**

   It is advisable for your staff to complete all required modules for the WSQ Higher Certificate within one year.