

Frequently Asked Questions: COVID-Safe Training

(Last Update: 9 Apr 2021)

(PART I)

COVID-Safe Training and Worksite Requirements:

Workers | Safe Management Officers (SMO)s | Safe Distancing Officers (SDO)s

Type of Works	COVID-Safe Training Requirements			COVID-Safe Worksite requirements
	COVID-Safe Training for Workers*	Safe Management Officer (SMO) Course for Construction		Minimum numbers of Safe Management Officer (SMO) and Safe Distancing officer (SDO) to be appointed
	<i>Workers deployed are given 4 weeks from approval to resume work to complete this training</i>	<i>SMOs and SDOs can be deployed so long as registration for training has been confirmed and will be given 4 weeks from project approval to complete this training</i>		
Work Permit, S-Pass	Singaporeans, Permanent Residents	All	All	
• Construction Projects	Required	Required	Required	COVID-Safe Worksite requirements applicable <ul style="list-style-type: none"> Total no. of workers ≤ 10 requires 1 SMO Total no. of workers > 10 but ≤ 50 requires 1 SMO and 1 SDO Total no. of workers > 50 requires at least 1 SMO, and 1 SDO for every 50 workers SMOs appointed under COVID-Safe Worksite requirements may also fill the role of accommodation SMOs and SDOs.
• Supply Works	Required	Required	Required	
• Building works for landed properties (that requires building plan submission)	Required	Required	Not Required	

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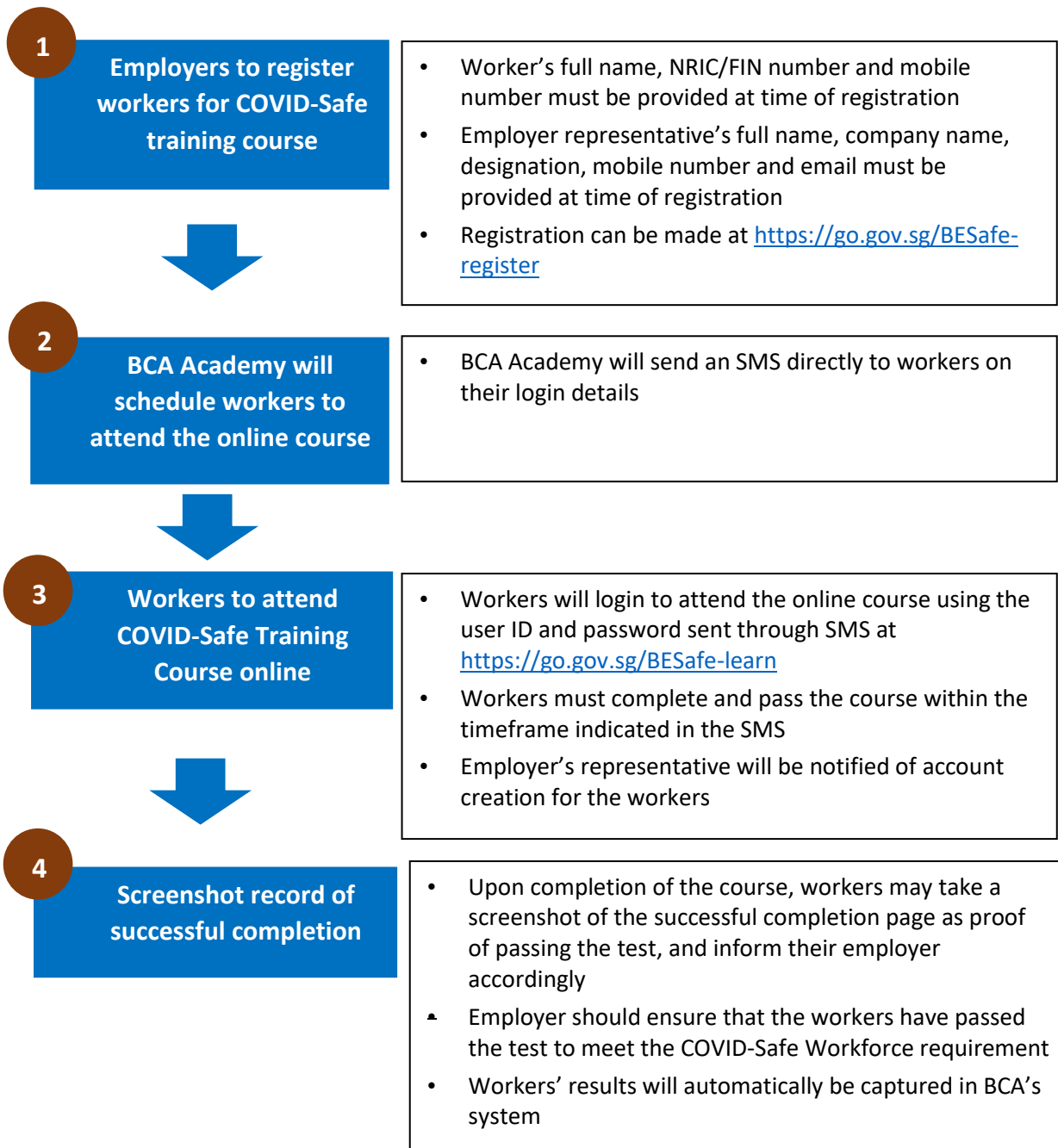
<ul style="list-style-type: none"> • Construction Account Works including Earlier Permitted Activities carried out at Construction Projects (e.g. site maintenance, site safety, vector control, I&M) 	Required	Not Required	Not Required	COVID-Safe Worksite requirements not applicable. To follow MOM Safe Management Measures for all workplaces.
<ul style="list-style-type: none"> • Renovation works (that do not require building plan submission) 	Required	Not Required	Not Required	

* *Professionals, Managers, Executives and Technicians (PMETs) (e.g. Project Managers, Engineers, Architects, REs, RTOs, Quantity Surveyors, BIM Managers, BIM Modellers), as well as personnel supporting administrative matters in the built environment sector (e.g. Admin/Finance/IT personnel), are not required to attend this course.*

(PART II) COVID-Safe Training for Workers

Important: : The course will be discontinued by May 2021. Application for the course must be submitted latest by 14 May 2021. Those who had already applied for the course but pending completion will be required to complete and pass the course by 27 May 2021 (Updated on 5 Apr 21)

A. WORKFLOW



B. OVERVIEW

Q1: What is COVID-Safe Training for Workers Supporting the Built Environment?

The course aims to equip workers supporting the built environment sector with the knowledge and guidance on safe practices, as well as being socially responsible to minimise the risk of COVID-19.

Q2: Is this a compulsory course that all workers must attend?

Workers supporting the built environment sector, i.e. Construction Projects, Supply Works, Renovation Works and Construction Account Works¹, are required to attend and pass the course. Please refer to Table 1 for the training requirement for different work categories.

Q3: Are Project Managers/ Engineers/ Architects/ Resident Engineers/ Resident Technical Officers required to attend the course? [Updated on 2 June]

Professionals, Managers, Executives and Technicians (PMETs) (e.g. Project Managers, Engineers, Architects, REs, RTOs, Quantity Surveyors, BIM Managers, BIM Modellers), as well as personnel supporting administrative matters in the built environment sector (e.g. Admin/Finance/IT personnel), are not required to attend this course.

Q4: What is the course fee?

The course is free of charge.

¹ Refer to *BCA Advisory for the Built Environment for a Safe and Controlled Restart of Construction Sector* for the definition of the works

Q5: How is the course conducted? Is there a limit on class size?

The course is conducted online. There is no limit on the class size. Workers can attend the course using their mobile phone or tablet at their own time.

Q6: What is the duration of the course?

The duration of the online course will be approximately 3 hours, including a short end-of-course assessment.

Q7: What is the format of the assessment?

The assessment is competency based. It aims to assess the worker's understanding and application of the course content. The assessment will include multiple choice questions and/or scenario-based questions. If the workers answer the questions incorrectly, they will be guided until they are able to answer the questions correctly.

Q8: Will the workers be awarded a certificate at the end of the course?

No. Upon successful completion and passing of the course, workers can take a screenshot of the online completion page. Worker's result will also be automatically captured in BCA's system.

Q9: If the workers are not proficient in English, is the course offered in other languages?

The course material and content will only be available in English. However, there will be a voice-over in Bengali, Burmese, Chinese, Malay and Tamil. In addition, the course material is mainly in graphical and animated format for ease of understanding.

Q10: My workers will be attending the course. Do they also need to attend the Safe Management Officers (SMO)s Course for Construction?

Workers are not required to attend the SMOs Course for Construction. Only Safe Management Officers (SMOs) and Safe Distancing Officers (SDOs) are required to attend the SMOs Course for Construction.

C. ADMINISTRATION

Q11: If the workers have changed their mobile number, what should I do?

Employers need to ensure that the contact details submitted in their registration for the course is accurate and updated for the workers to receive notification on course details.

Q12: After registering the workers for the course, what can the employer representative and workers expect?

On employer's submission of workers' details in prescribed format for course registration at <https://go.gov.sg/BESafe-Register> :

- Applicant (employer's representative) will receive an automated acknowledgement email;
- Each worker will receive an SMS from [Sender: BCA-Restart], sent to their mobile number within 3 days. The SMS will contain instruction on how to login and access the course.

(Note: For employers who have already applied for the course for more than 5 days but have not received workers' login details from BCA Academy, please **do not re-apply** for the same workers unless contacted by BCA Academy. If required, you can submit a request at <https://go.gov.sg/BESafe-Request>)

Q13: My workers are redirected to 'bcaa.instructure.com' after they clicked on <https://go.gov.sg/BESafe-Learn>. Is the redirected page legitimate?

Yes. Workers will be redirected to the Canvas platform at 'bcaa.instructure.com'.

Q14: Will I be notified of my worker's course result?

With effect from 17 June 2020, employer's representative will no longer be able to track workers' results through the learning management system due to system constraint. Employer should monitor the progress of the workers closely. As good practice, employer should instruct their workers to update the employer immediately on their successful completion and passing of the test. The workers may also take a screenshot of their test results as proof of passing the course.

Q15: How can employers/workers check if they have completed and passed the course?

To pass the course, workers must complete and achieve full marks for 3 set of quizzes, namely, Quiz 1 Group (5 questions), Quiz 2 Group (10 questions) and Quiz 3 Group (10 questions).

To check if the workers have successfully completed and passed the course, i.e., scoring full marks for the 3 set of quizzes as described: (please refer to the screenshots below for reference)

- Log in at <https://go.gov.sg/BESafe-Learn>
- Click on the course card to view the first page of the course
- On the first page of the course, click on "How to check if you have passed" (Screenshot 1)
- After completing the quizzes, click on either "Check Passed – Method 1" or "Check Pass – Method 2" (see Screenshot 2 and 3), to check if they have passed all the 3 set of quizzes

Most Frequently Asked Questions: COVID-Safe Training

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Screenshot 1

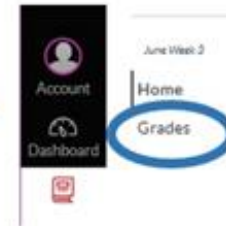
The screenshot displays the title "Covid-Safe Training for Workers Supporting the Built Environment" and a link "How to check if you have passed" circled in red. Below this is a section for language options, listing: ENGLISH, 中文 (Chinese), தமிழ் (Tamil), မြန်မာ (Myanmar), বাংলা (Bangla), and MELAYU.

<u>ENGLISH</u>
<u>中文 (Chinese)</u>
<u>தமிழ் (Tamil)</u>
<u>မြန်မာ (Myanmar)</u>
<u>বাংলা (Bangla)</u>
<u>MELAYU</u>

Screenshot 2

Check Passed – Method 1:

Step1: Click on the **Grades** sub-menu



Step 2: Go to the bottom of the page
and check that all 3 quizzes is 100%

Example 1

Quiz 1 Grp	100%	5.00 / 5.00	Passed Quiz 1
Assignments	N/A	0.00 / 0.00	
Quiz 2 Grp	100%	10.00 / 10.00	Passed Quiz 2
Quiz 3 Grp	N/A	0.00 / 0.00	Has not started Quiz 3
Scorm	N/A	0.00 / 0.00	
Total	100%		

Has Not yet passed

Example 2

Quiz 1 Grp	100%	5.00 / 5.00	Passed Quiz 1
Assignments	N/A	0.00 / 0.00	
Quiz 2 Grp	100%	10.00 / 10.00	Passed Quiz 2
Quiz 3 Grp	100%	10.00 / 10.00	Passed Quiz 3
Scorm	N/A	0.00 / 0.00	
Total	100%		

Passed!

Screenshot 3

Check Passed - Method 2:

Step 1: Click on the **Grades** sub-menu

Step 2: In the Grades, at the right side of the page:

1. **Uncheck** the checkbox
2. Then look at the **Total**

Grades for Ch 797Q (G)

Print Grades

Arrange By: Due Date

Name	Due	Status	Score	Out of
BSafe Ch1			-	0
Ch1			-	0
Ch2			-	0

Total: 100% (PASSED!)

Show All Details

Assignments are weighted by group:

Group	Weight
Quiz 1 Grp	20%
Quiz 2 Grp	40%
Quiz 3 Grp	40%

Assignments 0%

Score 0%

Total 100%

Calculate based only on graded assignments

You can view your grades based

Example 1

Total: 60% (Try again...)

Show Saved "What-If" Scores

Show All Details

Assignments are weighted by group:

Group	Weight
Quiz 1 Grp	20%
Assignments	0%
Quiz 2 Grp	40%
Quiz 3 Grp	40%
Score	0%
Total	100%

Calculate based only on graded assignments

Has Not yet passed

Example 2

Total: 100% (PASSED!)

Show All Details

Assignments are weighted by group:

Group	Weight
Quiz 1 Grp	20%
Assignments	0%
Quiz 2 Grp	40%
Quiz 3 Grp	40%
Score	0%
Total	100%

Calculate based only on graded assignments

You can view your grades based on What-If scores so that you

Passed!

2.

1.

Uncheck



Q16: If my worker forgot to take a screenshot that they have passed the course, what should they do?

Workers can login to the Learning Management System (<https://go.gov.sg/BESafe-learn>) to retrieve their record within the same day that they passed the course.

Upon completion of their course and passing of the assessment, employers will receive their workers' results within 7 days via the email which was used to register for the course. If employers did not receive their workers' results after 7 days, they may submit a request at <https://bca.gov.sg/feedbackform>.

Q17: Why did my workers received another SMS to attend the course, even after they have passed the course? Do they need to retake the course?

An SMS will be sent to your worker's mobile phone once their application for the course is processed. If your worker receives more than one SMS, you (the employer) may have submitted more than one course application for your worker. If your worker has already completed and passed the course, they can ignore the subsequent SMS.

Q18: What should I do if there are changes to my workers' details (e.g. Name, FIN number, mobile number)? My workers did not receive SMS more than 5 days after course application? My workers cannot log in using their FIN/NRIC and password given in the SMS? My workers cannot see any course after they have logged in?

Employers can fill up the Request Form at <https://go.gov.sg/BESafe-Request>. Please read the instructions carefully and complete the required details accordingly. The expected follow up to your request will be indicated in the form.

Q19: How can I re-submit/re-apply for the course if my workers did not complete the course within the designated timeframe indicated in the SMS?

Employers can re-submit or re-apply for their workers to attend the course via <https://go.gov.sg/BESafe-Request>.

Q20: My workers deleted the SMS with the login instructions accidentally. How can they get their login instructions again?

Employers can submit a request for their worker's login details at <https://go.gov.sg/BESafe-Request>.

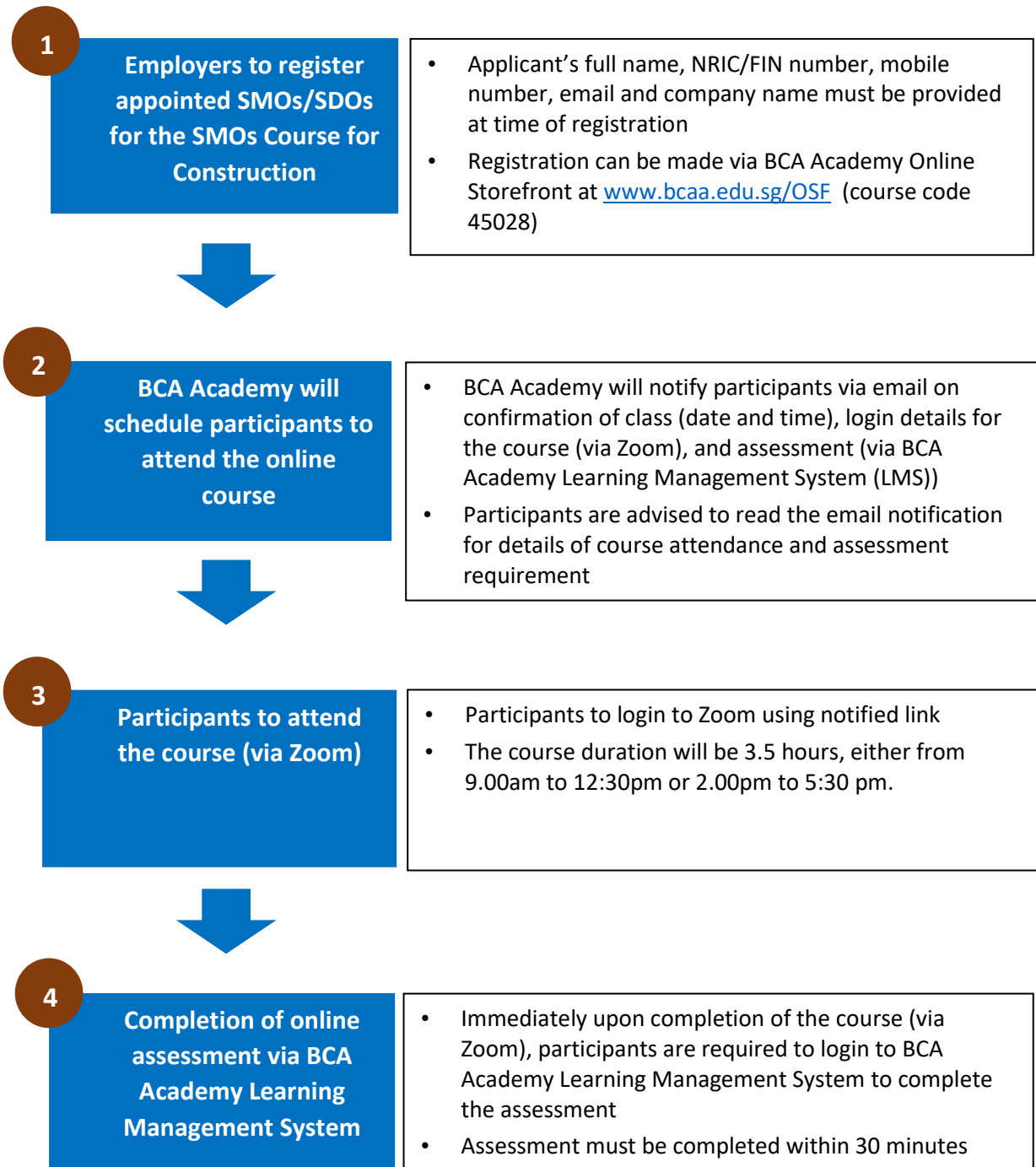
Q21: When will the course be discontinued? When is the last day to register and complete the course? [Updated on 5 Apr 21]

The course will be discontinued by May 2021. Workers who are required to attend the course must complete their registration latest by 14 May 2021. Application for the course will not be accepted from 15 May 2021. All workers, including those who had registered for the course and pending completion of the course, must complete and pass the course by 27 May 2021.

(PART III)

Safe Management Officers (SMO)s Course for Construction

A. WORKFLOW



B. OVERVIEW

Q22: What is Safe Management Officers (SMO)s Course for Construction?

The course is specially curated for the construction sector, to equip Safe Management Officers (SMO)s and Safe Distancing Officers (SDO)s with the knowledge and skills to implement and coordinate a system of Safe Management Measures (SMM)s suitable for the sector.

Q23: Who should attend this course?

All SMOs and SDOs who are involved in Construction Projects and Supply Works are required to attend and pass the course, in order to meet the COVID-Safe Worksite criteria for resumption of works. Please refer to Table 1 for the training requirement for different work categories.

Q24: Does personnel involved in renovation projects need to attend the SMOs Course for Construction?

The SMOs Course for Construction does not apply to renovation companies. There is no need to attend the course.

Q25: How is the course conducted? Is there a limit on class size?

The course will be conducted in synchronous format, i.e. learning in a group at the same time remotely via Zoom. It will be conducted in 4 hours, including a 30-minute end-of-course assessment. SMOs can attend the course using their mobile phone or tablet too. For effective learning, there will be a cap on the number of participants for each class.

Q26: What is the course fee? Is funding available?

The course fee is \$75 (incl. 7% GST) per participant. Company-sponsored local employee will enjoy SSG Funding with a baseline funding support at 50% of the course fee (capped at \$15 per hour). In addition, enhanced funding is applicable for the following categories:

<u>Funding Scheme</u> <i>(click on the embedded link)</i>	<u>Course Fee Subsidy</u> <i>(T&C apply)</i>
• Enhanced Training Support for SMEs	90% course fee funding for employees of SMEs, capped at \$50 per hour
• SkillsFuture - SkillsFuture Mid-Career Enhanced Subsidy	90% course fee funding, capped at \$50 per hour
• Workfare Training Support Scheme - Individuals	95% course fee funding, capped at \$53 per hour

Q27: Will there be any assessment at the end of the course? [Updated on 2 Jul]

Yes. There will be a 30-minute end-of-course assessment, conducted through the BCA Academy Learning Management System at the end of the course. Upon successful completion and passing of the course, and full payment of the course fee, an e-Certificate of Successful Completion will be issued within a month.

Q28: What is the format of the assessment?

The assessment will consist of scenario-based objective type questions. If the participant did not pass the test in the first attempt, they will be allowed to retake the assessment without any additional fees.

Q29: Can my company start work on site if the SMOs/SDOs have not completed and passed the course?

If the company has successfully registered the SMOs/SDOs for the course prior to its application to resume work, the company will be allowed a grace period for its SMOs/SDOs to complete the course.

Q30: For appointed SMOs in the worksite, do they need to attend the COVID-Safe Training for Workers too?

SMOs appointed to implement Safe Management Measures on site are typically non-workers. Hence, they are not required to attend the COVID-Safe Training for Workers.

C. ADMINISTRATION

Q31: How do I login to Zoom? How do I take the assessment?

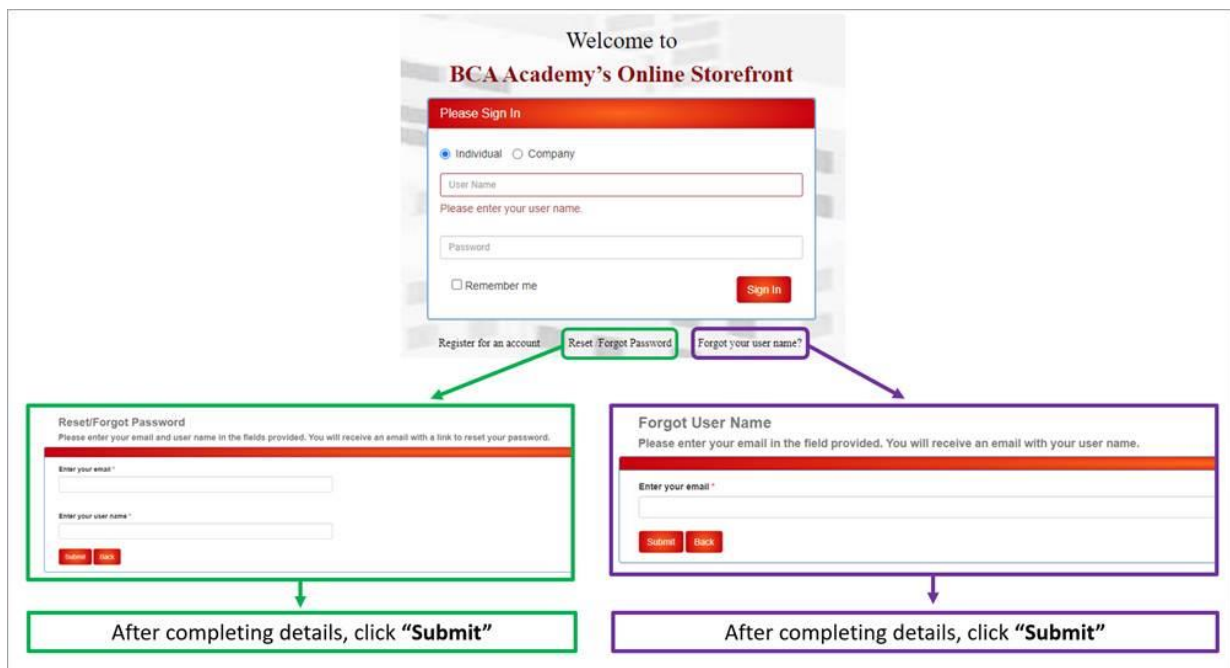
Participants who are successfully registered for the course will receive an email notification from BCA Academy prior to the course commencement. On the scheduled date and time, participants need to login to Zoom webinar session through the invitation link indicated on the email notification. Immediately after completing the Zoom webinar session, participants will need to login to the BCA Academy Learning Management System with the login details that are given in the email notification, to take an online assessment.

Q32: How can I register for the course?

To register for the course or to download the course brochure, please visit www.bcaa.edu.sg

Q33: How do I create a BCA Academy Online StoreFront (OSF)? What if I have forgotten my password for OSF? How can I reactivate my OSF account? [Updated on 21 June]

An OSF account can be created at www.bcaa.edu.sg/OSF. Password reset/username retrieval can also be submitted via the OSF system. For expired/suspended account, you may register at <https://go.gov.sg/SMO-Request>. However, due to the surge in such requests, we seek your understanding and patience while we process your requests.



Note

Password requirement - Minimum of 6 characters containing at least 1 upper case character; at least 1 lowercase character; and at least 1 special character

Q34: I have applied for the SMO Course but did not receive confirmation from BCA Academy. What should I do? How can I make payment? [Updated on 2 Jul]

Your registration for the SMO Course is confirmed once you have submitted successfully and received the Registration no. TOLxxxxxxx (in 7-

digit). The login details for the SMO Course will be sent to the applicant 2 days before the scheduled class. If you do not receive an email notification, please also check your spam/junk email folder.

Payment can be made via PayNow or internet banking transfer. Please [click here](#) for more details. When making payment, please ensure that your Enrolment Number is indicated.

Q35: How can I change my date or cancel my registration for the SMO Course at BCA Academy?

You can submit your request to cancel the SMO Course registration at BCA Academy via <https://go.gov.sg/SMO-Request>.

Q36: How do I apply for the course fee subsidy funding (SDF, MCES, Enhanced Training Support for SMEs, WTS) for SMO Course? I am unable to find course code on funding at Skills Connect.

For company sponsored Singaporean/PR participants, you can apply for the funding at www.skillsconnect.gov.sg. Thereafter, you can send us the TG reference number and we will advise you on the course fee after funding.

For self-sponsored Singaporean/PR participants, you will need to complete the Declaration Form ([click here](#)). Thereafter, BCA Academy will apply for funding on your behalf and advise you on the course fees after funding.

You can visit [SkillsConnect](#) (under Section 4.1 of SkillsConnect Guide) on how to apply for training grant.