

## **About SkillsFuture Singapore (SSG)**

SkillsFuture Singapore (SSG) drives and coordinates the implementation of the national SkillsFuture movement, promotes a culture and holistic system of lifelong learning through the pursuit of skills mastery, and strengthens the ecosystem of quality education and training in Singapore.

For more information, please refer to <https://www.skillsfuture.gov.sg/>

## **About EduTrust Certification Scheme (EduTrust)**

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered and governed by SkillsFuture Singapore (SSG) for Private Education Institutions (PEIs) in Singapore. The SSG functions independently as the regulatory authority of the private education industry in Singapore and is responsible for all decisions under the EduTrust Certification Scheme. SSG aims to raise the standards of the industry to ensure PEIs provide a higher standard of educational services and good student/ graduate outcomes.

### **EduTrust Certification Scheme Criteria**

There are seven criteria under the EduTrust Certification Scheme. Each criterion has a set of sub-criteria and items, with statements specifying the requirements of each item.

#### **1. Leadership and Strategic Planning**

This criterion examines how the leadership team demonstrates commitment to develop the PEI and achieve excellence, in support of the vision and mission, and how the PEI conducts its strategic planning.

#### **2. Corporate Administration**

This criterion examines the PEI's efficiency and effectiveness in the management of administrative operations and resources, communication processes, confidentiality of information, and feedback and complaints in order to improve services provided.

#### **3. External Recruitment Agents**

This criterion examines how the PEI select, appoint, manage, monitor and evaluate the PEI's local and overseas external student recruitment agents effectively. This is to ensure that the agents deliver quality services to prospective students and that they do not engage in any misrepresentation and unethical practices.

#### **4. Student Protection and Support Services**

This criterion examines processes relating to student protection via the Fee Protection Scheme, student contract and refund, course transfer, withdrawal and deferment policies. It examines how the PEI plan the student support services to enhance student well-being in support of a

holistic education. It also examines the PEI's processes of conducting pre-course counselling, selecting and admitting students to the PEI's courses and monitoring students' conduct and attendance.

### **5. Academic Systems and Processes**

This criterion examines how the PEI set up academic systems and processes to ensure that the courses offered meet the needs and expectations of the students and industry. It also covers how the PEI manage and monitor academic staff's lesson delivery and students' learning, selection of academic partners, and ensure the rigour and integrity of student assessments to measure achievement of student and graduate outcomes.

### **6. Quality Assurance, Innovation and Continual Improvement**

This criterion examines the PEI's quality assurance requirements in establishing a system of regular assessment, review, innovation and continual improvements to ensure that the systems and processes are effectively managed.

### **7. Performance Outcomes**

This criterion examines the achievement of the PEI's performance outcomes in four key areas, which include student and graduate outcomes, service quality outcomes, operational outcomes and people development outcomes. It further examines how the PEI benchmark these outcomes against internal targets, comparable institutions and/or national or international standards and use this to improve and achieve positive outcomes. The performance of the PEI's graduates in the Graduate Employment Survey (GES), if applicable, is also examined.

Demonstrate trends which show that the PEI is consistently meeting or exceeding targets. For adverse trends, reasons are to be provided with improvement actions taken or planned for.

For more information, please refer to [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/edutrust-certification-scheme/about-edutrust-certification-scheme](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/edutrust-certification-scheme/about-edutrust-certification-scheme)