

WORKPLACE LITERACY & NUMERACY (WPLN)

Frequently Asked Questions pertaining to Council for Estate Agencies (CEA)

Section A: WPLN Assessment																													
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 the Centre for Employability Skills at 6883 5885.																												
Q2	What test should I register for?																												
A	<p>According to CEA's requirement (Level 5 and above for WPLN assessment in these 5 components (Reading, Listening, Speaking, Writing and Numeracy) will be recognised in lieu of 4 GCE "O" level passes), you would need to take all of the following 5 assessments:</p> <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	<p>If you sign up online, the assessment is held at the Centre for Employability Skills in Redhill. Alternatively, you can sign up with any of the WPLN Continuing Education and Training (CET) Centres:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">S/N</th> <th style="width: 35%;">WPLN Assessment Sites</th> <th style="width: 20%;">Operating Hours</th> <th style="width: 15%;">Available WPLN Assessment</th> <th style="width: 25%;">Registration Method</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td> Centre for Employability Skills Employment and Employability Institute Block B, #02-11 141 Redhill Road Singapore 158828 Tel: 6883 5885 </td> <td style="text-align: center;"> Mon to Fri 9:00 am to 6:00 pm </td> <td style="text-align: center;"> Speaking Writing Reading Listening Numeracy </td> <td> Online registration at https://www.ces.gov.sg or call 6883 5885 </td> </tr> <tr> <td style="text-align: center;">2</td> <td> NTUC LearningHub Employment and Employability Institute Block C, #01-05 141 Redhill Road Singapore 158828 Tel: 6471 2223 </td> <td style="text-align: center;"> Mon to Fri 8:30 am to 6:00 pm Sat 8:30 am to 1:00 pm </td> <td style="text-align: center;"> Speaking Writing Reading Listening Numeracy </td> <td> Contact NTUC LearningHub for sign up </td> </tr> <tr> <td style="text-align: center;">3</td> <td> Kaplan Professional StarHub Centre 51 Cuppage Road #02-01 Singapore 229469 Tel: 6733 1877 </td> <td style="text-align: center;"> Mon to Fri 9:00 am to 6:00 pm Sat 9:00 am to 1:00 pm </td> <td style="text-align: center;"> Speaking Writing Reading Listening Numeracy </td> <td> Contact Kaplan Professional for sign up </td> </tr> <tr> <td style="text-align: center;">4</td> <td> Training Vision Institute Pte Ltd 38 Maxwell Road #04-01 Airview Building Singapore 069116 Tel: 6325 1068 </td> <td style="text-align: center;"> Mon to Fri 9:00 am to 6:00 pm </td> <td style="text-align: center;"> Speaking Writing Reading Listening Numeracy </td> <td> Contact Training Vision Institute Pte Ltd for sign up </td> </tr> </tbody> </table>				S/N	WPLN Assessment Sites	Operating Hours	Available WPLN Assessment	Registration Method	1	Centre for Employability Skills Employment and Employability Institute Block B, #02-11 141 Redhill Road Singapore 158828 Tel: 6883 5885	Mon to Fri 9:00 am to 6:00 pm	Speaking Writing Reading Listening Numeracy	Online registration at https://www.ces.gov.sg or call 6883 5885	2	NTUC LearningHub Employment and Employability Institute Block C, #01-05 141 Redhill Road Singapore 158828 Tel: 6471 2223	Mon to Fri 8:30 am to 6:00 pm Sat 8:30 am to 1:00 pm	Speaking Writing Reading Listening Numeracy	Contact NTUC LearningHub for sign up	3	Kaplan Professional StarHub Centre 51 Cuppage Road #02-01 Singapore 229469 Tel: 6733 1877	Mon to Fri 9:00 am to 6:00 pm Sat 9:00 am to 1:00 pm	Speaking Writing Reading Listening Numeracy	Contact Kaplan Professional for sign up	4	Training Vision Institute Pte Ltd 38 Maxwell Road #04-01 Airview Building Singapore 069116 Tel: 6325 1068	Mon to Fri 9:00 am to 6:00 pm	Speaking Writing Reading Listening Numeracy	Contact Training Vision Institute Pte Ltd for sign up
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5	SSA Consulting Group 5 Jalan Masjid #01-04 Kembangan Court Singapore 418924 Tel: 6842 2282	Mon to Fri 9:00 am to 6:00 pm	Speaking Writing Reading Listening Numeracy	Contact SSA Consulting Group for sign up
6	Mendaki SENSE 1 Lorong 6 Toa Payoh Singapore 319376 Tel: 6478 3100	Mon to Thurs 8:30 am to 6:00 pm Fri 8:30 am to 5:30 pm Sat 8.30 am to 1:00 pm	Speaking Writing Reading Listening Numeracy	Contact Mendaki SENSE for sign up

Q5 What should I do if I want to reschedule my assessment date?

A Rescheduling of assessment dates should be done by calling the Centre for Employability Skills or the WPLN CET Centre which you have signed up at.

Q6 Can I retake the test if I fail to obtain SOA Level 5?

A Yes, you may. However, there is a three-month lockout period before you can take the same assessment again.

If you wish to retake the assessment within the lock-out period, you will be required to pay the assessment fee at full cost, i.e. \$37.45 (inclusive of GST) per assessment. Alternatively, you can consider signing up for the respective WPLN Course to improve your competency before you attempt the assessment again.

Section B: WPLN Course

Q7 What course should I sign up?

A 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:

Workplace Literacy (WPL)

Course Type	Modalities covered & assessed in the course	Training Duration (Hours)	Course Fee payable by trainees at CET Centres
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

Workplace Numeracy (WPN)

Course Type	Modalities covered & assessed in the course	Training Duration (Hours)	Course Fee payable by trainees at CET Centres
WPN	Numeracy (Beginner)	15	Depending on the CETC
	Numeracy (Intermediate)	30	Depending on the CETC
	Numeracy (Advanced)	30	Depending on the CETC

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" data-bbox="264 197 1382 1211"> <tr> <td data-bbox="264 197 724 434">Kaplan Professional</td> <td data-bbox="732 197 1382 434">StarHub Centre 51 Cuppage Road #02-01 Singapore 229469 Tel: 6733 1877 www.kaplan.com.sg</td> </tr> <tr> <td data-bbox="264 434 724 602">MENDAKI SENSE</td> <td data-bbox="732 434 1382 602">1 Lorong 6 Toa Payoh Singapore 319376 Tel: 6478 3100 www.mendaki.org.sg</td> </tr> <tr> <td data-bbox="264 602 724 804">NTUC LearningHub</td> <td data-bbox="732 602 1382 804">Employment and Employability Institute Block C, #01-05 141 Redhill Road Singapore 158828 www.ntuclearninghub.com</td> </tr> <tr> <td data-bbox="264 804 724 1005">SSA Consulting Group</td> <td data-bbox="732 804 1382 1005">5 Jalan Masjid #01-04 Kembangan Court Singapore 418924 Tel: 6842 2282 www.ssagroup.com</td> </tr> <tr> <td data-bbox="264 1005 724 1211">Training Vision Institute Pte Ltd</td> <td data-bbox="732 1005 1382 1211">38 Maxwell Road #04-01 Airview Building Singapore 069116 Tel: 6325 1068 www.trainingvision.com.sg</td> </tr> </table> <p>As each CET Centre has different class schedules in different locations islandwide, please contact them directly on the class availability.</p>	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	NTUC LearningHub	Employment and Employability Institute Block C, #01-05 141 Redhill Road Singapore 158828 www.ntuclearninghub.com	SSA Consulting Group	5 Jalan Masjid #01-04 Kembangan Court Singapore 418924 Tel: 6842 2282 www.ssagroup.com	Training Vision Institute Pte Ltd	38 Maxwell Road #04-01 Airview Building Singapore 069116 Tel: 6325 1068 www.trainingvision.com.sg
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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>										