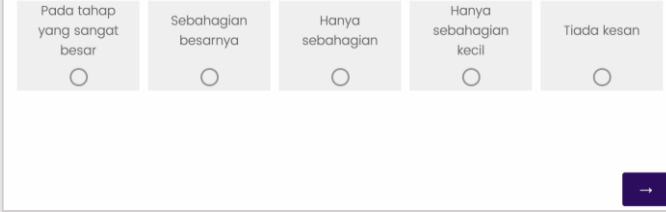
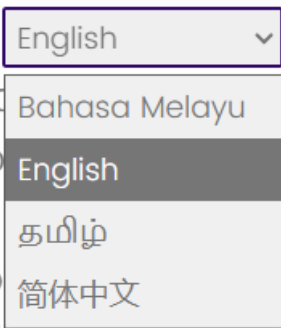


FREQUENTLY ASKED QUESTIONS (FAQS) ON THE TRAINING QUALITY AND OUTCOMES MEASUREMENT (TRAQOM) INITIATIVE
As of Jul 2026

	Question / Answer	Training Providers	Learners
A	About TRAQOM initiative		
	1. What is the Training Quality and Outcomes Measurement (TRAQOM) initiative about? The TRAQOM initiative was designed to capture feedback from learners who attended a Skills and Workforce Development Agency (SWDA)-approved course* and received SWDA funding – i.e., either SWDA’s course fee funding or claimed SkillsFuture Credit (SFC) to offset the out-of-pocket course fee. The initiative was primarily set up to help: - individuals make informed decisions on their training choices, by making reference to the Training Provider (TP) and course ratings featured in MySkillsFuture; and - TPs to improve their course offerings, by accessing the qualitative and quantitative learners’ feedback collected through TRAQOM. MOE / SWDA, as well as other government agencies, also reference TRAQOM data to inform and review policies and initiatives, including the funding of SWDA-approved courses. TRAQOM Surveys There are two standardised survey questionnaires: one survey on course quality and another on course impact on work and career. These surveys are centrally administered by an SWDA-appointed vendor after the course. The survey data will be collected and aggregated into Quality and Impact indicators which will then be published on MySkillsFuture Course Directory. These indicators are refreshed quarterly. *Note: Learners who attend the following courses are exempted from TRAQOM survey administration: - In-house courses which are not open for public sign-ups - Massive open online courses - Assessment-only-pathway courses - Singapore Prison Services-sponsored courses - SG Enable-supported courses	●	●

	Question / Answer	Training Providers	Learners
	2. What are the two surveys in this initiative? There are two surveys: i. The survey on course quality measures learners' perception of the overall learning experience and how inclined they are to recommend others to attend the course upon course completion. ii. The survey on course impact on work and career measures learners' perception on how well the course has benefitted their work and careers. The survey is administered three months after course completion.	●	●
B	TRAQOM Survey Design		
	3. How did Skills and Workforce Development Agency (SWDA) arrive at the set of survey questions and survey design? SWDA conducted a comprehensive review of the TRAQOM initiative in 2022. As part of the review process, SWDA engaged internal SWDA divisions on their reporting needs, as well as Training Providers to validate and solicit feedback on the TRAQOM Survey questions and administration process. The suggestions were carefully considered and incorporated where appropriate.	●	●
	4. Can Training Providers (TPs) add their own questions to the TRAQOM surveys? No. TPs cannot add their own questions to the new set of TRAQOM surveys. TRAQOM surveys are meant to complement TPs' own surveys. If there are additional questions for learners that are not in the current set of TRAQOM surveys, TPs may conduct their own in-house survey(s).	●	
	5. Will the surveys be conducted in other languages besides English? Yes. Surveys can be administered in one of the four languages – English, Mandarin, Malay or Tamil. By default, the survey language is in English. Learners may change the survey language via the drop down in the top right corner of the page.	●	●

	Question / Answer	Training Providers	Learners
	 Image A: Screenshot of the survey in the Malay language  Image B: Screenshot of the language drop down list on top right corner of the page when clicked on		
	6. What is the survey validity period? Learners can access the survey on course quality via the Quick Response (QR) code between the course start date and up to the course end date. The unique link to the survey on course quality sent via email / SMS is valid for 14 days from the day it was sent (i.e., one day after course end date). The unique link to the course impact on work and career is also valid for 14 days from the day it was sent (i.e., 90 days after course end date).	●	●

	Question / Answer	Training Providers	Learners
C	Participation in TRAQOM		
	7. Is it mandatory for Training Providers (TPs) to participate in the TRAQOM initiative? Yes. Participation in TRAQOM is mandatory, as detailed in Skills and Workforce Development Agency's Terms for TPs. TPs are expected to actively partner SWDA and ensure the smooth administration and thorough acquisition of survey responses. This includes, where practicable, using the QR code to administer the survey on course quality and ensuring compliance to SWDA's attendance requirements.	●	
	8. How would Training Providers (TPs) be impacted if learners do not participate in the TRAQOM survey? The TRAQOM scores are published on the MySkillsFuture Course Directory as an indicator to help course seekers in their selection of courses. If learners do not participate in the surveys, it may skew TPs' scores which could be disadvantageous to TPs. Effective 1 June 2026, the enhanced course renewal criteria for registered courses will include two new requirements: i. The response rate for the survey on course quality must be at least 75%. ii. The registered course must not fall within the lowest quantile of course quality ratings. Hence, learners' participation in the surveys is critical to meet the course renewal requirements which will look at data based on up to the most recent 24 months.	●	
	9. Do Training Providers (TPs) need to inform learners in advance about the two surveys that will be issued by Skills and Workforce Development Agency (SWDA)? Yes. As a matter of good practice, Training Providers should inform learners about both TRAQOM Surveys in advance and that the TRAQOM Surveys are centrally administered to learners via Qualtrics.	●	
	10. Is it mandatory for learners to participate in the TRAQOM initiative?	●	●

	Question / Answer	Training Providers	Learners
	All learners who have benefitted from SWDA funding would be administered the TRAQOM Surveys and are strongly encouraged to participate in the Surveys. These are learners who attend an SWDA-approved course* and received SWDA funding – i.e., either SWDA’s course fee funding or claimed SkillsFuture Credit (SFC) to offset the out-of-pocket course fee. Learners who do not complete the course or withdraw from a course at the last minute may still be administered the TRAQOM Surveys. *Note: Learners who attend the following courses are exempted from TRAQOM survey administration: a. In-house courses which are not open for public sign-ups b. Massive open online courses c. Assessment-only-pathway courses d. Singapore Prison Services-sponsored courses e. SG Enable-supported courses		
	11. What happens if a learner does not have a personal email address? For learners without a personal email address, the TRAQOM surveys can be administered via SMS. In most cases*, when learners have neither a personal email address nor mobile number, Training Providers (TPs) should inform learners to sign up for a personal email address and guide them where possible in signing up for an email account, to facilitate the issuance of the surveys. TPs are required to request for the learner’s personal email account, where access must be authenticated by the account owner, such as through a personal password protection mechanism. To safeguard the integrity of the survey results, usage of (i) a shared email account, e.g., admin@company.com or enquiry@tp.com, where surveys may be completed by a central coordinator, and (ii) disposable email addresses that are not password protected (e.g., yopmail), are not allowed. *Note: In special cases, learners’ contact details are not captured in SWDA’s systems, e.g., Singapore Prison Services-sponsored courses, and hence exempted from the TRAQOM Surveys.	●	●

	Question / Answer	Training Providers	Learners																								
C	Access and Use of TRAQOM data																										
	12. How will the TRAQOM survey data be published on the MySkillsFuture Course Directory? Skills and Workforce Development Agency (SWDA) will use ratings generated from the corresponding overall summative questions in the survey on course quality and the survey on course impact on work and career. <table><tr><th colspan="2">Overall Summative Questions</th></tr><tr><td><u>Survey on course quality</u> “I will recommend others to attend XYZ course.”</td><td><u>Survey on course impact on work and career</u> “Course XYZ has helped me progress in my work / career.”</td></tr></table> For display purposes to make the ratings more intuitive for course seekers, the absolute ratings are translated to star ratings rounded to the nearest decimal place as per the table below. <table><tr><th>Star Rating</th><th>Absolute Rating Range</th></tr><tr><td>1 Star</td><td>1.0 to 1.24</td></tr><tr><td>1.5 Star</td><td>1.25 to 1.74</td></tr><tr><td>2 Stars</td><td>1.75 to 2.24</td></tr><tr><td>2.5 Stars</td><td>2.25 to 2.74</td></tr><tr><td>3 Stars</td><td>2.75 to 3.24</td></tr><tr><td>3.5 Stars</td><td>3.25 to 3.74</td></tr><tr><td>4 Stars</td><td>3.75 to 4.24</td></tr><tr><td>4.5 Stars</td><td>4.25 to 4.74</td></tr><tr><td>5 Stars</td><td>4.75 to 5.0</td></tr></table> The published ratings are cumulative since January 2023, and are refreshed quarterly in mid-January, -April, -July and -October. Note: For survey on course impact on work and career rating, responses which are submitted “for personal interest” learning intent will be excluded. However, Training Providers can access these responses in the “raw survey responses” report in the Qualtrics system.	Overall Summative Questions		<u>Survey on course quality</u> “I will recommend others to attend XYZ course.”	<u>Survey on course impact on work and career</u> “Course XYZ has helped me progress in my work / career.”	Star Rating	Absolute Rating Range	1 Star	1.0 to 1.24	1.5 Star	1.25 to 1.74	2 Stars	1.75 to 2.24	2.5 Stars	2.25 to 2.74	3 Stars	2.75 to 3.24	3.5 Stars	3.25 to 3.74	4 Stars	3.75 to 4.24	4.5 Stars	4.25 to 4.74	5 Stars	4.75 to 5.0	●	●
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	Question / Answer	Training Providers	Learners
	13. Where are the course quality and course impact indicators located in the MySkillsFuture Course Directory? The course quality and course impact indicators will be published on (i) each respective course page, and (ii) the Training Provider (TP)'s page. When published on the TPs' page, the indicators are aggregated at Areas of Training level.	●	●
	14. How can Training Providers (TPs) access the TRAQOM survey data? TPs are to login to their Qualtrics user accounts where a broad overview of the data gathered (e.g., aggregated rating, number of responses, trends) is displayed on the dashboard. Using the filters to narrow down the data displayed, TPs can deep dive for deeper insights on the feedback from learners on their courses and download the data for own use. TPs can refer to the Qualtrics user guide on TPGateway for more information on login and navigation.	●	
	15. Who can Training Providers (TPs) contact for registration of Qualtrics user account(s)? To request for Qualtrics user account(s), TPs may contact our appointed vendor's (Rolling Arrays') helpdesk at 6980 6493 or via email (qualtricsupport@rollingarrays.com.sg).	●	
D	TRAQOM Survey Administration		
	16. How are the TRAQOM surveys administered? The survey on course quality is administered at the end of the course by the Training Provider through a QR code. The QR code is accessible via the TRAQOM microsite and leads learners to the survey landing page (https://go.gov.sg/swdatrainingsurvey). For learners who are not present for the survey administration via QR code, they will receive the unique survey link one day after the last day of course through email / SMS.	●	●

	Question / Answer	Training Providers	Learners
	The survey on course impact on work and career is administered through email / SMS to all learners three months after course completion. Note: For courses ending before 1 June 2024, the survey on course impact on work and career was administered through email / SMS to all learners six months after course completion.		
	17. Where can Training Providers (TPs) retrieve the QR code and the course run ID to administer the survey on course quality? The QR code can be found on SWDA's TRAQOM microsite. The Course Run ID is searchable and viewable under the "Course Runs" tile in Training Partners Gateway (TPGateway). For more information about Course Runs, please refer to the FAQs and self-help guide on TPGateway.	●	
	18. What do Training Providers (TPs) need to do to begin participation in the TRAQOM initiative? TPs do not need to submit additional information and data to participate in the TRAQOM initiative. Qualtrics (the survey administration platform) relies on existing data submitted by TPs (e.g., course-level, course-run level and authenticated attendance information) to administer the TRAQOM Surveys. However, TPs are expected to actively partner SWDA and ensure the smooth administration and thorough acquisition of survey responses. This includes, where practicable, - Use the QR code as the default channel to administer the survey on course quality; - Check for the completion of the survey on course quality in class; - Comply with SWDA's attendance requirements; and - Inform learners about the survey on course impact on work and career in advance.	●	
	19. Why do Training Providers (TPs) need to submit trainer details for each course run, and how does it impact the survey on course quality?	●	

	Question / Answer	Training Providers	Learners
	TPs must ensure that the trainer(s) details submitted in TPGateway are accurate for respective course runs. The names of the trainer(s) are reflected in the trainer-related questions (i.e., Questions 8 and 9) in the survey on course quality for learners to give their feedback on each trainer up to a maximum of 5 trainers.		
E	Data Protection and Anonymity		
	20. Will Training Providers (TPs) infringe the Personal Data Protection Act (PDPA) by providing the learners' personal contact information to Skills and Workforce Development Agency (SWDA)? No. An organisation that is required to collect, use or disclose NRIC numbers for a public agency's purposes, is not required to assess whether the purposes are in accordance with Personal Data Protection Commission's (PDPC's) NRIC Advisory Guidelines. Organisations that have concerns about breaching the PDPA when collecting NRICs for SWDA's purposes may refer to PDPC's FAQ.	●	
	21. Will learners' identities be disclosed to Training Providers (TPs) along with their survey responses? By default, no. Learners' identity and contact details will be released to TPs only if learners indicate that they would like to be contacted by the TP about the feedback and leave either an email address or contact number.		●
F	Others		
	22. Who can Training Providers (TPs) and Learners contact if they have further questions on the TRAQOM survey initiative? For technical assistance and clarifications relating to the surveys administration, TPs and learners can contact our appointed vendor's (Rolling Arrays') helpdesk at 6980 6493 or via email (qualtricssupport@rollingarrays.com.sg). TPs and learners may submit all other enquiries via	●	●

	Question / Answer	Training Providers	Learners
	SWDA's service portal.		