

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 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 \$4.28 (inclusive of GST) for Singaporeans and PRs. For foreigners, it is \$42.80 (inclusive of GST) for each test.				
Q4	Where can I take the test?				
A	Besides the Centre for Employability Skills, you may sign up for the assessment at any of the WPLN Continuing Education and Training (CET) Centres.				
	S/N	WPLN Assessment Sites	Operating Hours	Available WPLN Assessment	Registration Method
	1	Centre for Employability Skills Lifelong Learning Institute 11 Eunos Road 8 #02-01 Singapore 408601 Tel: 6883 5885 www.ces.gov.sg	Mon to Thurs 8:30 am to 5:30 pm Fri 8:30 am to 5:00 pm	Speaking Writing Reading Listening Numeracy	Online registration at www.ces.gov.sg or call 6883 5885
	2	NTUC LearningHub NTUC Trade Union House 73 Bras Basah Road #02-01 Singapore 189556 Tel: 6471 2223 www.ntuclearninghub.com	Mon to Fri 8:30 am to 7:15 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 www.kaplan.com.sg	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 134 Jurong Gateway Road #01-311 Singapore 600134 Tel: 6332 6242 www.trainingvision.com.sg	Mon to Fri 9:00 am to 6:00 pm	Speaking Writing Reading Listening Numeracy	Contact Training Vision Institute Pte Ltd for sign up
	5	SSA Consulting Group Pte Ltd 5 Jalan Masjid #01-04 Kembangan Court Singapore 418924 Tel: 6842 2282 http://ssagroup.com	Mon to Fri 9:00 am to 6:00 pm	Speaking Writing Reading Listening Numeracy	Contact SSA Consulting Group Pte Ltd for sign up

6	Mendaki SENSE 1 Lorong 6 Toa Payoh Singapore 319376 Tel: 6478 3100 www.mendaki.org.sg	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
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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. \$42.80 (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 There are **5 WPLN CET Centres** offering the WPLN training courses:

	<table border="1"> <tr> <td>Kaplan Professional</td> <td>Starhub Centre 51 Cuppage Road #02-01 Singapore 229469 Tel: 6733 1877 www.kaplan.com.sg</td> </tr> <tr> <td>MENDAKI SENSE</td> <td>1 Lorong 6 Toa Payoh Singapore 319376 Tel: 6478 3100 www.mendaki.org.sg</td> </tr> <tr> <td>NTUC LearningHub</td> <td>NTUC Trade Union House 73 Bras Basah Road #02-01 Singapore 189556 Tel: 6471 2223 www.ntuclearninghub.com</td> </tr> <tr> <td>SSA Consulting Group Pte Ltd</td> <td>5 Jalan Masjid #01-04 Kembangan Court Singapore 418924 Tel: 6842 2282 http://ssagroup.com</td> </tr> <tr> <td>Training Vision Institute Pte Ltd</td> <td>134 Jurong Gateway Road #01-311 Singapore 600134 Tel: 6332 6242 www.trainingvision.com.sg</td> </tr> </table>	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	NTUC Trade Union House 73 Bras Basah Road #02-01 Singapore 189556 Tel: 6471 2223 www.ntuclearninghub.com	SSA Consulting Group Pte Ltd	5 Jalan Masjid #01-04 Kembangan Court Singapore 418924 Tel: 6842 2282 http://ssagroup.com	Training Vision Institute Pte Ltd	134 Jurong Gateway Road #01-311 Singapore 600134 Tel: 6332 6242 www.trainingvision.com.sg
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	As each CET Centre has different class schedules in different locations islandwide, please contact them directly on the class availability.										
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	As a recipient under the Workfare Training Support Scheme, you will continue to enjoy the 95% funding rate for your course fee.										