Findings from Inspections on WSH Training Providers

MINISTRY OF MANPOWER

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OSH Inspectorate

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RECAP OF TP FORUM 2023

Recap of TP Forum 2023

01 Increased number of forged WSH training certificates uncovered since 2015

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(Government • TPs/LSPs • Stakeholders)

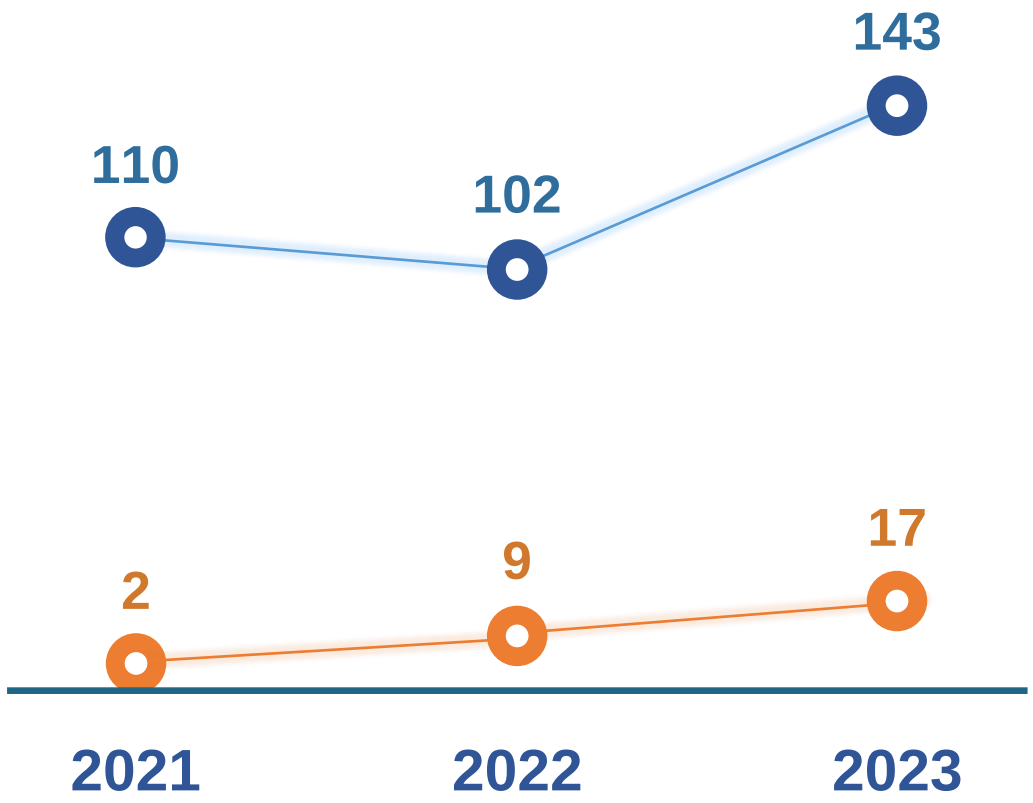
03 Visit to TPs and LSPs

04 Sharing of 2 prosecution cases

05 What you as Training Providers can and must do

INVESTIGATION STATISTICS –
Improving or still missing the mark?

Increased in enforcement actions and prosecution cases



Enforcement Actions

- Work Permit Revocation
- Composition Fine
- Stern Warning

Prosecution cases

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28 September 2023 – Recent Prosecution Case

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Section 53

Workplace Safety and Health Act

Offence: Issuance of Fraudulent Certificates

Courses conducted were **80%** shorter than the stipulated curriculum training hours

Affected WSH Courses – High-risk and Task Specific

Managing WAH, Metal Scaffold Erection, Supervision of Metal Scaffold Erection, Formwork Safety Courses for Supervisors, and WAH Course for Workers

INSPECTION FINDINGS –
Self-manage or micro-manage?

Commendable practices observed during inspections

Good Practices

- Multiple security levels/Biometric system to access secured areas
- Full-time trainers sit-in on ad-hoc basis to assess associate trainers' competency
- Digital adoption for consistency and transparency in assessment, and proper record management
- Good crowd control and segregation of learners from the admin office
- Proper control rights for uploading of training records on TRS
- Safe training environment and proper rest areas provided

Areas for further improvement

Upgrade 2.0

- Review key control & access management to document room
- Adopt clean desk policy & secure assessment/ training materials
- Ensure proper documentation for accountability, fairness and transparency
- Ensure training environment is adequate and safe for all
- Keep abreast on relevant updates pertaining to the WSH training landscape
- Ensure timely & accurate upload of training records

Cause for Concern – Integrity of Assessment

1

Assessor conducted oral assessment in Trainees' native language for an English language course

Lapses/Issues
- No evidence to ensure fair and reliable judgement on trainees' competency
- No transparency on assessment process

2

Hints embedded in skill-based assessment paper do not test a trainee's thinking process but trains him to "copy and paste"

Lapses/Issues
- No means to assess trainees' competency
- A wrongly appointed "Competent" supervisor is himself, a risk factor, at the worksite

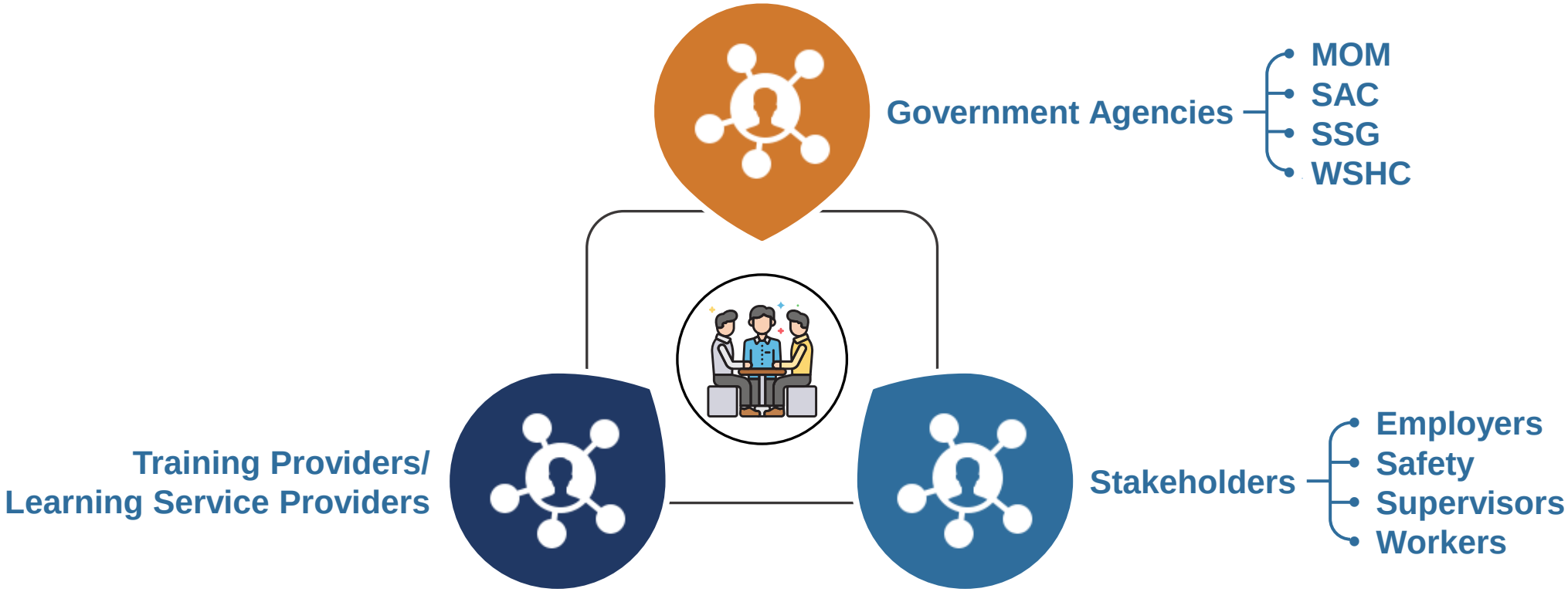
3

Answer keys/acceptable answers were not provided to assessors to facilitate fair and consistent marking/grading

Lapses/Issues
- Interpretation of answers subject to trainer biasness and/or experience
- Inconsistent and unfair assessment process

MOVING FORWARD –
Pushing or taking responsibility?

Moving Forward – Pushing or taking responsibility?



What was your first thought when you heard the news?

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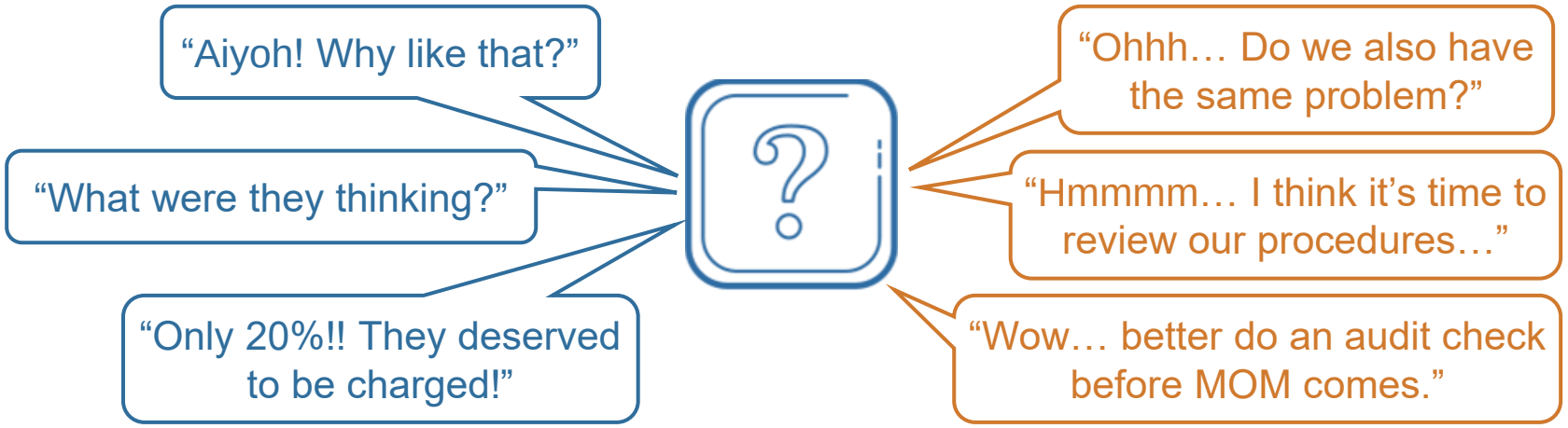

Inspections reflected the same observations

Good Practices

- Uploading Training Records via TRS
- Conduct of Assessment
- Security of WSH Certificates
- Upkeeping of Assessment Sets

Upgrade 2.0

Should MOM be concerned?

Upgrade your mindset and take ownership for a safe workforce

T

Train your trainees well – the way you want others to train your loved ones. Everyone deserves to go home safely every day.

A

Assess current gaps and areas for improvements. Implement an **action** plan to minimise or completely eliminate recurrence.

K

Keep your house clean and don't compare. If you must, compare up and not down.

E

Engender ownership and be accountable. Take every feedback as a learning opportunity & explore new ways to do things right.

Thank you!

“Training for workplace safety is not just a task; it’s a responsibility that can make a lasting impact on the well-being of individuals and the success of a business.”

- Unknown