



Dear Sir/Mdm,

Request for Learners' Personal Information for Participation in SSG Training Quality and Outcomes Measurement Surveys (TRAQOM)

1. SkillsFuture Singapore (SSG) has embarked on the implementation of the Training Quality and Outcomes Measurement (TRAQOM) initiative. This entails the administration of (i) a quality survey and (ii) an outcomes survey to learners who have completed training for courses that had been supported and/or funded by SSG and are open to the public for sign-ups.

2. This initiative enables SSG, training providers and learners to ascertain the effectiveness of the training courses. It helps training providers to improve their courses and prospective learners to make an informed decision when selecting courses for training. Survey responses from learners will be collected by SSG, aggregated and eventually published on SSG's MySkillsFuture portal.

3. As your course receives funding from SSG, we seek your assistance to collect the details listed in Paragraph 4 from learners. Upon training completion, SSG will administer both the quality and outcomes surveys to learners directly via the TRAQOM Survey System.

4. The required learner information fields are as follows:

- a) Learner's Name
- b) Learner's NRIC/FIN
- c) Learner's ID Type
- d) Learner's Date of Birth
- e) Learner's Email Address
- f) Learner's Mobile Number

5. The collection of learners' details stated in paragraph 4 is for the purpose of verifying the authenticity of learners' identity.

6. Organisations which have concerns as to whether or not the collection of NRICs for SSG's purposes will be in breach of the Personal Data Protection Act 2012 may refer to question 18 of the FAQ published by the Personal Data Protection Commission ("PDPC") on its website at www.ifaq.gov.sg/pdpc/apps/fcd_faqmain.aspx#FAQ_1110890.

An extract of question 18 and the PDPC's advice is set out below:

How can an organisation comply with the PDPC's NRIC Advisory Guidelines when the organisation is required to collect, use or disclose NRIC numbers for a public agency's purposes?

As the issuing authority for the NRIC, the Government rightfully uses NRIC numbers to discharge its functions and services with citizens. 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 PDPC's NRIC Advisory Guidelines.

Nonetheless, in such scenarios, organisations should inform the individuals that the collection, use or disclosure of their NRIC numbers is for purposes required by the public agency. Organisations are also reminded to ensure an appropriate level of security to protect the NRIC numbers collected. Organisations must also cease to retain the NRIC numbers once they have completed the tasks required by the public agency since the organisations have no need to retain the information.

Organisations should note that the treatment for NRIC numbers also applies to Birth Certificate numbers, Foreign Identification Numbers ("FIN"), Work Permit numbers, and Passport numbers.

7. Should you require any clarification, please contact our SSG-appointed vendor, Azaas Pte Ltd, at 800-852-3869 or email them at traqomsupport@azaas.com

Thank you.

Yours sincerely,

Training Partners Group

SkillsFuture Singapore
1 Marina Boulevard #18-01
One Marina Boulevard, Singapore 018989
Tel: (65) 6785 5785 | Fax: (65) 6512 1322 | www.ssg.gov.sg