Company Representative – Frequently Asked Questions (FAQ)

For detailed instructions on accessing and using WSDC, please refer to the **Company User Guide** in https://wsdip-docs.skillnex.co/. This guide provides step-by-step support to help you navigate the platform smoothly.

Registration & Login

How do I get access to the WSDC as a company representative?

Firstly, you will need to be given the e-Service on Corppass by your company's Corppass administrator.

Ensure the Corppass administrator does the following in Corppass

1. Go to e-Services > Select Entity's e-Services
2. Select and enable e-Service 'ITE-WSDC'
3. Then go to e-Services > Assign Selected e-Services
4. Select the user(s) to assign, then assign to ITE-WSDC
5. Assigned user(s) will be required to activate account to access Corppass if not done before

Once you have access to the ITE-WSDC e-Service, login to https://wsdip.ite.edu.sg/ with your SingPass and follow the onboarding instructions provided.

Fill in the required company and account details to activate your access.

How many company representatives are allowed to access to WSDC?

There is no system-imposed limit on the number of company representatives. The actual number depends on how many employees your CorpPass administrator chooses to grant CorpPass access to. Your organisation has the flexibility to determine the appropriate number of representatives based on your business needs.

For specific guidance on managing CorpPass users or if you need to adjust the number of representatives, please consult with your CorpPass administrator.

How do I log out of the system?

Click Logout from the top right Account Profile dropdown. Always log out if using a shared or public device.

Account & Company Information

How do I view my company account information?

Go to Account Management > View Account Information.

How do I edit my account information?

Open Account Management > Edit Account Information and update the required fields.

How do I view or edit company information?

Navigate to Company Information > View / Edit to see or update details like company name, address, and contact information.

How is the Signatory Personnel used for and why is it important?

The designated Signatory Personnel plays a key role, as WSDC will automatically send the Work-Study Diploma Participation & Grant Agreement (WPGA) directly to their email at the start of each intake exercise.

Important Note:
- WPGA must be digitally signed before the job posting can be made available to applicants.
- If your company is a Public Agency, the system will trigger Work-Study Diploma Participation Agreement (WPA)

Job Post Management

How do I create a job post?

To begin posting a job when the intake exercise opens, navigate to the main dashboard and select "Create New Job". For first-time job postings, you'll need to initiate a signing request. Click "Initiate Signing Request" to automatically send the WPGA/WPA agreement to the designated Signatory Personnel via email through WSDC.

The Signatory Personnel will receive an email containing a link to complete the digital signature process with Singpass. For detailed instructions on the Singpass signing process, please refer to the user guide at https://guide.signify.gov.sg/user-guides/basic/signer .

You'll be directed to the course listing page where you can choose the course for which you'd like to hire new trainees. The system will then guide you through completing two main sections: the Job Posting details and the List of Competencies.

You can save your progress at any point during the process. Once you've reviewed all the information and are satisfied with your entries, you can submit your application for ITE's approval.

Can I submit more than one job posting from the same course?

Yes, you can submit multiple job postings for the same course if you wish to hire additional trainees. This allows you to create separate postings with different requirements within the same course offering as long as your company can meet the LOC's criteria for the course.

Why is my job posting not published?

Before the first job post is published on every intake, make sure that the designated Signatory Personnel has signed the WPA/WPGA agreement.

Can I edit or withdraw a job post?

Job posting with status **Published** cannot be edited, only **Submitted** and **Draft** job post status can be edited.

If you wish to edit the job posting that has been published, you will need to withdraw the job posting and resubmit a new job posting for ITE's approval. Go to Job Posting List> click view beside that specific job posting> click on Actions and you will see "withdraw" to withdraw the job posting. Once the job posting is withdrawn and there is no hired trainees, the job posting's status will be updated to Withdrawn. If there are hired trainees, you will have to wait for ITE's approval before it is withdrawn in the system.

How do I close a job post?

Closing a job post allows you to stop receiving new applications while preserving existing applications and hired candidates. Go to Job Posting List> click view beside that specific job posting> click on Actions and you will see "close" to close the job posting. Once the job posting is closed, trainees that are hired will stay hired and no additional applicants are allowed to apply for the closed job posting.

Applicant Management

How do I view applicants for a job?

To view and manage applicants for your job postings:

1. Navigate to Job Postings and click "View" beside the relevant job posting
2. You'll see all applicants who have applied for that position
3. Click on individual applicant profiles to review their details and qualifications
4. Use the shortlist function to select candidates for interviews

When you shortlist an applicant, the system automatically notifies them and prompts them to accept the interview invitation. Note that interview scheduling and arrangements must be conducted outside the system—you'll need to contact shortlisted candidates directly via phone or email to coordinate interview details.

This process allows you to efficiently track applications and manage your recruitment pipeline from initial application through to interview stage.

How do I hire an applicant?

To offer a position to a candidate, you must first **shortlist** them in the system to initiate the hiring process. Once the applicant has accepted the interview invitation, follow these steps:

1. Click "Send Job Offer" for your chosen candidate
2. Review the grant eligibility information to see if hiring this applicant qualifies you for SSG or Absentee Payroll funding
3. If you have any conflicts of interest to declare, use the "declare here" link to submit the necessary documentation
4. Set the job offer expiry date and it will pend for the applicant to accept the job offer

Important reminders:

- Contact the applicant directly to ensure they accept the job offer in the system before it expires
- You can extend the expiry date only whilst the offer is still active
- We recommend giving candidates sufficient time to consider the offer whilst maintaining reasonable deadlines

Can I withdraw a job offer after the applicant has accepted it?

Withdrawing a job offer is a formal action that cancels a previously extended job offer. When you initiate the withdrawal process, you'll be prompted to provide a detailed reason for cancelling the accepted offer.

Please note that all job offer withdrawals are subject to ITE's approval and will be reviewed before the withdrawal is finalised. Given the formal nature of this action and its impact on the applicant, we recommend careful consideration before extending job offers to avoid unnecessary withdrawals.

What information will applicants see on my job posting?

Your job posting will display all essential details that help applicants evaluate the opportunity, including the job position title, job description, salary (including any other allowances if any), workplace location, your company logo and overview, skills required, work schedule details, and any post-training bond obligations. This comprehensive information enables applicants to make well-informed decisions about whether to apply for the position.

Trainer Management

Do I need to nominate a trainer?

Yes, all hired trainees in the WSDip programme must be guided by a nominated trainer. You will need to nominate a trainer through WSDC's trainer nomination process so they can gain access to the On-the-Job Training (OJT) module within WSDC.

This access enables the trainer to receive logbook submissions from trainees and grade their competencies. Once ITE approves the nomination, trainers can log in to WSDC using either their work email with OTP verification or SingPass - **no CorpPass access is required for trainers**.

When should I nominate trainer?

You can begin the trainer nomination process during the intake exercise, before the course commences. Once ITE approves the trainer, you will receive an email notification confirming the approval. After approval, you can assign trainees to the trainer, and the trainer's dashboard will automatically reflect the trainees assigned to them.

How do I start the trainer nomination process?

Nominating a trainer allows your organisation to officially assign qualified personnel to training responsibilities under a specific course. This ensures the trainer's details are recorded in the system for tracking, communication, and verification purposes.

To nominate a trainer, navigate to the Trainer tab and click "Nominate New Trainer". You will need to provide the course name, trainer's NRIC, and trainer's work email address. Once ITE approves the nomination, the trainer's status will show as approved, and you can begin assigning trainees to the trainer.

How do I assign a trainee to the approved trainer?

To assign a trainee, navigate to the Trainees tab and click "View" beside the trainee's name. Under the Placement tab, click "Assign Trainer" and select the appropriate trainer from the list. Once you click "Confirm", you will have successfully assigned the trainee to the trainer. To verify the assignment, the trainer should see the trainee's name on their dashboard when they log in to their trainer account.

Will the trainer be able to assign trainees to them?

No, trainers cannot assign trainees to themselves. They can only view trainees that have been assigned to them on their dashboard. Therefore, all trainee-to-trainer assignments must be performed by the company representative.

What should I do if the trainer is no longer with the company?

You will need to unlink the trainer to remove their association with your company in the system. However, before unlinking, it's crucial **to ensure all trainees previously assigned to the departing trainer are reassigned** to avoid disrupting the OJT workflow.

First, nominate a new trainer through the standard nomination process. Once ITE approves the new trainer, reassign all affected trainees to them. Only after completing these reassignments can you safely unlink the departing trainer from the system.

🎓 Trainee Management

How do I view hired trainees?

As a company representative, you can manage all hired WSDip trainees through the trainees dashboard. This dashboard provides a comprehensive view of all trainees hired across different intakes and courses, along with their current status.

What should I do if the trainee is attrited?

Please contact the ITE liaison lecturer assigned to your company for that particular trainee. ITE will handle all necessary backend administration, and no further action is required from your end.

🛠 Technical Issues

I cannot log in. What should I do?

- Make sure you have enabled Third-Party Cookies and Cross-Site Tracking in Your Browser (https://wsdip-docs.skillnex.co/docs/enable-cookies/third-party-cookies).
- Clear browser cache and cookies.
- If the issue persists, email to support@adnsg.atlassian.net.

The system is very slow or not loading. What can I do?

- Refresh the page.
- Try another browser (Chrome, Edge, Safari).
- Ensure your internet connection is stable.
- If the problem continues, email to support@adnsg.atlassian.net.

I did not receive any email from WSDC.

- Check your spam/junk folder.
- Ensure your registered email is correct.
- Ensure your email server did not block WDSC email domain (wsdip.skillnex.co). Whitelist if required.
- Contact support@adnsg.atlassian.net if you still do not receive it.

What should I do if I encounter an error message?

Take a screenshot of the error, note the time it happened, and report it to support@adnsg.atlassian.net so they can investigate.