

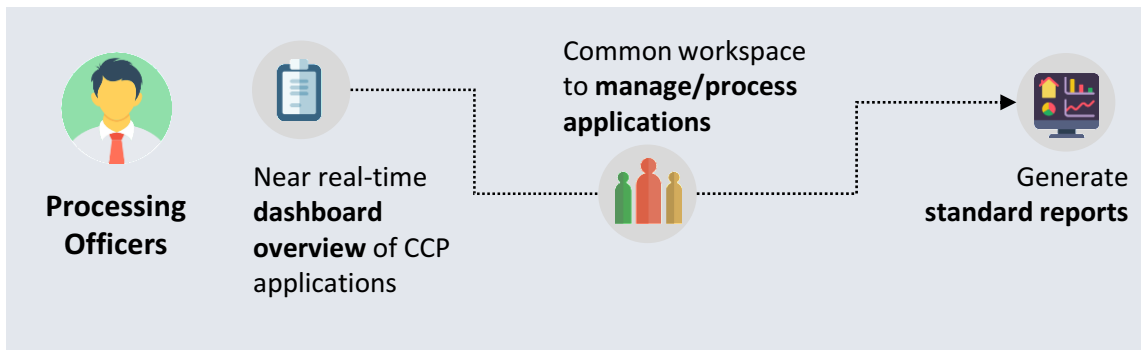
# INTRODUCTION

## APPLICATION MANAGEMENT SYSTEM (AMS)

### What is the Application Management System (AMS)?

AMS is a common workspace designed to manage online applications and connect Citizens (Applicants), Processing Officers (Partners), and Admin Managers (WSG staff) for WSG programmes.

### What key activities will I be performing?



### What are the other roles in the Application Management System?



#### Applicants

Apply for the various CCPs via the platform

- **Seamless** application process
- Receive **continuous updates** up till application approval



#### Admin Managers

Oversee Application Management System

- **Near real-time overview** of CCP applications
- Generate standard reports



#### Access Managers (For Non-Statutory Board Partners)

Manage Processing Officers' accounts for their organisations to access the platform

- **Flexibility** to create accounts and **manage access** within their organisation



#### Careers Connect/ Career Services Officers

Extend career services to applicants

- **Filter and view** applicants based on their employment and application status



# PROCESSING OFFICER

For Individuals and Enterprise.

Click on the icons to access each **quick reference guide**.



## ACCESSING AMS

- Login and access
- Request for access



## NAVIGATING THE DASHBOARD

- Access dashboard
- Retrieve applications
- Export applications



## ACCESSING APPLICATIONS

- Search and view applications details
- Download applications and supporting documents



## PROCESSING APPLICATIONS

- Update status
- Common scenarios



## EXPORTING REPORTS

- Export report



## MANAGING USER SETTINGS

- Update profile details



## CONTACTING APPLICANT

- Send email to applicant

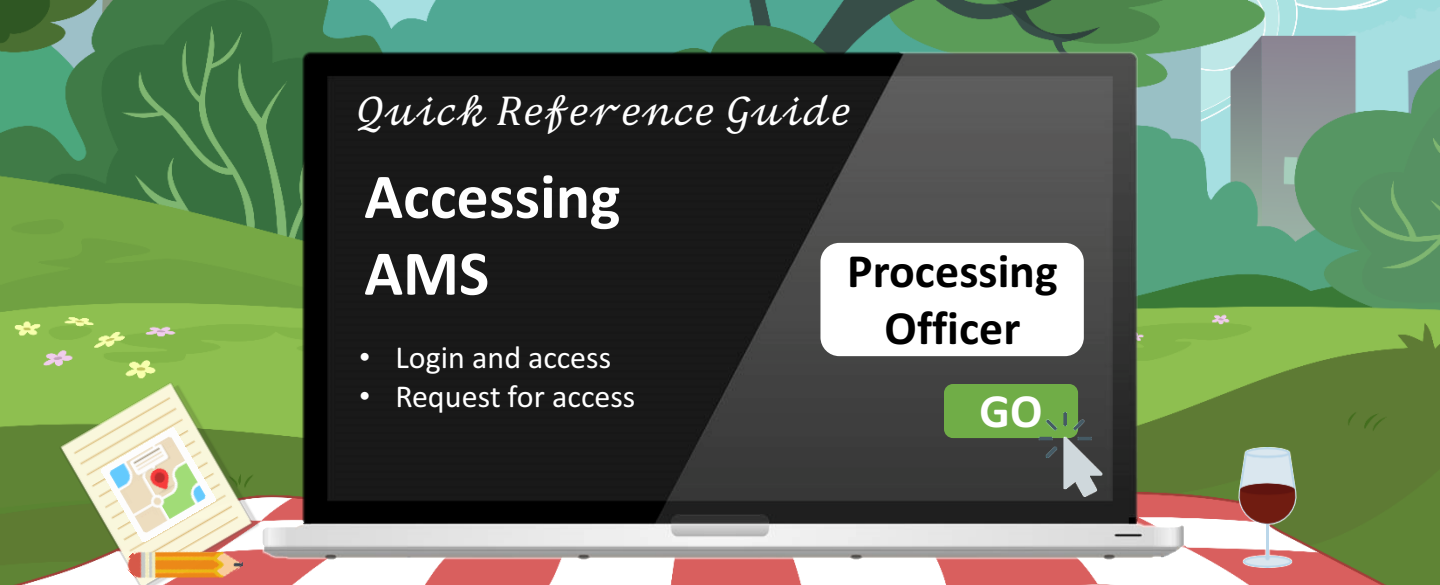
### For CCP Enterprise:

Click on the icons to access each **quick reference guide**.



## PROCESSING CCP (ENTERPRISE) APPLICATIONS

- Update status
- Common scenarios



## How do I access the Application Management System (AMS)?

### Accessing AMS via Corppass for non-government agencies

1. Go to [ssg-wsg.gov.sg](https://ssg-wsg.gov.sg)
2. Click on **PROGRAMMES AND INITIATIVES** and select the **For Programme Partners** segment
3. Click on **PCP for Programme Partners**
4. Click on the [link](#) to access the Application Management System
5. Log in with **Singpass**

#### Note:

Ensure that

- Your **Corppass** access has been provisioned by your organisation's **Corppass** Admin
- You have been successfully assigned with your programme access in the Platform by your organisation's Access Manager

Otherwise, refer to the next page to learn how you can request for access via **Corppass**.

### Accessing AMS via government network for government agencies

1. Click on the link below:  
<https://ams.intra2.ssg-wsg.sg/Admin/Home.aspx>

#### Note:

You will be automatically logged into the system through the Single Sign On feature.

No username/password is required.

# How do I request for access?

## Requesting for access via Corppass

To gain access as a Processing Officer to AMS:

1. Approach the Access Manager from your organisation to create your account in AMS

### For existing Corppass users:

- i. The Access Manager will inform your organisation's **Corppass** Admin to assign you with the "**Processing Officer**" role in **Corppass**

### For new Corppass users:

- i. The Access Manager will inform your organisation's **Corppass** Admin to create your **Corppass** user account
  - ii. Verify your newly created **Corppass** account before your **Corppass** Administrator can assign you with the "**Processing Officer**" role
  - iii. Upon verification, your **Corppass** Admin will then proceed to assign you with the "**Processing Officer**" role in **Corppass**
2. Your Access Manager will then assign you with the relevant programme access rights on AMS \*
  3. You will then be informed by your Access Manager to verify your access

### Still need more help?

For **Corppass** admins, you can retrieve additional help on assigning Corppass access at the link below:

<http://www.ssg-wsg.gov.sg/eservice-guides.html>

## Requesting for access via government network

To gain access as a Processing Officer to AMS:

1. Respective Officer will submit request via email to WorkForce Singapore (WSG) Enterprise Programmes Division after obtaining the necessary approval

### Still unable to login?

Try clearing your browser's cache before attempting to login again!

## Quick Reference Guide

# Navigating the Dashboard

- Accessing dashboard
- Retrieve application
- Export application

Processing Officer

GO

## How do I view all applications relating to a particular programme?

### Accessing the Dashboard

The dashboard provides a quick summary of your applications and their corresponding statuses. Follow the steps listed below to access the dashboard.

1. Click on **Professional Conversion Programmes\***.

Professional Conversion Programmes



2. From the list of CCP programmes, click **View** next to the specific programme to access its dashboard.
3. You will be directed to the programme's dashboard where you will be able to view all applications.

#### Note:

\*You will only be able to view programmes that you are managing/have access to.

## How do I filter the applications listing by status?

### Quick view of applications

You can also use the **Quick View** feature to filter applications on your dashboard.

1. In the **Quick View** bar, click on the corresponding status number

Quick View Total Result as of Today



Submitted Application

1

2. In the **Application Listing** section, all applications in the corresponding status will be displayed

# How do I search for an application?

You can search for an application by either **Application Details** or **Time Period**.

## Search by application details

1. In the Search bar, click on **Application ID, NRIC** or **Status**

**Application ID**   **NRIC**   **Status**

2. Enter your search terms
3. Click **Search**



### *Quick tip*

*Did you know that you can search for an application by **both application details and time period?***

## Search by time period

1. In the Search bar, click on **Calendar Year, Fiscal Year** or **Cumulative**

**Calendar Year**   **Fiscal Year**   **Cumulative**

2. Enter your search terms
3. Click **Search**

You will also be able to search for applications through a date range

1. In the Search bar, click on **Date Range**
2. To search by submission date, click on **Submitted On**  
To search by last action date, click on **Last Acted On**

**Submitted On**   **Last Acted On**

3. Enter the **Date Period** of your search in the following format YYYY-MM-DD
4. Click **Search**

## Clear your search criteria

1. In the Search bar, click on **View All** to clear all search criteria selected.

**View All**

### **Note:**

You can only search up to a **maximum of 2000 records** based on the search criteria selected.

# How do I export my application listings?

## Exporting Application Listings

Based on the filters or search function selected, you will be able to export all applications displayed in the listing page. To export all applications, please note that you will be required to clear all selected search filters.

1. Click on **Export to Excel**

 **Export to Excel**

## Quick Reference Guide

# Accessing Applications

- Search and view applications details
- Download applications and supporting documents

Processing Officer

GO

## How do I view an application's details?

### View application details

1. To view the details of an application, click on its respective **Application ID** on the application listing page.

## What are the components you can expect in a submitted application?

### Key components of an application



Application details are populated by applicants via the online application form. The key components of an application and its details are listed in the table below.

Components	Details
Application Details	Application ID, Date of Application, Applied Sector and CCP
Internal Remarks	Comments inserted by Partners and not viewable by applicant
Personal Information	NRIC, Name, Registered Address, Registered Client of WSG Careers Connect Indicator, Contact details and National Service details
Application Questions	Responses to the Application Questionnaires
Employment Details	Employment Status, Job Title, Company Name, Monthly Salary, Employment Type, Occupation and Industry
Education Details	Highest Qualification and relevant links to LinkedIn profile and YouTube portfolio
Uploaded Documents	Supporting documents submitted by applicant



# How do I download an application and its supporting documents?

For each individual application, you will be able to download the application form and its supporting documents.

## Download application form (.pdf)

1. Under the Action column, click on  to start the download.
2. Alternatively, in the application details page, click on  to start the download

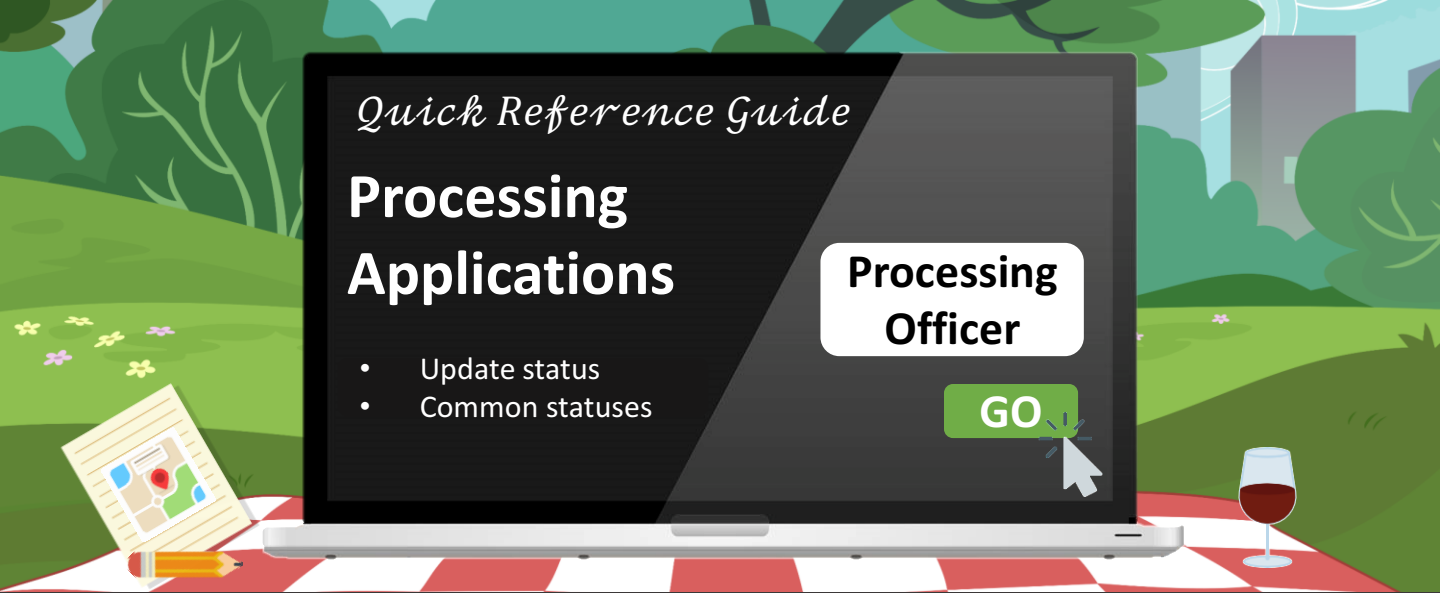
## Download application form with supporting documents (.zip)

1. Under the Action column, click on  to start the download.
2. Alternatively, in the application details page, click on  to start the download.

### Note:


\*You will only be able to **download** the application form and its supporting documents **one at a time**. Mass download of application forms and their supporting documents is currently not supported due to technical limitations.





## How do I update the status of the application?

### Update Application Status

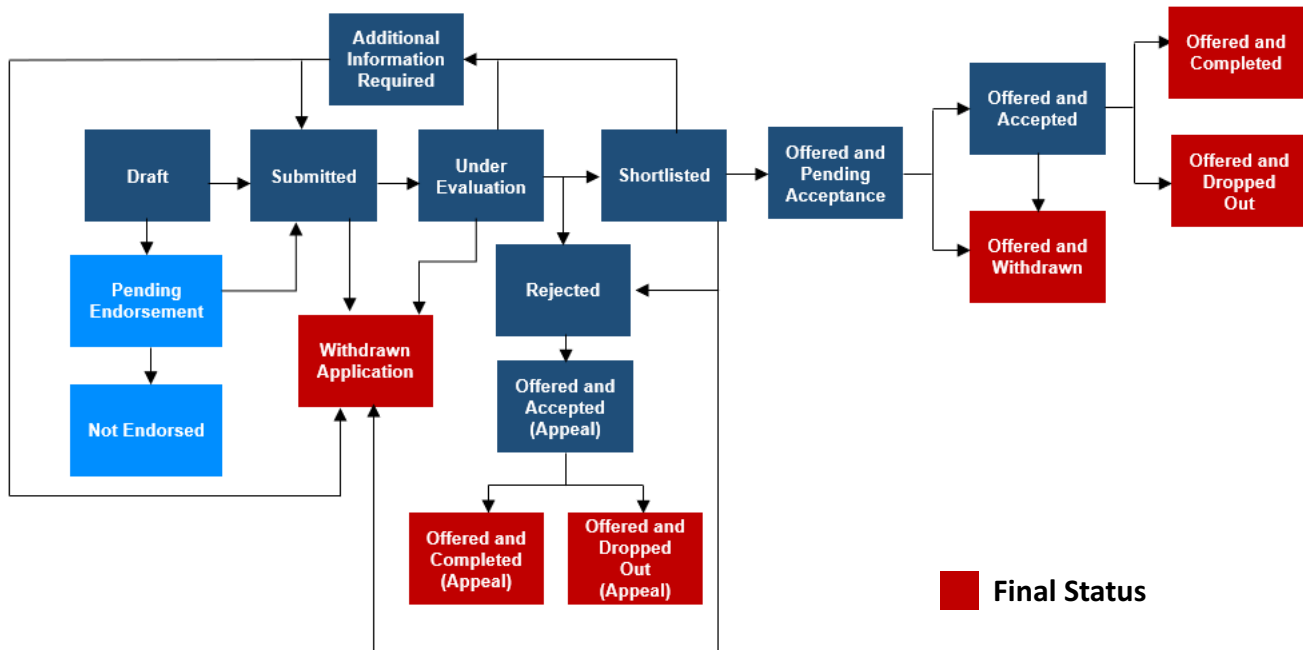
1. Click on the relevant **Application ID** listed on the application listing page
2. Within the application details page, click on  to access the status update screen.
3. You will be prompted with a pop up where you can select the relevant status to update using the **Application Status dropdown**.

Application Status

4. Upon selecting the appropriate status, please ensure you have entered the necessary details (e.g. Dates, Internal Remarks if any) before clicking on **Confirm** to update the status

# What are the different statuses available?

## Application Status Flow



### Note:

\*For applications submitted by applicants, you will be required to change its status to "Under Evaluation".



### Did you know?

You will also be required to update the application status sequentially (e.g. from "Under Evaluation" to "Shortlisted" and "Offered and Pending Acceptance", before "Offered and Accepted"). The system does not allow you to skip application status updates.


# What does the different statuses mean?

Refer to the table below for a list of the different application statuses and their description

Status	Description
Draft	Applicant has created a draft application and yet to submit
Submitted	Applicant has submitted the application and pending review by Processing Officer
Under Evaluation	Processing Officer is currently reviewing this application
Withdrawn Application	Applicant has chosen to withdraw the application after it has been submitted.
Shortlisted	Processing Officer has reviewed the application and is considering accepting the applicant.
Rejected	Processing Officer has reviewed the application and rejected the application
Offered and Pending Acceptance	Processing Officer has offered the applicant the and is currently pending applicant to confirm the acceptance
Offered and Withdrawn	Processing Officer has offered the applicant the CCP but the applicant withdraws from the offer
Offered and Accepted	Processing Officer has offered the applicant the CCP and the applicant accepted the offer
Offered and Completed	Processing Officer indicates applicant has completed the CCP
Offered and Dropped Out	Processing Officer indicates applicant has started on CCP but dropped out
Offered and Accepted (Appeal)	Processing Officer has offered the applicant the CCP after appeal and applicant accepted the offer
Offered and Completed (Appeal)	Processing Officer indicates applicant has completed the CCP (appeal route)
Offered and Dropped Out (Appeal)	Processing Officer indicates applicant has started on CCP but dropped out (appeal route)
Additional Information Required	Processing Officer requires more information and the application has been routed back to applicant to provide more details
Closed by System	Applications with either of the following statuses <ul style="list-style-type: none"> <li>Submitted</li> <li>Under Evaluation</li> <li>Shortlisted</li> <li>Offered and Pending Acceptance</li> <li>Additional Information Required</li> </ul> have been auto-closed by the platform automatically (A year period based on submission date)

## 1. Offered and Accepted

For offers that have been accepted by applicants\*, update the application with the following steps:

1. On the application details page, click on 
2. Under Application Status, select “Offered and Accepted”
3. If necessary, enter your comments in the Internal Remarks textbox
4. Enter the Company Name and UEN
5. Enter the Gross Salary and Job Title of the placement
6. In the Occupation field, select the relevant occupation from the dropdown list
7. Enter the Programme Start Date and CCP Acceptance Date in the following format DD-MM-YYYY
8. Select the Placement Type (e.g. Train & Place, Place & Train...) from the dropdown list
9. Select the Organisation Type (e.g. SME, Non- SME) from the dropdown list
10. Select the Conversion Type (e.g. Inter-Sector, Intra-Sector...) from the dropdown list
11. In the Assisted By field, select if the placement has been assisted by a Non-Programme Partner (e.g. WSG Careers Connect, e2i)
12. Click **Confirm**


*Did you know that all **Processing Officers with access to the application** will be able to view comments left in the internal remarks textbox?*

### Note:

- You should only update an application to “Offered and Accepted” when applicants have signed the employment/trainee contacts
- However, if applicants wish to **withdraw** after being ‘Offered and Accepted’, you are able to update the application status to ‘Offered and Withdrawn’ within **30 days of the indicated placement date**.

## 2. Additional Information Required

To request for additional information from applicant:


1. On the application details page, click on 
2. Under Application Status, select “Additional Information Required”
3. Advise the applicant on the additional information needed in the Additional Information Required from Applicant textbox
4. If necessary, enter your comments in the Internal Remarks textbox
5. Click **Confirm**

### Note:

Upon clicking **Confirm**, the applicant will receive an email notification requesting for additional information. Once additional information has been supplemented, the application status will be updated to “Submitted”.

## 3. Rejected

To reject a submitted application, update the application with the following steps:

1. On the application details page, click on 
2. Select the “Rejected” status
3. Select the reason for rejection
4. Enter your explanation for rejection to the applicant\*
5. If necessary, enter your comments in the Internal Remarks textbox
6. Click **Confirm**

### Note:

Your explanation for rejection will be visible to the applicant.

# How do I process applications that involved multiple agencies?

## Application Processing Involving Multiple Agencies (e.g. Healthcare and Social Services)

For applications that involve multiple agencies in the reviewing process, follow the guidelines below to learn how you carry out your processing.

Applications with  
“Submitted” status



Submitted



**First Processing  
Officer**

- Input comments in the Additional remarks textbox
- Update status to “**Under Evaluation**”

Applications with “**Under  
Evaluation**” status



Under  
Evaluation



**Second Processing  
Officer**

- Input comments in the Additional remarks textbox
- Update status to “**Shortlisted**”

Applications with  
“Shortlisted” status



Shortlisted



**Final Processing  
Officer**

- Input comments in the Additional remarks textbox
- Update status to either “**Offered and Pending Acceptance**” or “**Rejected**”



## How do I export reports available in the AMS?

### Exporting reports

To meet your reporting needs, a list of reports are available in AMS for exporting. Follow the steps below to download these reports:

1. In the left navigation bar, click on **Reporting**
2. In the dropdown list, select the Programme
3. Select the time period of the report for exporting (Calendar Year, Fiscal Year\* or Cumulative)


Calendar Year

Fiscal Year

Cumulative

4. Alternatively, you can enter a time period manually by clicking on **Date Range**

Date Range

5. Click **Submitted On** or **Last Acted On** to filter applications based on the selected date range
6. Click  to download the report

Report	Description
Report for specific PCP	A specific application, including all questions and answers in the application form*

#### Note:

\*Each download will permit an export of up to 2000 records. For cumulative records, it'll export the last 3 years of records, up to 2000 records.

## Quick Reference Guide

# Managing User Settings

- Update profile details



Processing Officer

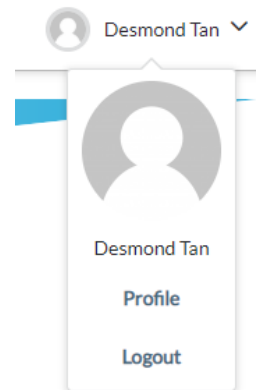
GO

## How do I update my profile details (e.g. email address)?

### Update user profile

You will be able to make updates to your contact details\* within the Profile page.

1. Click on your name located on the top right hand of your screen and select **Profile**
2. Click  to edit
3. Update the necessary contact details\*
4. Click  to confirm the updates

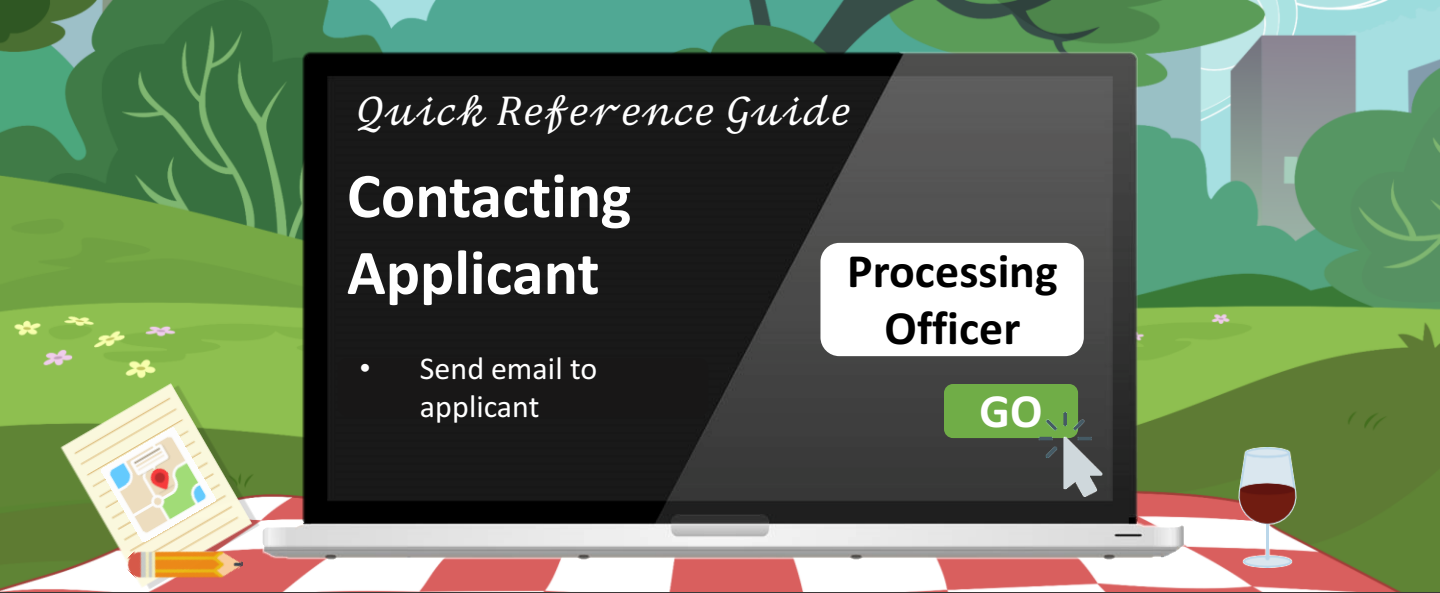


#### Note:

\*You will only be able to update your **mobile number** and **email address**.

For **Processing Officers**, all notifications from the system will be sent to the email address indicated in your profile.




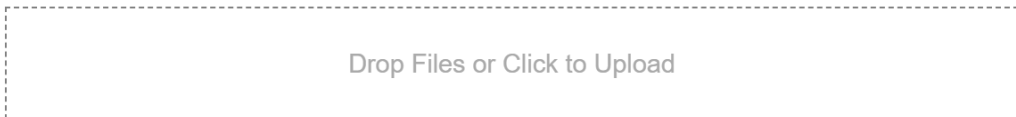


## How do I contact an applicant via email?

### Contacting applicant via email

You will be able to email applicants through the AMS.

1. Click on the relevant **Application ID** listed on the application listing page
2. Within the application details page, click on 
3. In the popup box, draft your email
4. You will also be able to upload email attachments\* via the box shown below



\*Email attachments must be kept to a **10MB** total file size limit.

5. To send the email, click on 



#### Can I change the email address used to send the email?

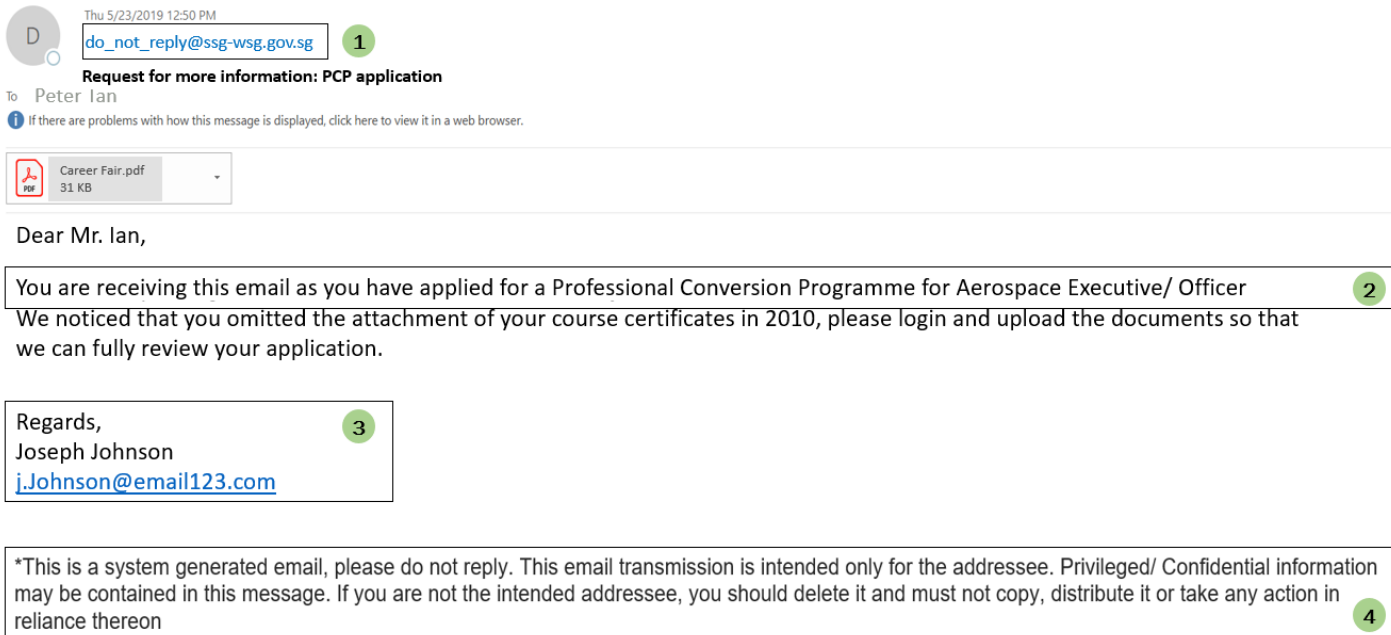
No, the default SSG-WSG's email address (do\_not\_reply@ssg-wsg.gov.sg) will be used to send the email. An email confidentiality disclaimer will also be automatically added to each email, to remind recipients not to reply to the email address.



#### How will recipients be able to contact me?

An email signature consisting of your name and email address is added to each email draft. Please be reminded to **NOT** remove this signature if you require recipients to contact you.

# Sample email screenshot that the recipient sees (For Illustration)



## 1 Sender's email address

You will not be able to edit this email when you use the email function to contact the applicant.

## 2 Point of reference

Please include the application ID in your message.

## 3 Sender's email signature

This is automatically added, do not remove it if you wish for the applicant to contact you.

## 4 Email confidentiality disclaimer

You will not see the email confidentiality disclaimer when you use the email function. It will automatically be included to the email after you press the send button.

## Quick Reference Guide

# Managing CCP Enterprise Applications



Processing Officer

- Add an Employer for CCP Enterprise
- View CCP Enterprise application
- Update status
- Common scenarios

GO


## How do I add an Employers for programmes under CCP Enterprise?

Via  PROGRAMMES Tab on the left menu

- Search and click on  for the CCP that you wish to add an Employer for
- Key in Employer's Unique Entity Number (UEN) in the text box and click 


### Participating Employers

- Click  to confirm the changes.



## Why is the Employer not found under 'Participating Employers'?

The Employer has not been onboarded to AMS yet

- Click on the  MANAGE ROLES tab on the left menu
- Under 'Partner Details', click  and search for Employer's UEN
- Select Employer's UEN and click 

#### Partner Details

In this section, you can search and onboard a new organisation into the system.

- Once imported, refer to the first section to add the Employer to the designated CCP.

## Quick Reference Guide

# Managing CCP Enterprise Applications

Processing Officer

- Add an Employer for CCP Enterprise
- View CCP Enterprise application
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## How do I view CCP Enterprise applications?

### Via 'Initiated By'

Under 'Application Listing', you will find the 'Initiated By' column that indicates who first triggered the CCP application.

APPLICATION ID	NAME	NRIC	INITIATED BY	SUBMITTED ON	LAST ACTED ON	STATUS	ACTION
----------------	------	------	--------------	--------------	---------------	--------	--------

- If the application's 'Initiated By' column is filled by a company name, it is a CCP Enterprise application.
- If the application's 'Initiated By' column is filled by 'Individual', it is a CCP Individual application.

## What is 'Indicative Vacancy'?

### Placement Vacancy

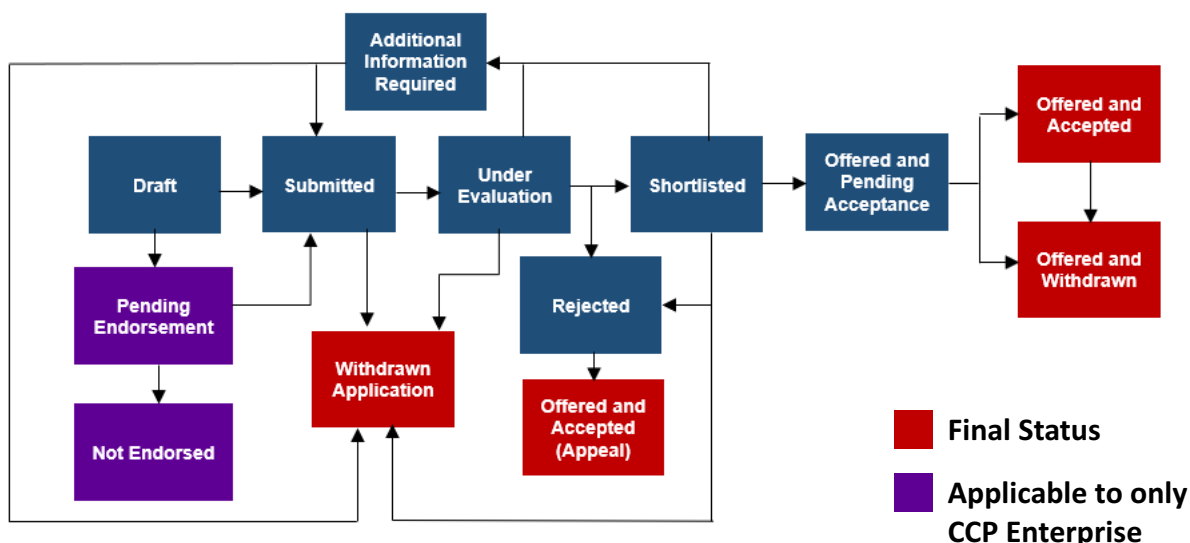
'Indicative Vacancy' is displayed when you are updating an application status to 'Offered and Accepted' and serves as an indicative tool to display the number of vacancies available for each participating employer.

COMPANY	UEN	REMAINING VACANCY
WORKFORCE SINGAPORE AGENCY	T08GB0060H	10

- There is no action required from you though to just note that every application with 'Offered and Accepted' will lower the vacancy number by 1 and placements can still be made even if remaining vacancy is 0.

# What are the different statuses available for CCP Enterprise?

## Application Status Flow (CCP Enterprise)



### Note:

- Submitted applications via employer invitations will be set to 'Pending Endorsement' automatically.
- Upon employer's endorsement, the application flow follows the usual CCP status flow to 'Submitted'.



### Did you know?

There is no action required from you when the application status is 'Pending Endorsement', it is pending the employer's action. Similarly, there is no action required from you for 'Not Endorsed'.

## What does the different statuses mean for CCP Enterprise?

Refer to the table below for the different application statuses and their description for CCP Enterprise

Status	Description
Pending Endorsement	Applicant has submitted the application and pending endorsement by their employer
Not Endorsed	Applicant has submitted the application and their employer has decided to not endorse the application