User Manual for new IPI eCONNECT mobile app For SHELL Tuas SIC

SIC for Staff & Selected Contractors
 SIC for Transporters
 SIC for Mechanical Contractors
 SIC for Electrical Contractors
 SIC for Scaffolders
 SIC for Lifting Crew

https://ipieconnect.trainingsystemsg.com/TMS

Updated September 2024

Division of ASE









Overview Flow Chart of SHELL Tuas SIC Training Request SHELL Tuas SIC courses will be accessible to selected participants with Shell Sponsor cc in the email loop within 2-month open access duration, once the course is approved. (Refer to Slide 3 on the requirements to attend the courses)

Step 1:

Step 2 (For individual Signup and Company Bulk Signup): Create User profile in IPI eConnect and select the desired course module (Refer to Slides 4-19 on the Training registration workflow)

Step 3 (Generate E-certificate):

- Upon completion and passed the e-assessment, e-certificate will be generated by the system.
- No physical pass will be issued for Shell Tuas SIC

Requirements for Attending Shell Tuas Refresher SIC

1. Who can register for SIC Refresher?

SIC Refresher is applicable to candidates who have successfully completed Shell Tuas SIC and the e-certificate is still valid up till the present date.

2. When do I submit the course request for SIC Refresher?

Candidates are advised to submit the course request for the SIC Refresher at least 1 month before expiry date of their ecertificate (e-certificate valid for 2 years from date of issue of e-certificate). Candidates are required to submit their passes to <u>enquiries@ipi.org.sg</u> for verification purposes.

3. What is the course validity?

The SIC refresher is validity for up to 1 month from the date of course approval and candidates will be allowed up to 2 attempts to complete the course.

4. What does the Refresher SIC consist of?

e-Assessment with 22 MCQs . e-Assessment to be done at Shell Tuas premises

5. How many attempts are given?

If the candidate "Fail" the e-assessment after 2 attempts, the candidate will be required to complete the full SIC course.

6. Is there any course fee incurred?

A course fee of SGD\$10 (GST exc.) will be chargeable to Shell Tuas per registration.

Note:

Candidates are advised to accurately select the specific course they intend to attend. ASPRI-IPI or Shell will not be responsible in cases where access has been granted for the full course instead of the SIC Refresher.

Course Profile & Bundle Information

Course Duration Overview

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User Manual for IPI eConnect II (1. For Individual Sign Up)









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EXISTING individual User Profile <IPI eConnect II>



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Login individual User Profile in <IPI eConnect II>



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Steps to start the course in <IPI eConnect II>

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Useful Functions for Individual Account in <IPI eConnect II>





User Manual for IPI eConnect II (2. For Company and BULK Registration)







<u>**NEW</u>** Corporate Account Administrator Profile in <|Pl eConnect ||></u>

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<u>**NEW</u>** Corporate Account Administrator Profile in <|Pl eConnect ||></u>

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<u>NEW</u> Corporate Account Administrator Profile in < IPI eConnect II>





EXISTING Corporate Account Administrator Profile in <|P| eConnect ||>

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EXISTING Corporate Account Administrator Profile in <|P| eConnect ||>

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Sample of CSV File Template

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New Learner Upload File Valid Data | READ ME

Identification Type	Nationality	Race	Occupation	Gender	Education Qualification	Mobile Country Code
NRIC	SINGAPORE PR	ACHEHNESE	Accountant (general)	MALE	Primary education without PSI	1 (United States of America)
FIN	SINGAPORE CITIZEN	AFGHAN	Accounts Assistant	FEMALE	Certificate in BEST 1-3	1 (Canada)
PASSPORT	LTVP+	AFRICAN	Adult Education		Primary School Leaving Certifi	c 1242 (Bahamas)
	AFGHAN	ALBANIAN	Adult Education/Learning Management		Certificate in BEST 4	1246 (Barbados)
	ALBANIAN	AMBONESE	Advanced Practice Nurse		SDM	1264 (Anguilla)
	ALGERIAN	AMERICAN	Aeronautical Engineer (Aircraft Engine / Component Maintenance)		Secondary education without a	a 1268 (Antigua and Barbuda)
	AMERICAN	ANGLO BURMESE	Aeronautical Engineer (Aircraft Maintenance)		Certificate in WISE 1-3	1284 (Virgin Islands, British)
	ANDORRAN	ANGLO CHINESE	Aeronautical Engineering Technician		Basic vocational certificates (i 1345 (Cayman Islands)
	ANGOLAN	ANGLO FILIPINO	Aeronautical Engineering Technician (Aircraft Maintenance)		At least 1 GCE 'N' Level pass	1441 (Bermuda)
	ANGUILLAN	ANGLO INDIAN	Aeronautical Engineering Technician (Manufacturing)		At least 1 GCE 'O' Level pass	1473 (Grenada)
	ANTIGUANS	ANGLO SAXON	Aged Care Services Manager		National ITE Certificate (Intern	n 1649 (Turks and Caicos Islands)
	ARGENTINEAN	ANGLO THAI	AGRICULTURAL AND FISHERY WORKERS		At least 1 GCE 'A'/'H2' Level pas	s 1664 (Montserrat)
	ARMENIAN	ANNAMITE	Air Cargo Officer		National ITE Certificate (Nitec)	1671 (Guam)
	AUSTRALIAN	ARAB	Air Traffic Controller		Higher Nitec	1758 (Saint Lucia)
	AUSTRIAN	ARMENIAN	Air transport service supervisor		Master Nitec or equivalent (eg	1767 (Dominica)
	AZERBAIJANI	ARYAN	Aircraft Engine Mechanic		WSQ Certificate or equivalent	1784 (St. Vincent and The Gren)
	BAHAMIAN	ASSAMI	Aircraft Engine Mechanic		WSQ Higher Certificate or equ	i 1787 (Puerto Rico)
	BAHRAINI	AUSTRALIAN	Aircraft Engine Mechanic and Repairer (Aircraft Maintenance)		WSQ Advanced Certificate or e	(1809 (Dominican Republic)
	BANGLADESHI	AUSTRIAN	Aircraft Engine Repairer		Other post-secondary qualific	a 1829 (Dominican Republic2)
	BARBADIAN	AZERI	Aircraft Loader		Polytechnic diploma	1849 (Dominican Republic3)
	BARBUDANS	BAJAU	Aircraft Loader		Polytechnic advanced diploma	a 1868 (Trinidad and Tobago)
	BATSWANA	BANGALA	Aircraft Pilot (Commercial Airline)		ITE diploma	1869 (Saint Kitts and Nevis)
	BELARUSIAN	BANGLADESHI	Airline Cabin Operations		Diploma qualifications (eg NI	1876 (Jamaica)
	BELGIAN	BANIARESE	Airline Pilot Operations		WSO diploma	20 (Egypt)
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Useful Functions for Corporate Account in <IPI eConnect II>



Frequently Asked Questions (FAQs)

Frequently Asked Questions - Attempting the e-course / e-assessment

1. Why do I need to provide full NRIC / FIN no, Mobile no, Photo, etc. when registering?

- a. Mandatory information is required to setup individual User profile (Name and NRIC / FIN as per NRIC/WP, Mobile no., Company name and valid photo).
- b. All mandatory information must be accurate and will be reflected in your training records and/or e-certificate.
- c. By submitting the registration form, you have given consent for the collection and use of data for the purpose of training record and issuance of e-certificate.

ASPRI-IPI is SSG / MOM accredited public training provider, the collection of personal data for the purpose of training record and issuance of certificate is in accordance to PDPA 2012, 2nd schedule <Additional base for collection, use and disclosure of Personal data without consent> clause 1-(1)b and (2).

2. My company name is not listed in the company dropdown box?

IPI Econnect II is developed by ASPRI-IPI exclusively for ASPRI member companies. If your company is not under the PCM companies, you are required to seek approval to be included in the pre-approved company list, pls write to enquiries@ipi.org.sg

Frequently Asked Questions - Attempting the e-course / e-assessment

3. I am registered in the system to my company but I have been sub-contracted to another company for a short project - what do I do?

We advise to get the sub-con registered under the approved company list (if approved by Client). Otherwise the sub-con can tag under the main-con but do note that all e-cert and physical safety pass issued will reflect the main con's company name.

4. Will my account have an expiry or be locked after inactivity for some time?

The access to the specific plant course approved will be block after the expiry (1 or 2 months depending on Client specification), but access to the IPI eConnect platform is still valid for other functions. (i.e., User account still valid but the specific course approved, each has its course access validity period).

5. I am the Company Admin, what can I do using the company login account?

Company admin will log into the same portal with the selection of "Corporate Account Administrator". Tha admin will have the function to perform bulk registration, payment (for other public courses) and view the employees' training records under the company. <u>https://ipieconnect.trainingsystemsg.com/TMS</u>

Frequently Asked Questions - Attempting the e-course / e-assessment

6. When reviewing the training material, can I skip or speed up?

- a. No. You must finish the content and attempt the short quizzes (with the correct inputs), before the system allows you to proceed to the next topic. Once you completed reviewing all the training content, you are then allowed to attempt the assessment which will be graded.
- In the process, if you log out suddenly or dropped from the e-course due to poor internet connectivity, the system will continue from the topic you last viewed. For quizzes and assessment, you will need to re-attempt.
 Please ensure stable internet connectivity throughout the whole review.

7. How many times can I attempt the assessment?

- a. For SHELL Tuas SIC, you are allowed to attempt twice (2x) before the system logs out automatically and your course attendance is suspended.
- b. Re-attempts is subjected to SHELL HSSE approval, please write to <u>enquiries@ipi.org.sg</u> and provide your Shell sponsor details in your email.

Frequently Asked Questions – Editing User Profile details

8. I want to change my User Profile (i.e., Name, NRIC /FIN, Company, Photo, Mobile Number, etc.)?

For fields that are editable, go to the "Profile" to edit the information. The system will notify the administrator to verify in the system. For fields that are uneditable, please write to <u>enquiries@ipi.org.sg</u> and provide the updated details with supporting documents in your email.

9. My old mobile number has been given to my friend. Can he change it to his profile?

No. The system tags to the individual's unique mobile number and will be unable to change to another person profile. Any change in person details will result a change in all the previous training data and e-cert generated, affecting the integrity of the assessment result / e-cert.

10. I have created an account previously in IPI econnect however I am unable to log into IPI econnect II

For first time login to the new IPI econnect II, kindly use last 4 character of NRIC/FIN and 1111 as the default DDMM of date of birth (e.g:123A1111) and mobile number (e.g:98765432). After successful login for the first time, please amend to the correct date of birth and upload profile picture. If you experience any difficulty, please write to enquiries@ipi.org.sg

Frequently Asked Questions – E-cert

11. Why am I unable to download my E-cert after I have completed the course?

- a. Completed mean you have viewed all course contents and attempted the quizzes and e-assessment. However, you may not have passed the minimum score.
- b. Once you have completed and assessed as competent (passed), an E-cert will be available immediately in "My Registration" for download.

12. Can ASPRI-IPI reproduce my E-cert to submit to my company?

No. The E-cert is unique and is only accessible by the individual user and it is recommended to save the screenshot on your device. ASPRI-IPI can only provide the training record.

13. I am registered to Company A and have resigned. Now I join Company B - what do I do? SIC valid or invalid?

You can write in to <u>enquiries@ipi.org.sg</u> to request an update of your User Profile to change to the new company name, provided that the new company is in the approved companies list. Supporting document (i.e., employment letter, Work Permit, or new company letter, etc.) will be required.

E-cert will auto update to the new company name for download once the change in User Profile is successful.

Frequently Asked Questions – E-cert

14. I am unable to find my past training records and e-cert in IPI eConnect II?

Only training records and e-certs from 17th May 2023 till 30th Aug 2024. You can write in to <u>enquiries@ipi.org.sg</u> to request for older training records that are not in the new system. All older records more than 5 years will not be retained.

15. Can I edit my e-cert?

Forgery of certificates, false entries and false declarations required by, under, or for the purposes of relating to the safety, health and welfare of persons at work in workplaces, may be subjected to offences, penalties and proceedings by WSH Act.

For any enquiries or technical support, please write to <u>enquiries@ipi.org.sg</u>



SIC e-Assessment @ Tuas

Initial	Issue	;	6 th	October	2021

Revision History

1	: 17 November 2021	2	: 30 December 2021
3	: 1 February 2022	4	: 14 April 2022
5	: 07 February 2023	6	: 02 October 2023
7	: 06 September 2024		

SIC e-Assessment @ Tuas

Upon completing the modules in the e-SIC, the trainee will undertake the e-Assessment at Tuas. The final assessment component will have password restrictions. This control is necessary for integrity and assurance purposes.

SIC e-Assessment @ Process 1/3

1. Security Officer will administer the SIC e-Assessment at the Admin Level1 Meeting Room (AMR).

2. AMR will be operational from <u>Monday to Friday from 0930 to 1630</u>. Trainees can walk in anytime between the stipulated timing to attempt their e-Assessment. The last entry for the e-Assessment will be at 1630rhs.

3. Duration of the e-Assessment is estimated at 90mins. Trainee can leave anytime upon completing the e-Assessment regardless of Pass or Fail outcome. If trainees have failed the e-Assessment, they can redo the e-SIC at AMR at their discretion. Otherwise, they can do e-SIC at their convenience and come back another day for the e-Assessment.

4. If a translator is required, the integrity of the e-Assessment is with the sponsor. Sponsors may choose to supervise themself or get a verbal assurance that the translator does not attempt the e-Assessment on behalf of the trainee.

SIC e-Assessment @ Process 2/3

- 5. **Sponsor (Shell Staff)** Send an email to security; the contents should read;
- Dear Officer, 4pax (Include names) from a company (XXX) will be coming to the site for their SIC e-Assessment on (XXX). Tentative time of arrival (XXX). Kindly assist. (Do include translator headcount, if any).
- □ Mail must be copied to; Line-manager, HSSE, RE

6. Security:

- Acknowledge the receipt of the request.
- When trainee arrives issue SIC badge and usher them to Admin Meeting Room (AMR).
- □ Not >4pax shall be allowed in a single sitting (room capacity).
- □ Maintain a record of trainees attending the e-Assessment.
- □ Remind and ensure SMM requirements are complied with. (If applicable)
- Remind trainees not to talk or share answers while the e-Assessment is ongoing.
- Ask the trainee to log onto ASPRI IPI e-Connect Portal. Release the password to attempt the e-Assessment.

SIC e-Assessment @ Process 3/3

7. Real Estate:

□ Periodic inspect AMR to ensure the integrity of the e-assessment is not compromised.

8. Trainee:

- Once the log-on password is released, you may attempt the e-Assessment.
- Suppose encounter with technical issues, e.g., unable to access the final assessment due to wrong password or the assessment does not load. Trainee can contact ASPRI-IPI Support Team for help/clarification at 6795 5700.
- Upon successful completion of e-Assessment, trainee can exchange for a contractor badge at the security post. Contact your Shell sponsor for details.
- Unsuccessful trainees will need to attend the e-Assessment another day. Contact your Shell sponsor for details.

Cost Associated with Shell Tuas SIC – Paid by Shell

- 1. Cost of e-SIC is SGD\$10 (excl.GST) per pax:
 - □ Allows the trainee to attempt the *e*-SIC + *e*-Assessment x2 (twice)
 - ✓ First attempt: *e*-SIC + *e*-Assessment (If fail proceed with second attempt)
 - ✓ Second attempt: *e*-SIC + *e*-Assessment (If fail, proceed with re-registration*)

*Note: If fail twice, trainee will need to re-register, sponsor approval is required. For each failed attempt trainee will have to redo both e-SIC + e-Assessment.

2. Re-register for e-SIC:

□ SGD10 (excl.GST) is chargeable. Process is similar to Item 1 - up to 2 attempts

- 3. Validity of e-SIC:
 - □ Will be available for 2 months from the registration date. Once the timeline has lapsed a reregistration is chargeable at SGD10 (excl.GST).
 - □ For enquiries and technical support, contact ASPRI-IPI at <u>enquiries@ipi.org.sg</u>

