

SOP and Guidelines for Training Provider (Company / Individual)

“Working day” is stated as Monday to Friday (excluding public holiday)

“School” referring to SMET .

“Enterprise / Learners” referring to Clients / Learners .

SOP :

1. Training Provider needs to be **properly attired** - no spaghetti/ revealing tops, no shorts/ bermudas, no slippers/ sandals, no ripped jeans . **Office-wear will be recommended** . Training Provider shall put on the School uniform if any.
2. Training Provider shall establish ,maintain and display professional image during lesson - greeting at the start of classes and introduction as Stag Match’s Associate Trainer . Training Provider shall motivate and interact with learners at all time.
3. Training Provider who is not feeling well shall informed and give at least one day notice to the School by **calling (no SMS)** before the course start date . Training Provider shall provide the Medical Certification (MC) to the School after consulting the doctor as a proof.
4. Shall the Training Provider faces any last minute technical problems during the delivery of the online training, Training Provider shall travel to the School’s centre to continue to deliver the lesson immediately.
5. Training Provider who did not follow the SOP closely will be blacklisted for future assignments.
6. Training Provider shall be in the class or online room **at least 30mins before the lesson start** .
7. Training Provider **shall not use any correction tape in any of the documents**. If there is any mistake on their marking or documents, Training Provider shall cancel and initial against the correction.
8. **** Training Provider is NOT allowed to give any assessment answers or tips (example : where learners can find their answer) to learners at all time .**
9. **Please constantly check on the changes on SSG Training and Marketing guidelines (<https://www.ssg.gov.sg/>).**

10. Training Provider MUST comply with SSG training and assessment guidelines (<https://www.ssg.gov.sg/>).

11. Training Provider is to highlight to the School if there is any serious complains or problems by the learners.
12. Training Provider(Company) will need submit the course available scheduled dates **2 weeks before the course start date**. (Recommendation : sending in the full months schedule 2 weeks before the following months eg : Submitting the whole Aug course schedule by 15 July)
13. Training Provider(Company) needs to submit enrollment application form to School **7 working days before the course start date** in order for the School's MR to has sufficient time to enrol the learners into SSG systems. Any enrolment less than 7 Working days will be approved by the School's discretion.
14. Training Provider(Company) needs to ensure Learners/Enterprises need to **make payment 3 days before course start date** in order to confirm their enrollment. The School will has the right to reject the learners/Enterprises shall the payment come in less than 3 working days.
15. Training Provider(Company) will has to encourage learners to login 1 day before the course start date to familiar with the platform as well as the test their login .
Instruction Email will be sent to them together with their login ID and passwords.
16. Training Provider(Company) may advise learners without laptop , webcam or internet connection to book and visit the School's centre to use the above facilities.
17. For Live Learncourseonline (LCO), Training Provider has to indicate "Trainer" behind the training provider's name.

Pre- Preparation work

1. For Online delivery, Training Provider needs to create LCO course (refer Annex A - LCO setting) and enrol students **2 days before course start date**.
2. Training Providers need to pass the direct URL and access code to the School and the Training Providers will need to enrol stagmatch.school3@gmail.com as the student in the course. (Learner's Attendance will be given to Training Provider 3 working days before the start date . Please check with the School for any update attendance as there might be last minute learners) .
3. Training Providers shall prepare the course material (if needed) 2 working days before the start date and send in to the School for approval.
4. Training Provider has to ensure all training equipments like laptop , microphone , webcam , network are functioning a day ahead.
5. For online LCO , Training Provider will need to amend the profile by adding **"Trainer"** behind the name Example : Tan Bee Bee (Trainer) . For Live Learncourseonline (LCO) - Direct link, Training Provider has to indicate **"Trainer"** behind the training provider's name.
6. Training Provider shall follow the **"Online delivery set up"** (Annex B)

During the Lesson

1. Training Provider needs to be in the class / online room **30 mins before the lesson start.**
2. **Photo attendance shall be taken with time stamp** (Start , End and in between lunch / Dinner - Start of the course , Before Lunch/Dinner , back from Lunch/Dinner , End of the course). Grace time - **15mins of the start of the class**. Please ensure every learners is in the **"photo attendance"** taking . The **photo or screenshot need to be clearly taken**.
3. Training Provider must mark the attendance of the learners at the beginning of lesson day. For online teaching attendance taking, please ensure the learner's profile is shown as **NIRC full name + last 4 digital of the NRIC** (Eg. Tan Bee Bee - 678G) . QR

attendance may be implemented after Sept 2020 (login in through the learners Singpass) .

4. **** Training Provider shall click on the “recording button” in LCO (Recording of the lesson is needed for the whole sessions) . Please do the Recording announcement to the learners (you may like to put a notice) .**
5. Training Provider is to ensure all learners **switch ON their webcam** at all time throughout the lessons.
6. Learners shall not disappear from the webcam **for more than 15mins** .
7. Do advise learners to keep their webcam in low quality and close unnecessary tabs for better online learning.
8. During Assessment , Training Provider must verify learners with their NRIC .For Online verification ,**please take a photos of the learners and their NRIC in the breakout room**(please don't do it with other learners in the room and ensure the photo is clearly taken) .
9. By the end of the course , Training Provider has to ensure all learners have completed the survey . To confirm whether the learners completed the survey , Training Provider may ask the learners to show their survey confirmation page or check with the School's MR .
- 10.Ensure all assessments are **marked with Red ink (example: a tick)**. Any clarification on the assessment shall be done on the breakout room . For online : All Assessments will be send to Training Provider's official email (an official email will be given)
- 11.Shall there be e-Learning session on the following day, Training Providers will need to run though the process with the learners on the E-Learning course (where to go , what to do etc).
- 12.Training Provider need to submit learner's E-Learning activities / results etc to the School.

After the lesson

1. Training Provider need to submit the assessments (please ensure all assessment is marked in red) and the Assessment Result.
2. Training Provider need to submit with all the documents (Eg Attendance , photos , Assessment Result etc)
3. Training Provider may invoice to the School.

Annex A - LCO setting

You can check on the Tab -How it work to create LIVE and E-Learning lesson plan

“Edit Course- Start building a Course”

13:05 90%

LCO
Learn Course Online

COURSE TITLE

Social Media Mark

COURSE CATEGORY

Marketing x

COURSE LOCATION

ONLINE x

COURSE IMAGE



COURSE VIDEO

COURSE SHORT DESCRIPTION

Ace your Social Media Marketing Skills :
This module covers the principles of social media marketing, incorporating design thinking to achieve innovation and apply techniques to discover, evaluate and monitor a business social media journey.

ADD FULL DESCRIPTION

SAVE COURSE

“Setting - Course Settings”

15:19 learncourseonline.com/edit-cc

LCO
Learn Course Online

COURSE DURATION ⓘ
 Maximum Course Duration 3 Days *T+1 add 1 more day*

COURSE DURATION PARAMETER ⓘ
 Set Course Duration parameter Days

PREREQUISITE COURSE ⓘ
 Set a prerequisite Course
 Enter first 4 letters

PREVIOUS UNIT COMPLETION LOCK ⓘ
 Previous Units/Quiz must be Complete before next unit/quiz access
 NO YES

COURSE TYPE ⓘ
 Set Course Type ONLINE OFFLINE

UNIT CONTENT (OFFLINE COURSES) ⓘ
 Full units in Curriculum
 HIDE SHOW

COURSE BUTTON (OFFLINE COURSES) ⓘ
 Hide Course Button after subscription
 NO YES

COURSE PROGRESS (OFFLINE COURSES) ⓘ
 Progress on Course home
 HIDE SHOW

AUTO PROGRESS (OFFLINE COURSES) ⓘ
 Time based Course progress
 NO YES

POST REVIEWS (OFFLINE COURSES) ⓘ
 Post Course reviews from Course Home
 NO YES

COURSE EVALUATION ⓘ
 Course Evaluation Mode
 MANUAL AUTOMATIC

DRIP FEED ⓘ
 Course Drip Feed
 DISABLE ENABLE

DRIP FEED ORIGIN ⓘ
 Drip Feed Origin
 PREVIOUS UNIT STARTING POINT

DRIP FEED TYPE ⓘ
 Drip Feed Type
 unit Section

DRIP FEED DURATION TYPE ⓘ
 Drip Feed Duration Type
 STATIC UNIT DURATION

DRIP DURATION ⓘ
 Set Duration between two successive Course elements
 1 Days

DRIP FEED DURATION PARAMETER ⓘ
 Set Drip Duration parameter
 Days

COURSE CERTIFICATE
 DISABLE ENABLE

PASSING PERCENTAGE ⓘ
 Set Certificate Percentage
 75 out of 100

CERTIFICATE TEMPLATE ⓘ
 Select Certificate template
 Enter first 3 letters to search course template

COURSE BADGE ⓘ
 Course Badge
 DISABLE ENABLE

BADGE PERCENTAGE ⓘ
 Set Excellence Badge Percentage
 75 out of 100

BADGE TITLE ⓘ
 Set Badge title
 Course Badge Title

COURSE BADGE ⓘ
 Upload Course Badge

COURSE RETAKES ⓘ
 Student Course Retakes
 9999

MAXIMUM SEATS IN COURSE ⓘ
 Maximum students that can join the Course
 20

COURSE START DATE ⓘ
 Start date
 2020-07-20 *1 date before start date*

COURSE INSTRUCTIONS
 Add Media Meetings Upload ZIP

Visual Text

b i link b-quote del
 ins img ul ol li
 code more close tags

Welcome to our social media marketing course

COURSE COMPLETION MESSAGE
 Add Media Meetings Upload ZIP

Visual Text

b i link b-quote del
 ins img ul ol li
 code more close tags

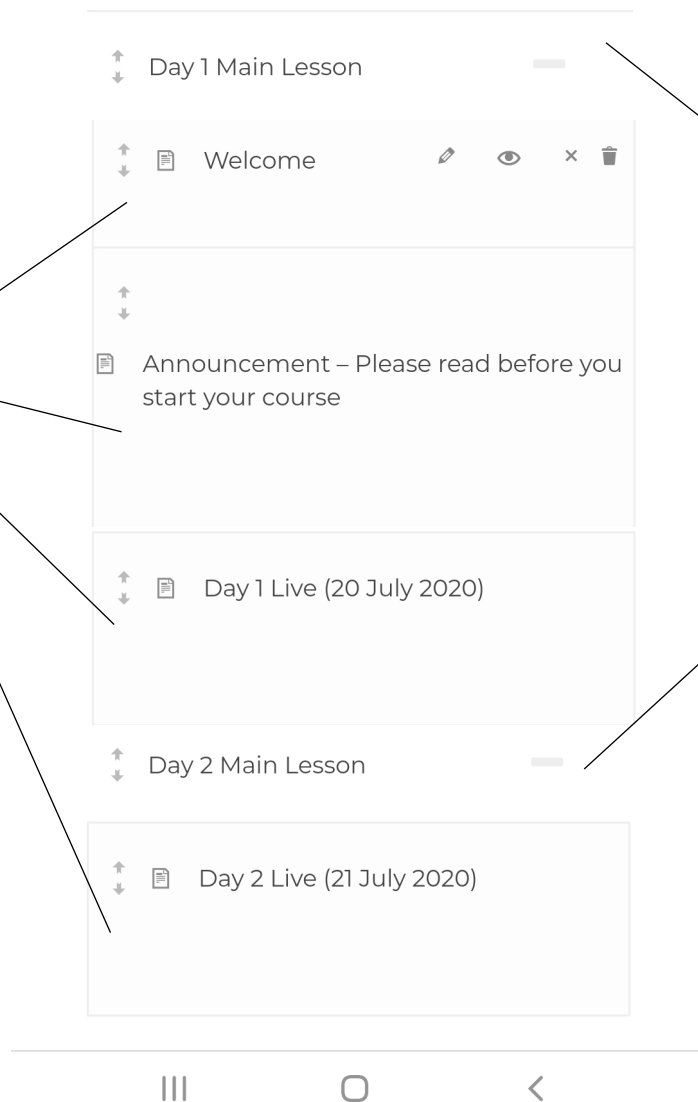
Well Done

*in red need to be set in these ways. The rest need to depend

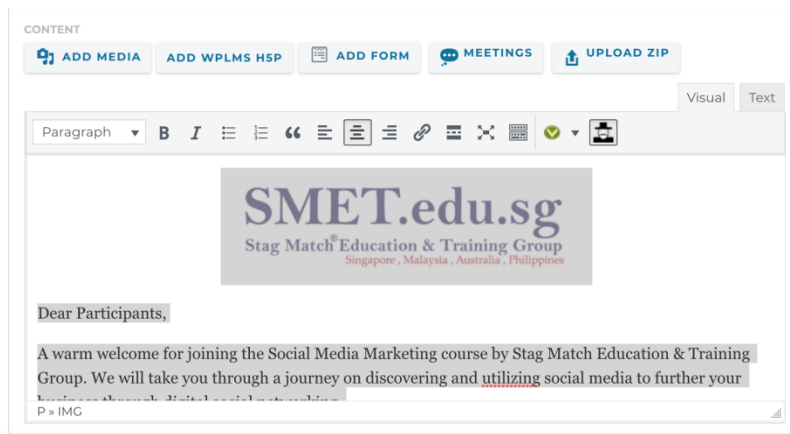
“Set curriculum- add Sections , units and quizzes”

UNITS

SECTION



In the “welcome unit” please add the following



Dear Participants,

A warm welcome for joining the Social Media Marketing course by Stag Match Education & Training Group. We will take you through a journey on discovering and utilising social media to further your business through digital social networking.

The COVID-19 pandemic has accelerated the digitisation of the nation, and of the world as well. New opportunities arise in the social media scene, and knowledge in this area has become essential.

Before we start, please take a look at the following video of how Facebook can add value to your business in a previously under utilised methodology:

[embed width=500]<^^**Trainer : you may put in short course-related video course example for Social Media Marketing <https://www.youtube.com/watch?v=gmluNaK9lss&t=2s>**>[/embed]

*Please click on next unit after you have finish the video.

7. You may download your Learner material here <^^**Trainer : please upload the learner guide into the media and add it in here ^^>**

"Day unit"

13:08 100% 89%

LCO
Learn Course Online

CONTENT

TITLE

Day 1 Live (20 July

CATEGORY

marketir

CONTENT

ADD MEDIA ADD WPLMS HSP

ADD FORM MEETINGS

UPLOAD ZIP

Visual Text

B / LINK B-QUOTE DEL

INS IMG UL OL LI

CODE MORE CLOSE TAGS

File Edit View Format

Formats B I

Day 1 Live (20 July 2020)

Please click to join

[wplms_bbb token='4082']/wplms_bbb]

POWERED BY TINY

Edit meeting All meetings Add meeting

Add meeting

Meeting Room Name: SMMA25July2020Alvir <Read below for Room name>

Meeting time: 2020-06-30 <The date of the course>
08:00 <1 hours earlier>

Meeting duration: 16 <+ 6hr of your course duration> Hours

Restrictions: Logged in users

Restrictions: Course students <If you are putting as "course students" do ensure you key in the "course name" next . Else you can put as. "logged in user">
E-Learning : A Strategic Soci...

Attendee Password: 1234567 <Put it as default Attendee password : "12345678"

Moderator Password: SMET Moderator Password : "SMET" >

Wait for moderator to start meeting: ☒

Recorded meeting: ☒

Enable reminders: (It will send email reminder to each student before the meeting. So please choose carefully) ☐ <*Do Not Tick >

Add Meeting

Edit meeting All meetings Add meeting

Meetings

Meeting name	Meeting token	Start time	Privacy	Actions
My Meeting	4082	June 26, 2020 15:30	Course students (E-Learning : A Strategic Social Media Masterclass by SMTG)	Insert Edit Delete

Important - Adding the Meetings room : Please set the course dates (if this is a 2 days course, please ensure there are 2 different day meeting rooms) Format : <course code><date><year><Training Providername> .Sample : SMM01july2020alvintan .(no spacing , no special character)

Course code - Social Media Marketing : **SMM**, Social Media Management : **SMMA** , ECommerce : **ECO**

SETTINGS

UNIT DESCRIPTION ⓘ

UNIT TYPE ⓘ

General ▾

FREE UNIT ⓘ

HIDE SHOW

UNIT DURATION ⓘ

UNIT DURATION PARAMETER ⓘ

Hours ▾

UNIT FORUM ⓘ

ATTACHMENTS ⓘ

ADD ATTACHMENT

* ACCESS DATE ⓘ

2020-07-20

* ACCESS TIME ⓘ

09:30 AM

2 hours before
course start
time

Assignments +

SAVE EDIT IN ADMIN PREVIEW

CLOSE

SUBSCRIBE FORM

Email

Submit

* Please set the course dates (if this is a 2 days course, please ensure there are 2 different day meeting rooms) Format : <course code><date><year><Training Providername> .Sample : SM-M01july2020alvintan .(no spacing , no special character)

Course code - Social Media Marketing : SMM, Social Media Management : SMMA , ECommerce : ECO

Annex A - Online Delivery set up

Training Provider PRE-COURSE SET UP (For ONLINE LEARNING)

1) Desk Top Set-Up

In view of SMTC's professional image for course delivery, ALL Training Providers are to adhere to the below pre-lesson set up.

Items Required:

- 01 x Table Top Mic.
- 01 x LED Light with Stand.



- Table Top mic delivers a clear and crisp audio resulting in high quality voice delivery over the LCO system so that all trainees will be hearing the Training Provider up to an accuracy of 97% versus voice processed by the laptop built-in microphone which are low on voice quality.

- LED light is to be set up about 1 metre away on a 45 degree angle to illuminate the face of the Training Provider so that the trainees can see who they are learning from and also in line with SMTC's professionalism for our Training Providers.

Basis of Recommendation

- As SMTC is strongly featuring & marketing both of Social Media Courses, it is of utmost importance that all Training Providers must also present themselves properly via LCO platform as LCO itself is considered an online-knowledge delivery platform akin to other social media network .
- Having the above voice and ambience set up professionally, Trainees will be more convinced that they are learning from the right school and from a Training Provider that knows his craft.

* The above equipment set up will be made available for Training Providers at Junction10 facility shall the Training Provider do not have the necessary set up as shown as above. Please check for availability first.

2) Internet and Laptop Requirements and Recommendations :

To enjoy a smooth experience using LCO, Training Providers are reminded to check the below:

- Had Installed and/or using the latest Google Chrome browser.
- Have a minimum speed of 50mbps (Recommended speed 100mbps)
- Minimum 16GB Ram
- Check Your Internet speed at: <https://www.speedtest.net/>

By Order:

The Management
SMET.edu.sg