

POLWEL Approved Assessment Organisation (AAO)

Information Sheet – On-the-Job Training (OJT) Verification Services for Advanced Traffic Management & Control (ATM&C)

1. Background

The Advanced Traffic Management & Control (ATM&C) On-the-Job Training (OJT) Verification Service enables Security Agencies (SAs) to submit OJT records and supporting documents to POLWEL AAO for verification against the requirements set out in the relevant authority-issued OJT Blueprint for deployment on Category 2 roads.

This information sheet outlines the submission procedures, supporting documents, applicable fees, and other relevant conditions relating to the OJT verification process.

2. Eligibility and Pre-Submission Requirements

Prior to submitting OJT records for verification, Security Agencies (SAs) shall ensure that the following pre-requisites have been met:

- a) Security Officers (SOs) whose OJT records are submitted for verification (hereinafter referred to as the OJT Trainee) hold at least the rank of **Senior Security Officer (SSO)** under the Progressive Wage Model (PWM) at the time the OJT **was undertaken and throughout the duration of the OJT**;
- b) OJT Trainees have been assessed as ‘Competent’ in the following Workforce Skills Qualification (WSQ) modules:

Mandatory Module 1	Mandatory Module 2
SE-SO-102E-1 Conduct Crowd and Traffic Control	SE-SOP-2004.1.1 Crowd and Traffic Control Management (Advanced Traffic Control Management)
OR	
SEC-SOP-1004-1.1 Crowd and Traffic Control Management (Conduct Crowd and Traffic Control)	

- c) OJT Trainees have successfully completed a minimum of 40 hours of On-the-Job Training (OJT) on Category 2 roads under the supervision of a qualified OJT Lead Supervisor (refer to the FAQ) and have attained the competencies prescribed in the relevant OJT Blueprint and deployment requirements issued by the authorities.

- d) The OJT shall be conducted on a one-to-one basis, with each OJT Lead Supervisor supervising no more than one OJT Trainee at any point in time.

3. Required Documents for Submission

The following documents must be submitted and clearly labelled as indicated below in support of the OJT Verification application.

- a) **Annex A - POLWEL Application Form** - The form must be duly completed and signed by the authorised representative of the SA. The details provided must correspond with the OJT Trainees' records and the supporting documents submitted for verification.
- b) **Annex B - Supporting evidence of the PWM ranks of the OJT Trainee and OJT Lead Supervisor** who supervised the OJT of trainees whose records are submitted to POLWEL for verification.
- c) **Annex C - Completed OJT Logbook** (Page 28 from the OJT Blueprint) for each OJT Trainee. The logbook must be signed by the authorised representative of SA who holds a PWM Senior Security Supervisor (SSS) rank.
- d) **Annex D - OJT Documentation Form** (Page 29 from the OJT Blueprint) - All the fields in the form must be duly completed and acknowledged by OJT Lead Supervisor and the OJT Trainee.
- e) **Annex E - Deployment Schedule / Supporting Deployment Records**. The records must correspond with the relevant documents submitted, including the documentation form and OJT Logbook. The records shall state the information relevant to the OJT Trainees' traffic management deployments, including but are not limited to, deployment dates, locations, assigned shifts, and duration of deployment.
- f) **Annex F - LTA Letter/Permit for Category 2 Road**. Information stated in the letter/permit, including the road name, names of the Security Officers (SOs) and validity of the duration must correspond with the relevant records submitted for verification.

4. Service Fees

The fee for OJT verification is **\$54.50 (inclusive of \$4.50 GST)**, per OJT Trainee.

POLWEL AAO will commence the verification of documents upon receipt of the required supporting documents and payment of the fee.

Payment may be made via the following methods:

- Bank Transfer to DBS Current Account: 024-9000627-6
- PayNow to UEN: S92CS0207H

SAs should indicate the name of the Security Agency and, where applicable, the application reference number (to be provided by POLWEL AAO upon acceptance of the application) when making payment.

5. Application and Verification Process

SAs may refer to [Annex A – ATM&C OJT Verification Process Overview](#) for an overview of the application and verification process. Applications shall be submitted to aao_admin@polwel.org.sg.

POLWEL AAO's verification will be based solely on the documents submitted by the SA. The SA is responsible for ensuring that all required documents are complete, accurate and properly endorsed prior to submission.

6. Enquiries

SAs may email POLWEL AAO at aao_admin@polwel.org.sg or call 6235 6428 (Option 2).

7. Frequently Asked Questions (FAQ)

a) What are the requirements to qualify as an OJT Lead Supervisor?

Per the authorities' requirements, the trainee must complete their OJT at Category 2 roads under the supervision of an OJT Lead Supervisor who meets the following criteria:

- Holds a minimum PWM, Security Supervisor (SS) rank;
- Has completed a minimum of 40 hours of deployment on Category 2 roads and whose deployment records have been verified by POLWEL with a 'Competent' outcome;
- Has been assessed as 'Competent' for the following WSQ modules:
 - SE-SO-102E-1 – Conduct Crowd and Traffic Control or SEC-SOP-1004-1.1 – Crowd and Traffic Control Management (Conduct Crowd and Traffic Control) and;
 - SE-SOP-2004.1.1 – Crowd and Traffic Control Management (Advanced Traffic Control Management)

b) How long does POLWEL AAO take to verify an OJT submission?

POLWEL AAO will notify the SAs of the verification outcome within five (5) working days upon receipt of all required documents and payment. Please refer to [Annex A – Process Overview](#) for more information.

c) How will Security Agency receive the verification outcome?

The outcome will be communicated to the SAs via email.

d) Are the fees paid refundable if the Security Agency reduces the number of OJT trainees' records to be assessed?

Prior to making the payment, the SAs may submit a revised application if there are changes to the number of OJT trainees' records to be verified.

Once payment has been received by POLWEL, the application will be considered confirmed and no refund, whether in full or in part, will be provided for any cancellation, withdrawal, or reduction in the number of records submitted for verification.

e) What happens if the OJT verification outcome is 'Not Yet Competent'?

The OJT verification outcome is final and there is no appeal process. If the Security Agency wishes for the OJT Trainee's records to be reassessed, a new application must be submitted, and the applicable fees shall apply.

f) What may result in an 'Not Yet Competent' outcome?

The verification will be based on the completeness, accuracy, and consistency of the documents submitted by the SAs and the requirements of the prescribed OJT Blueprint.

The following are examples of circumstances that may result in a "Not Yet Competent" outcome. This list is not exhaustive, and the reason(s) for the verification outcome will be communicated by POLWEL AAO upon completion of the verification.

- Did not meet the prescribed OJT hours
- Submitted documents do not provide sufficient evidence to demonstrate that the OJT requirements have been fulfilled. Examples may include, but are not limited to:
 - The deployment records submitted do not clearly show that the OJT Trainee performed the required duties.
 - OJT hours recorded do not match the hours reflected in supporting records.
 - Supporting documents do not adequately demonstrate that the deployment requirements have been met, and/or contain discrepancies in the deployment details
 - Supporting documents, endorsements, or records required to verify the OJT are missing or incomplete.
 - Submitted records are incomplete, unclear, unsigned, or not properly endorsed.

g) Can the Security Agency amend the documents after submission accepted by POLWEL?

The Security Agency is responsible for ensuring that all documents submitted to POLWEL AAO are complete, accurate, internally reviewed, and properly endorsed. To facilitate an efficient and consistent assessment process, the verification will be conducted based on the documents received at the point of submission. Amendments, replacements, or resubmissions of documents after an application has been accepted by POLWEL AAO will generally not be permitted.