



Integrated Occupational Safety and Health System (iOSH)

User Manual Competent Organisation (CO) – New Application (eServices)

Version 1.1

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Prepared For iOSH eService Users

Prepared By ISTD

Foreword

Under the Workplace Safety and Health Act and/or its subsidiary regulations, organisations are required to obtain approval from the Commissioner for Workplace Safety and Health, Ministry of Manpower before they can operate as a MOM approved Competent Organisation (CO). The MOM approved COs include Approved Asbestos-removal Contactor, Approved Scaffold Contractor, Approved Crane Contractor, Accredited Training Provider and WSH Auditing Organisation.

New Application to be CO

The authorised representative of the company can submit new application online to be a Competent Organisation. A Singpass account will be required.

If the company representative is submitting the application to be a new CO, he will be made the default e-Service administrator for the CO transaction. Subsequently, he may log into the e-Service Administrator module and add or change new e-Service user(s) for the CO record where necessary.

For existing Approved Crane Contractors and Approved Scaffold Contractors who wish to include new scopes to their current CO approval can submit a new application in e-Service under a different CO competency scope. (E.g. Existing Approved Scaffold Contractor (ASC) for 'Erection, Alteration and Dismantling (Metal Scaffold) can submit a new application for competency scope, 'Rigging and Re-positioning (Suspended Scaffolds) to be also approved as ASC for suspended scaffolds)

REVISION HISTORY

Version	Effective Date	Summary of Changes	Author
1.0	27 Nov 2015	Initial Release	Jan
1.1	19 Jul 2021	Changed Singpass logo/Text/Labels. Removed Corppass.	Chung Woon Chuan

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1. (Competent Organisation) - New Application

1.1 Access Function to New Application

- Click on [Register] hyperlink to access the module page. (Seen in Figure 1).

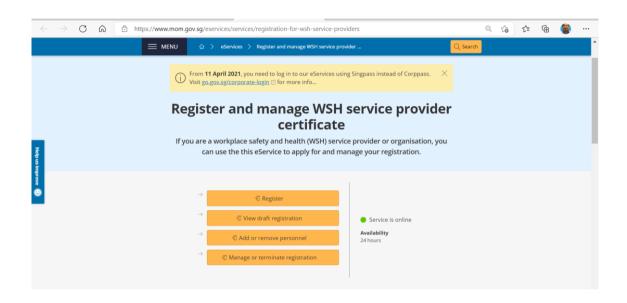


Figure 1

Provide login ID and password to [Singpass ID], [Password] fields to login.
 (Seen in Figure 2)

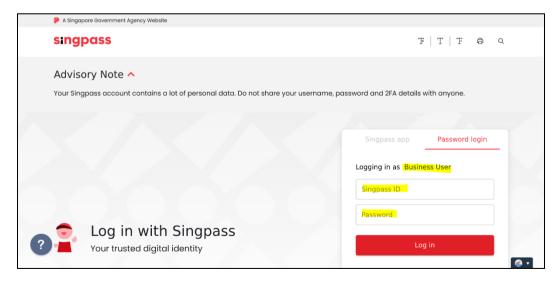


Figure 2

2) Upon successful login, System displays the landing page or the dashboard screen below which Applicant can click [Apply new certificate] button to create a new application. (Seen in Figure 3 to Figure 7).

1.2 Provide main details for New Application

There are 2 scenarios where applicant or a user login should expect to be displayed from the page.

- 1) For Overseas or Non-UEN users login
 - These are users without any UEN associated. Usually by default if this user has no profile, the page redirects to the Personal Profile page.

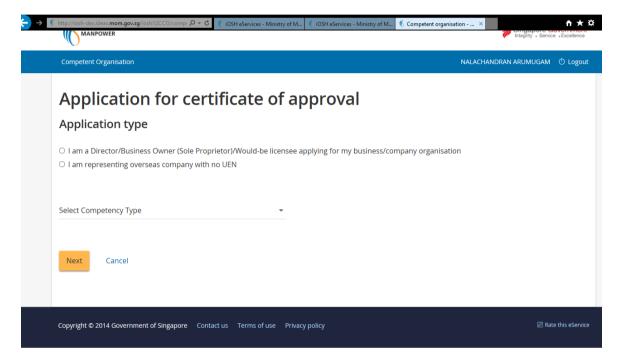


Figure 3

- a) Applicant can select the first radio button, "I am a Director/Business
 Owner (Sole Proprietor)/Would-be licensee applying for my
 business/company organisation" and provide input for [UEN] field.
 (Seen in Figure 4)
 - Applicant has to input valid UEN in the textbox, otherwise a validation prompts for a valid UEN

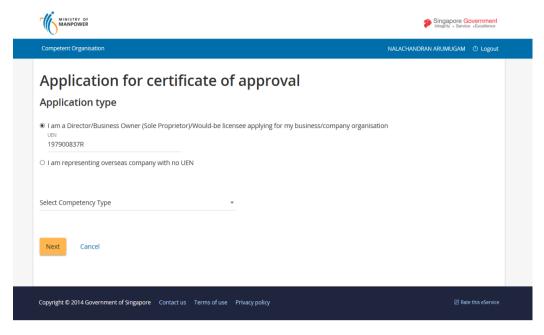


Figure 4

- Provide inputs to [Competency Type], [Competency Scope] fields and click [Create New Competent Organisation] button. (Seen in Figure 6)

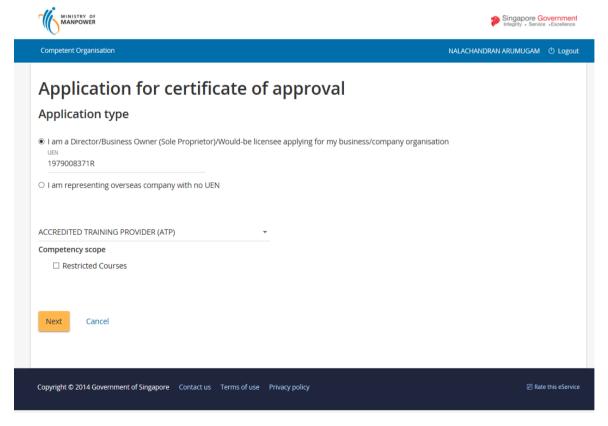


Figure 5

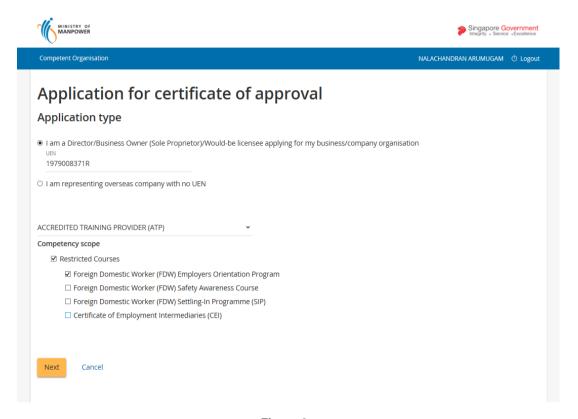


Figure 6

b) Select the second radio button, "I am representing overseas company with no UEN", allows applicant to only choose AELE/AEPV only.

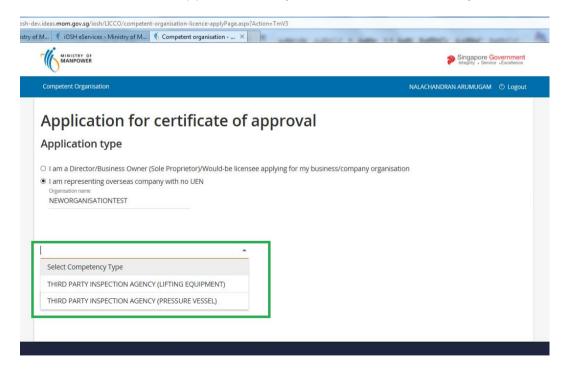


Figure 7

- 2) For users with an associated UEN login
 - Applicant with an associated UEN is directly redirected to the page of the CO dashboard on successful login. The Company Name is also shown upon login. (Seen in Figure 8)
 - Applicant can apply new certificate by clicking the [Apply new certificate] button.
 (Seen in Figure 8)

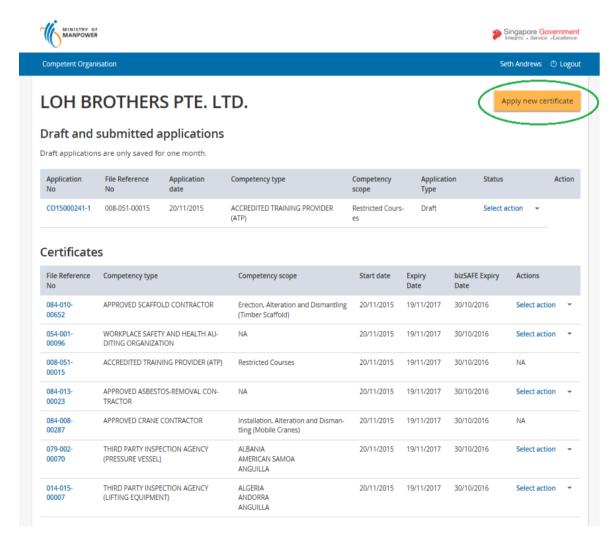


Figure 8

1.3 Agreement/Disagreement to Terms & Conditions

1) Read the Terms & Conditions carefully. (Seen in Figure 9).

If agreeable, click [I Agree] button to proceed.

If not agreeable, click [I Disagree] button to navigate back to Figure 8.

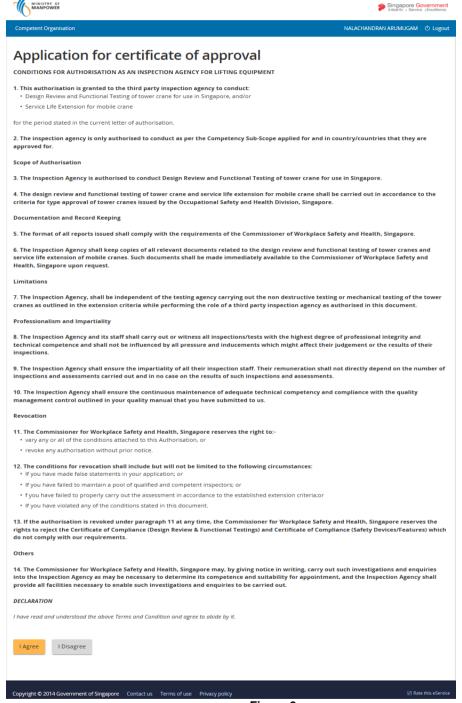


Figure 9

1.4 Applicant can update the logged in Person Profile

NOTE: Should a new applicant (none profile or a new profiler user) does not exists in the database, the page redirects to the Personal profile page upon successful SingPass sign in.

1) Applicant may change the Person profile by clicking the [<Person name>] hyperlink from the header. (Seen in Figure 10.a)

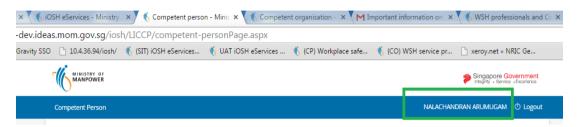


Figure 10.a

2) Applicant can click the [Edit profile] button to edit the non-material information in this Profile page. (Seen in Figure 10.b)

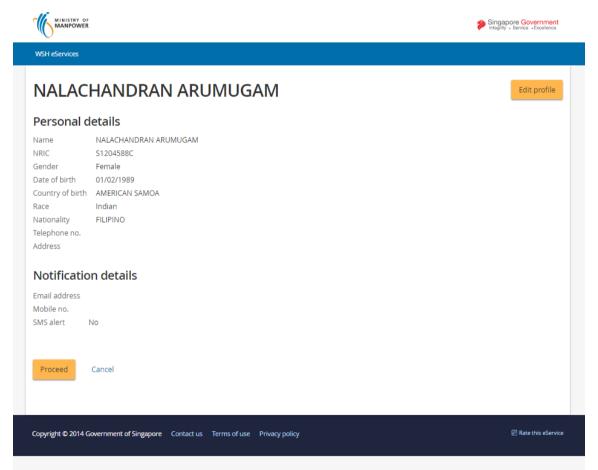


Figure 10.b

3) Applicant can click the [Submit] button to save the person details/non-material information in this update Profile page. (Seen in Figure 10.c)

Applicant may wish to click the [Cancel] button to abort the update of the Person Profile details.

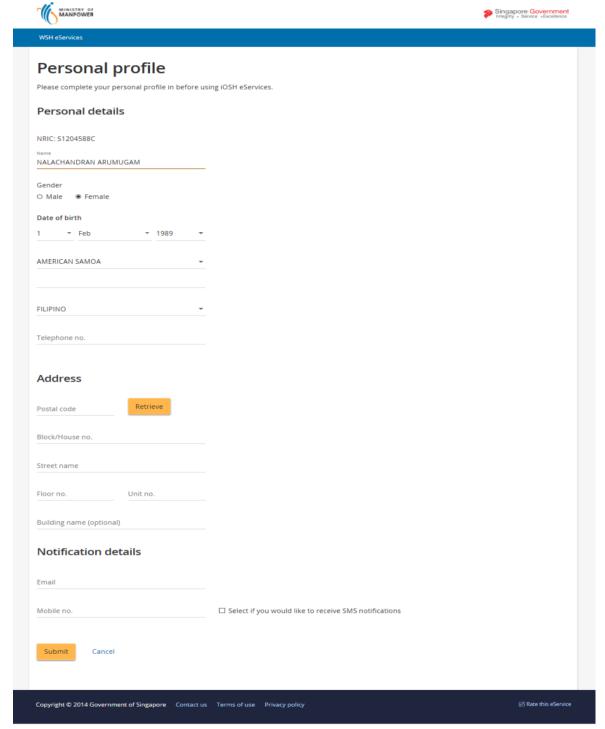


Figure 10.c

1.5 Provide Details for New Application

- 4) Applicant can add / update details (where applicable) under the following tab page screens:
 - a) [Competency Details]
 - b) [Personnel List]
 - c) [Supporting Documents]

Note: Refer to subsequent sections below for details.

- 5) Applicant can navigate across the sequential tab page screen. (Seen in Figure 10)
 - The succeeding tab page allows user to use the [Next], [Previous] buttons to move to the sequential tab page screen.
 - To cancel the transaction from any the tabs, click [Cancel] button. A prompt dialog pops up by the page when the applicant clicks on the cancel button.
 - Applicant will be rerquired to upload required documents under the appropriate document tags (in the pull-down menu) where it is highlighted as mandatory.

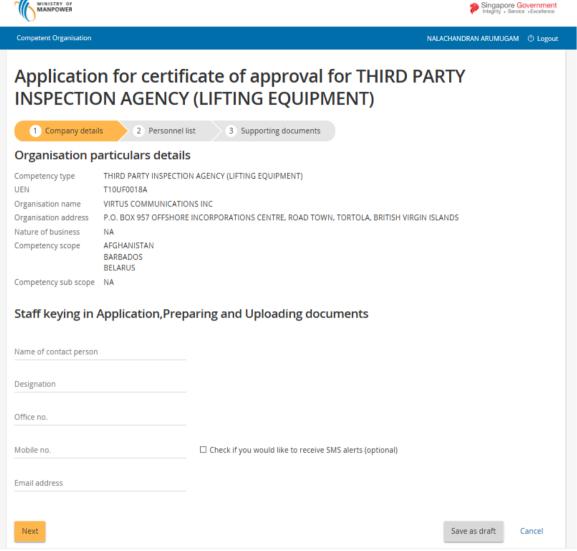


Figure 10

- 6) For draft/new applications, [Save as Draft] button is also available for Applicant to save whatever that have been entered without submitting the application.
 - Applicant can re-accesses the created draft application by clicking the [Application No] hyperlink from the CO Dashboard. (Seen in Figure 11).
 - After applicant has clicked the [Application no] link button from the dashboard
 Draft and submitted applications section, the page redirects to the Preview
 Submit page. (Seen in Figure 12). Applicant can click the specific [Edit]
 button from this page and choose which specific section they have left out to
 continue with the application.

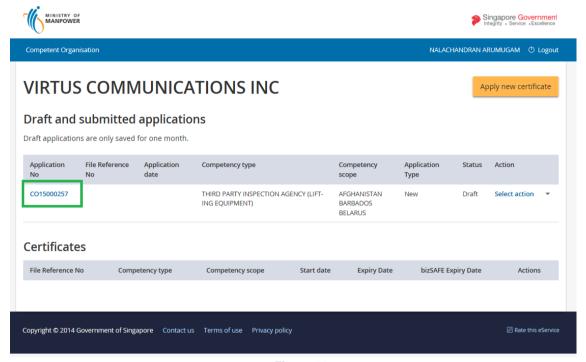


Figure 11



Figure 12

1.6 Provide Details for Company Details

1) Provide inputs to [Competency Details] screen.

Applicant can update all the fields other than the **Organisation particulars details** section.

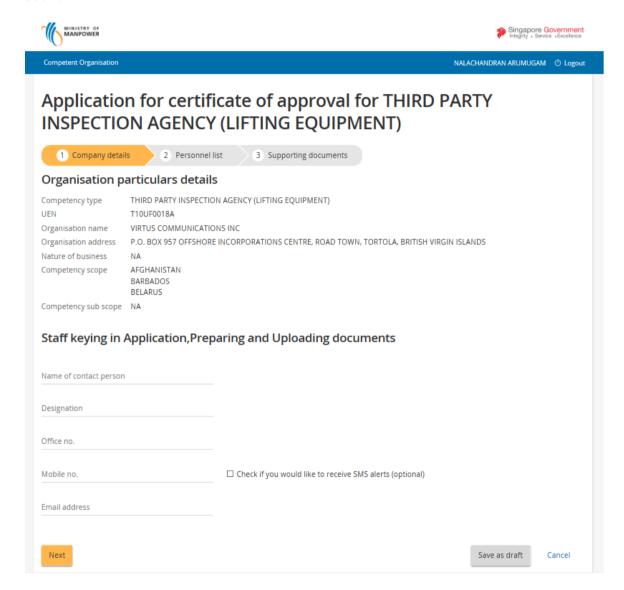


Figure 13

1.7 Add details to Personnel List

- 1) Proceed to [Personnel List] screen to add personnel details. (Seen in Figure 14)
 - Applicant can click the [Add personnel] link button to add new personnel details and the page will redirect to the Add Personnel page. (Seen in Figure 15)

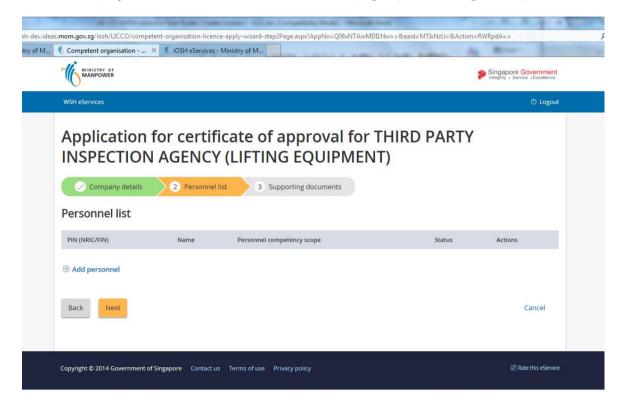


Figure 14

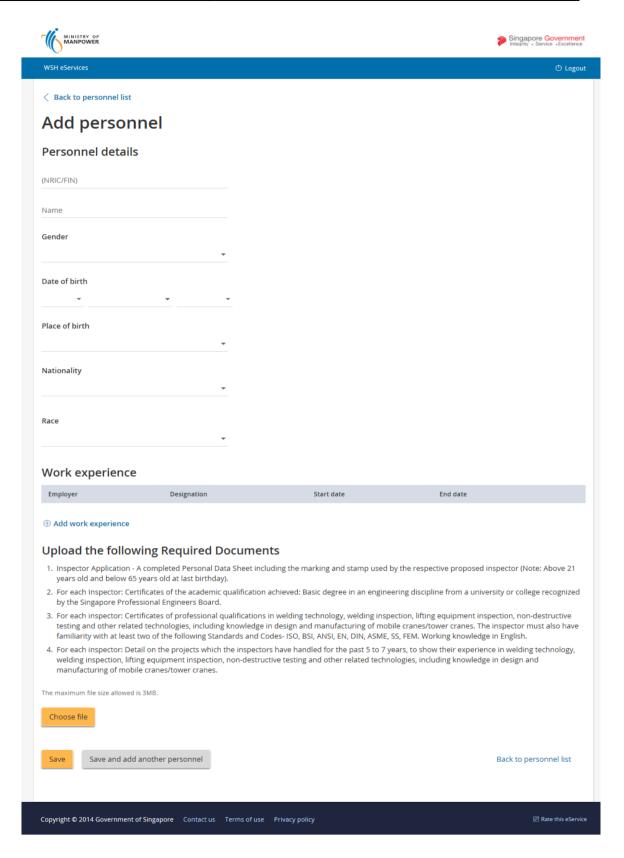


Figure 15

- After filling-in the **Personnel details fields**, the applicant can click the [Add work experience] link button. This will redirect to the Add work experience page on click. (**Seen in Figure 16**)
- 2) Add details to [Work Experience] section by clicking [Add work experience] button to launch the screen below. After all required inputs are provided, click [Save] button to create an entry as shown under Figure 17. Multiple entries for Work Experience can be created by clicking the [Save and add another work experience] button.

Applicant may click the [Back to add personnel] button to cancel the work entry. This will redirect back to the Person page.

The [Save] button on user click redirects the page back to the Person page when work entry is successfully saved.

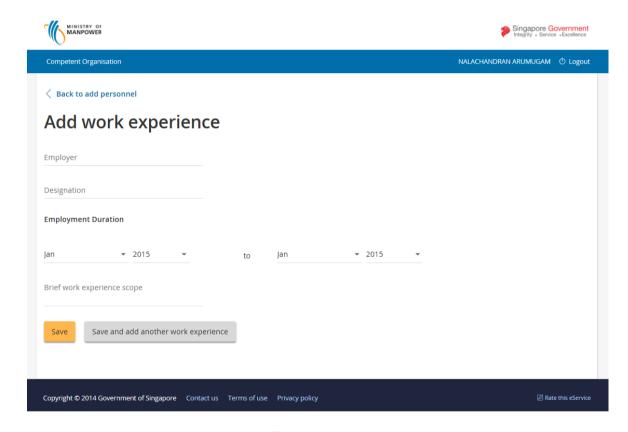


Figure 3

3) Uploading person's document attachment is required. This can be seen on the **Upload the following Required Documents** portion just below the Add work experience link button. Applicant must follow this list on attaching a document type.

Applicant must click the [Choose file] button to upload a .pdf file.

Applicant can remove the attached files by clicking the [Remove] button from the user control.

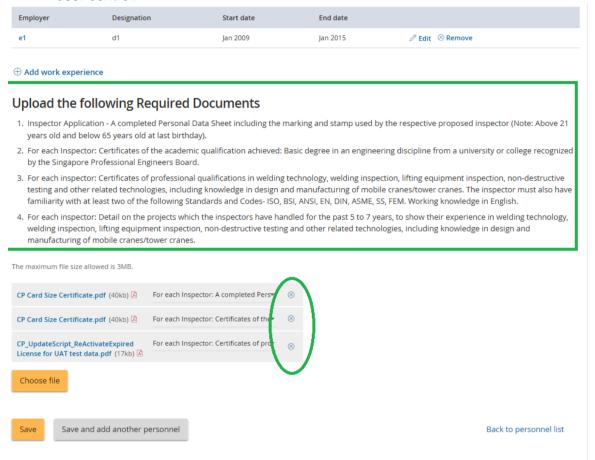


Figure 4

- Applicant can use the [Save] and [Save and add another personnel] button to add the person in the personnel list.
- Applicant can also go back to the Personnel tab page by clicking the [Back to personnel list] link button.

Applicant can use the [Add Personnel] or from the Action column, [Edit] / [Remove] buttons from the Personnel list tab page to add or edit/remove accordingly. (Seen in Figure 18)

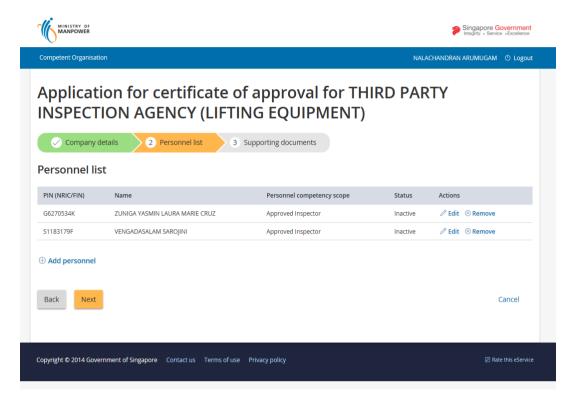


Figure 18

Note: All mandatory field needs to be filled-out in order to save the personnel entry. Otherwise, a validation prompts for the required minimum personnel/work experience/field/attachments.

1.8 Provide Details for Supporting Documents

- 1) Upload supporting documents under [Supporting Document] screen; multiple documents can be uploaded.
- 4) Upload Supporting documents using [Choose file] button.
 - Applicant can click the [Back] button to navigate back to the previous page
 - Applicant can click the [Ready for submission] to submit and prepare for payment after all the pertinent attachments are added.
- 2) Refer to Appendix A for further details.

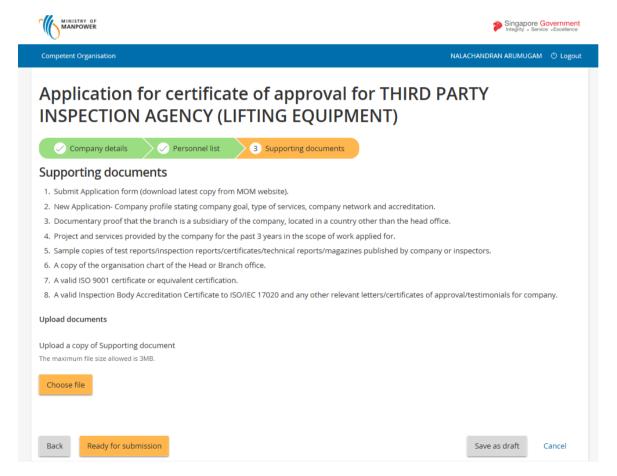


Figure 19

1.9 Preview Submit page

- 1) A preview submit page is shown after the applicant has clicked the [Ready for submission] button. This page allows the user to have a view of the entries of the submitted application. (See Figure 20)
 - Applicant has to tick/check the mandatory [Declaration] checkbox to acknowledge and also to read carefully the Privacy Statement section before submitting.
 - Applicant can click the [Submit] button to submit for billing.
 - Applicant can click the [Cancel] button to abort the submission.

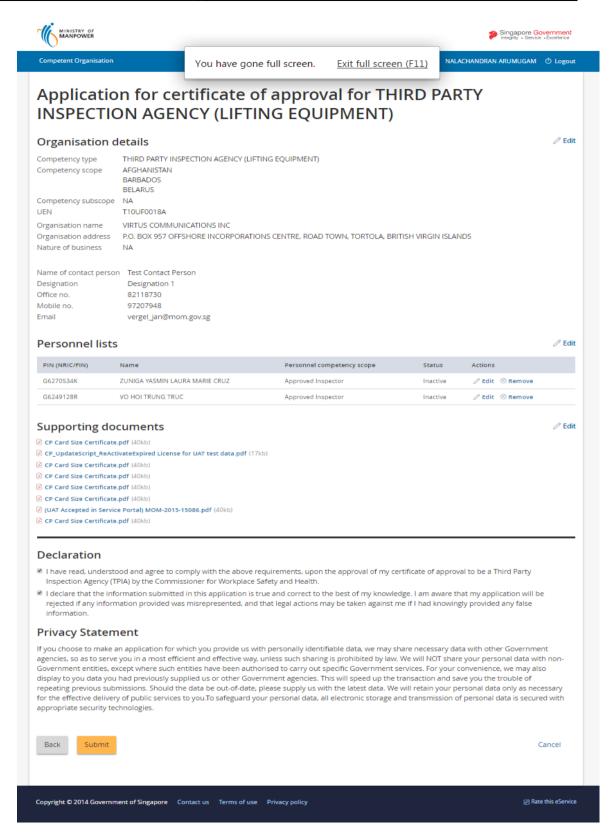


Figure 20

1.10 Payment Summary

Applicant will be prompted with the payment summary. Clicking the [Continue] button proceeds to the payment.

Applicant may also click the [Back] button to navigate back to the Preview Submit page.

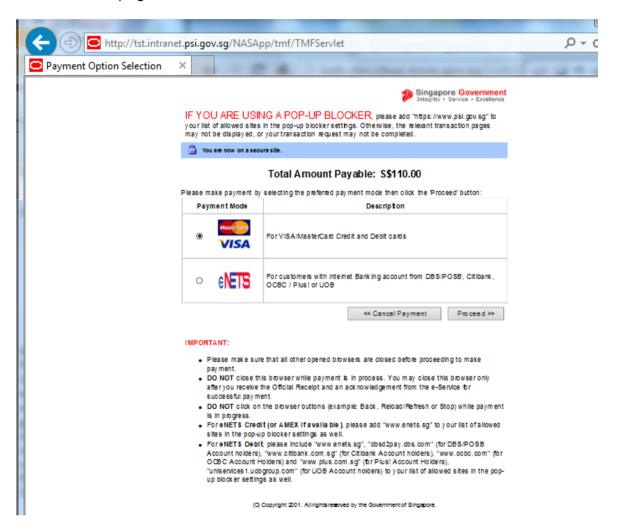


Figure 21

1) Click [Proceed to Payment] button to make payment.

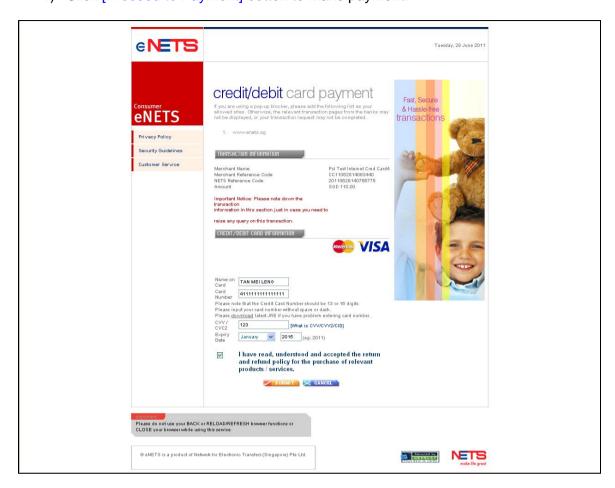


Figure 22

2) To pay by Credit/Debit cards, click [eNETS Credit/Debit Card] icon under Figure 26. Input data to all fields under **Figure 27** and click [Submit] button.

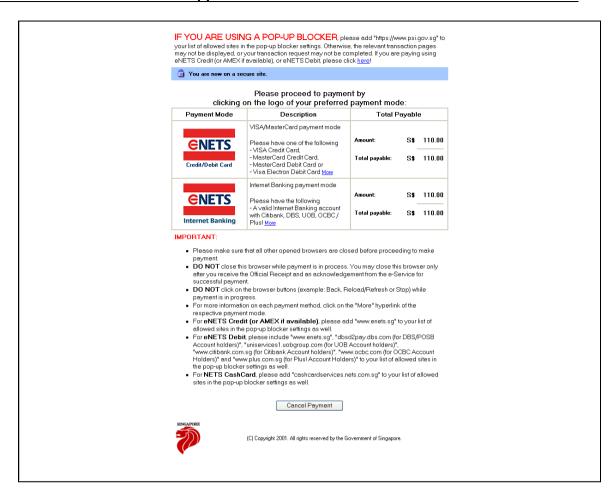


Figure 23

3) System will generate the Tax Invoice / Receipt and Transaction Notice to acknowledge the receipt of the payment.

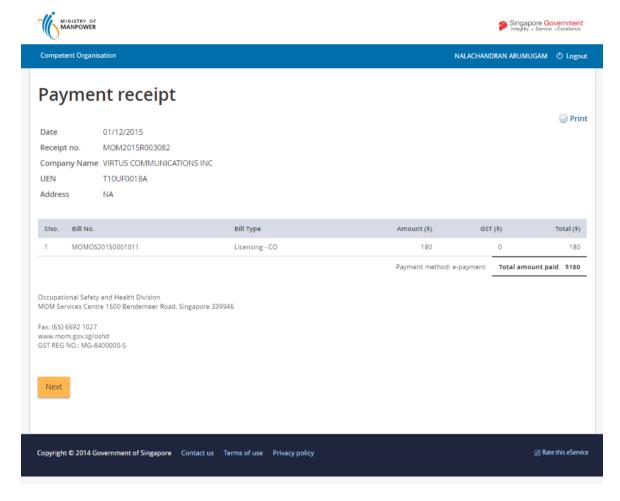


Figure 24



Figure 25

4) Note: In the event that the Applicant did not complete the payment successfully, he will see an entry under [Applications – Pending Payment] table when he accesses [Create Application] function. To proceed with the payment transaction flow, Applicant just needs to click the [e-Payment] hyperlink to trigger the screen flow from Figure 21 – 25.

1.11 Acknowledgement of New Application Submission

Applicant will be prompted with the Acknowledgement page. Clicking the [Continue] button proceeds to the payment.

1) Applicant can click [Logoff] hyperlink from the dashboard to exit.



Figure 26