

Integrated Occupational Safety and Health System (iOSH)

User Manual Licensing Competent Person (CP) – Renew Certificate (eServices)

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Prepared For	iOSH eService Users
Prepared By	ISTD

REVISION HISTORY

Version	Effective Date	Summary of Changes	Author
1.0	27 Nov 2015	Initial Release	Jan
1.1	13 Jul 2021	Changed Singpass Logo/Text/Labels	Chung Woon Chuan

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1. Licensing (Competent Person) – Renew Certificate

1.1 Access Certificate for Renewal from the CP Dashboard

1. Click on [\[Log in to WSH eServices\]](https://www.mom.gov.sg/eservices/services/registration-for-wsh-professionals-and-competent-persons) hyperlink to access the module page at <https://www.mom.gov.sg/eservices/services/registration-for-wsh-professionals-and-competent-persons>.

(Seen in Figure 1).



Figure 1

2. Provide login ID and password to [\[SingPass ID\]](#) , [\[SingPass\]](#) fields to login.

(Seen in Figure 2)

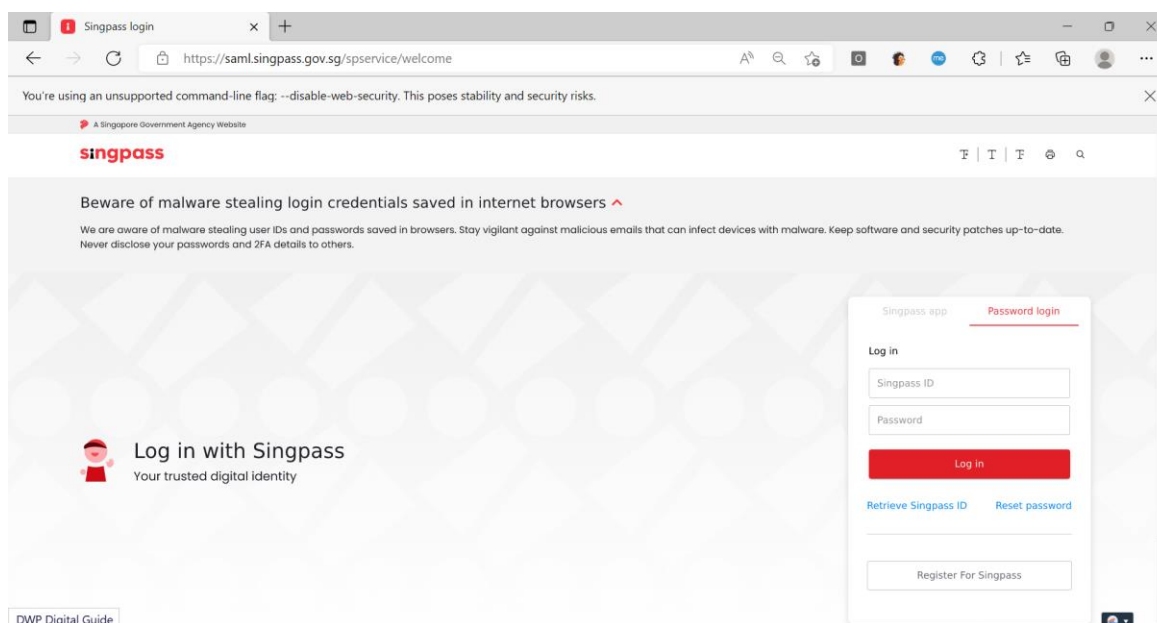


Figure 2

- From the **Certificates** section of the CP Dashboard page, an applicant can “Renew” a license using the Action button [\[Renew\]](#). (Seen in Figure 3).

E.g. A WSHO as a competency type for renewal.

The screenshot displays the 'Competent Person' dashboard. At the top, there are logos for the Ministry of Manpower and Singapore Government. The main content area is divided into three sections:

- Draft and submitted applications:** A table with columns: Application No, Application date, Competency type, Competency scope, Application Type, Status, and Action. Two entries are visible: one for 'Authorised Examiner (Pressure Vessel)' with a 'Draft' status and 'Select action' button, and another for 'Crane Operator' with a 'Processing' status and 'NIL' action.
- Certificates:** A table with columns: Registration Number, Competency type, Competency scope, Start date, Expiry Date, and Action. One entry is shown for 'Workplace Safety and Health Officer' with a 'Select action' dropdown menu that includes 'Renew', 'Terminate', and 'Print Receipt' options.
- Safety Development Unit (SDU):** A summary section stating that 0 more structured SDUs are needed for renewal. It shows a calculation: 79 Structured SDUs + 42 Unstructured SDUs = 121 Total SDUs. Below this is a table of activities, including 'Accredited In-House Training' for '2nd Asia-Pacific Biosafety Association Conference'.

Figure 3

1.2 Certificate Renewal process

- The Renewal process starts after the user has clicked the [\[Renew\]](#) link button from the Certificate Action column dropdown. (Seen in Figure 3).

- 2) The system will display the Terms and Condition for Renewal of license. To the applicant. **(Seen in Figure 4)**.
 - Applicant can accept the T&C by clicking the [\[I Agree\]](#) button which will proceed to the succeeding steps for Renewal.
 - Applicant can disagree with the T&C by clicking the [\[I Disagree\]](#) button which will redirect the user back to the dashboard.

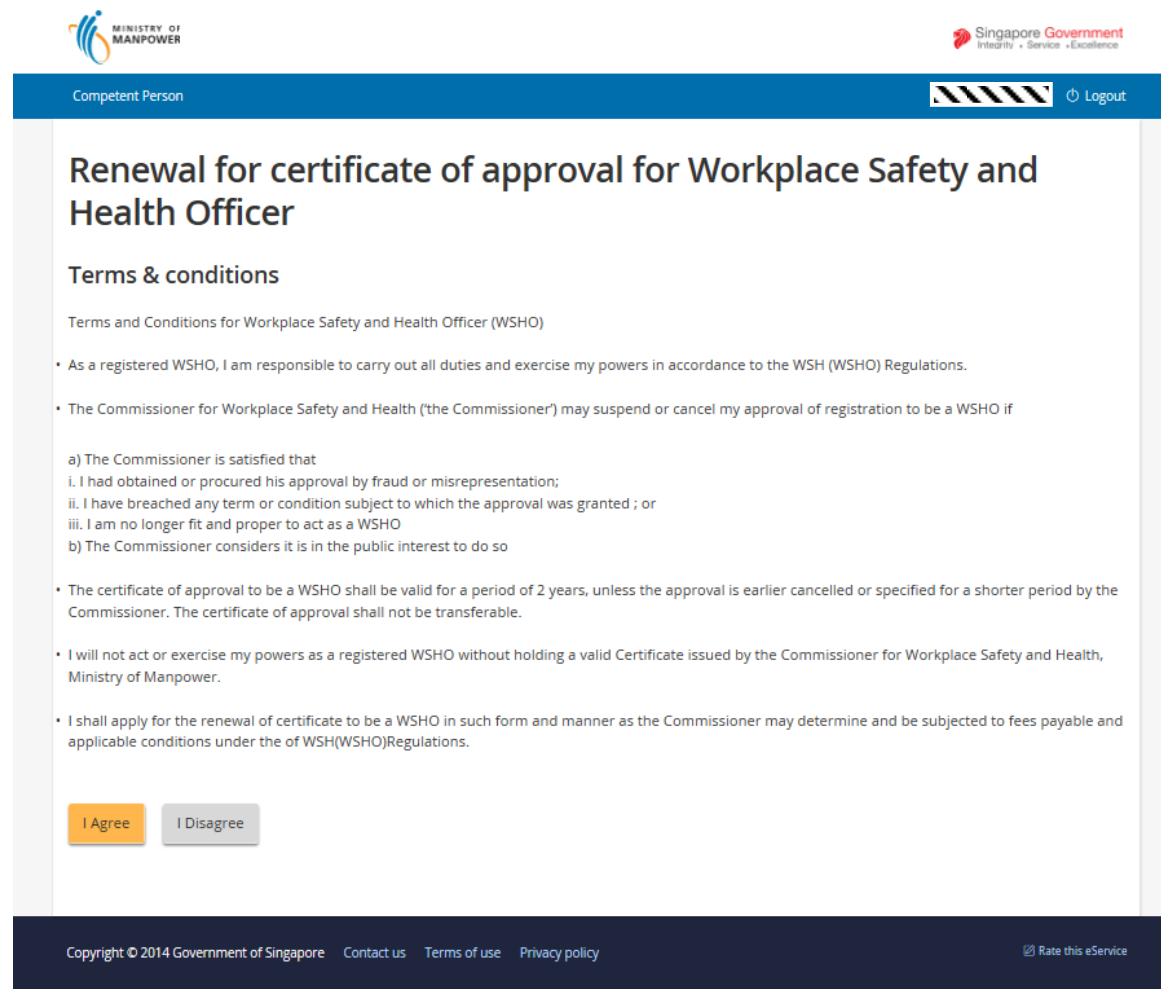


Figure 4

- 3) The system will redirect to the Preview Renewal page where the details of the prior approved license is display upon the applicant agreement with the T&C. **(Seen in Figure 5)**.
 - Applicant may change/modify sections of the Active license for Renewal by clicking the [\[Edit\]](#) link button located at the upper right portion of each sections:
 - [\[Personal particulars\]](#) section on applicant click of the [\[Edit\]](#) button.

Applicant has an option to click these buttons [\[Next\]](#), [\[Save as draft\]](#) or [\[Cancel\]](#) from this page.
(**Seen in Figure 6**).

- [\[Qualifications\]](#) section on applicant click of the [\[Edit\]](#) button.
Applicant has an option to click these buttons [\[Back\]](#), [\[Next\]](#), [\[Save as draft\]](#) or [\[Cancel\]](#) from this page.
(**Seen in Figure 7**).
- [\[Work experience\]](#) section on applicant click of the [\[Edit\]](#) button.
Applicant has an option to click these buttons [\[Back\]](#), [\[Next\]](#), [\[Save as draft\]](#) or [\[Cancel\]](#) from this page.
(**Seen in Figure 8**).
- [\[Supporting Documents\]](#) section on applicant click of the [\[Edit\]](#) button.
(**Seen in Figure 9**).

Applicant can also navigate back by clicking the [\[Back\]](#) button or [\[Cancel\]](#) to go back to the Dashboard.

Note:

After the applicant has filled-in the pertinent details, he/she can proceed to submit the renewal of license by clicking the [\[Next\]](#) from the Supporting documents tab page. Clicking the [\[Next\]](#) button would redirect back to the **Preview Renew Submit Page** where user after finalizing all the details has to tick the [\[Declaration\]](#) to acknowledge the renewal and Submit. (**Seen in Figure 5**).

After the Submission, the next step would be payment process of the Renewal of license. (**See 1.3 for Payment Summary**)

Renewal for certificate of approval for Workplace Safety and Health Officer

Personal particulars

[Edit](#)

Name ██████████
 NRIC ██████████
 Nationality SINGAPOREAN
 Building Name ██████████
 Address ██████████

Mailing address

Postal code ██████████
 Block/House no. ██████████
 Street name ██████████
 Floor no. ██████████
 Unit no. ██████████

Office address

Postal code ██████████
 Block/House no. ██████████
 Street name ██████████
 Floor no. ██████████
 Unit no. ██████████

Notification preferences

Email address
 Mobile no.
 SMS alert No

Qualifications

[Edit](#)

Qualifications	Institution	Completion	Certificate
Specialist Diploma in WSH	BCA Academy	Mar 2014	

Highest academic qualifications	Institution	Country	Completion	Certificate
PSLE Certificate	test institution	ALBANIA	2014	
Never attended school / No formal education / Without PSLE	Test Institution	ALGERIA	2014	

Work experience

[Edit](#)

Employer	Designation	Start date	End date
employer 2	Designation 1	Jan 2013	Jan 2015

Supporting documents

[Edit](#)

Declaration

I have read, understood and agreed to comply with the above requirements, upon the approval of my registration to be a WSHO by the Commissioner for Workplace Safety and Health.

I also declare that the information submitted in this application is true and correct to the best of my knowledge. I am aware that my application will be rejected if any information provided was misrepresented, and that legal actions may be taken against me if I had knowingly provided any false information.

Privacy Statement

If you choose to make an application for which you provide us with personally identifiable data, we may share necessary data with other Government agencies, so as to serve you in a most efficient and effective way, unless such sharing is prohibited by law. We will NOT share your personal data with non-Government entities, except where such entities have been authorised to carry out specific Government services. For your convenience, we may also display to you data you had previously supplied us or other Government agencies. This will speed up the transaction and save you the trouble of repeating previous submissions. Should the data be out-of-date, please supply us with the latest data. We will retain your personal data only as necessary for the effective delivery of public services to you. To safeguard your personal data, all electronic storage and transmission of personal data is secured with appropriate security technologies.

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Figure 5

Renewal for certificate of approval for Workplace Safety and Health Officer

1 Personal particulars 2 Qualifications 3 Work experience 4 Supporting documents

Personal particulars [Edit](#)

Name
NRIC
Nationality
Building Name
Address

Contact details

Email address
Mobile no. Select if you would like to receive SMS notifications

Office details

Are you currently employed?
 Yes No

Company name
Postal code
Block/House no.
Street name
TELOK BLANGAH DRIVE
Floor no. Unit no.
Building name (optional)
Office phone no.
61111111
Office fax no. (optional)
61111111

Figure 6

Competent Person Logout

Renewal for certificate of approval for Workplace Safety and Health Officer

1 Personal particulars **2 Qualifications** 3 Work experience 4 Supporting documents

Qualifications

Qualification	Training centre	Completion date	Certificate	Actions
Specialist Diploma in WSH	BCA Academy	Mar 2014		Select action

[Add qualifications](#)

Highest academic qualification

Discipline	Education level	Institution	Country	Completion date	Certificate	Actions
Bsc in Mechanical & Production Engineering (Hons)	PSLE Certificate	test institution	ALBANIA	2014		Select action
Bachelor in Naval Art and Marine Engg	Never attended school / No formal education / Without PSLE	Test Institution	ALGERIA	2014		Select action

[Add highest academic qualifications](#)

Back Next Save as draft Cancel

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Figure 7

MINISTRY OF MANPOWER

Singapore Government
Integrity • Service • Excellence

Competent Person Logout

Renewal for certificate of approval for Workplace Safety and Health Officer

✓ Personal particulars > ✓ Qualifications > **3 Work experience** > 4 Supporting documents

Work experience

Employer	Designation	Start date	End date	Actions
employer 2	Designation 1	Jan 2013	Jan 2015	Select action ▾

[+ Add work experience](#)

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Figure 8

Competent Person Logout

Renewal for certificate of approval for Workplace Safety and Health Officer

Personal particulars | Qualifications | Work experience | **4 Supporting documents**

Upload photo

Digital photo image file with the following specifications :

- JPEG format ('jpg' extension)
- dimension of the photo image has to be 400 by 514 pixels
- Please use the photo cropper to meet the above file size and dimension specifications.

Steps to crop and resize image:

1. Click to find and open your image file. A cropping box will appear over the image. The cropping box is proportional to 400 by 514 pixels.
2. Move the cropping box over the desired area to be cropped. Zoom and rotate the image if necessary. Click to crop the image.
3. If you would like to re-crop the image again, repeat step 1 and 2.
4. Click save/next button at bottom of the page to save the cropped image.
5. Upon saving, the newly saved image will be auto-resized to 400 by 514 pixels.

Upload documents

To add files please click on choose files.
The maximum file size allowed is 3MB.

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Figure 9

1.3 Payment summary for the Renewal of certificate

A unique bill no. will be generated at this stage of Renewal of License.
(Seen in Figure 10).

Applicant can click the [\[Back\]](#) button to return back to the CP Dashboard.

Applicant can click the [\[Continue\]](#) button to proceed with the payment.

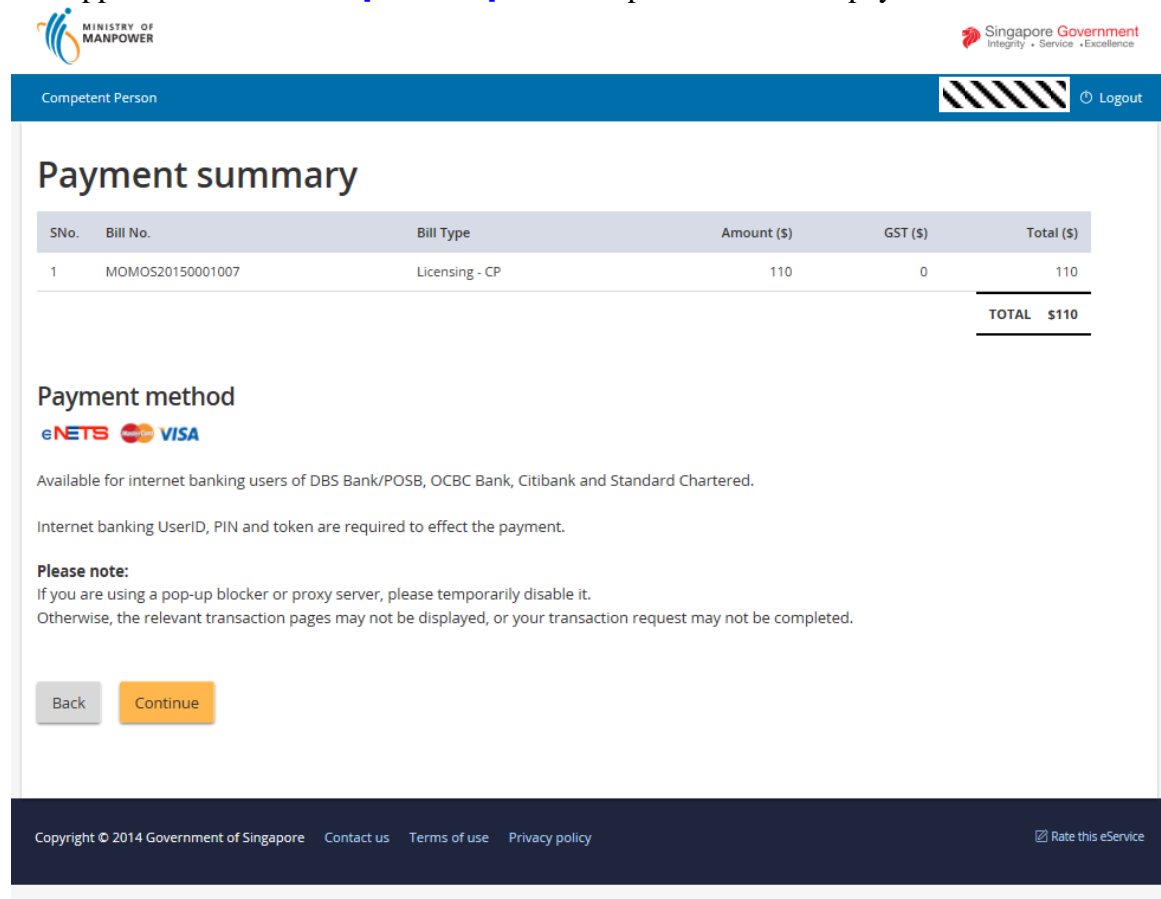


Figure 10

Applicant can choose the mode of payment after clicking in the continue button.
(Seen in Figure 11)

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

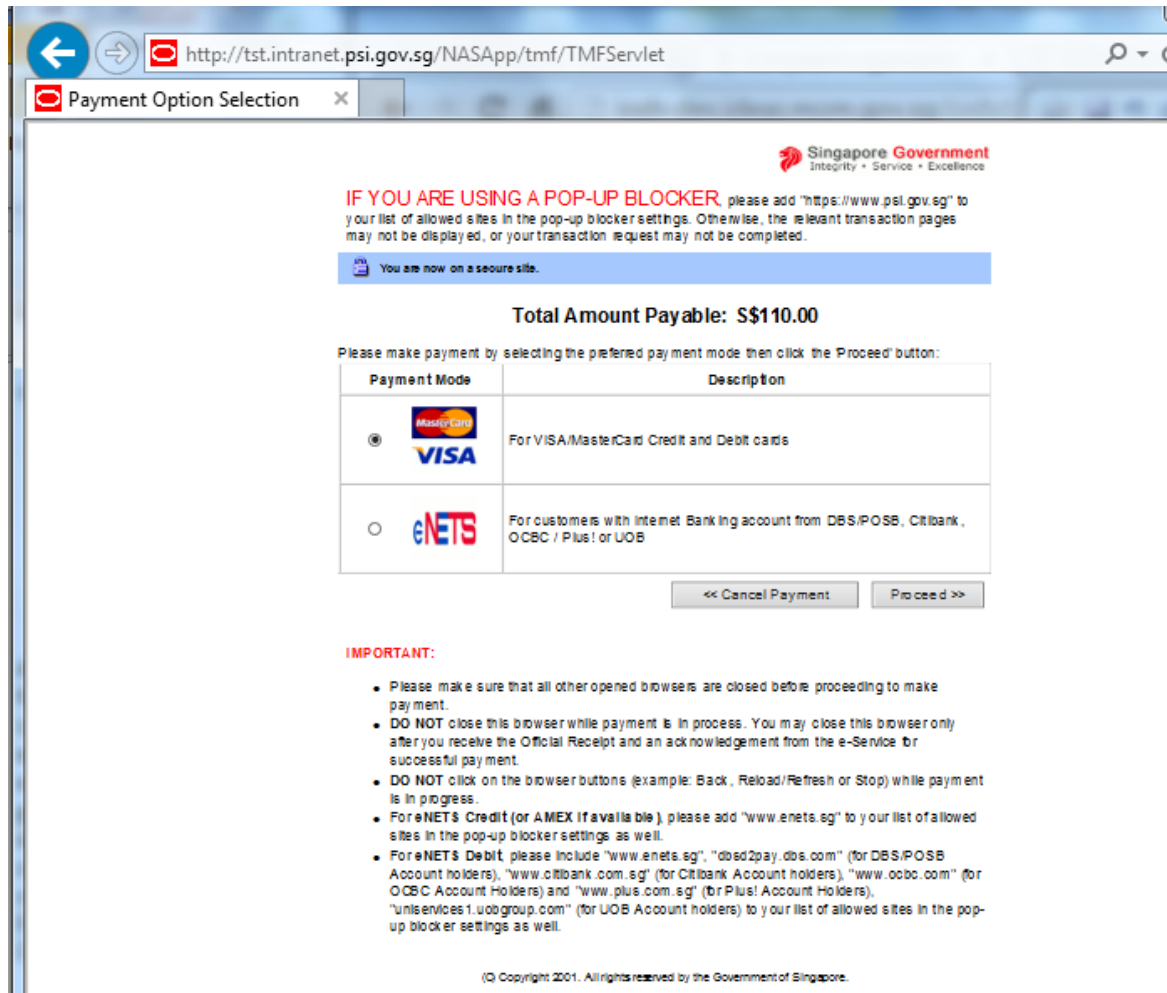


Figure 11

Applicant can key in the details to proceed with the payment.
(Seen in Figure 12).


A short summary of the

The screenshot displays the eNETS credit/debit card payment interface. On the left, there is a navigation menu with 'Consumer eNETS' and links for 'Privacy Policy', 'Security Guidelines', and 'Customer Service'. The main content area is titled 'credit/debit card payment' and includes a warning about pop-up blockers. Below this, there is a 'TRANSACTION INFORMATION' section with fields for Merchant Name, Merchant Reference Code, NETS Reference Code, and Amount. An 'Important Notice' section follows, advising users to note down transaction details. The 'CREDIT/DEBIT CARD INFORMATION' section contains fields for Name on Card, Card Number, CVV / CVV2, and Expiry Date. A checkbox indicates that the user has read and accepted the return and refund policy. At the bottom, there are 'SUBMIT' and 'CANCEL' buttons. The page also features a 'Fast, Secure & Hassle-free transactions' banner with an image of a child and a teddy bear, and a footer with the eNETS logo and tagline 'make life great'.



Figure 12

- 2) To pay by Credit/Debit cards, click [eNETS Credit/Debit Card] icon under Figure 26. Input data to all fields under Figure 13 and click [Submit] button.

IF YOU ARE USING A POP-UP BLOCKER, please add "https://www.psi.gov.sg" to your list of allowed sites in the pop-up blocker settings. Otherwise, the relevant transaction pages may not be displayed, or your transaction request may not be completed. If you are paying using eNETS Credit (or AMEX if available), or eNETS Debit, please click [here!](#)

 You are now on a secure site.

Please proceed to payment by clicking on the logo of your preferred payment mode:

Payment Mode	Description	Total Payable
	VISA/MasterCard payment mode Please have one of the following - VISA Credit Card, - MasterCard Credit Card, - MasterCard Debit Card or - Visa Electron Debit Card More	Amount: S\$ 110.00 Total payable: S\$ 110.00
	Internet Banking payment mode Please have the following - A valid Internet Banking account with Citibank, DBS, UOB, OCBC / Plus! More	Amount: S\$ 110.00 Total payable: S\$ 110.00

IMPORTANT:

- Please make sure that all other opened browsers are closed before proceeding to make payment.
- **DO NOT** close this browser while payment is in process. You may close this browser only after you receive the Official Receipt and an acknowledgement from the e-Service for successful payment.
- **DO NOT** click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.
- For more information on each payment method, click on the "More" hyperlink of the respective payment mode.
- For **eNETS Credit (or AMEX if available)**, please add "www.enets.sg" to your list of allowed sites in the pop-up blocker settings as well.
- For **eNETS Debit**, please include "www.enets.sg", "dbsd2pay.dbs.com (for DBS/POSB Account holders)", "uniservices1.uobgroup.com (for UOB Account holders)", "www.citibank.com.sg (for Citibank Account holders)", "www.ocbc.com (for OCBC Account Holders)" and "www.plus.com.sg (for Plus! Account Holders)" to your list of allowed sites in the pop-up blocker settings as well.
- For **NETS CashCard**, please add "cashcardservices.nets.com.sg" to your list of allowed sites in the pop-up blocker settings as well.




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Figure 13

1.4 Payment Receipt

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

Competent Person
 Logout

Payment receipt

[Print](#)

Date: 27/11/2015
 Receipt no.: MOM2015R006701
 Name:
 NRIC/FIN:
 Address: 18 HAVELOCK ROAD
 Singapore 059764


SNo.	Bill No.	Bill Type	Amount (\$)	GST (\$)	Total (\$)
1	MOMOS20150002041	Licensing - CP	110	0	110
				Payment method: e-payment	Total amount paid \$110

Occupational Safety and Health Division
 MOM Services Centre 1500 Bendemeer Road, Singapore 339946

Fax: (65) 6692 1027
 www.mom.gov.sg/oshd
 GST REG NO.: MG-8400000-5

Next

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**MINISTRY OF
MANPOWER**

TAX INVOICE / RECEIPT

Receipt No : MOM0001000057310 Date/Time : 28/06/2011 14:07
 Agency : MOM - Ministry of Manpower
 Application : Integrated Occupational Safety and Health System
 Paid via : eNETSCredit
 EP RefNo : CC11062814083440

Note : Receipt is void if payment is dishonoured

Sno	Code/Description	Unit Price(\$)	Qty	Amount(\$)
1.	MOMOS20110000937 Item Info : Licensing - CP Registration of Safety Officers	110.00	1	110.00
Total (\$):				110.00

This is a computer-generated receipt. No signature is required.

PSI Ref No : #839412611b-2862011-14834-39321033

Please print a copy of the receipt for your reference.

Figure 14

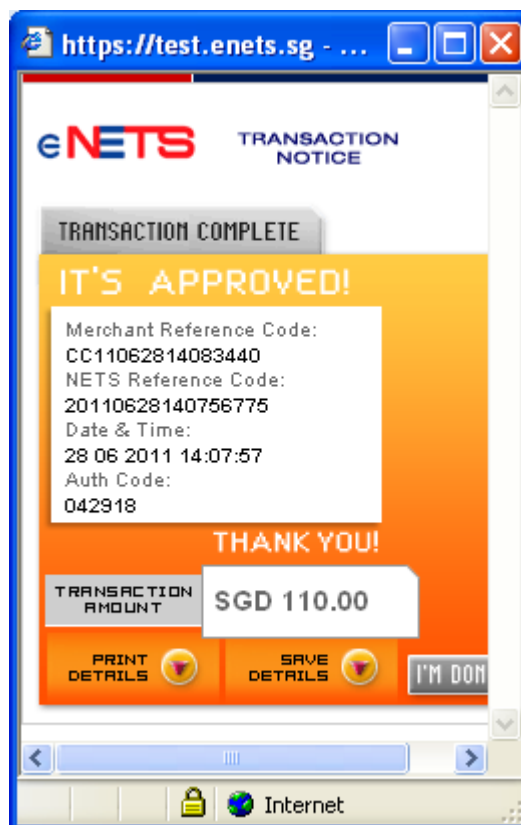


Figure 15

- 2) **Note** : In the event that the Applicant did not complete the payment successfully, he will see an entry under [\[Renewal – Pending Payment\]](#) table when he/she accesses [\[Renew License Application\]](#) function action from the dashboard. To proceed with the payment transaction flow, Applicant just needs to click from the Action the [\[Make Payment\]](#) hyperlink (**Seen in Figure 16**) to trigger the screen flow from **Figure 10 – 15**.

The screenshot displays the 'Competent Person' dashboard. At the top, there is a navigation bar with the Ministry of Manpower logo and a 'Logout' button. The main content area is titled 'Draft and submitted applications' and includes a sub-header 'Draft applications are only saved for one month from the date of application.' Below this is a table of applications:

Application No	Application date	Competency type	Competency scope	Application Type	Status	Action
[Icon]	11/11/2015	Authorised Examiner (Lifting Equipment)	Lifts	Add Scope	Processing	Select action
[Icon]	02/10/2015	Workplace Safety and Health Officer		Renewal	Pending Payment	Select action

The second row of the table is highlighted with a green border, and its 'Select action' dropdown menu is open, showing 'Make Payment' and 'Delete' options. Below the applications table is a section for 'Certificates' with the following table:

Registration Number	Competency type	Competency scope	Start date	Expiry Date	Action
[Icon]	Authorised Examiner (Lifting Equipment)	Derricks Hoists	11/11/2015		Select action
[Icon]	Crane Operator		11/11/2015		Select action
[Icon]	Workplace Safety and Health Officer		02/11/2015	02/11/2015	Select action

At the bottom, there is a section for 'Safety Development Unit (SDU)' with a link to 'Manage SDU Activity' and a note: 'To qualify for WSHO renewal, you must have at least 40 SDUs where 20 must come from structured activities. You can get 10 SDUs for WSH Employment.'

Figure 16

1.5 Acknowledgement of New Application Submission

- 1) After the payment is done, System will also display the Acknowledgement page. (Seen in Figure 17)
 - Applicant can click on the [\[Back to main\]](#) button to go back to the Dashboard page. (Seen in Figure 18)

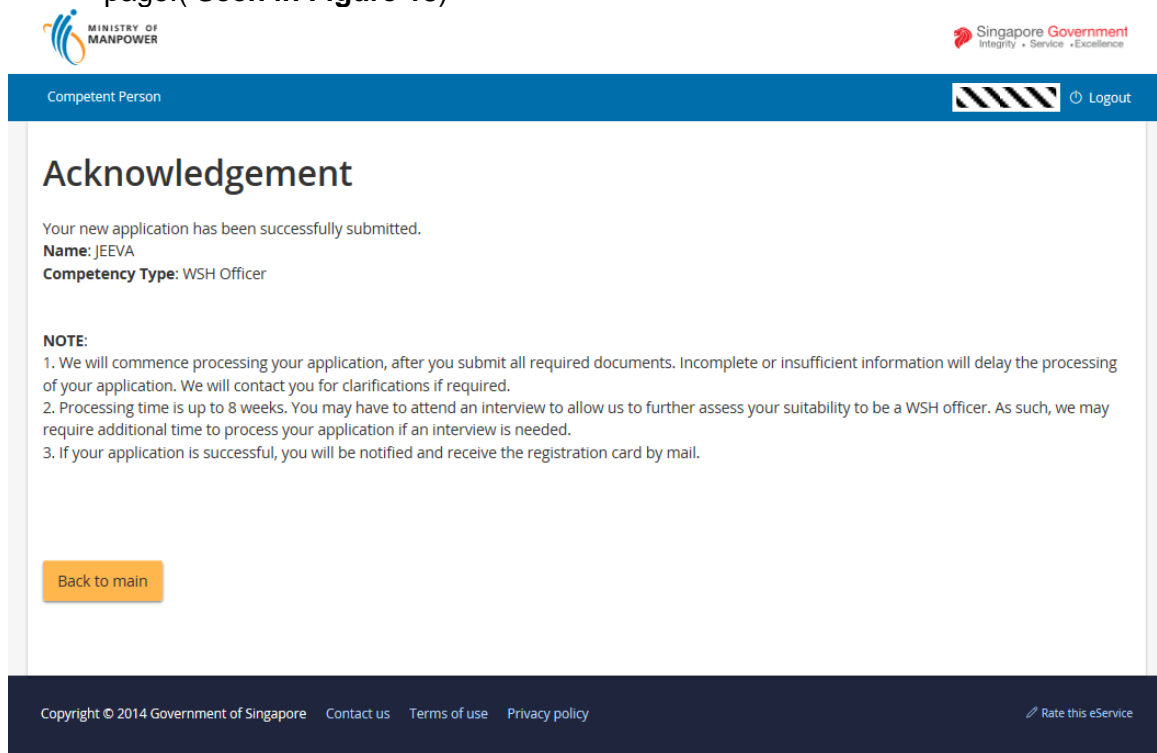


Figure 17

2) Click [\[Logout\]](#) hyperlink from the header to exit.

The screenshot displays the user interface for a competent person. At the top left is the Ministry of Manpower logo. At the top right is the Singapore Government logo with the tagline 'Integrity • Service • Excellence'. Below the logos is a blue navigation bar with the text 'Competent Person' on the left and a 'Logout' button on the right, which is circled in green. The main content area is titled 'Draft and submitted applications' and includes a note: 'Draft applications are only saved for one month from the date of application.' Below this is a table with two rows of application data. To the right of the table is an orange button labeled 'Apply new certificate'. Below the applications table is a section titled 'Certificates' with a table that currently shows 'There are no certificates yet.' At the bottom of the page is a dark blue footer containing copyright information and links for 'Contact us', 'Terms of use', and 'Privacy policy', along with a 'Rate this eService' link.

Application No	Application date	Competency type	Competency scope	Application Type	Status	Action
CP15000326		Authorised Examiner (Pressure Vessel)	Steam Piping Steam Receiver	New	Ready For Submission	Select action ▾
CP15000327-1	27/11/2015	Workplace Safety and Health Officer		New	Processing	NIL

Registration Number	Competency type	Competency scope	Start date	Expiry Date	Action
There are no certificates yet.					

Figure 18