

New Employment Agency Regulatory Framework



Employment agencies play a critical role in matching workers with the right skills with employers, ultimately raising the productivity of our labour force. For the employment agencies industry to be effective, we need a regulatory framework that is relevant to today's context.

Therefore, the Ministry of Manpower will be implementing changes to the Employment Agency Regulatory Framework to achieve four main objectives:

- a) Tighten enforcement against unlicensed and errant employment agencies
- b) Raise professionalism and accountability of industry stakeholders
- c) Ensure provisions and processes are relevant to today's context
- d) Offer flexibility to cater to different needs in the industry

We will be making changes to the following:

- Licensing framework
- Security deposit
- Certification and registration
- Fee caps
- Fee refund mechanism
- Penalties

For more information, visit www.mom.gov.sg/ea