

Frequently Asked Questions

1. Why do I need to attend the CONNECT workshop with the Association of Employment Agencies (Singapore)?

As of 15 November 2024, you are required to attend the CONNECT Workshop conducted by the Association of Employment Agencies (Singapore) if you are employing your 4th MDW or onwards within a 12-month period. The aim of the CONNECT workshop is to help employers who changed MDWs frequently to address specific issues and challenges faced in managing MDWs.

2. Why can't I just attend the classroom Employers' Orientation Programme (EOP) or the Zoom video interview like I used to before?

The Employers' Orientation Programme curriculum is designed mainly for first-time employers. The CONNECT workshop conducted by the Association of Employment Agencies (Singapore) aims to guide employers in making informed hiring decisions through improved job matching, reducing the likelihood to change MDWs frequently.

3. What can I expect during the CONNECT Workshop?

The CONNECT Workshop will be conducted by an experienced consultant from the Association of Employment Agencies (Singapore) who will assess your hiring practices and management of MDWs.

You will be asked to complete a questionnaire prior to the session to guide the consultant in understanding your practices. The consultant will identify the possible cause(s) for the frequent change in MDWs and make recommendations that help you make a better and more informed hiring decision.

4. What are the modes of the consultation?

The consultation is to be conducted face-to-face. Please inform the Association of Employment Agencies (Singapore) if you wish to request for online arrangements such as virtual mode.

5. Why is the fee to attend CONNECT Workshop at \$80?

The fee for CONNECT Workshop is charged by the Association of Employment Agencies (Singapore). The cost consists of administrative charges and for the consultant's time and expertise to provide advice to employers who changed MDWs frequently to help them make a more informed hiring decision.

6. What if I refuse to attend the CONNECT Workshop? Can I appeal?

If you do not attend the CONNECT workshop, MOM will not process your application for an MDW. It is mandatory for employers who have changed MDWs frequently to attend the CONNECT Workshop at least once.

7. What happens if I need to change an MDW even after the CONNECT Workshop?

Frequent change employers who attended the CONNECT Workshop multiple times can make an appeal to request for waiver to attend the workshop. We will assess whether to grant a waiver on a case-by-case basis.

8. How many days do I have to complete the CONNECT workshop requirements before my pending work permit application can be processed?

Your work permit application has a validity of 21 days. Please ensure you fulfill the session within the period. The exact date will be indicated in the notification letter sent to you.

9. Can I reschedule my attendance for the CONNECT workshop? If so, how do I request a reschedule and are there any fees involved?

Yes, you can reschedule your attendance for the CONNECT workshop. Here is what you need to know:

a) How to request a reschedule:

- Contact the Association of Employment Agencies (Singapore) at least 3 working days before your scheduled workshop date.
- You can reach the Association of Employment Agencies (Singapore) through:
 - Email: aeas.org@gmail.com
 - Phone: 6836 2618
 - WhatsApp: 8869 8031 (available from 10 AM to 4 PM, Monday to Friday)

b) Rescheduling fees:

- If you reschedule at least 3 working days prior to your scheduled date, there will be no additional fees.
- However, if you request to reschedule less than 3 working days before the scheduled date, you will need to make a new payment, and no refund will be provided for your original booking.

10. Who should I contact regarding payment issues or refunds?

For payment-related matters, please contact the Association of Employment Agencies (Singapore) directly.