



RESTRICTED

26 August 2024

Dear SRFAC Training Centres,

Updates for all SRFAC Accredited Training Centres (TCs)

Collection of Trained/Certified Learners' Information as part of Accreditation Renewal (NEW)

- a. SRFAC will be implementing mandatory declaration for all **basic course** (ie. CPR<Hands-Only>+AED, BCLS+AED, Standard and Child First Aid courses) learners **for every calendar year** (from 1 January till 31 December).
- b. The required information (**name, partial ID, certificate numbers, course dates, expiry dates, etc**) will be kept private and confidential within SRFAC to be used for purposes of verification, investigation and policy development.
- c. An email and a template will be sent in **late-November/early-December of every year** to remind TCs to collate the information; and **submit by 31st January of every year**. This submission **will be part of the renewal accreditation requirements, failing which, SRFAC reserves the right not to process the renewal application.**

Information on Certificate Details (NEW)

- a. To **ensure consistency of information on a provider certificate (physical or digital)**, and to **deter forgery/misrepresentation of SRFAC and Training Centres (TCs)**, the following details should be clearly displayed:

Detail Required	Remarks
Full Name	<ul style="list-style-type: none">• Full name as indicated in the individual's official ID/Passport• For educational/healthcare institutions catering only for their students/staff, the unique student/staff numbers can be indicated in full• For all others, the first prefix character and last 4 characters of the ID (local NRIC, WP or EP) or foreign passport should be included (eg NRIC: S/Txxxx123Z or Foreign Passport Axxxx1234)
Course Batch Number and Certificate Serial Number	<ul style="list-style-type: none">• To facilitate matching/verification of certificate to the course batch (cohort)



RESTRICTED

	<ul style="list-style-type: none"> Easier to verify and detect a forged/duplicated certificate
Course Title and Completion Date	<ul style="list-style-type: none"> Indicate the proper course title which should be spelt out in full Indicate the last day of the course
Certificate Expiry Date	<ul style="list-style-type: none"> To indicate the actual date of expiry Do not indicate as “2 years validity” or “2 years from the stated date” Enrolment for refresher/renewal courses must be supported by a certificate not expired for more than 3 months from the stated expiry date (this is an audit criteria) The new expiry date for refresher/renewal courses should be 2 years starting from the last certificate’s expiry date, regardless of the date of latest refresher/renewal course completion
SRFAC Logo	<ul style="list-style-type: none"> The inclusion of the logo in the certificate can only be used for SRFAC-accredited courses and accompanied by “Accredited by the Singapore Resuscitation and First Aid Council” SRFAC logo should not be used on non-SRFAC governed/accredited courses (ie. CERT, Occupational First Aid, Basic First Aid, etc.), or as part of any marketing/promotional material or websites/applications/platforms
Training Centre Name and Logo	<ul style="list-style-type: none"> To identify the issuing company (TC)
Signature of the Programme Director	<ul style="list-style-type: none"> The certificate will need to be signed by the Programme Director (can be a digital version)

- b. To avoid misunderstanding by other regulatory/licensing agencies or misuse by malicious individuals, TCs are to ensure/implement the above **by 01 July 2025***.

**TCs which already have integrated systems (within entire institution/cluster/ministry) which are unable to fulfil the above, shall separately record/store and present the required information.*

Invalid Certificates (NEW)

- a. All TCs are **to reject and report** if any of SRFAC-accredited course certificates presented for enrolment/registration are suspicious in nature:
- i. Certificate was **issued after the issuing Training Centre’s course accreditation expiry date** (deemed invalid unless confirmed by SRFAC that the TC was already in the process of renewal accreditation)



RESTRICTED

- ii. Certificate **does not have serial numbers**
- iii. Certificate **format/design differs from the issuing Training Centre** (with reference to previously submitted certificates)
- iv. **Obvious modification** to the name, date or course title in the certificate
- v. Certificate **bearing SRFAC logo/accreditation but titled as a non-SRFAC accredited course – ie. “Paeds” BCLS+AED, Basic First Aid, Emergency Medical Responder, Basic Life Support Course, etc**

SRFAC Compliance Measures (NEW)

- a. To ensure alignment and compliance with SRFAC guidelines and standards, we will issue warnings, suspensions and termination for various non-compliance pertaining to training matters and the conduct of courses. **This set of compliance measures will take effect from all Training Centres’ upcoming round of accreditation audit (new or renewal) and will be indicated as part of the audit checklist.**

No.	Infractions/lapses	Measures
01	<ul style="list-style-type: none"> i. Course content and/or assessment criteria are not updated in accordance with latest guidelines and standards ii. Use of manikins or equipment that does not comply with the established assessment criteria iii. Poor/incomplete record keeping (includes hardware/software related failures/loss) iv. Non-compliance with Instructor-Mannikin-Learners practical hands-on ratio 	<p>1st occurrence Warning</p> <ul style="list-style-type: none"> ✓ 3-6 months of supervised accreditation period. A re-audit (payable) will be conducted at the end of the period. ✓ TC will be responsible for informing and updating the Chief Instructors (CIs) and Instructors on the guidelines. <p>2nd occurrence Suspension</p> <ul style="list-style-type: none"> ✓ Related course accreditation will be withdrawn and barred from accreditation for 2 years. ✓ Where relevant, CIs and Instructors’ status will be suspended for 3-6 months. <p>3rd occurrence Termination</p> <ul style="list-style-type: none"> ✓ All SRFAC course accreditations will be terminated and TC is barred from future accreditation. ✓ Where relevant/applicable, CIs and Instructors’ status will be revoked.



RESTRICTED

02	Matters resulting in criminal charges being brought against the Training Centre and/or Instructors and/or Chief Instructors	Termination <ul style="list-style-type: none"> ✓ All SRFAC course accreditation will be terminated and TC is barred from future accreditation. ✓ Where relevant/applicable, CIs and Instructors' status will be revoked.
----	---	---

Collection of Chief Instructor (CI) Contact Information (NEW)

- a. All Chief Instructors are to update SRFAC with their active email address and mobile number to receive updates directly from SRFAC regarding guidelines changes and upcoming events via Whatsapp/Telegram and/or email. Training Centres may submit on behalf of the CIs that are engaged actively. **The contact details will not be displayed in any public domain by SRFAC.** Kindly email SRFAC (loke.jun.hao@upec.sg and noor.azlin.jumaat@upec.sg) **by 27 Sep 2024.**

SCDF's myResponder 2.0 (NEW)

- a. All Training Centres are to update their training materials regarding myResponder 2.0 and encourage certified learners to download and register/activate the application on their mobile phones. The current version of the application will cease operation on 31 August 2024.
- b. SRFAC will be updating the myResponder 2.0 logo and QR code in the existing CPR and AED Quick Action Guide "poster" and will be soon available on the SRFAC website.

Foreign Certificates (REMINDER)

- a. SRFAC **does not have any arrangements/agreements** with foreign accreditation bodies (AHA, RCUK, ERC, etc) regarding mutual recognition/acceptance of life support or first aid certificates.
- b. **Non-expired** foreign-accredited certificate (issued locally or overseas) holders (**for life support courses only**) may enrol for an equivalent SRFAC-accredited life support refresher course.

Admin Matters (REMINDER)

- a. When submitting for accreditation audits, **kindly email SRFAC** (loke.jun.hao@upec.sg and noor.azlin.jumaat@upec.sg) and indicate the audit **course start and end dates** (for courses spanning more than 1 day) and also



RESTRICTED

to inform us that the uploaded audit documents has been submitted. **Only when notified that auditors have been confirmed, proceed with the payment of accreditation audit fees and email us the proof of payment.**

- b. Any official feedback or requests to change/cancel audits must be officially communicated via email to SRFAC, regardless of any prior text messages, phone or tele-conferencing calls made.
- c. Upon expiry of the course accreditation status, **SRFAC must be informed of any planned and/or confirmed classes** to facilitate the arrangement of auditors for a renewal audit, **failing which:**
 - i. **The Training Centre will be delisted (account locked)**
 - ii. **Classes conducted (and certificates issued) after the expiry date will be deemed as invalid**
 - iii. **The relevant licensing/regulatory agencies will also be notified**
- d. Training Centres (TCs) are strongly recommended to regularly back-up and check the digital records of the CPR assessments to prevent loss of data. **TCs should store all attempts of the CPR assessment** (eg. if learner passed on the third attempt, there should be records of their earlier 2 failed attempts as well as their final attempt).
- e. All Training Centres are reminded to submit for renewal of accreditation about 3 months before the expiry date. Please ensure that the submitted dates for audit are at least 3 weeks away from the time of submission in the SRFAC portal.
- f. Please update the contact details of your Training Centre contact persons and details (ie. address, telephone numbers and emails) in your account with SRFAC website.
