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10 December 2025

Dear SRFAC Training Centres,

Updates for all SRFAC Accredited Training Centres (TCs)

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

- a. SRFAC had implemented (since calendar year 2024) 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, 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 standard template (no need for full/partial NRIC) will be sent in late-November/early-December of every year to remind TCs to collate the information; and submit by 31st January.
- d. This submission will be part of the renewal accreditation requirements, failing which, SRFAC reserves the right not to process the renewal application.

Supervised Attachments for Instructors and Chief Instructors (NEW)

- a. Instructors and Chief Instructors who are **found to have performed their roles unsatisfactorily** during an audit will be required to undergo **1 attachment under the supervision** of either Singapore Heart Foundation (SHF) or the Singapore Red Cross Academy (SRCA).
- b. SRFAC will liaise with SHF/SRCA, which will in-turn inform the individual of the earliest available sessions. During this period, the individual should not be operating in the capacity of an instructor and/or CI until the supervised attachment is completed. TCs are to refrain from engaging the instructor/CI in teaching and assessments until the supervised attachment is completed.
- c. Up to 3 attempts may be given. If deemed unsatisfactory by the end of 3 attempts, the instructorship and/or CI status will be withdrawn.



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d. SHF and SRCA are appointed for this task as they are active SRFAC EXCO members as well as non-profit Training Centres that conduct provider courses for the public/community.

SRFAC CPR Practical Assessment Criteria (REMINDER)

CPR (with ventilations)	CPR (Hands-Only)
<ul style="list-style-type: none"> ➤ 5 cycles of CPR to be completed within 130 seconds ➤ At least 150 chest compressions ➤ Up to 30 errors allowed: <ul style="list-style-type: none"> • insufficient recoil • incorrect depth (<4cm or >6cm) ➤ At least 5 ventilations above 400ml 	<ul style="list-style-type: none"> ➤ Continuous compressions for 120 seconds (automatic cut-off) ➤ At least 180 chest compressions ➤ Up to 30% errors allowed based on total number of compressions: <ul style="list-style-type: none"> • insufficient recoil • incorrect depth (<4cm or >6cm) <p><i>If rest is needed, do not exceed 10 seconds (only for hands-only CPR phase without AED), preferably after 100 chest compressions</i></p>

Important notes:

- *Immediate failure for wrong hand position if outside of lower sternum (eg. Heel of palm on Xiphoid Process or on the ribs) – must be visually verified by Instructor (manikin sensor cannot be the sole justification for immediate failure).*
- *Chest compression can be considered valid if the compression depth is within 4cm – 6cm, full recoil/relaxation and instructor confirms the learner's heel of palm is compressing within the lower sternum; regardless of manikin sensor feedback (in case of oversensitivity of manikin sensors).*

Assessment Integrity (REMINDER)

- a. All theory and practical assessment must be conducted in-person under exam conditions.
- b. Learners attempting the assessment must be verified to be the same person who was enrolled/registered for the course.
- c. Theory assessment is closed-book and timed (~1min per question); and should be invigilated by the CI and/or Instructor. Closed Circuit TV (CCTV) can be used to complement the invigilation but not replace it.
- d. Assessment pass/fail criteria, duration or start and end time should be clearly communicated to the learners before the start of assessment.



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- e. Access to the theory question bank/papers should be restricted/controlled and the storage of such information/materials reasonably secure.
- f. CI/Instructor should not be prompting/hinting the learners during the actual assessment.
- g. There should be restriction of mobile phones, smartwatches/glasses and/or recording devices in the theory assessment area.
- h. If theory assessment is hosted online, the LMS or assessment system should prevent screenshot or screen recording (which may store/share questions via the personal device) or multi/split-screen function (learners may use the internet to search for answers during the assessment).
- i. For pen-and-paper assessment, the question papers should be serialised to ensure the correct number of sets are distributed and returned/collected; and the question papers do not have any markings on them. Any defaced papers should be withdrawn from use, destroyed and replaced.

Admin Matters (REMINDER)

- a. After submitting for accreditation audits via SRFAC website, **kindly email SRFAC (loke.jun.hao@upec.sg and noor.azlin.jumaat@upec.sg)** and indicate the **courses' start and end dates** (for courses spanning more than 1 day) and also 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. **Payment of the audit fee does not guarantee accreditation approval.**
- c. Regardless of payment status, **any postponement or cancellation of audit must be made known to SRFAC at least 1 week in advance via Email.** Failure to inform SRFAC of the postponement/cancellation of the audit:
 - i. SRFAC will forfeit (not refund) the audit fees; and
 - ii. TC will not be able to apply for accreditation for 3 months.
- d. Any official feedback, enquiries or requests to change/cancel audits **must be officially communicated via email**, regardless of any prior text messages, telephone or tele-conferencing calls.
- e. 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 may be suspended (account locked)**



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- ii. Classes conducted (and certificates issued) after the expiry date will be deemed as invalid
- iii. The relevant licensing/regulatory agencies will be notified
- f. Training Centres (TCs) are strongly advised 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 (if a learner passed on the third attempt, there should be records of their 2 earlier failed attempts as well as their final pass attempt).**
- g. 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.
- h. Please update the contact details of your Training Centre contact persons and details (ie. address, telephone numbers and emails) in your SRFAC website account.
