



POLWEL Approved Assessment Organisation (AAO)

Information Sheet on Progressive Wage Model – Assessment-Only Pathway (PWM–AOP)

1. About PWM–AOP

The PWM–AOP is an option for security officers who have developed the relevant skills, experience and knowledge over the years with their respective security agencies but have never had them formally recognised. This route enables candidates to achieve a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG) without having to undergo training if they are assessed to be ‘Competent’ by POLWEL AAO assessors.

2. Technical Skills and Competence (TSC) (Course Titles) available under the PWM–AOP administered by POLWEL AAO

a. Senior Security Officer (SSO)

Deterrence (Manage Disorderly Conduct and Threatening Behaviour)

Access Control Management (Operate Basic Security Equipment)

b. Security Supervisors (SS)

Security Risk Analysis (Assess and Address Security Risks)

3. Pre-requisites for PWM–AOP

a. Relevant Work Experience

TSC (Course Title)	Years of Experience
Deterrence (Manage Disorderly Conduct and Threatening Behaviour)	1 year as Security Officer
Access Control Management (Operate Basic Security Equipment)	
Security Risk Analysis (Assess and Address Security Risks)	3 years, with minimum of 2 years as Senior Security Officer or performing job scope of a Senior Security Officer

b. Assessment Readiness Self-Evaluation

Potential PWM–AOP candidates are required to undergo an Assessment Readiness Self-Evaluation (via a checklist to be administered by the security agencies) and obtain a minimum score of 80% for the particular module that they are going to be assessed in.

The purpose of the self-evaluation is to provide potential PWM–AOP candidates with an insight on the competency standards of the module and help them determine for themselves whether they possess the relevant skills set to clear the assessment.

In the course of completing the Assessment Readiness Self-Evaluation checklist, potential candidates are strongly encouraged to be as realistic and honest as possible with the potential gaps between their existing skills set and assessment requirements, in order to avoid disappointment in the assessment outcome.

If there is a need for the officers to reinforce their existing skills set and enhance their confidence in assessment-readiness, security agencies are encouraged to opt for the more commonly adopted ‘train-and-assess’ pathway i.e. attend training at an Approved Training Organisation (ATO) and subsequently undergo assessment by POLWEL AAO.

4. PWM–AOP Fees

Assessment Fee	Appeal Fee
\$210.00 (including GST)	\$70.00 (including GST)

Important Notes:

- Assessment and appeal fees are charged at the same rate for all TSC Course Titles offered under PWM–AOP
- Assessment booking slots are subject to availability as advised by POLWEL AAO
- The Appeal Fee is only applicable if a candidate is not satisfied with the assessment outcome and wishes to file an appeal application (to be submitted to POLWEL AAO through the security agency, within 7 working days from the date of assessment)

5. PWM–AOP Application Process

Security agencies are required to apply for PWM–AOP on behalf of their security officers – please refer to Annex A for the application workflow.

6. Assessment Venue / On-site Assessment

The PWM-AOP assessment is typically conducted at a fully-equipped and approved assessment room of security training institutions or other suitable venues.

Nevertheless, POLWEL AAO has considered the request by security agencies to conduct on-site assessment in view of their operational requirements. Subject to meeting the relevant requirements as spelt out in Annex B, the on-site assessment may be conducted at the security agency's office or deployment site.

7. Frequently Asked Questions

a) Will the candidate be graded 'Competent' under the PWM-AOP if he / she meets the requirements of the Assessment Readiness Self-Evaluation?

No, the self-evaluation checklist merely gives an insight of the assessment requirements. The assessment outcome is dependent on several factors such as candidate's readiness for assessment, candidate's performance in demonstrating the competency requirements via role-plays, candidate's knowledge in responding to the oral questions posed etc.

b) What happens if the candidate is graded 'Not Yet Competent' for the assessment under PWM-AOP?

The security agency is encouraged to send the candidate to undergo training at the ATOs. Alternatively, the security agency may book for a re-assessment under the PWM-AOP.

c) Can the security agency change the date of assessment for their officers?

Only one change of the group booking date is allowed and it must be done at least 3 days before the date of assessment. The new assessment date requested will be subjected to availability to be advised by POLWEL AAO.

d) Will there be any refund of assessment fee if the security agency decides to cancel the assessment booking?

Once the assessment booking is confirmed (i.e. 5 calendar days before the assessment date), no refund of the assessment fee paid will be allowed for cancellation of booking. Refund will only be considered in exceptional circumstances such as bereavement of family member or

security officer is no longer with the security agency, and the necessary supporting documents will be required to be produced for consideration.

e) Will there be any refund of assessment fee if the candidate does not turn up for assessment?

There will be no refund of assessment fee paid. If the candidate is on medical leave or absent due to exceptional circumstances, he / she is required to produce the necessary supporting documents (through the security agency) for consideration by POLWEL AAO to reschedule the assessment. Candidate's absence from assessment due to work or operational requirements will not be considered as valid reasons for refund of assessment fee paid.

f) What does the candidate need to bring on the date of assessment?

Candidate is required to bring along his / her identification document (i.e. NRIC or Work Permit) which was used to register for the assessment by the security agency and photocopies will not be accepted for verification by any POLWEL AAO assessor.

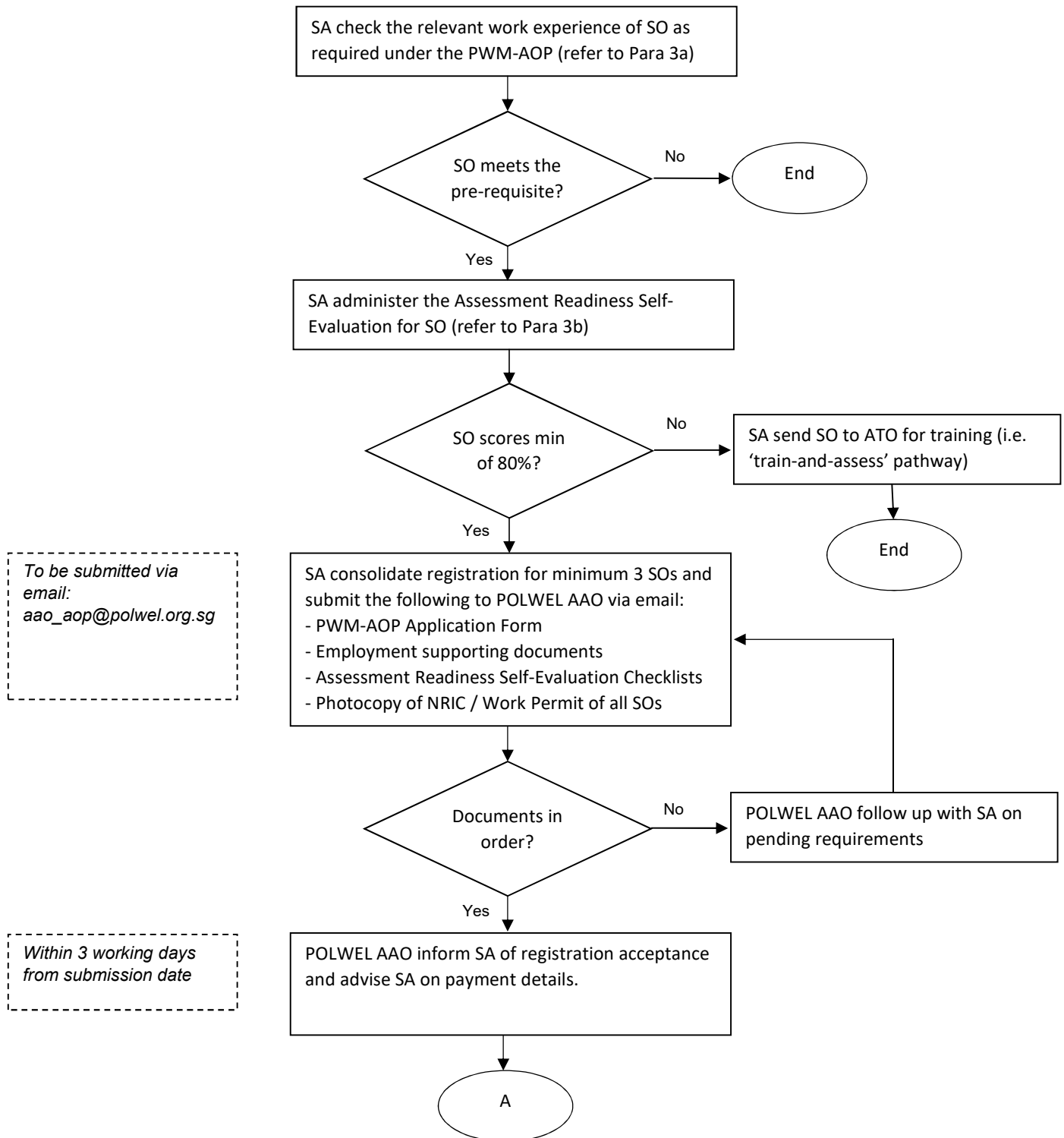
g) Will there be a Statement of Attainment (SOA) or certificate awarded upon successful completion of assessment (i.e. graded 'Competent')?

Yes, Candidate who are assessed to be 'Competent' will be awarded a SOA issued by SkillsFuture Singapore (SSG).

8. Enquiries

Please direct enquiries pertaining to PWM–AOP to email: aao_aop@polwel.org.sg or call 65383243.

PWM-AOP Application Process Workflow



A

SA make payment via bank transfer
(Not required for pre-paid group booking)

*Within 5 working days
from registration
acceptance date*

Payment
cleared?

No

POLWEL AAO follow up with SA on
the pending payment

Yes

POLWEL AAO confirm receipt of payment and
available assessment date booking.

*Within 2 working days
from payment clearance
date*

POLWEL AAO confirm with SA on assessment
details (assessment date & time, venue etc.)

*At least 5 calendar days
from confirmed
assessment date*

POLWEL AAO conduct assessment and SO to bring
along original NRIC / Work Permit for verification

End

Guidelines for On-site Assessment

1 Process for Approval of Assessment Site

Before POLWEL AAO can proceed with the on-site assessment, the security agency will be required to make prior arrangements with POLWEL AAO to conduct a site audit to determine the suitability of the assessment venue and availability of the relevant assessment props and equipment (to be provided by the agency).

An administrative fee of \$60.00 is applicable for the conduct of the site audit, which has to be paid prior to the audit. POLWEL AAO will provide a checklist of the required props and equipment to assist the security agency with preparation of the site audit.

2 Requirements for Assessment Room

Below are the requirements for the basic set up of an assessment room:

- a) The room must be of a reasonable size to accommodate the following:
 - ✓ A writing table and two chairs for the assessor and candidate
 - ✓ A side-table / cabinet (or any similar set-up) to place the necessary books / forms / props and equipment
 - ✓ Free space for the candidate to move around for demonstration of role play requirements

- b) The room must provide a conducive environment for the conduct of assessment and to maintain confidentiality and assessment integrity:
 - ✓ Enclosed space with door (i.e. a proper room)
 - ✓ Adequate sound-proofing to minimize noise and distractions
 - ✓ Electrical power point to facilitate the recording of assessment by the assessor
 - ✓ Well-lit to ensure assessor and candidate are able to read and write properly

- c) The room must be equipped with all the relevant assessment props and equipment

3 Other Requirements

- a) Besides the assessment room, a separate waiting room / corner is to be provided to gather the candidates and for the candidates to wait for their turn for assessment.

- b) For assessments conducted at deployment sites, security agencies are responsible to obtain prior approval from the service buyers. Similarly, security agencies will be required to facilitate the security clearance of assessors to enter the premises.
- c) Security officers scheduled for assessments during the session (e.g. afternoon session from 2pm to 6pm) shall not be activated for duties by the service buyers or security agencies, unless they have completed their assessment. This is to help minimise distraction for the candidates and thereby avoiding the possibility of affecting the candidates' performance for the assessment.
- d) For each PWM-AOP assessment booking, only one assessment site will be allowed. For example, if there are 3 candidates booked for assessment by the security agency on the same date and session, the assessments shall be conducted at a single assessment site.

4 Audit Outcome

Please note that the requirements stated above are not exhaustive as conditions may vary according to the site audited, and the audit outcome by POLWEL AAO shall be final.

In the event of audit findings being highlighted by POLWEL AAO, the on-site assessment shall not proceed until the findings are being rectified. Otherwise, the PWM-AOP assessments will be conducted at the assessment venue assigned by POLWEL AAO as per usual procedure.