

Company Trainer – Frequently Asked Questions (FAQ)

For detailed instructions on accessing and using WSDC, please refer to the **Trainer Guide** in <https://wsdip-docs.skillnex.co/>. This guide provides step-by-step support to help you navigate the platform smoothly.

Onboarding & Account

I am a new trainer appointed by the company for WSDip and how do I start?

As a new trainer, you'll need your company representative to initiate the trainer nomination process through WSDC. Provide them with your NRIC, work email address, and the specific WSDip course name you'll be handling. Once your company representative completes the trainer nomination, you'll receive an email from WSDC containing a login URL.

After receiving the email, you can begin the onboarding process by logging in via either Singpass or email login. Upon successful login, you'll be redirected to Account Registration, where you'll need to provide information about your educational qualifications, work experience, and supervisory experience. After reviewing your details, click "Submit" to complete the trainer onboarding process successfully.

How do I login to WSDC as a trainer?

Once ITE has approved your onboarding application, you can log in to <https://wsdip.ite.edu.sg/> using either your SingPass or work email (with OTP verification). You will have access to your trainer dashboard where you can edit your profile and notification settings. Under the OJT Assessment tab, you should see the trainees assigned to your supervision.

What should I do if I cannot see the trainee names on my dashboard?

If you are unable to see the trainee names, please contact your company representative and request that they assign the trainees to you via WSDC.

To assign a trainee, the company representative must log in via their CorpPass, navigate to the Trainees tab, and click "View" beside the trainee's name. Under the Placement tab, they should click "Assign Trainer" and select your name from the list. Once they click "Confirm", the trainee will be successfully assigned to you.

Assessment Management

How do I view OJT or trainee information?

Before you can view the list of trainees on this page, your company representative must first assign trainees to you in WSDC. If you are unable to see any trainees, please contact your company representative for assistance with the assignment of trainee to trainer process.

Go to Assessment Management > View OJT or View Trainee Info.

How to plan and input training schedule?

Under the individual trainee info dashboard, navigate to **Training Schedule** and click “Assign Schedule”. From there, you will be able to select each OJT competency and input the schedule period and trainer/ sub trainer names. This will be viewed by both the trainees and ITE lecturers.

How do I manage trainee’s logbook submission?

Under the individual trainee info dashboard, navigate to **Logbook** and click view on the submitted logbook from the trainee. Review through the logbook’s entries information and supporting documents (if any). Provide your feedback in the logbook entries and click “Submit” to route to the Liaison Lecturer.

When and how do I submit the competency grading?

You can begin grading competencies immediately after a trainee completes their logbook submission. The competency grading process is directly linked to the logbook entries, allowing you to assess and grade the specific competencies that the trainee has documented and submitted in their logbook entries.

Under the individual trainee info dashboard, navigate to **Grading** to start grading the competency. Grading must remain confidential and should not be shared with the trainee. Ensure that grades entered are final before submission. Once grading is completed, click “Submit”. The grades will then be routed to the Liaison Lecturer for acknowledgement. After the Liaison Lecturer acknowledges the submission, the awarded grades will be greyed out (locked). You will no longer be able to make changes or re-award marks. Ensure accuracy and completeness before submitting.

After all competencies are graded, what should I do next?

Under the individual trainee info dashboard, navigate to **Grading section**. you will see the final overall score displayed. Click on “Verify Final Overall Score”. Tick the checkbox to confirm that the company management has been consulted and verified the final overall score. Click “Submit” to complete the verification. Once submitted, the score will be routed to the Liaison Lecturer for their acknowledgement.

What is Company Project Proposal and how do I manage it?

A Company Project Proposal (CPP) is a mandatory submission that trainees must complete and submit to their ITE Liaison Lecturer for approval before commencing their final year

company project work. As a trainer, you will need to run through the project details through discussions with the trainee. The trainee will then initiate the CPP submission at their end.

Under the individual trainee info dashboard, navigate to **Company Project** to view their submission. Once you have completed your review, click "Submit" to forward the CPP to the lecturer for final approval and processing. This ensures that all company projects receive proper consideration and approval before trainees begin their actual project work.

✂ Technical Issues

I cannot log in. What should I do?

- Make sure you have enabled Third-Party Cookies and Cross-Site Tracking in Your Browser (<https://wsdip-docs.skillnex.co/docs/enable-cookies/third-party-cookies>).
- Clear browser cache and cookies.
- If the issue persists, email to support@adnsg.atlassian.net.

The system is very slow or not loading. What can I do?

- Refresh the page.
- Try another browser (Chrome, Edge, Safari).
- Ensure your internet connection is stable.
- If the problem continues, email to support@adnsg.atlassian.net.

I did not receive any email from WSDC.

- Check your spam/junk folder.
- Ensure your registered email is correct.
- Ensure your email server did not block WSDC email domain (wsdip.skillnex.co). Whitelist if required.
- Contact support@adnsg.atlassian.net if you still do not receive it.

What should I do if I encounter an error message?

Take a screenshot of the error, note the time it happened, and report it to support@adnsg.atlassian.net so they can investigate.