

1 August 2025

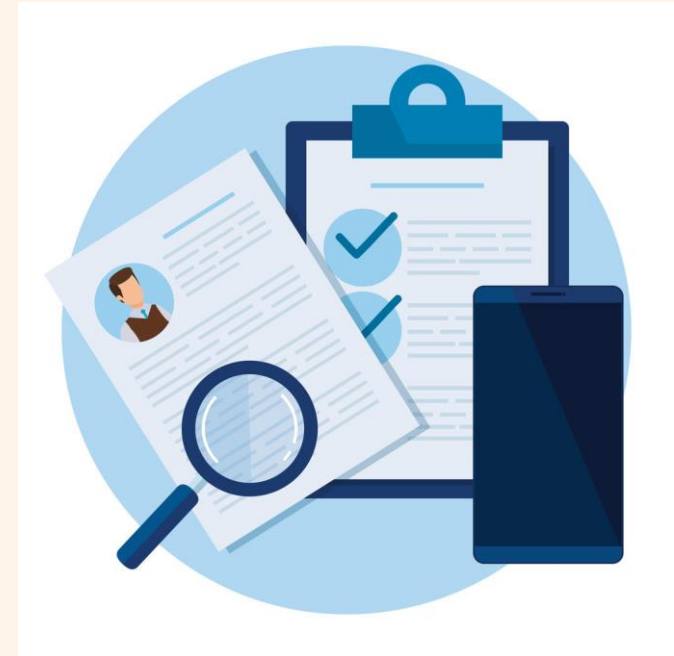
Quality Under Scrutiny: WSH Training Provider Inspection Insights

Alvin Thng, Senior Specialist
Inspectorate Specialist Group, OSHI
Occupational Safety & Health Division

Overview

- **Inspection Findings**
- **Accountability in Training:
Investigation into misconduct by
WSH Training Provider**
- **TAKE Action**

Inspection Findings



Good Practices

Assessment Management

- Clear Separation of Roles
 - Distinct trainer and assessor appointments
- Robust Assessment Controls
 - Multiple assessment sets with proper version control
- Quality Assurance Measures
 - Documented verification processes

Good Practices

Document Security Excellence

- Multi-layered Access Control
 - Secured admin office access
 - CCTV surveillance coverage
 - Electronic access logging
- Document Management
 - Clean desk policy
- Systematic Record Keeping
 - Digital documentation systems
 - Proper disposal records

Good Practices

Safety and Facility Management

- Equipment Management
 - Systematic PPE storage and tracking
 - Documented maintenance records
- Facility Safety
 - Clear safety zones
 - Unobstructed training areas

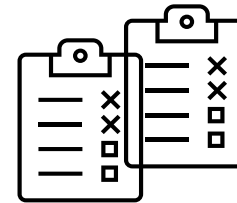
Good Practices

Administrative Excellence

- Comprehensive SOPs
 - Clear roles and responsibilities
 - Detailed process documentation
- Quality Management
 - Updated organizational structures
 - Certified trainer records

Lapses/Non-compliances

Assessment Issues



- Trainer-Assessor Conflicts
 - Same person conducting training and assessment
- Question Paper Management
 - Identical sets used
 - Single question set
 - Notes allowed during closed book assessment
 - “Marked” answers found in question set
- Multiple Assessment attempts given

Lapses/Non-compliances

Poor Document Management



- Records Mismanagement
 - Uncollected passes left exposed
 - No proper disposal procedures
- Storage Breaches
 - Unlocked admin offices
 - Certificates left under desks
 - Improper storage of sensitive documents

Lapses/Non-compliances

Safety Equipment & Facility Management



- Equipment Maintenance
 - Expired fire extinguishers
 - Expired safety helmets
 - Unmaintained training equipment
- Facility Safety
 - Protruding scaffold pipes
 - Obstructed safety equipment
 - Poor training area maintenance

Lapses/Non-compliances

Administrative & Procedural Gaps

- Missing SOPs
 - No documented procedures
 - Lack of retention policies
- Record Keeping
 - Poor digital transition
 - Inadequate maintenance records
- Quality Control
 - Uncertified trainers
 - Outdated organization charts
 - Incomplete assessment marking



Accountability in Training: Investigation into misconduct by WSH Training Provider



Ex-employees of training provider jailed for forging workplace safety course certificates and training records

Three people were convicted over the issuing of certificates that fraudulently certified trainees had successfully completed their Workplace Safety and Health courses.

Three Former Staff of Now-Defunct WSH Training Provider, PSU Global Pte. Ltd, Convicted for Forging Course Certificates and Training Records

7 July 2025 Workplace safety and health

Two former corporate officers and one former trainer of a now-defunct Workplace Safety and Health (WSH) training provider, PSU



2025 – PSU Global Pte Ltd



Investigation Findings

- The three persons were involved in a coordinated scheme to issue certificates that falsely represented that the full course requirements had been met.
- Practical sessions were either skipped or completed within an hour. Trainees were provided with test answers or instructed to write in pencil so that wrong answers could be erased and amended by the trainers.
- All trainees were guaranteed a pass regardless of their competence. The forged certificates were then uploaded to MOM's Training Records System, falsely declaring that the trainees had completed their training and were competent to perform safety-critical tasks.
- Trainees had also made use of these fraudulent obtained certificates to obtain "Higher Skilled" (R1) status under the BCA Multi-Skilling Scheme, which qualifies employers for lower levy rates.

2025 – PSU Global Pte Ltd

Person of Interest	Description of Offences	Actions Taken
 Director #1	• Served as PSU's director • Instructed trainers to carry out the fraudulent practices • Provided a digital signature forged certificates to be issued under his name	Sentenced to 20 weeks
 Director #2	• Served as PSU's director in August 2019 • Continued the fraudulent practices • Gave consent for forged certificates to be issued under his name	Sentenced to 6 months
 Training Manager	• Training manager who conducted the shortened courses • Assisted in manipulating test results	Sentenced to 16 weeks
 Trainers	• Conducted the shortened courses	• Warning • Cancellation and debarment of WSH Officer status

2025 – PSU Global Pte Ltd

Learning Points

- It is important to have strong check and balance systems in place to prevent/deter malpractices.
- Proper training and certification are essential in ensuring work activities can be carried out safely.
- To conduct courses in accordance to the stipulated requirements.
- Actively whistle blow if you hear of such practices by other training providers and/or trainers.

Possible Actions under the WSH Act

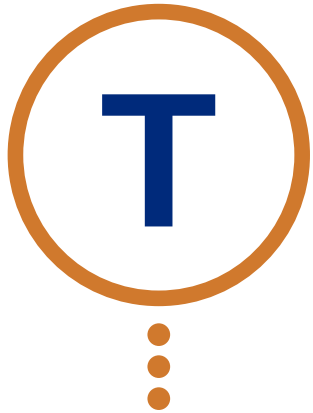
- **Liable to a fine or imprisonment or to both;**
- Suspension/Cancellation of training accreditation by SAC
- Suspension/Cancellation as a WSH Trainer; and
- Suspension/Cancellation/Debarment as a WSH Officer.



**TAKE
Action**



TAKE Action



Train your trainees well – the way you want others to train your loved ones. Everyone deserves to go home safely every day.



Assess current gaps and areas for improvements. Implement an **action** plan to minimise or completely eliminate recurrence.



Keep your house clean and don't compare. If you must, compare up and not down.



Engender ownership and be accountable. Take every feedback as a learning opportunity & explore new ways to do things right.

TAKE Action



Train Your Trainees Well

- Develop structured competency programmes for continuous staff development
- Maintain comprehensive documentation for enhanced accountability and transparency
- Implement regular training facilities and equipment maintenance schedules

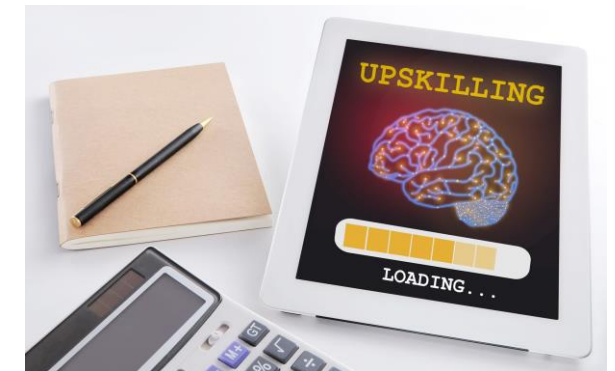


TAKE Action



Assess Current Gaps

- Regular audit of documentation systems
- Review of security protocols
- Evaluate staff competency regularly
- Monitor facility maintenance needs
- Assessment of digital transformation needs



TAKE Action



Keep Your House Clean

- Maintain secure storage systems for sensitive materials
- Implement clean desk policy
- Digitalize record-keeping systems
- Regular maintenance and inspection schedules
- Controlled access management

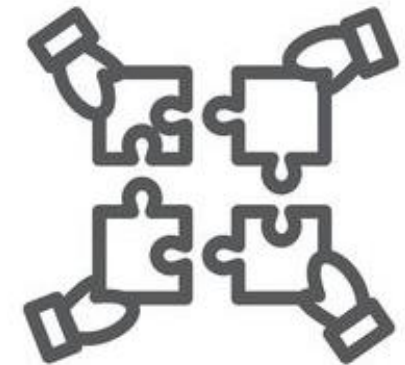


TAKE Action



Engender Ownership

- Foster accountability in documentation
- Promote transparency in processes
- Encourage staff development
- Build culture of continuous improvement
- Share best practices



To conclude

Teaching safety is like teaching life skills -
it creates awareness that lasts a lifetime.

- W. Edwards Deming



Thank you