NAC-AEP E-Services Portal

NAC-AEP 2019-2022 User Guide for Change Requests

Issued 8 December 2021
Updated 17 March 2022

Welcome to the new NAC-AEP E-Services Portal!

As we work towards the full launch of the upgraded NAC-AEP E-Services Portal, we have made some improvements to the user interface and introduced new features. As NAC-AEP Providers with programmes on the 2019-2022 Cycle, this guide will walk you through the changes and provide steps to maintain your current programmes.

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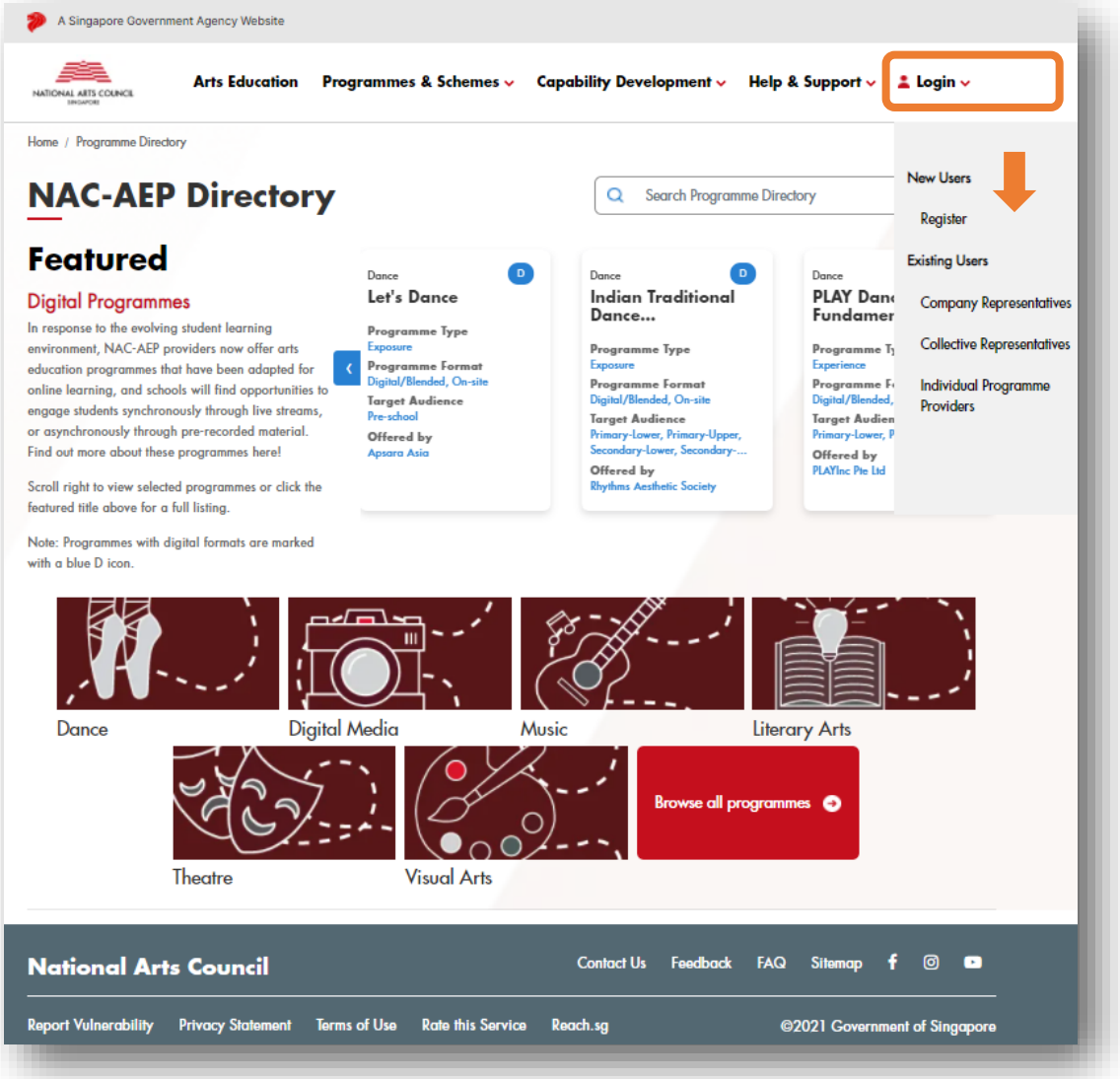
1. Login

There are 3 Programme Provider account types for the NAC-AEP E-Services portal which you could be registered under:

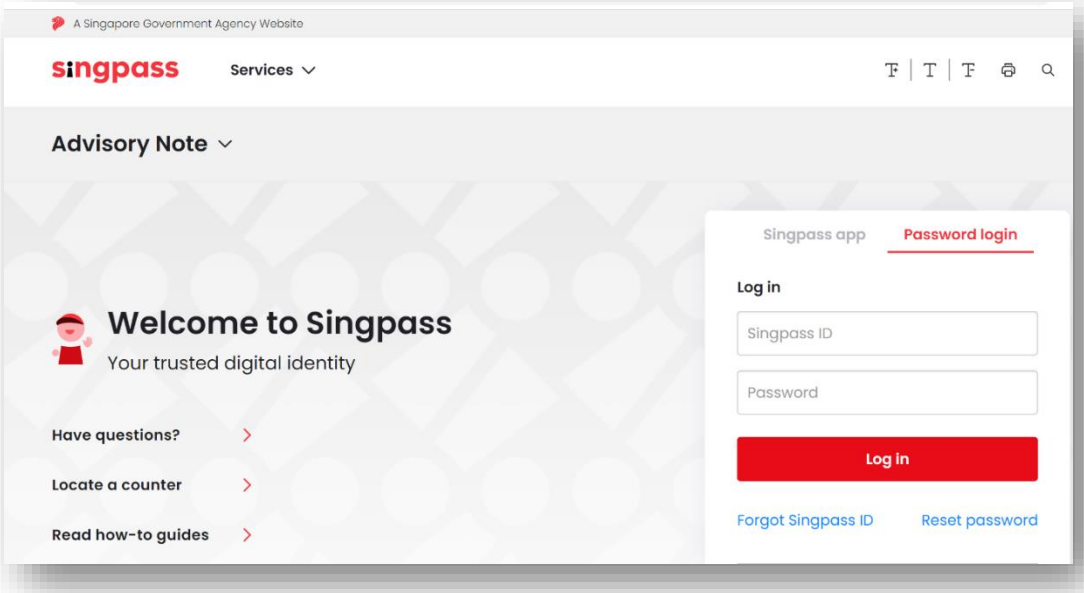
- Registered Company Representative (UEN registered groups)
- Collective Representative (Non-UEN groups)
- Individual

The next steps differ according to your Account and User Type. As existing Programme Providers, your account type would have been determined when you first signed up for an account.

a. Click on your account type under the 'Login' drop down.

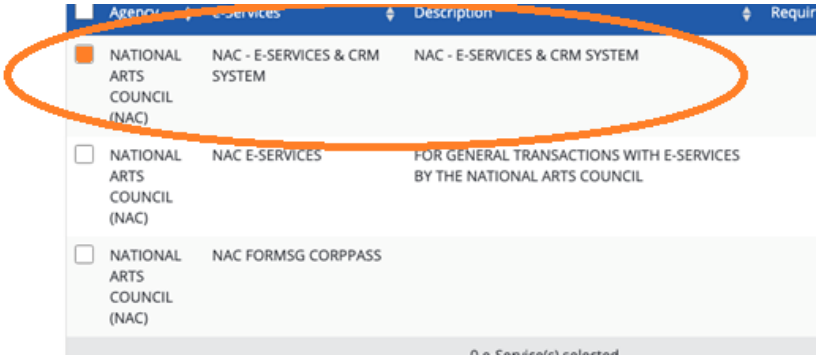


b. You will be directed to login via Singpass. Key in your credentials and OTP.



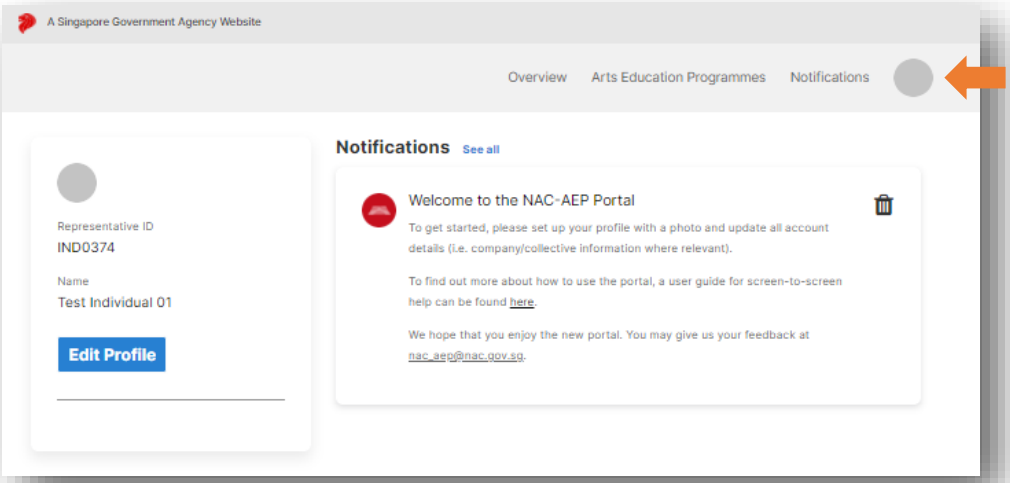
NOTE If you are logging in as a representative from a Company, ensure that your Singpass account has been assigned the necessary administrative rights by your CorpPass Admin via CorpPass portal.

TIP For existing users, if you are unable to login, or do not see user/representative accounts, please ***<u>do not create a new account</u>***. Instead, kindly log into the Corppass Administrator site and ensure that you have been given access specifically to the correct NAC agency, i.e; 'NAC – '**E-Services & CRM System**', in the CorpPass portal.



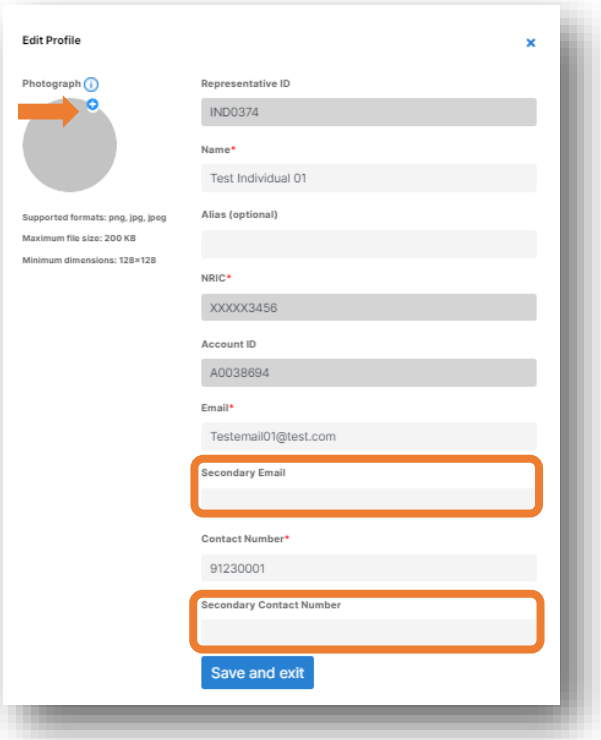
2. Updating Your Account

a. Click on 'Edit Profile' on the left panel of the Dashboard to access all your account information. You can also access your account by clicking on the circle on the top bar.



b. Update your Profile and include a Profile picture by selecting the '+' button. Your name and NRIC is auto populated by Singpass and is non-editable for security reasons.

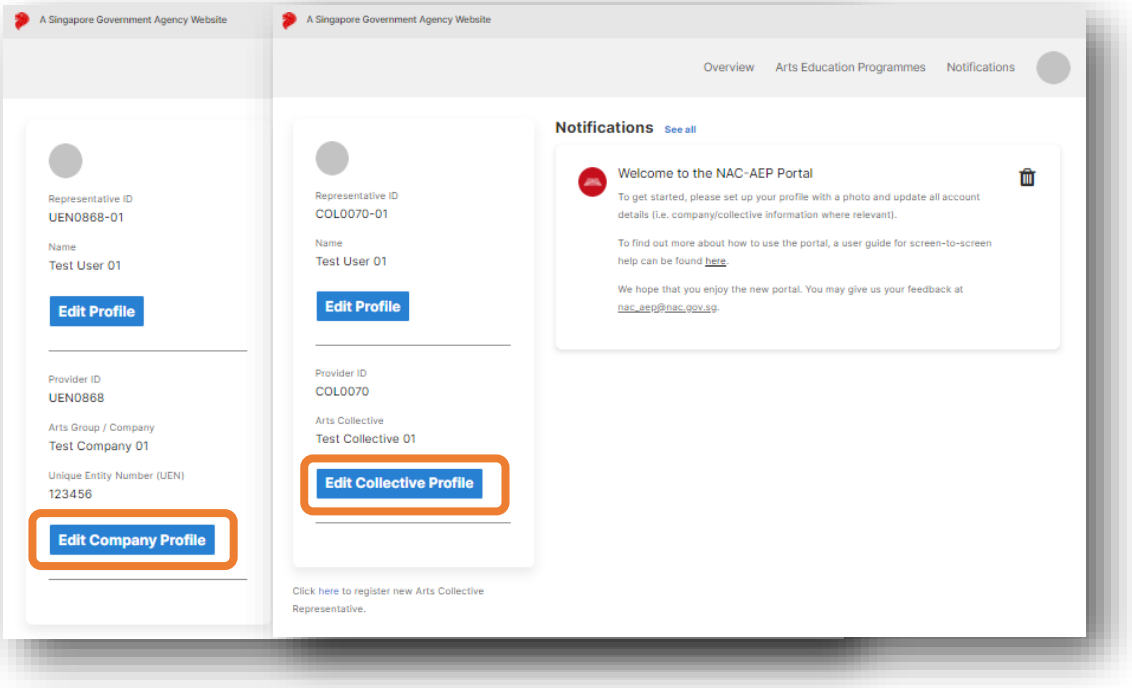
c. If you are an Individual Provider, you have an option to display your alias (over your registered name) in NAC-AEP Directory if you fill in the "Alias" field.



TIP Refresh the page if you do not see your profile photo or logo uploaded.

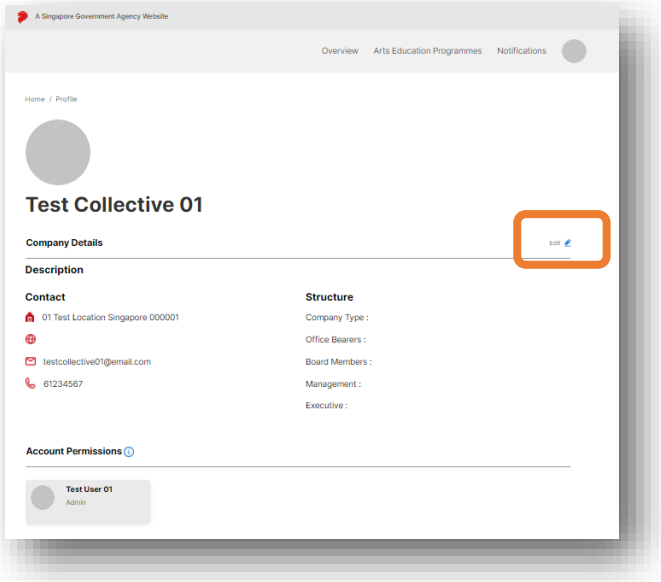
FOR REGISTERED COMPANIES/ COLLECTIVES

d. Registered Company Representatives and Collective Representatives can edit Company/Collective profiles by clicking on the 'Edit Company/Collective' button.



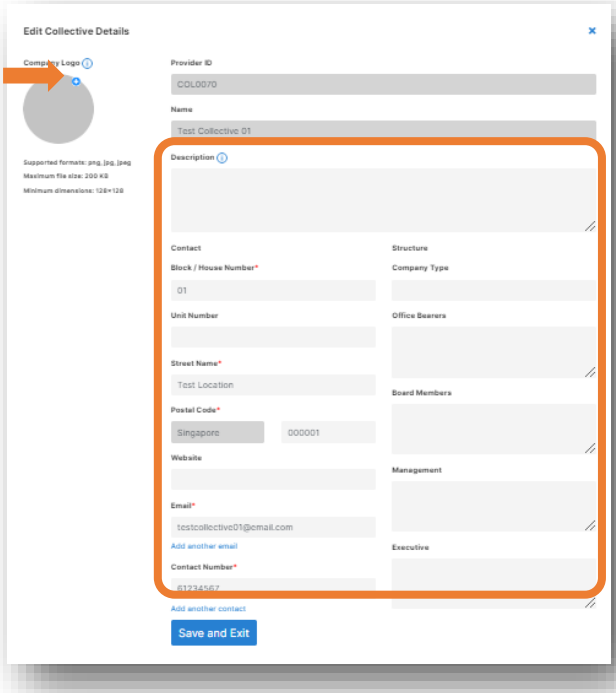
e. You can update your Company/Collective particulars including registered address, contact number and email address, and provide details on your organisation.

f. To edit Company/Collective Details, click the 'Edit' icon.



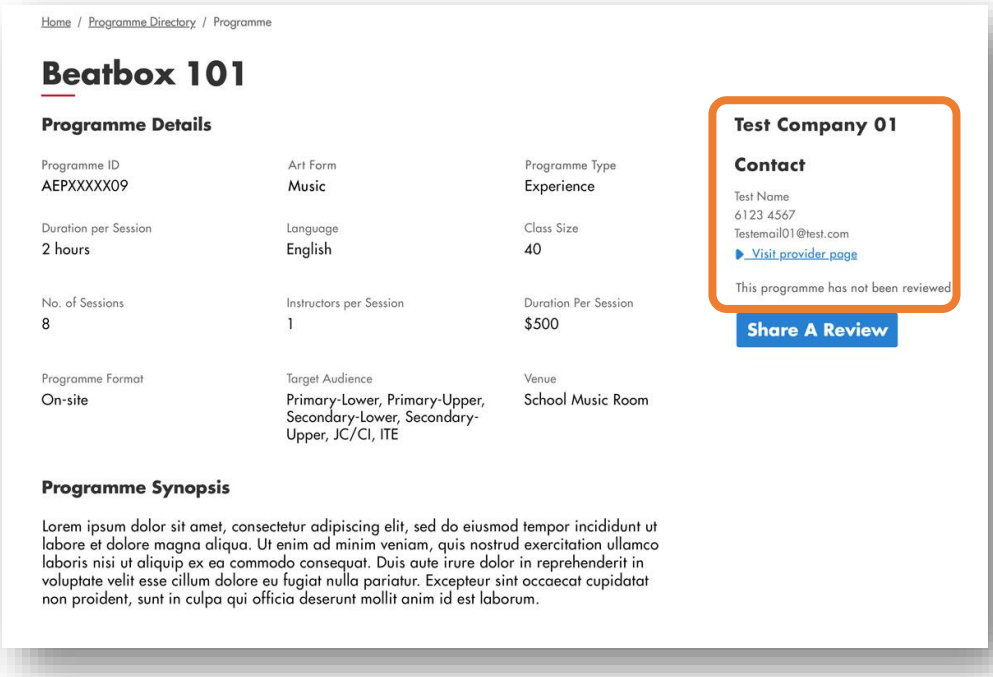
g. Update your Company/Collective details accurately – fields such as "Description" and "Website" are useful information that will be displayed on the NAC-AEP Directory if you have approved programmes.

h. Include a Company/Collective logo by selecting the '+' button.



TIP Refresh the page if you do not see your profile photo or logo uploaded.

i. Your Company/Collective description and website will be published alongside your programme listing on the Programme Directory (see orange box).



3. Managing Users (for Registered Companies and Collectives)

3.1. Representative Roles

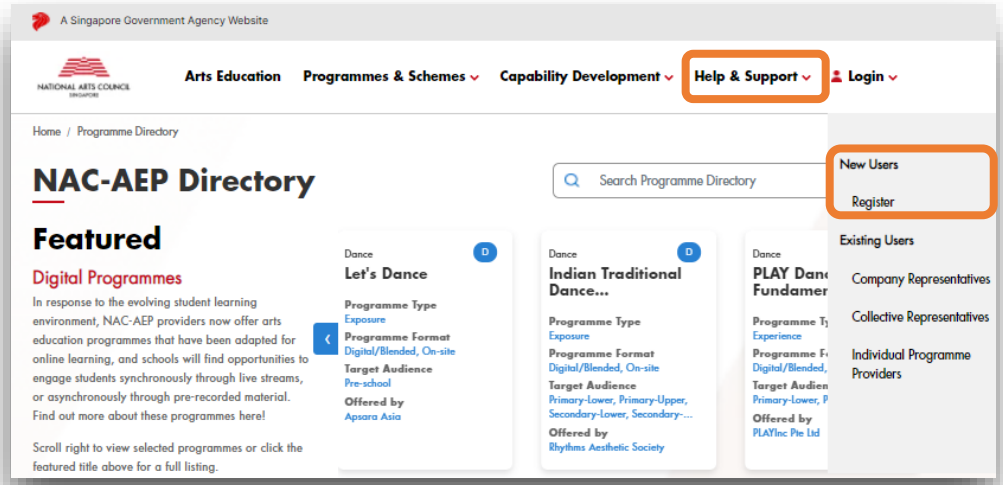
a. Collectives and Registered Companies can be managed by multiple representatives. You can view these representative accounts under the 'Account Permissions' section. There are two representative roles, Admin and User. Only Admins are allowed to approve requests to join a Company/Collective, and remove Users from a Company/Collective.

User Type	Assignment of Admins	Admin Functions
Company	All accounts are automatically given Admin status.	Remove Users, Change Admins into Users.
Collective	The first account associated with the Collective will be automatically assigned as the Admin.	Approve Requests to join; Remove Users, Change User rights to Admins and vice versa.

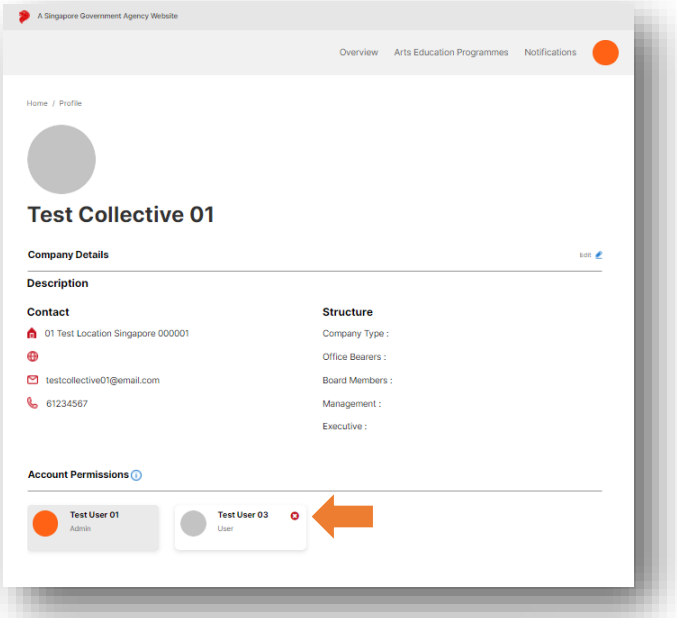
b. Admins can delete all user accounts except their own while Users cannot delete any accounts.

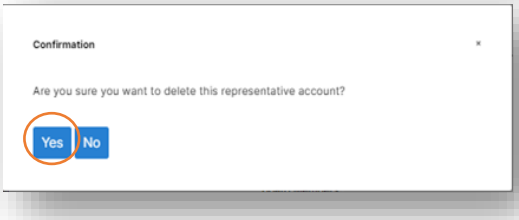
3.2. Managing Representatives

a. If you have a new representative for your Company/Collective, they would need to register **for a new account**. For steps on new accounts registration, refer to the New User Registration guide under 'Help & Support'.



b. To remove Users, click on the red cross ‘x’ symbol and click yes to confirm.





4. Managing Change Requests (CR)

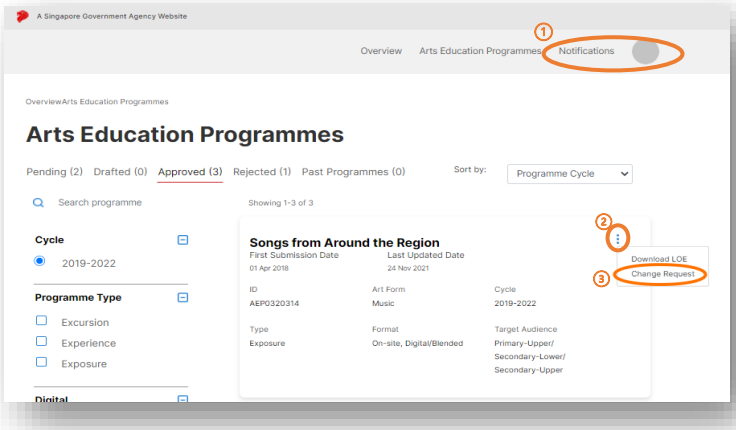
4.1. Changing Programme Details

a. Click on the 'Arts Education Programmes' tab on the top bar of the programme Dashboard.

b. Click on the 'Approved Programmes' tab to see all the Programmes that have been approved for the 2019-2022 Cycle.

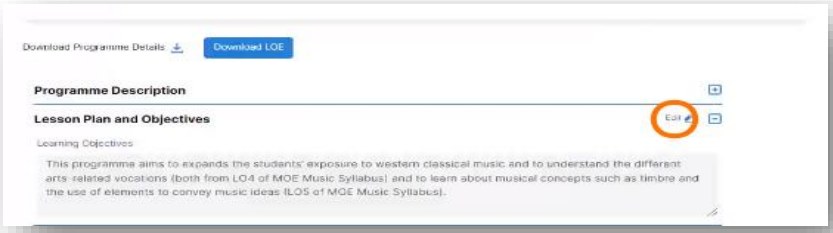
NOTE Contact the NAC Education Unit at nac_aep@nac.gov.sg if you do not find your approved programmes listed.

c. Click the three blue dots on the top right hand corner of the Programme card that you wish to make a Change Request for.



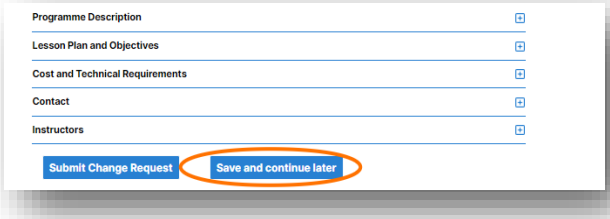
d. Each of the following sections will have an 'Edit' button where you can amend details for:

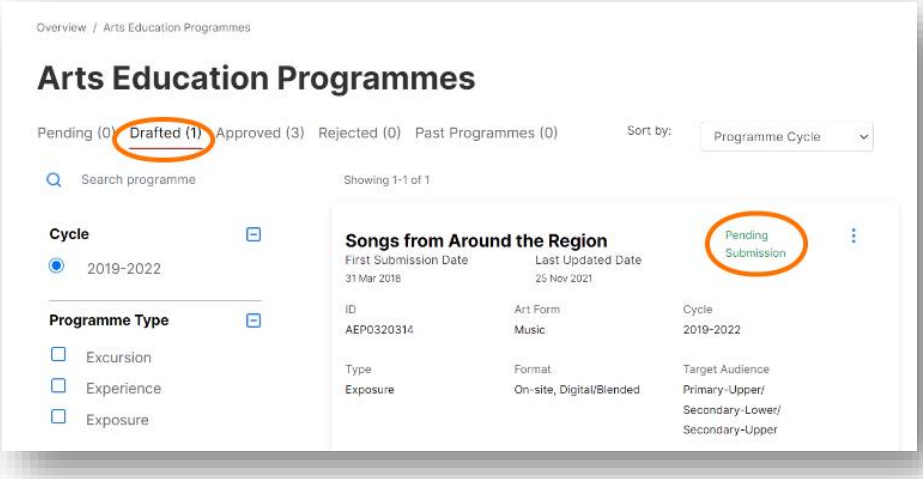
- Programme Description
- Lesson Plan and Objectives
- Cost and Technical Requirements
- Contact
- Adding/Removing Instructors (covered in detail on pg. 9)



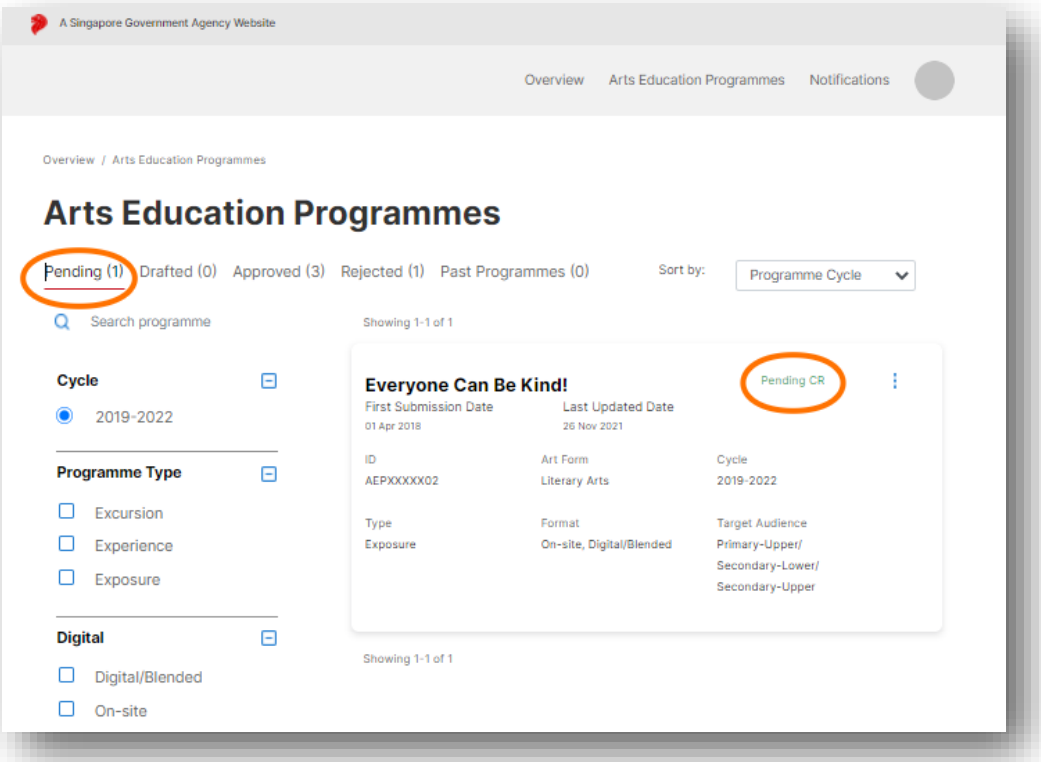
TIP You can only submit 1 Change Request for each programme at any point of time so consolidate all changes that you would like to make. You can also withdraw the Change Request or re-submit if you spot errors before the request is approved.

e. If you are not ready to submit the changes, select 'Save and continue later' and your changes will be saved. The draft will appear under the 'Drafted' tab and be marked as 'Pending Submission' on the Programme card.



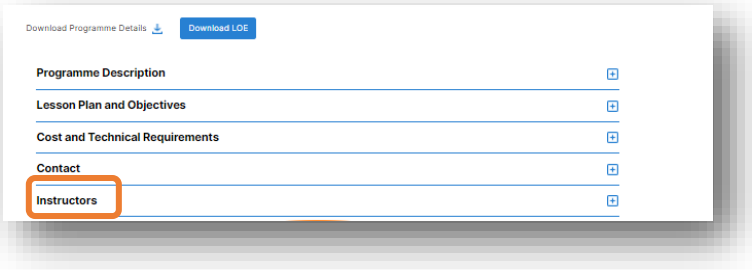


f. If you are ready to submit the changes for NAC's assessment, click 'Submit Change Request' and a 'Pending CR' label will be on your Programme card.



TIP If you cannot proceed with the Change Request, check that compulsory fields have been filled.

4.2. Adding Instructors



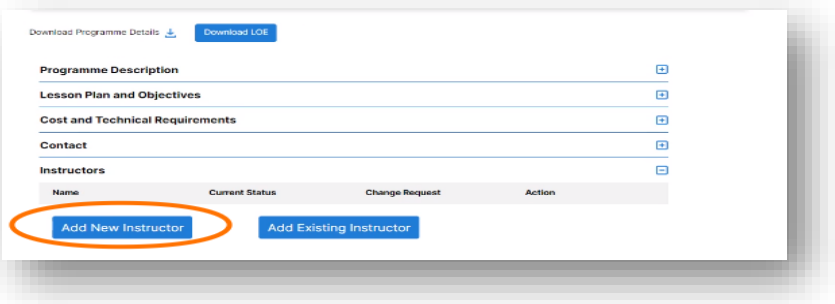
a. You can add instructors to a programme by selecting 'Instructors'.

b. Click on 'Add New Instructor' for Instructors that you are engaging for the first time. Click on 'Add Existing Instructor' for Instructors already linked to other programmes whose CV(Curriculum Vitae) would already be in your Account.

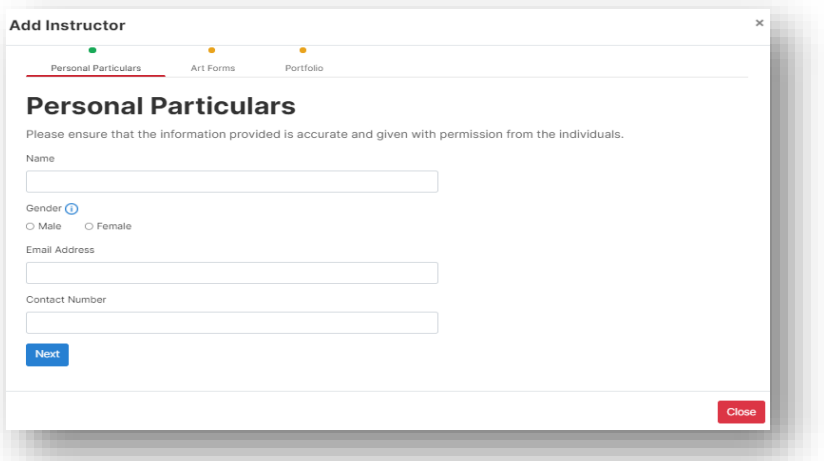
4.2.1. Adding a New Instructor

a. To add a new Instructor, click 'Add New Instructor', be sure that you have documented consent (e.g. emails) from the individual to share their personal data with NAC.

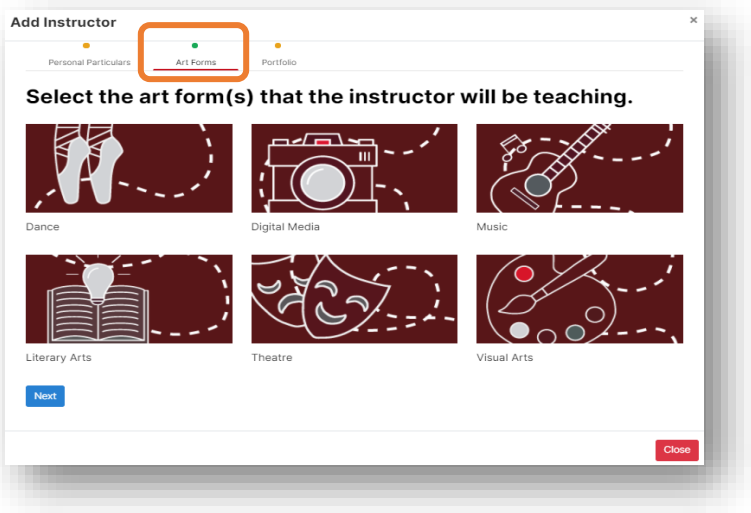
TIP If you are submitting a new Instructor for multiple programmes, add 'New Instructor' for one programme and wait for your application to be approved. Thereafter, you can add the Instructor for multiple programmes easily via 'Add Existing Instructor'.



b. Fill in Instructor's Personal Particulars.



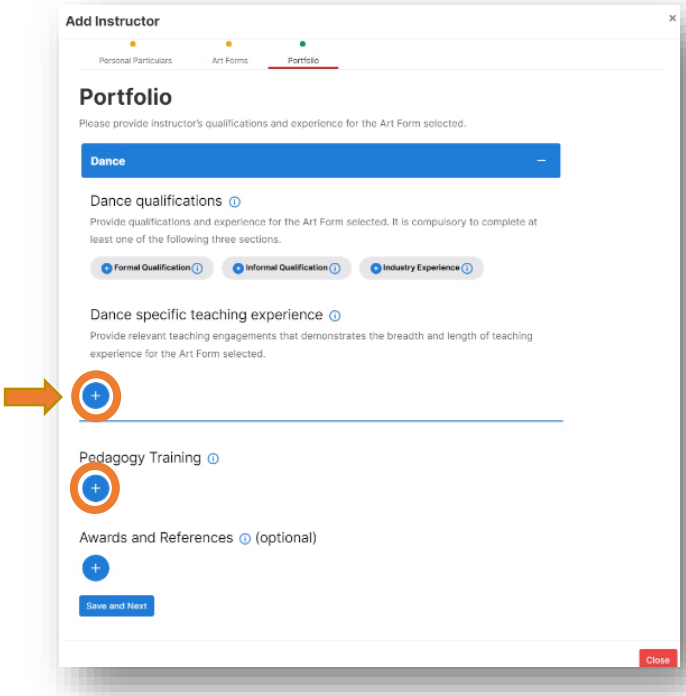
c. Select the art form(s) that the Instructor will be teaching. You will be required to fill in CV information for each of the art form selected.



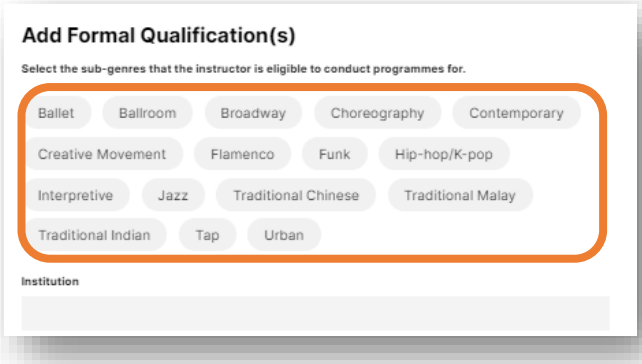
d. Add the appropriate art form and teaching qualifications/experiences the instructor has. There are three expandable sections and at least one must be completed.

NOTE If you are registering an Instructor for the first time, ensure that you submit sufficient information for NAC to make an assessment. Eligibility criteria for conducting NAC-AEP remains unchanged.

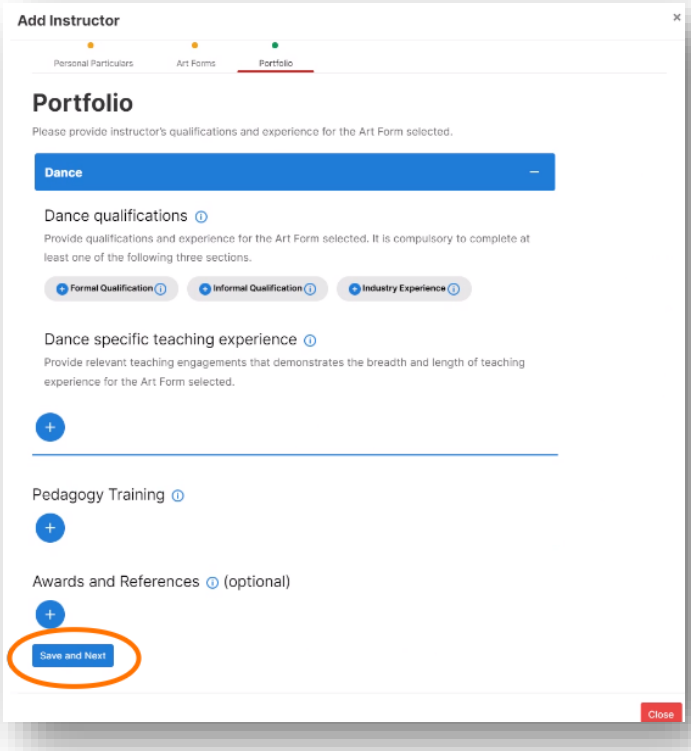
e. Expand each section by clicking on the '+' icon in each section.



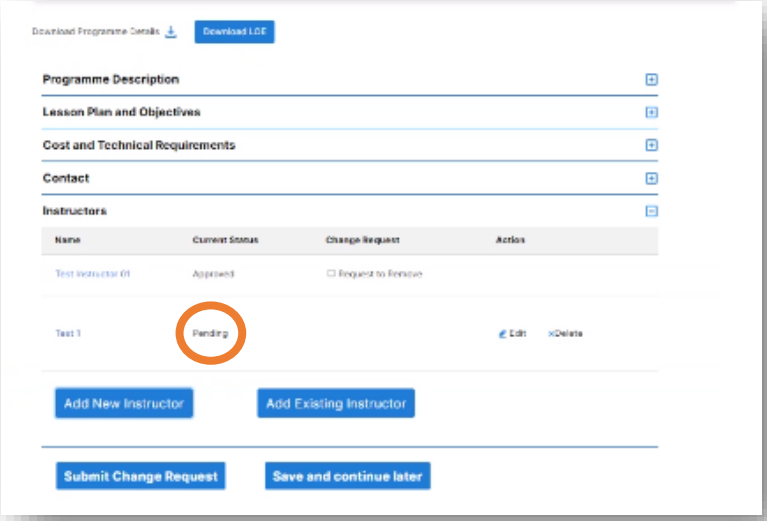
NEW NAC has introduced 'sub-genre' filtering to improve the tagging and search experience for schools. Select from pre-selected sub-genre lists. If you cannot find a close alternative sub-genre for your programme, you may contact the NAC Education Unit at nac_aep@nac.gov.sg .



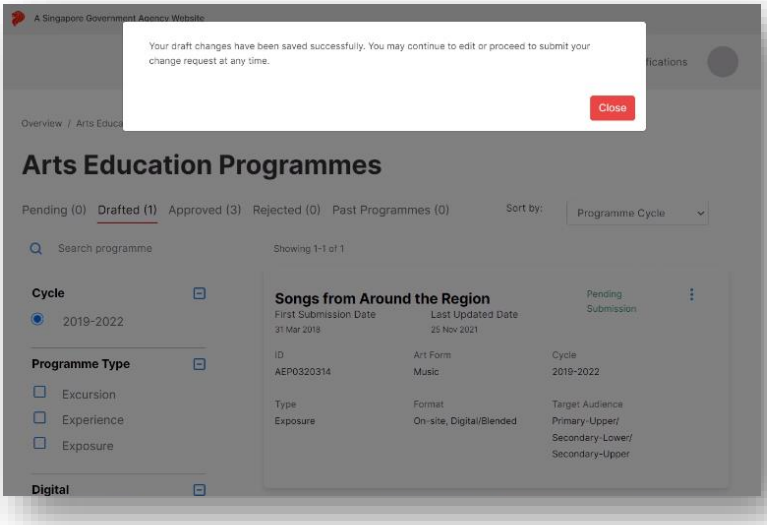
f. After completing the sections, click 'Save and Next'.



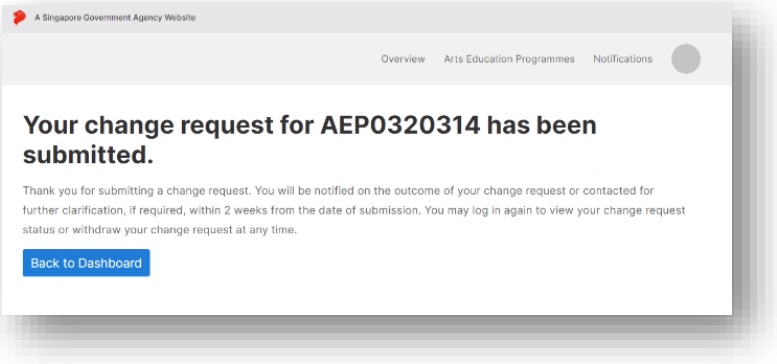
g. You can view the status under the 'Instructors' tab on your Programme card. You can choose to 'Submit Change Request' if all the information is filled in, or 'Save and continue later'.



h. If you select the 'Save and continue later' option, you should see a confirmation pop-up screen. The draft will appear under the 'Drafted' tab and be marked as 'Pending Submission' on the Programme card.



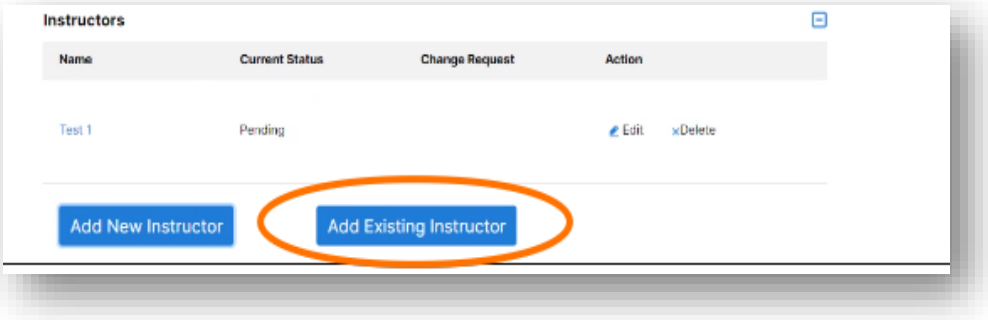
i. After a successful Change Request submission, you would see a confirmation screen and receive an email confirmation.



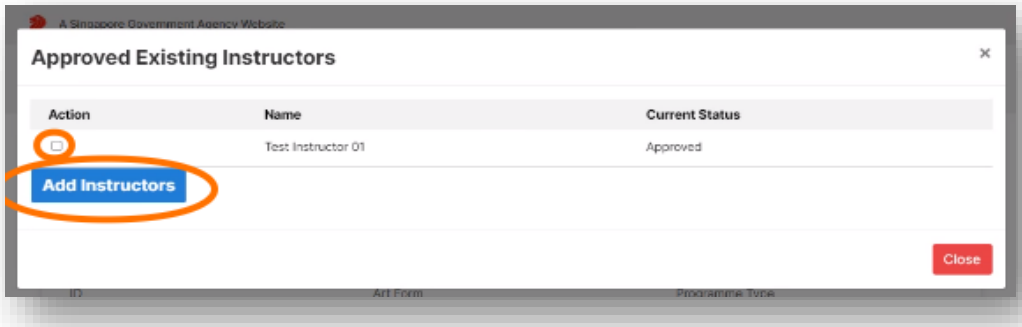
NOTE Once the instructor's CV is submitted, it will no longer be editable. Do provide a comprehensive CV when you make the Change Request.

4.2.2. Adding an Existing Instructor

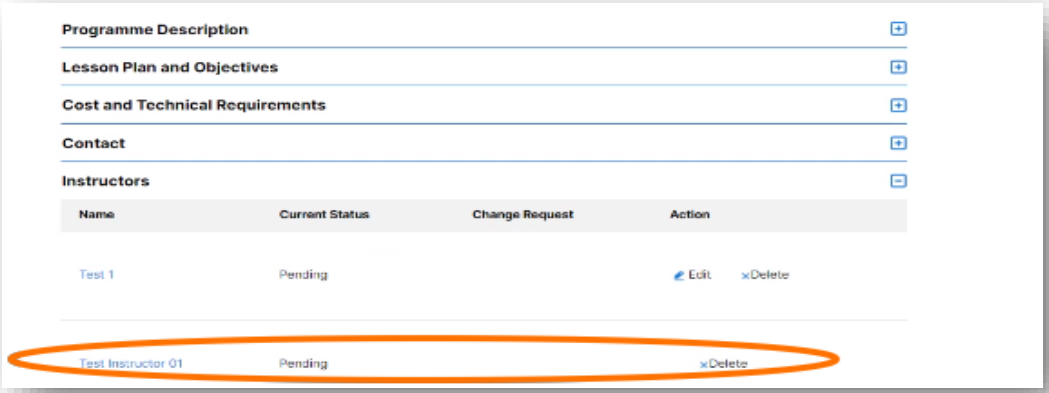
a. To add an Existing Instructor, click 'Add Existing Instructor' button.



b. Select the Instructor that you would like from the list, by checking the box, then click 'Add Instructor'.



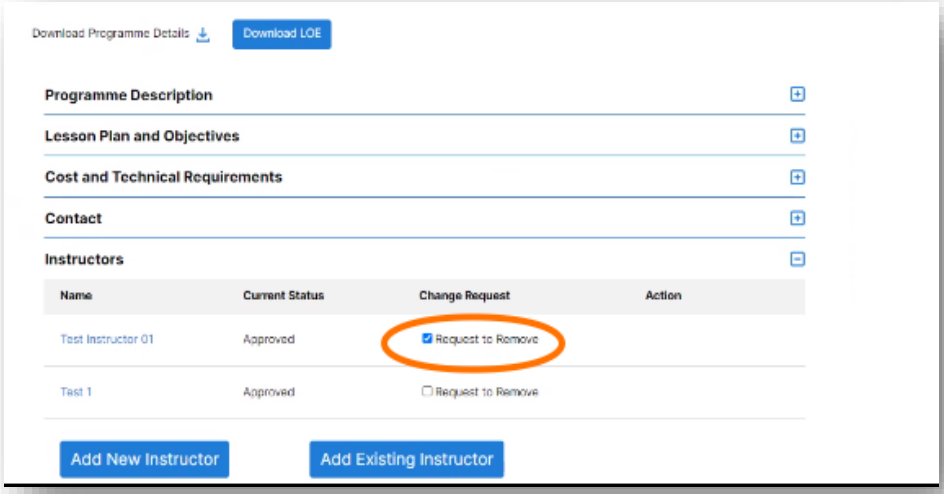
c. Once submitted, you will see the Instructor in the 'Instructors' list with a 'Pending' status. In the event of a mistake, you can remove the pending Instructor by clicking on the 'Delete' icon.



d. Subsequently, you may submit the Change Request, delete the Change Request, or save the Change Request as a draft.

4.3. Removing Instructors

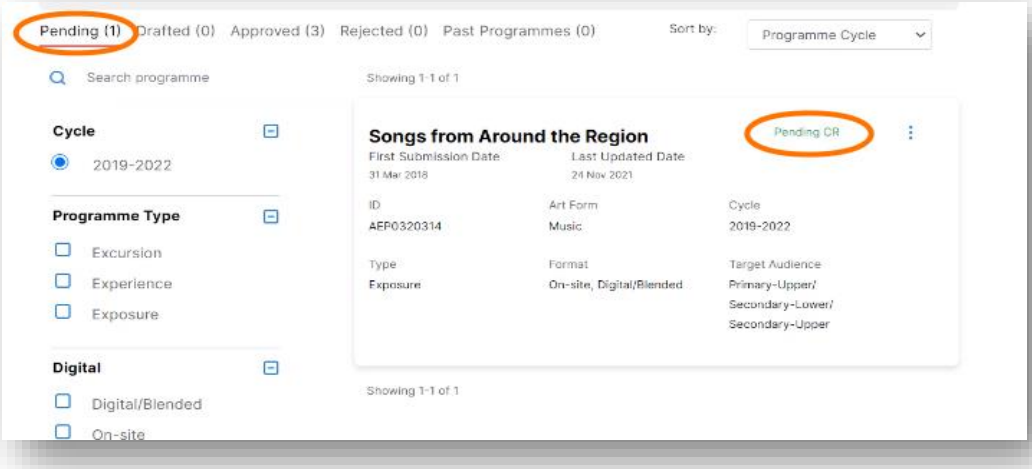
a. To remove an Approved Instructor, check the 'Request to Remove' box.



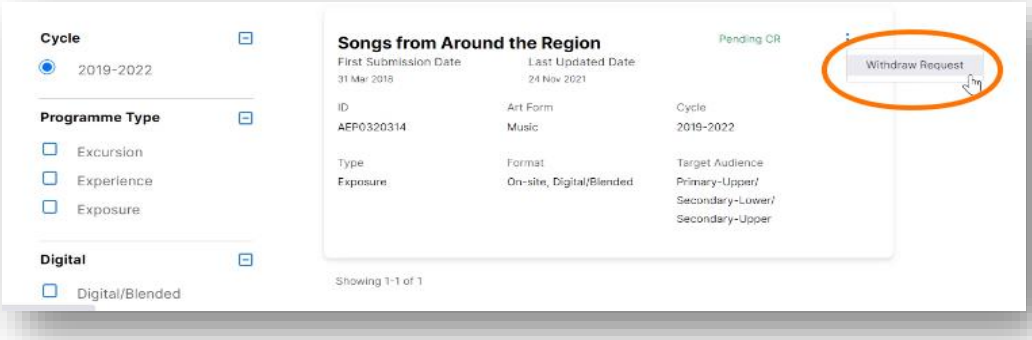
b. As with the previous tasks, you may submit the Change Request, delete the Change Request, or save the Change Request as a draft.

4.4. Withdrawing Change Requests

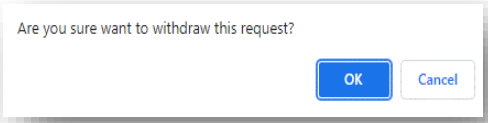
a. After submitting a Change Request, your programme will appear under the 'Pending' tab.



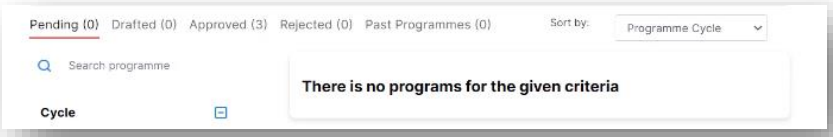
b. Click the three blue dots and select 'Withdraw Request'.



c. Select 'OK' to the withdraw request confirmation.

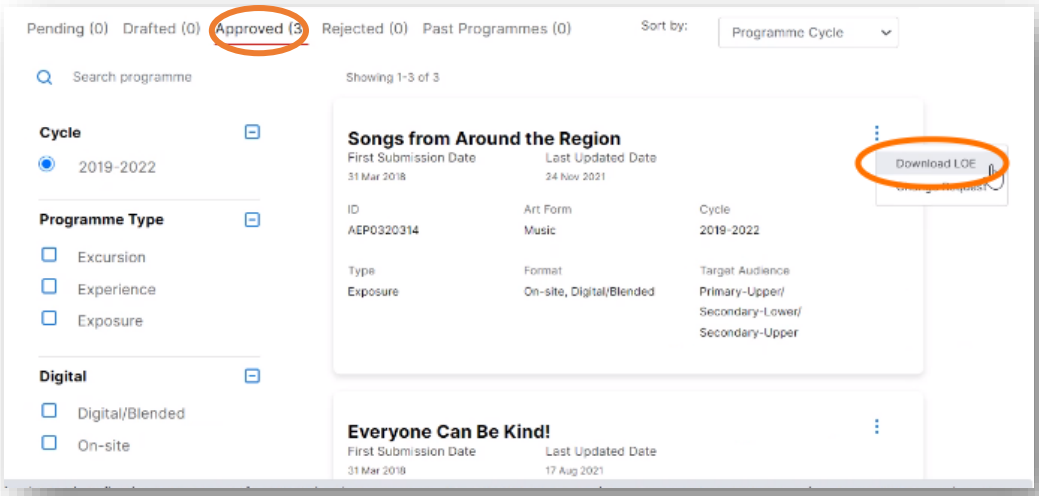


d. Your programme will no longer appear under the 'Pending' tab.

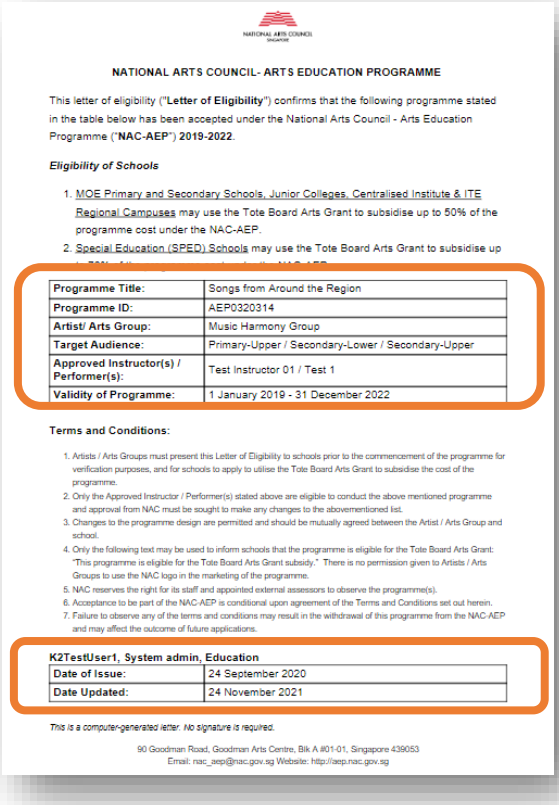


5. Downloading Letter of Eligibility (LOE)

a. Click the three blue dots to download a PDF copy of the LOE.



b. Check that the LOE generated is updated and accurate.



NATIONAL ARTS COUNCIL- ARTS EDUCATION PROGRAMME

This letter of eligibility ("**Letter of Eligibility**") confirms that the following programme stated in the table below has been accepted under the National Arts Council - Arts Education Programme ("**NAC-AEP**") **2019-2022**.

Eligibility of Schools

1. MOE Primary and Secondary Schools, Junior Colleges, Centralised Institute & ITE Regional Campuses may use the Tote Board Arts Grant to subsidise up to 50% of the programme cost under the NAC-AEP.
2. Special Education (SPED) Schools may use the Tote Board Arts Grant to subsidise up

Programme Title:	Songs from Around the Region
Programme ID:	AEP0320314
Artist/ Arts Group:	Music Harmony Group
Target Audience:	Primary-Upper / Secondary-Lower / Secondary-Upper
Approved Instructor(s) / Performer(s):	Test Instructor 01 / Test 1
Validity of Programme:	1 January 2019 - 31 December 2022

Terms and Conditions:

1. Artists / Arts Groups must present this Letter of Eligibility to schools prior to the commencement of the programme for verification purposes, and for schools to apply to utilise the Tote Board Arts Grant to subsidise the cost of the programme.
2. Only the Approved Instructor / Performer(s) stated above are eligible to conduct the above mentioned programme and approval from NAC must be sought to make any changes to the abovementioned list.
3. Changes to the programme design are permitted and should be mutually agreed between the Artist / Arts Group and school.
4. Only the following text may be used to inform schools that the programme is eligible for the Tote Board Arts Grant: "This programme is eligible for the Tote Board Arts Grant subsidy." There is no permission given to Artists / Arts Groups to use the NAC logo in the marketing of the programme.
5. NAC reserves the right for its staff and appointed external assessors to observe the programme(s).
6. Acceptance to be part of the NAC-AEP is conditional upon agreement of the Terms and Conditions set out herein.
7. Failure to observe any of the terms and conditions may result in the withdrawal of this programme from the NAC-AEP and may affect the outcome of future applications.

K2TestUser1, System admin, Education

Date of Issue:	24 September 2020
Date Updated:	24 November 2021

This is a computer-generated letter. No signature is required.

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If you encounter an issue not covered in this Guide, you may contact the NAC Education Unit at nac_aep@nac.gov.sg. To help us better understand your issue, provide screenshots where relevant.