NAC-AEP E-Services Portal

User Guide for NAC-AEP Providers

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.

Contents

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.
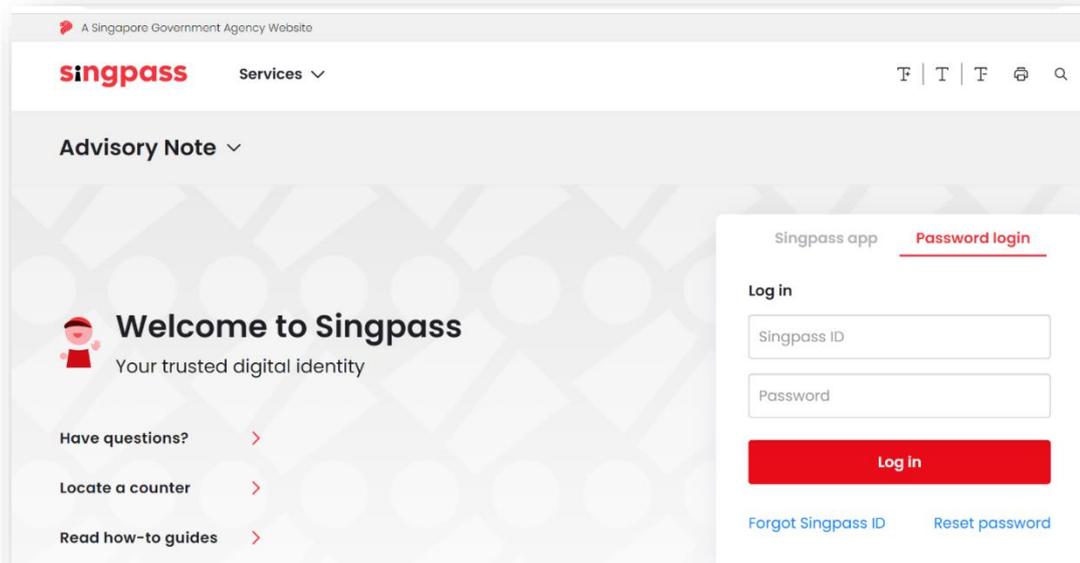
NOTE If you are logging in as a representative from a Company, ensure that your Singpass has been linked to your Company's Corppass account.

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.
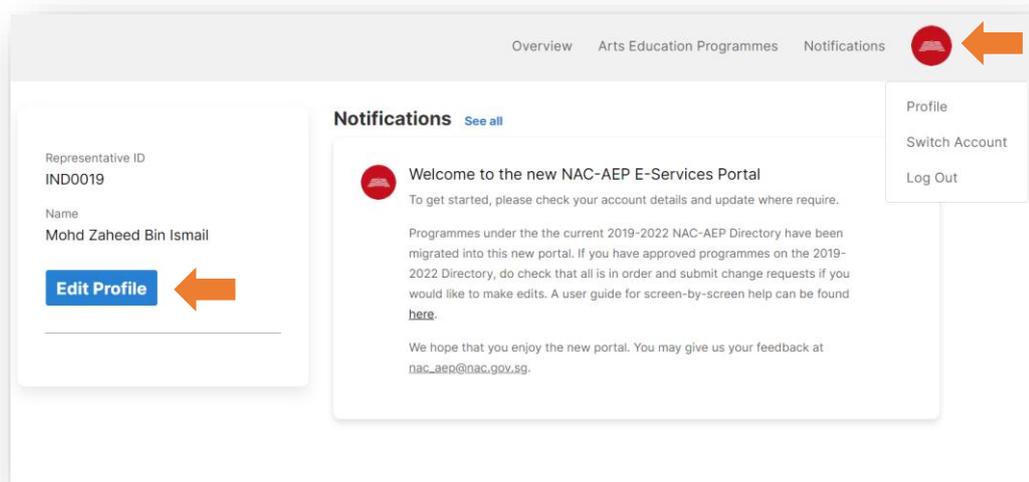
b. Your name and NRIC will be auto populated by Singpass and is non-editable for security reasons.

FOR REGISTERED COMPANIES/ COLLECTIVES

c. Registered Company Representatives and Collective Representatives can edit Company/Collective profiles by clicking on the 'Edit Company/Collective' button.
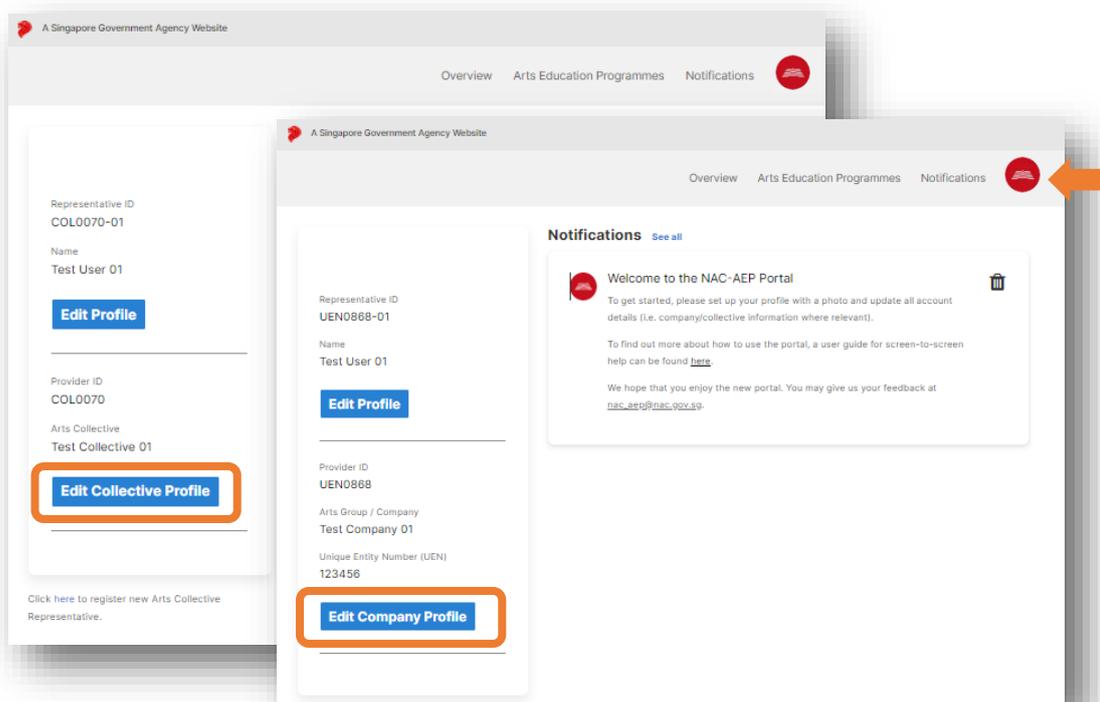
d. You can update your Company/Collective particulars including registered address, contact number and email address, and provide a company description.

e. To edit Company/Collective Details, click the 'Edit' icon
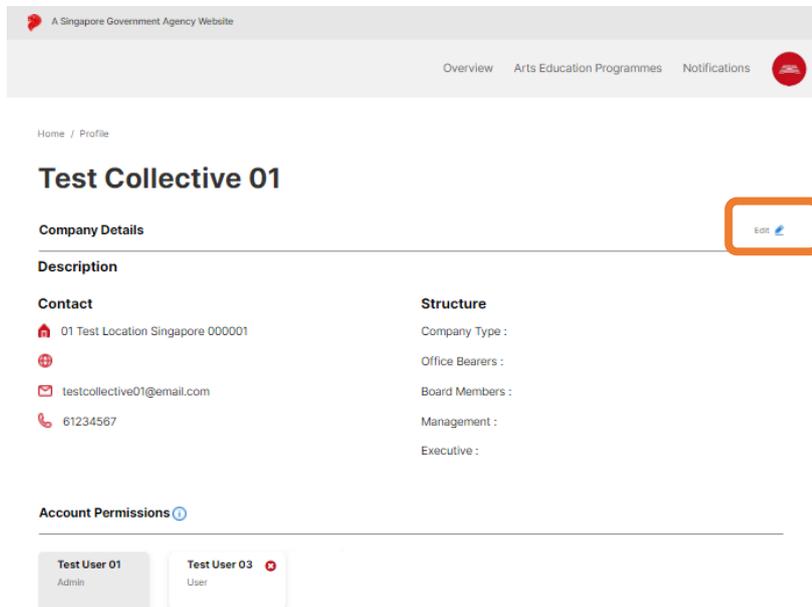
f. Update your Company/Collective details accurately.
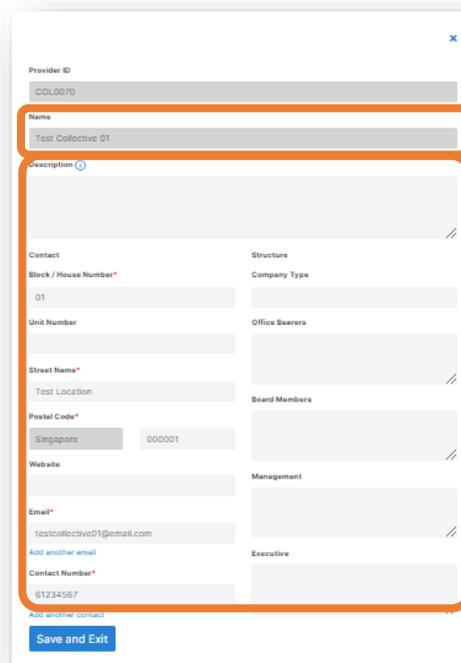
g. Your Company/Collective details and description will be published alongside your programme listing on the Programme Directory (see orange box).

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 remove all user accounts except their own while Users cannot remove 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'.
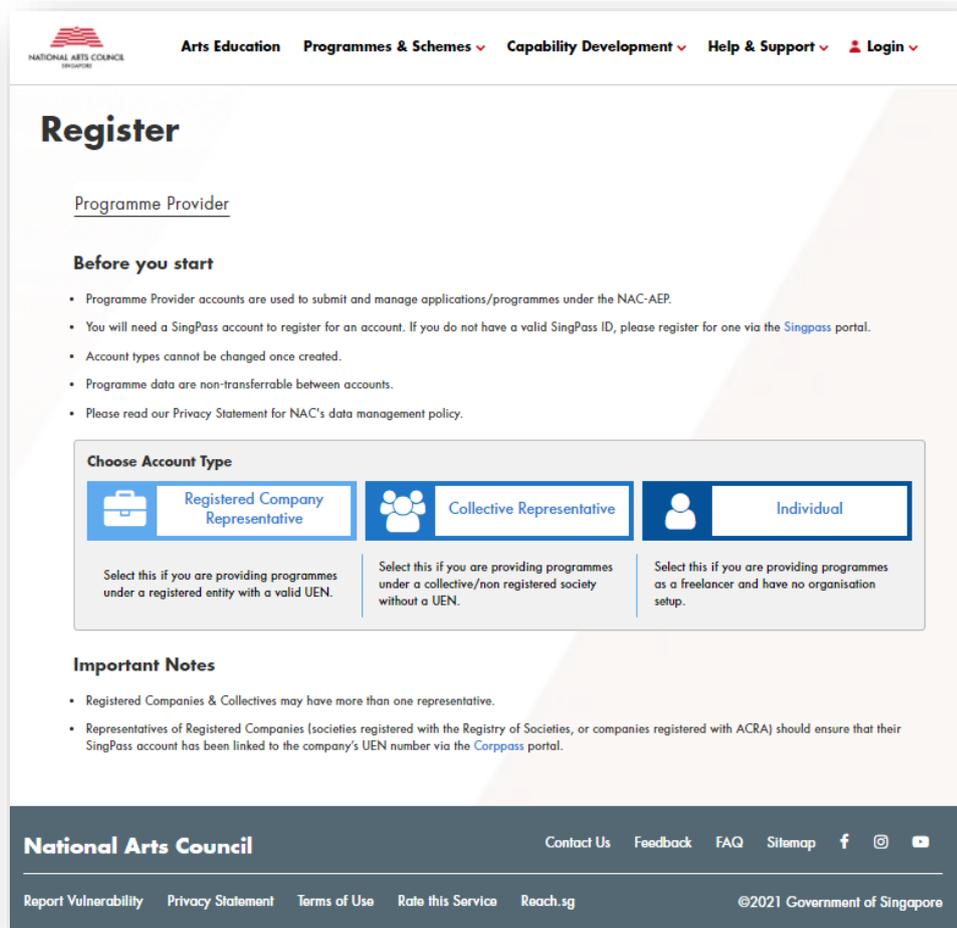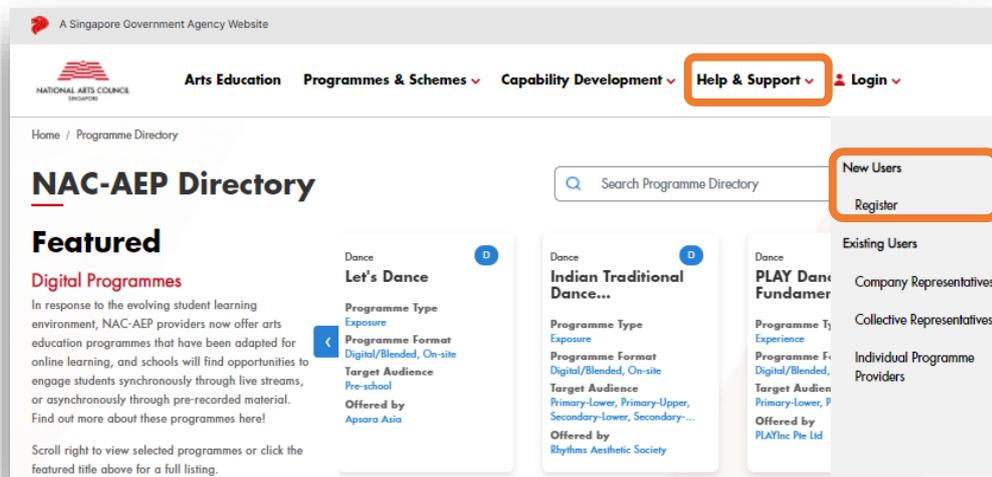
b. To remove Users, click on the red cross 'x' symbol and click yes to confirm.
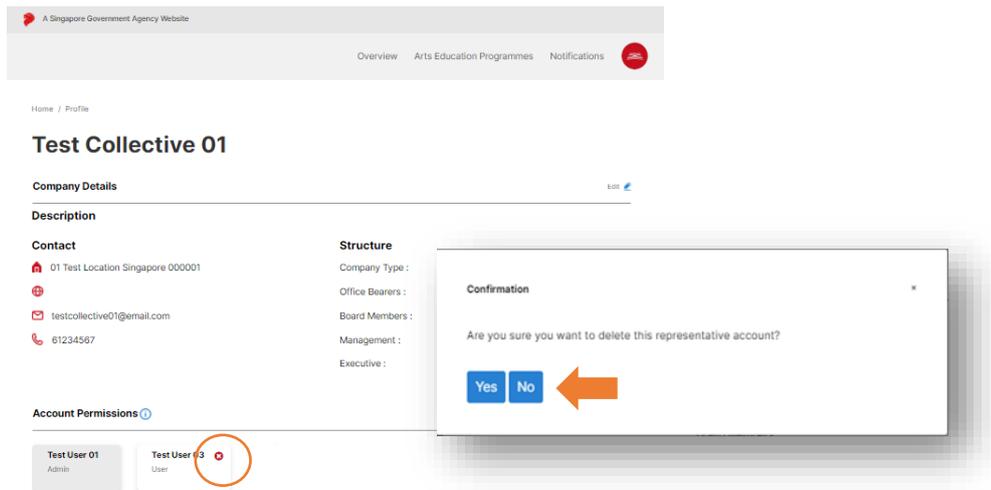
4. Managing Change Requests (CR)

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.
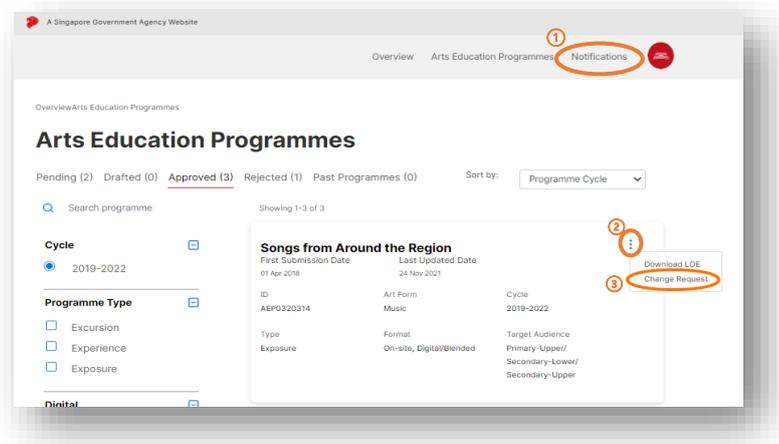
d. Each of the following sections will have an 'Edit' button where you can amend details for:
- Programme Description
- Lesson Plan and Objectives
- Cost and Technical Requirements
- Contact
- Adding/Removing Instructors (covered in detail on pg. 9)

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.
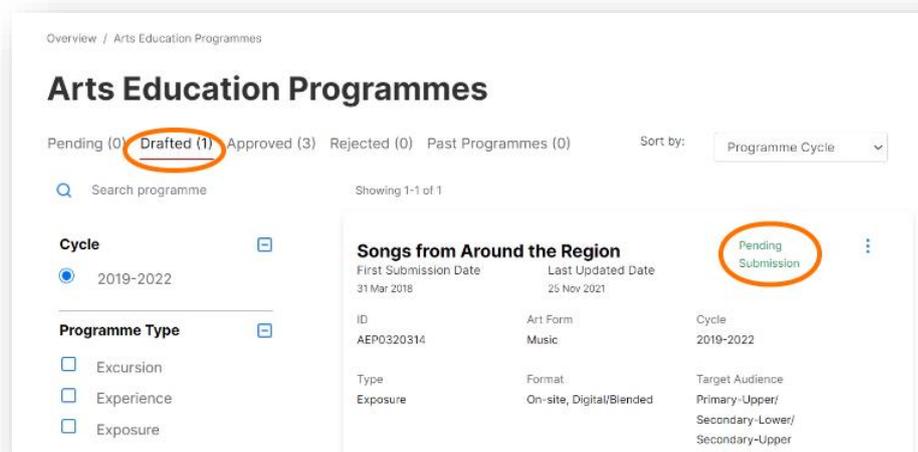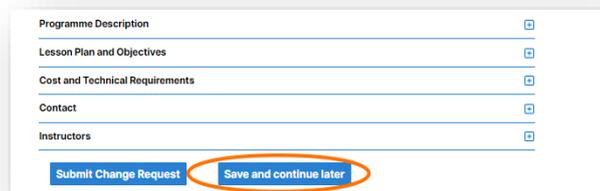
f. If you are ready to submit the changes for NAC's assessment, click 'Submit Change Request' and a 'Pending CR' label will be on your Programme card.
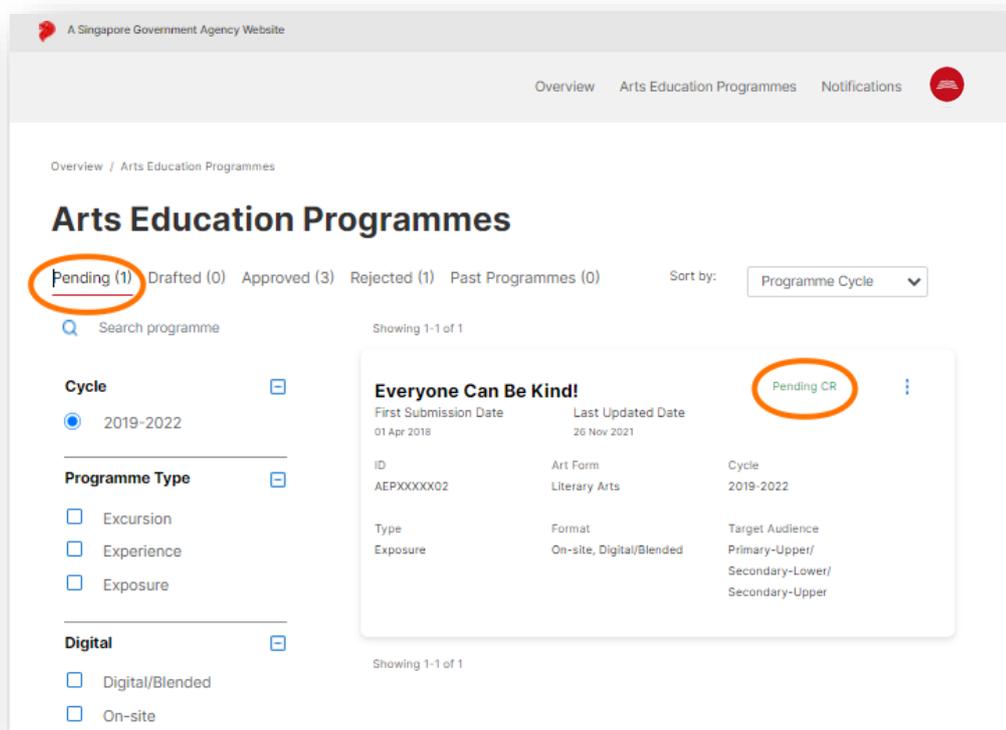
TIP If you cannot proceed with the Change Request, check that compulsory fields have been filled.

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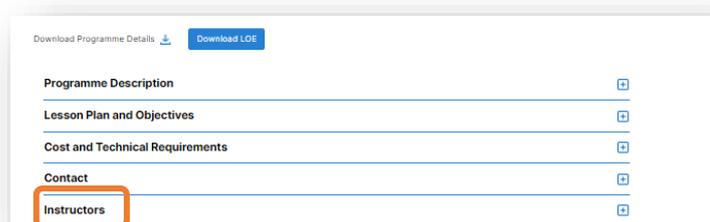
a. You can add instructors to a programme by selecting 'Instructors'.

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'.
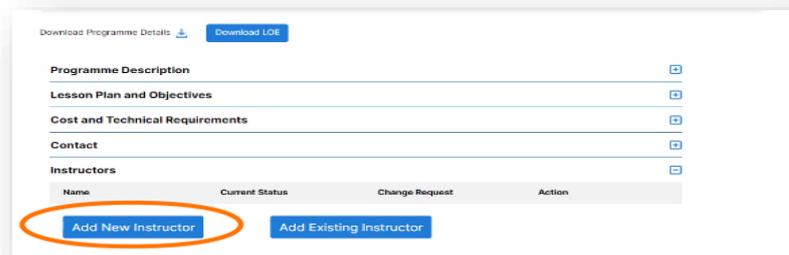
b. Fill in Instructor's Personal Particulars.
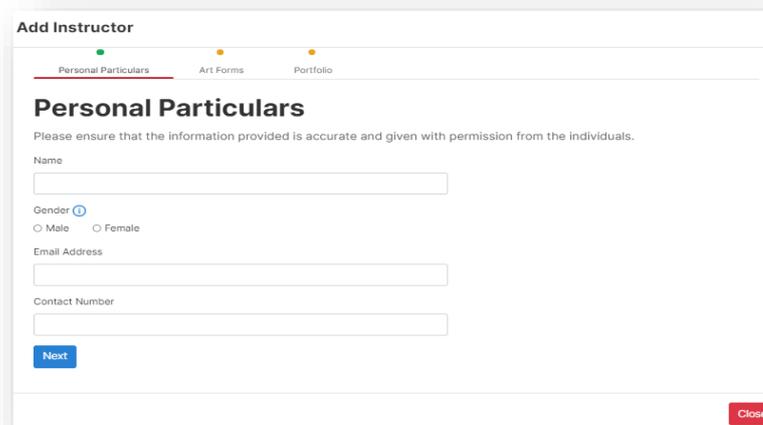
c. Select the art form(s) that the Instructor will be teaching. You will be required to fill in CV information for each of the art form selected.
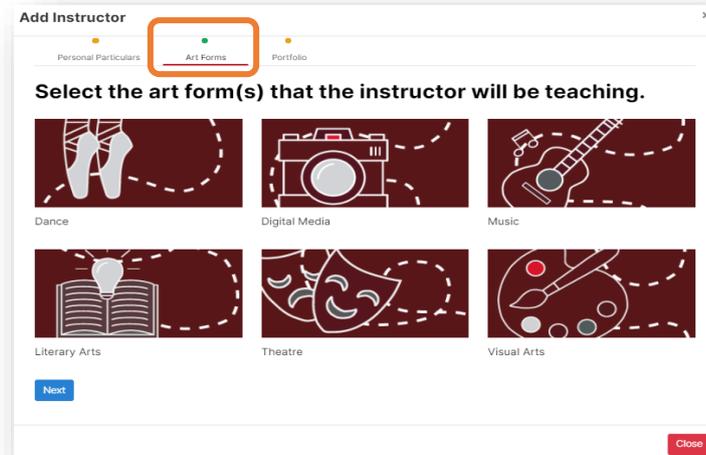
d. Add the appropriate art form and teaching qualifications/experiences the instructor has. There are three expandable sections and at least one must be completed.

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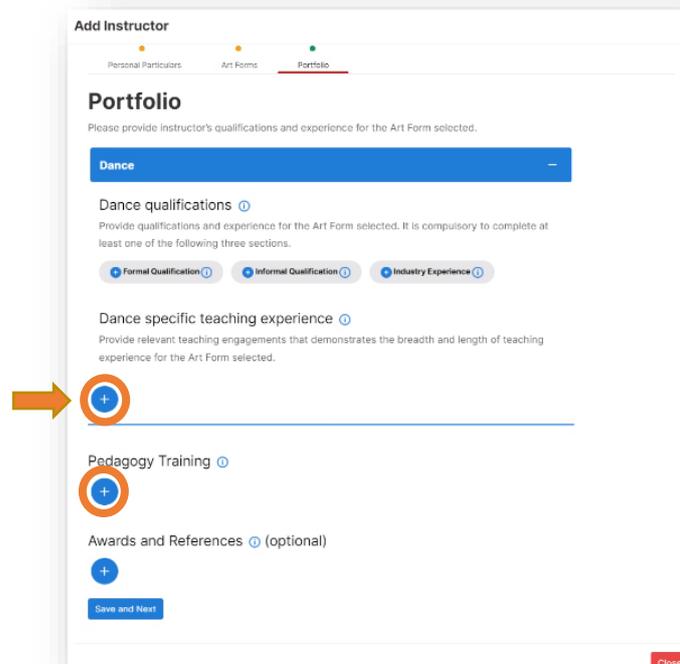
NEW NAC has introduced 'sub-genre' filtering to improve the tagging and search experience for schools. Select from pre-selected sub-genre lists. If you cannot find a close alternative sub-genre for your programme, you may contact the NAC Education Unit at nac_aep@nac.gov.sg .

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'.
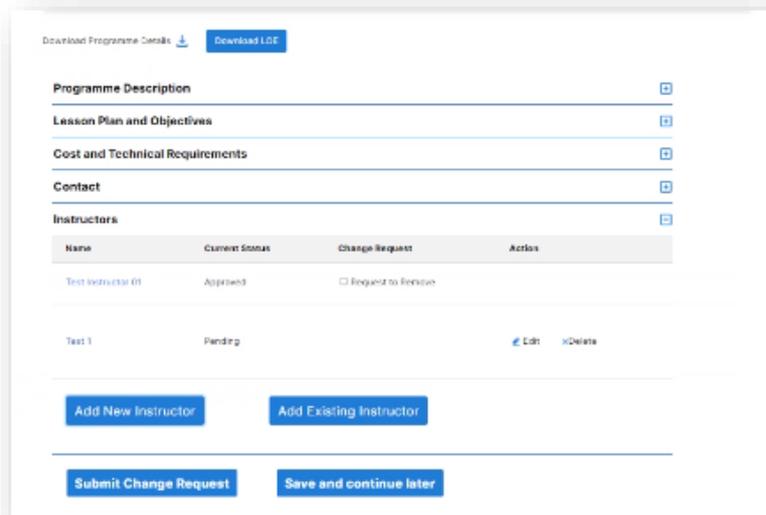
h. If you select the 'Save and continue later' option, you should see a confirmation pop-up screen. The draft will appear under the 'Drafted' tab and be marked as 'Pending Submission' on the Programme card.
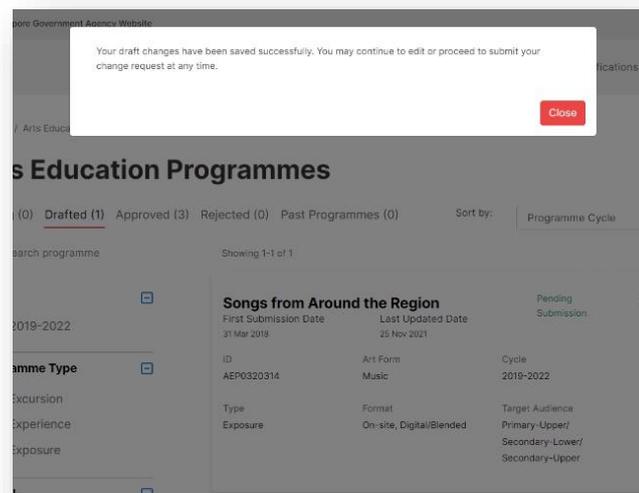
i. After a successful Change Request submission, you would see a confirmation screen and receive an email confirmation.
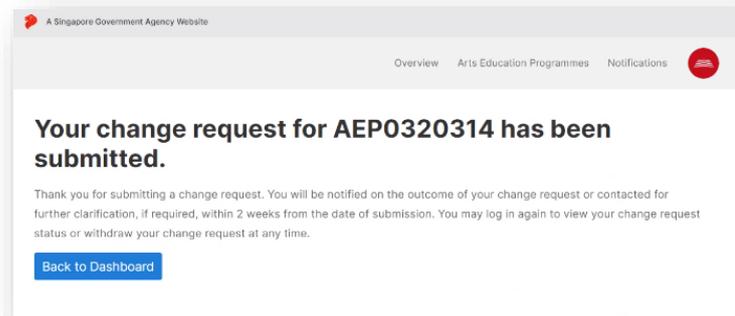
NOTE Once the instructor's CV is submitted, it will no longer be editable. Do provide a comprehensive CV when you make the Change Request.

4.2.2. Adding an Existing Instructor

a. To add an Existing Instructor, click 'Add Existing Instructor' button.
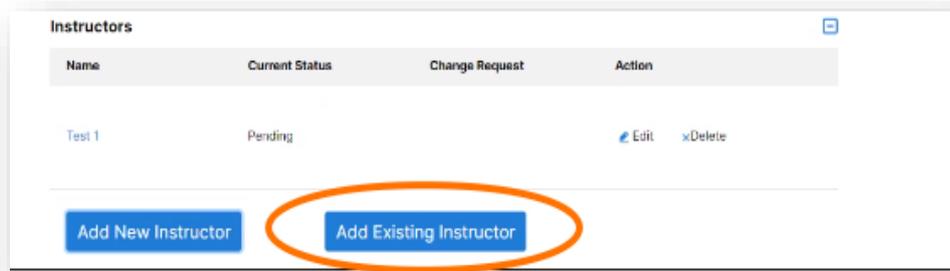
b. Select the Instructor that you would like from the list, by checking the box, then click 'Add Instructor'.

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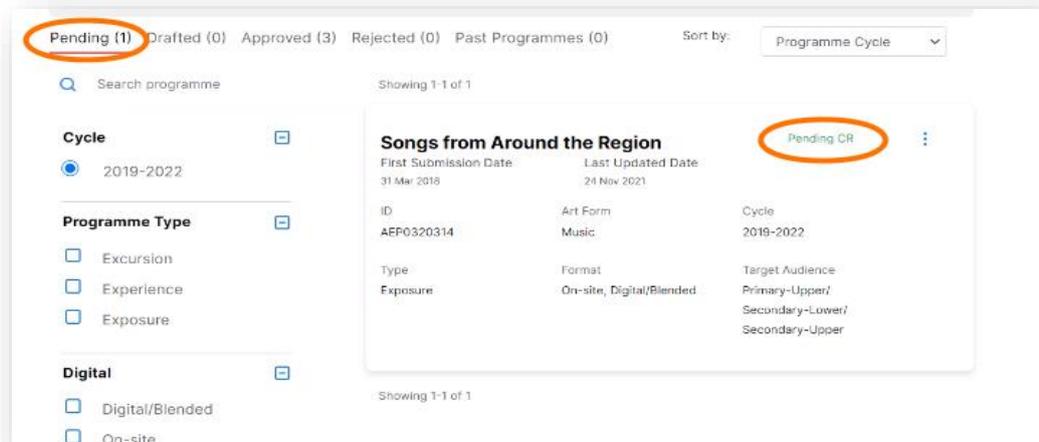
b. Click the three blue dots and select 'Withdraw Request'.

c. Select 'OK' to the withdraw request confirmation.
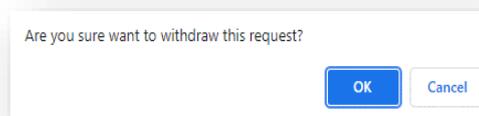
d. Your programme will no longer appear under the 'Pending' tab.

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.

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.