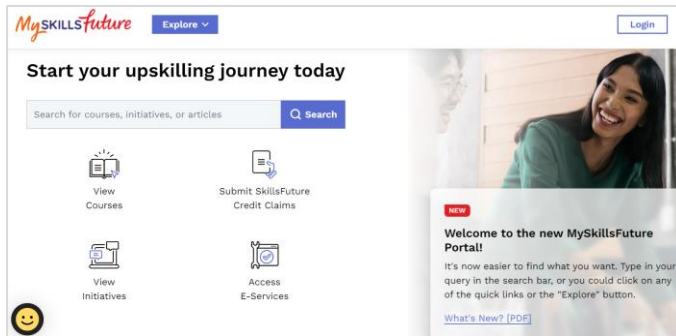




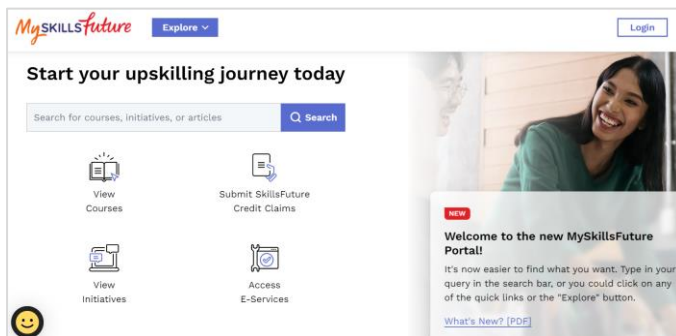
USER GUIDE FOR DOWNLOADING OF E-CERTIFICATES (INDIVIDUALS)

(For Singaporean citizens and Permanent Residents with Singpass)

1. Login via <http://www.myskillsfuture.gov.sg>

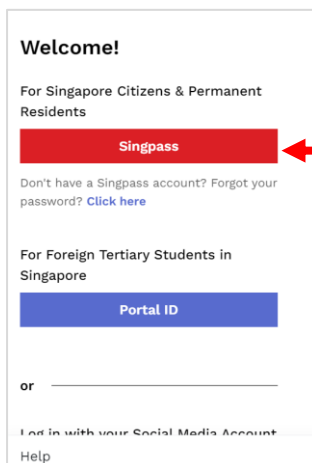


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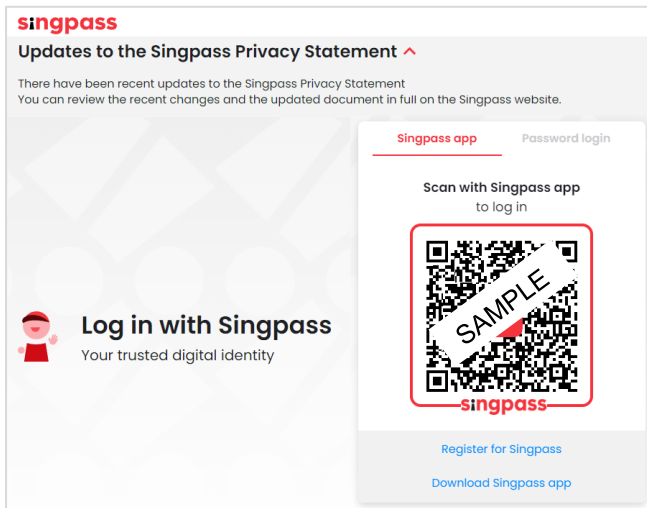
← Click here

3. Click on

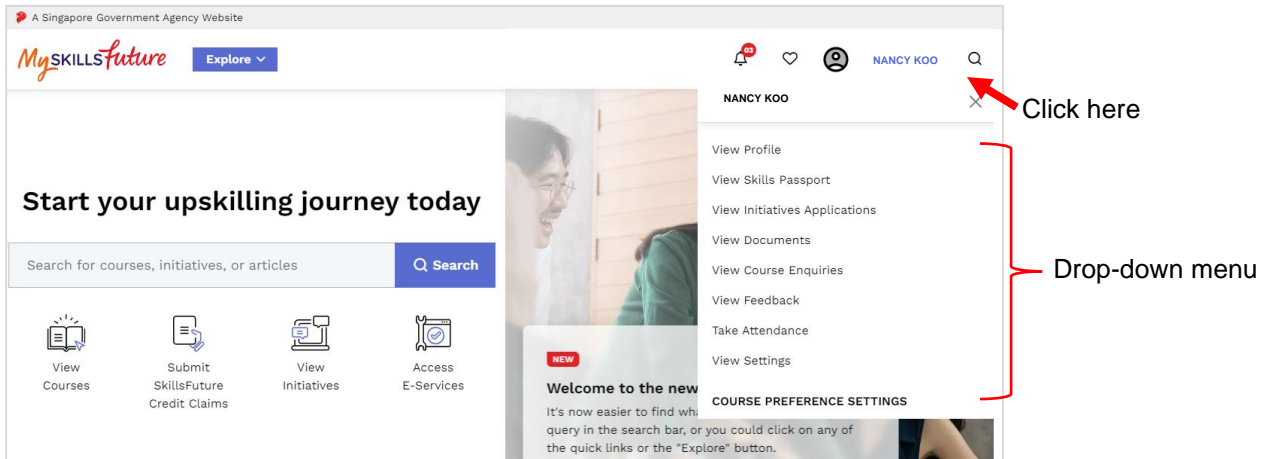


← Click here

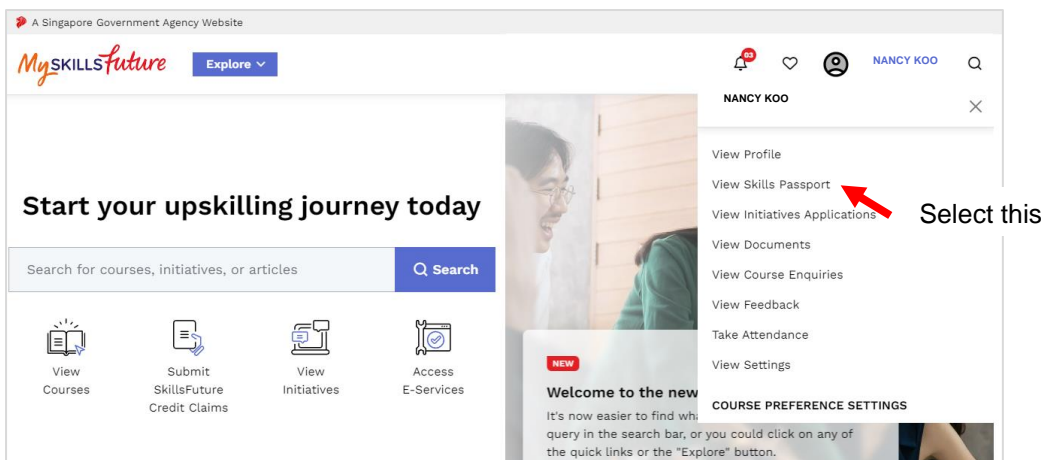
4. Login with your Singpass ID and password



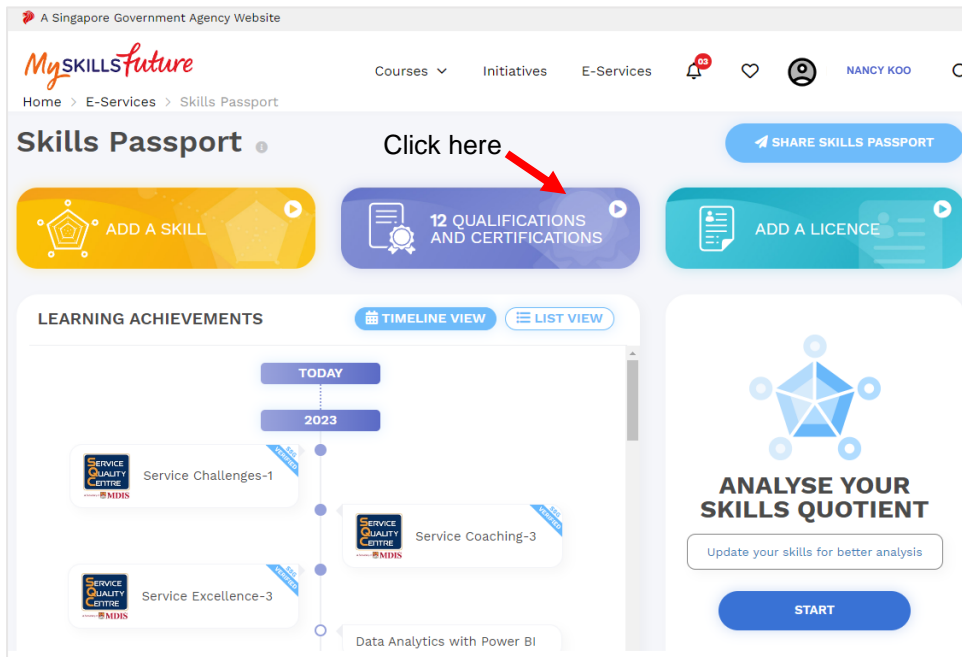
5. Click on your profile name for the drop-down menu



6. Select



7. Click on the Qualifications and Certifications tab

A Singapore Government Agency Website

MySKILLSfuture Courses Initiatives E-Services NANCY KOO

Home > E-Services > Skills Passport

Skills Passport Click here

ADD A SKILL 12 QUALIFICATIONS AND CERTIFICATIONS ADD A LICENCE

LEARNING ACHIEVEMENTS

TIMELINE VIEW LIST VIEW

TODAY 2023

Service Challenges-1 Service Coaching-3 Service Excellence-3

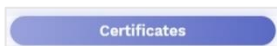
Data Analytics with Power BI

ANALYSE YOUR SKILLS QUOTIENT

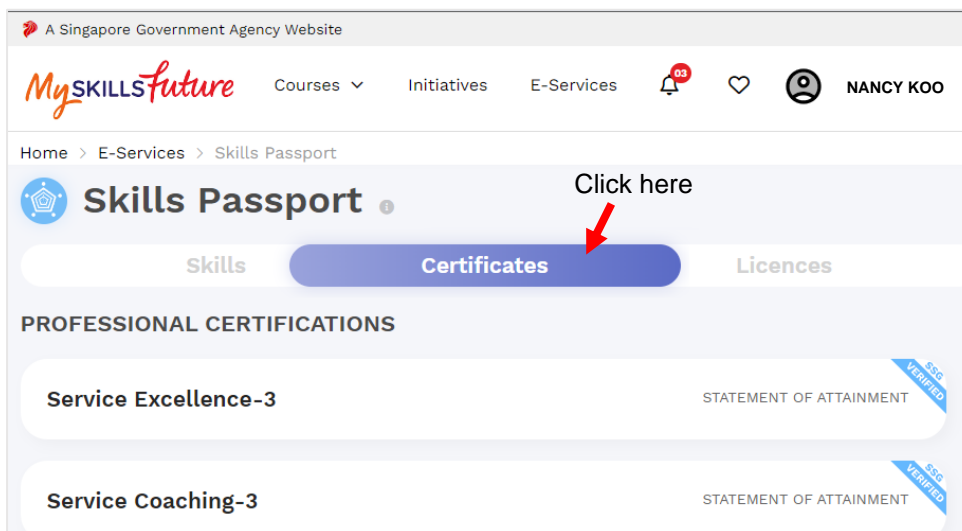
Update your skills for better analysis

START

8. Click on



You will be able to see your e-certificates' records



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MySKILLSfuture Courses Initiatives E-Services NANCY KOO

Home > E-Services > Skills Passport

Skills Passport Click here

Skills Certificates Licences

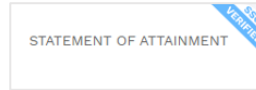
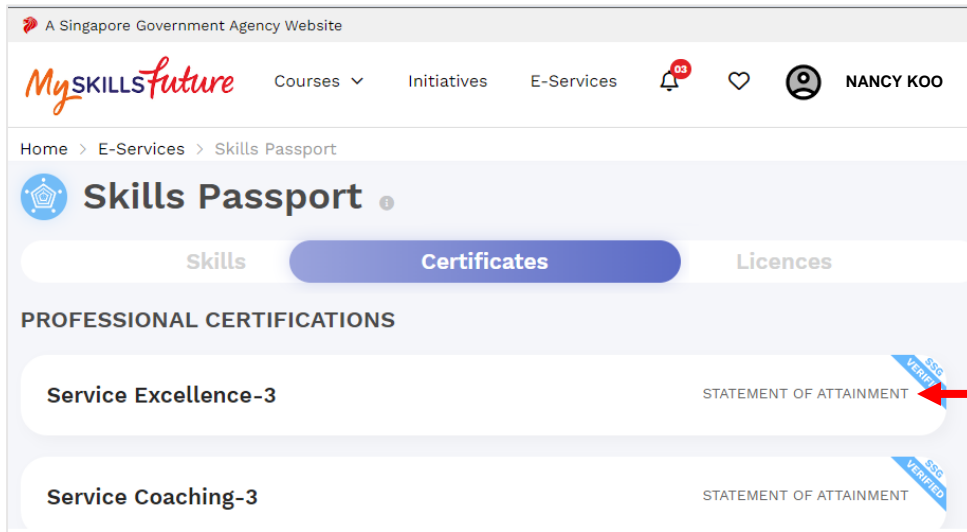
PROFESSIONAL CERTIFICATIONS

Service Excellence-3 STATEMENT OF ATTAINMENT

Service Coaching-3 STATEMENT OF ATTAINMENT

Your e-certificates' records

9. Identify the respective skill title, and click on

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MySKILLSfuture Courses Initiatives E-Services NANCY KOO

Home > E-Services > Skills Passport

Skills Certificates Licences

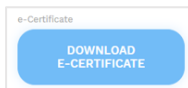
PROFESSIONAL CERTIFICATIONS

Service Excellence-3 STATEMENT OF ATTAINMENT

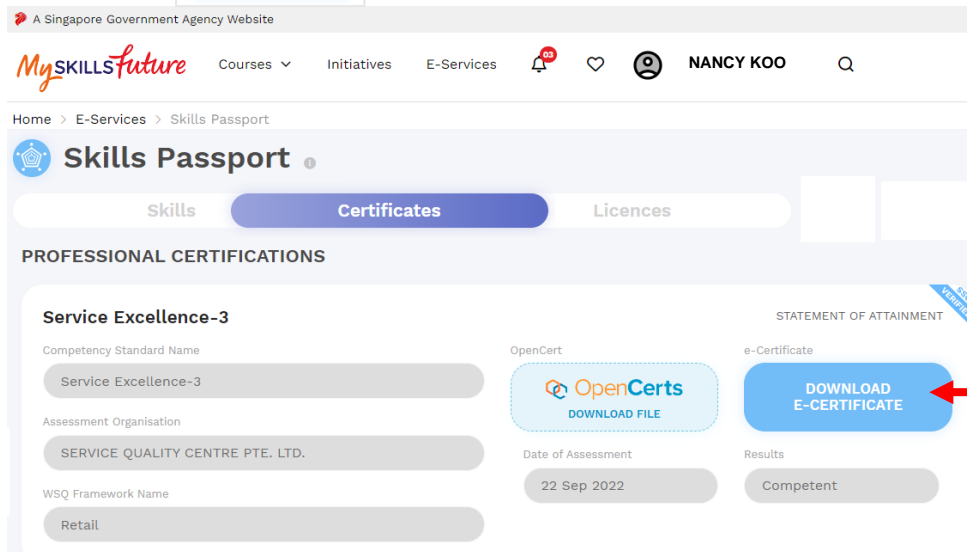
Service Coaching-3 STATEMENT OF ATTAINMENT

Click here

10. Click on



to download your e-certificate (pdf format)



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MySKILLSfuture Courses Initiatives E-Services NANCY KOO

Home > E-Services > Skills Passport

Skills Certificates Licences

PROFESSIONAL CERTIFICATIONS

Service Excellence-3 STATEMENT OF ATTAINMENT

Competency Standard Name: Service Excellence-3

Assessment Organisation: SERVICE QUALITY CENTRE PTE. LTD.

WSQ Framework Name: Retail

OpenCert: DOWNLOAD FILE

Date of Assessment: 22 Sep 2022

Results: Competent

e-Certificate: DOWNLOAD E-CERTIFICATE

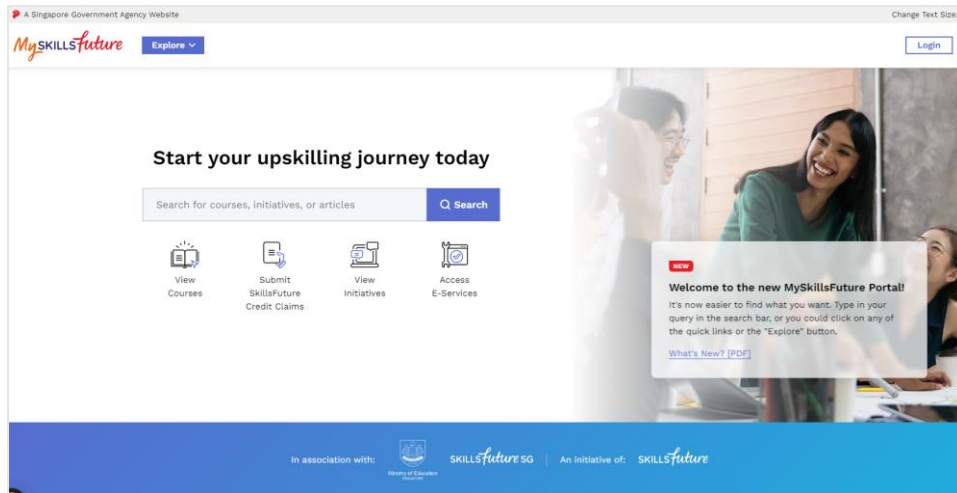
Click here



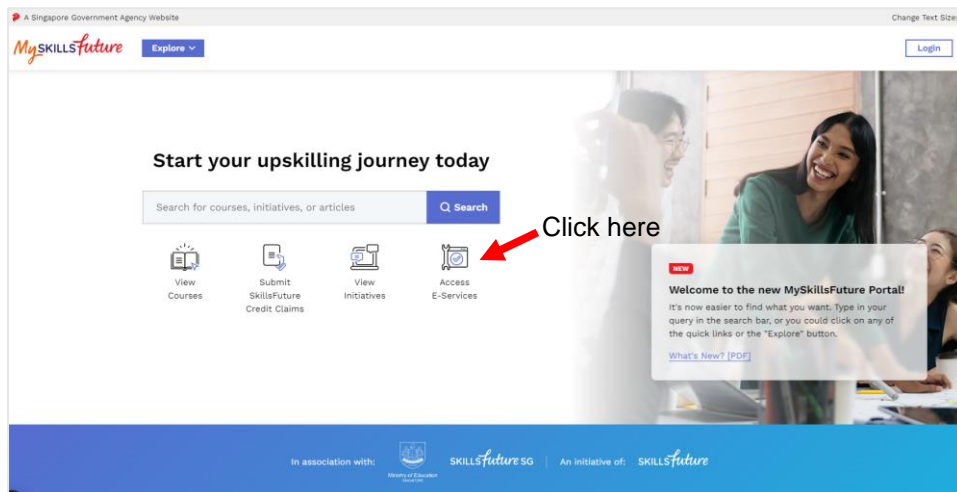
USER GUIDE FOR DOWNLOADING OF E-CERTIFICATES (INDIVIDUALS)

(For Foreigners with FIN number)

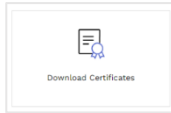
1. Login via <http://www.myskillsfuture.gov.sg>



2. Select



3. Click on



A Singapore Government Agency Website


MySKILLSFuture Courses ▾ Initiatives E-Services Login

Home > E-Services


E-Services

Check your SkillsFuture Credit balance, download e-certificates, and view your Skills Passport here.


Click here




Check and Claim SkillsFuture Credit




Take Attendance




Download Certificates



View Initiatives Application



Use Assessment Tool



View SGUS and SGUP-CT Training Allowance Status

4. Click on



Welcome!

For Singapore Citizens & Permanent Residents

Singpass

Don't have a Singpass account? Forgot your password? [Click here](#)




For Foreign Tertiary Students in Singapore

Portal ID

No Portal ID

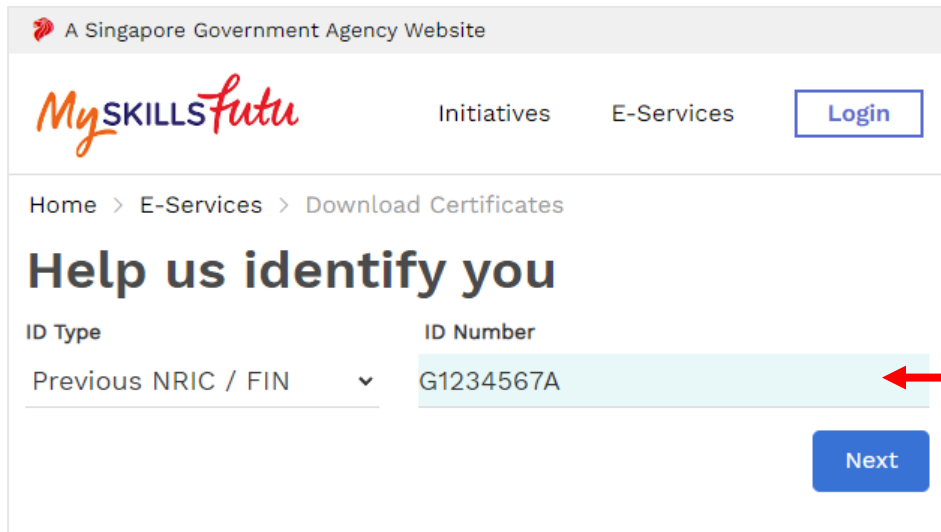
or _____

Log in with your Social Media Account

Click here

5. Key in your FIN number under



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MySKILLSfutu Initiatives E-Services [Login](#)

Home > E-Services > Download Certificates

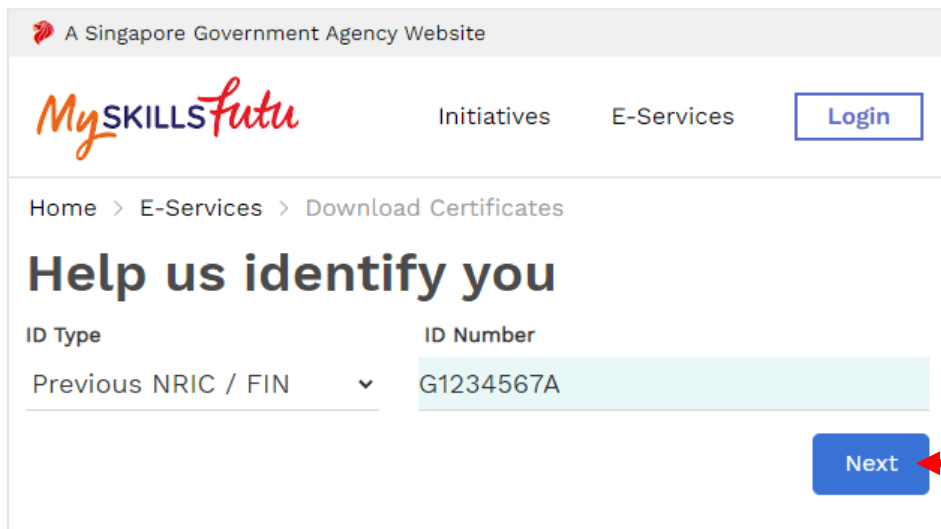
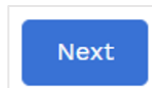
Help us identify you

ID Type	ID Number
Previous NRIC / FIN <input type="text"/>	<input type="text" value="G1234567A"/>

[Next](#)

← Key in your FIN number

6. Click on



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MySKILLSfutu Initiatives E-Services [Login](#)

Home > E-Services > Download Certificates

Help us identify you

ID Type	ID Number
Previous NRIC / FIN <input type="text"/>	<input type="text" value="G1234567A"/>

[Next](#)

← Click here

7. Select



WSQ Qualification

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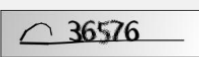
Home > E-Services > Download Certificates

Certificate Information

ID Type Previous NRIC / FIN	ID Number G5030761T
Certificate Type WSQ Qualification  Select via here	Year of Attainment 2023 
Institution UEN Search for Institution UEN here ⓘ	
199003051G	

Type the characters you see below.

Can't see the image? Click on the button below to refresh.



[Clear](#)

[Back](#)
[Find Cert](#)

8. Select the correct Year of Attainment from





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MySKILLSfuture Courses ▾ Initiatives E-Services [Login](#) Q

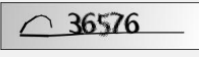
Home > E-Services > Download Certificates

Certificate Information

ID Type Previous NRIC / FIN	ID Number G5030761T
Certificate Type WSQ Qualification 	Year of Attainment 2023  Select via here
Institution UEN Search for Institution UEN here ⓘ	
199003051G	

Type the characters you see below.

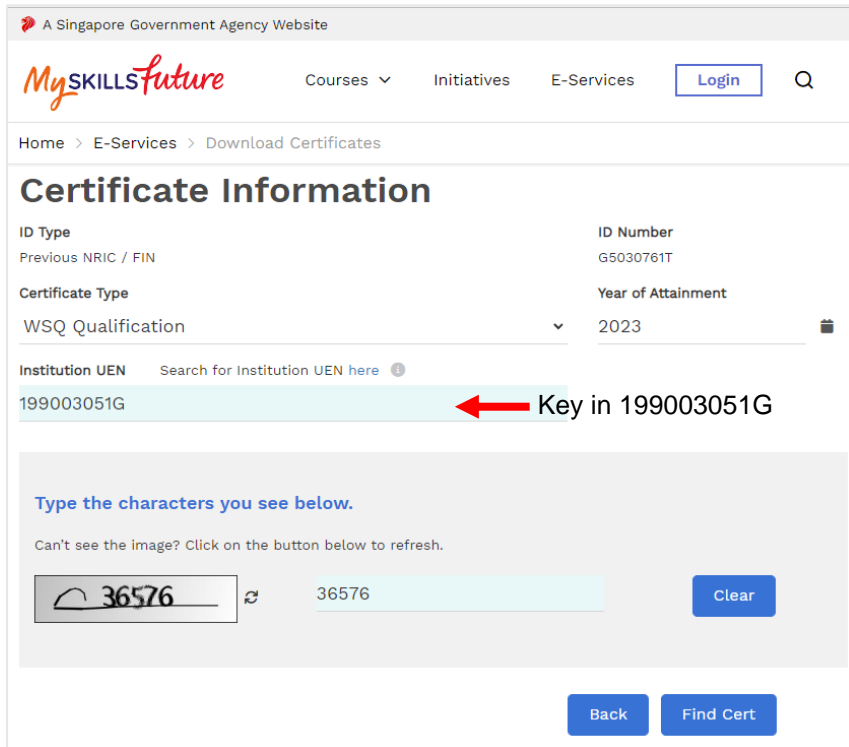
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9. Under , please key in 199003051G
(this is Service Quality Centre's UEN number)



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Home > E-Services > Download Certificates

Certificate Information

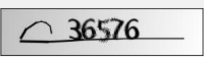
ID Type	ID Number
Previous NRIC / FIN	G5030761T
Certificate Type	Year of Attainment
WSQ Qualification	2023

Institution UEN [Search for Institution UEN here](#)

199003051G ← Key in 199003051G

Type the characters you see below.

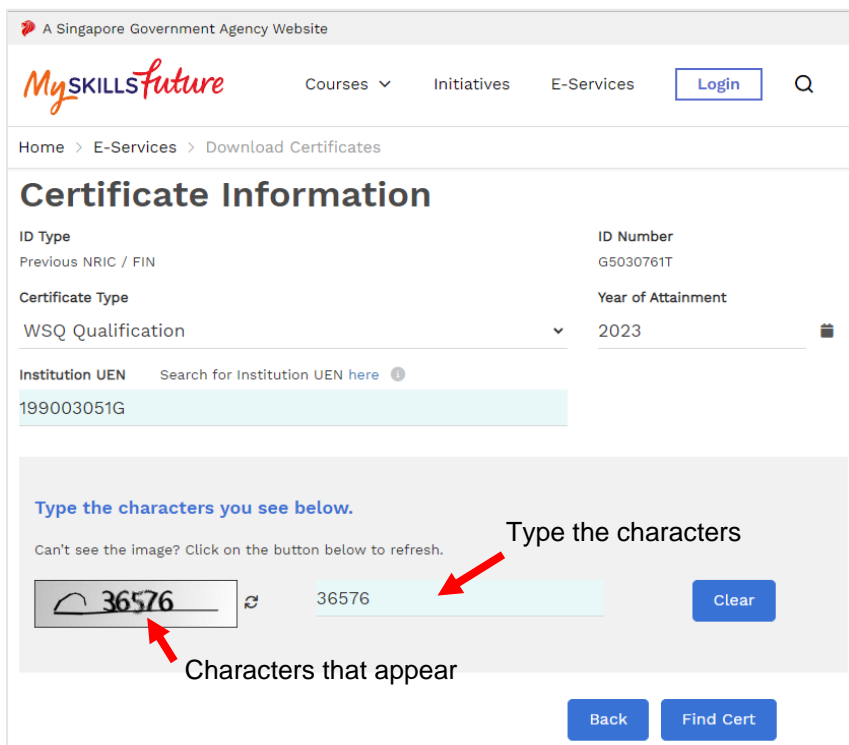
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 36576 Clear

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10. Type the characters you see under

Type the characters you see below.
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MySKILLSFuture Courses Initiatives E-Services Login

Home > E-Services > Download Certificates

Certificate Information

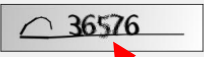
ID Type	ID Number
Previous NRIC / FIN	G5030761T
Certificate Type	Year of Attainment
WSQ Qualification	2023

Institution UEN [Search for Institution UEN here](#)

199003051G

Type the characters you see below.

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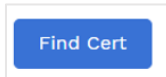
 36576 Clear

← Characters that appear

Type the characters

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11. Click on



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Home > E-Services > Download Certificates

Certificate Information

ID Type: Previous NRIC / FIN ID Number: G5030761T

Certificate Type: WSQ Qualification Year of Attainment: 2023

Institution UEN: 199003051G

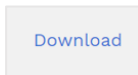
Type the characters you see below.
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36576 36576 Clear

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Click here

12. Click on



to download your e-certificate (pdf format)

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Home > E-Services > Download Certificates

1 record(s) found

Certificate	Institution	Cert ID	Action
Demonstrate the Service Vision (Service Leadership) (Chinese)	SERVICE QUALITY CENTRE PTE. LTD.	9100002751891	Download

Click here