

TRUST

User Guide

FOR TOURIST GUIDES

Renew Licence

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Introduction

Introduction

Introducing the new one-stop solution

TRUST

TRAVEL AGENTS & TOURIST GUIDES LICENSING SYSTEM (TRUST)

Welcome to a new system, where licensing processes are streamlined and made simpler. With TRUST, you'll have access to new functions and features, including a more user-centric dashboard, and a versatile Return For Action feature. Take a look inside to learn more about the new additions and see how the licensing process will be easier than ever before!

System Details

- URL: <https://trust.stb.gov.sg/>
- Short Name: TRUST
- Full Name: Travel Agents and Tourist Guides Licensing System

Contact Details

- **Address:**
Singapore Tourism Board
Tourism Court
1 Orchard Spring Lane
Singapore 247729
Tel: (65) 6736 6622
- **For any enquiries or feedback about licensing matters, please contact:**
 - For Travel Agents: stb_ta@stb.gov.sg
 - For Tourist Guides: stb_tourist_guide@stb.gov.sg

Important Information

Important Information

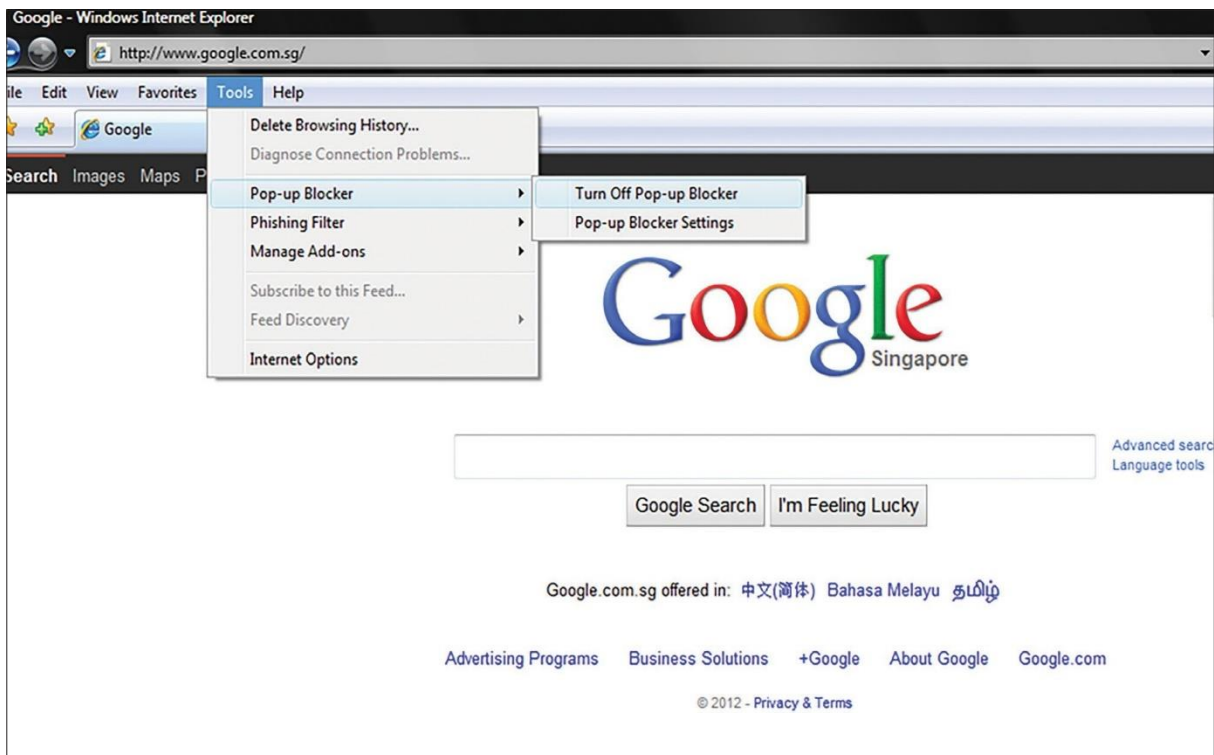
PC Requirements

To access the system, you would need a PC with internet access. To access the website, please use the recommended Internet browser software:

- Internet Explorer & Edge
- Mozilla Firefox
- Chrome

Adopt the recommended settings for internet browser software:

- Turn off any pop-up blocker (Using Internet Explorer as an example)



Logging into the Travel Agents and Tourist Guides Licensing System (TRUST)

All tourist guides may login to TRUST using SingPass (<https://trust.stb.gov.sg>).

Notifications on Licensing Matters Via Email

Singapore Tourism Board (STB) will be sending out notifications regarding licensing matters via email. Hence, it is important to ensure that the licensee's email address and contact details are updated on TRUST.

Renew Licence

1. Licence Renewal

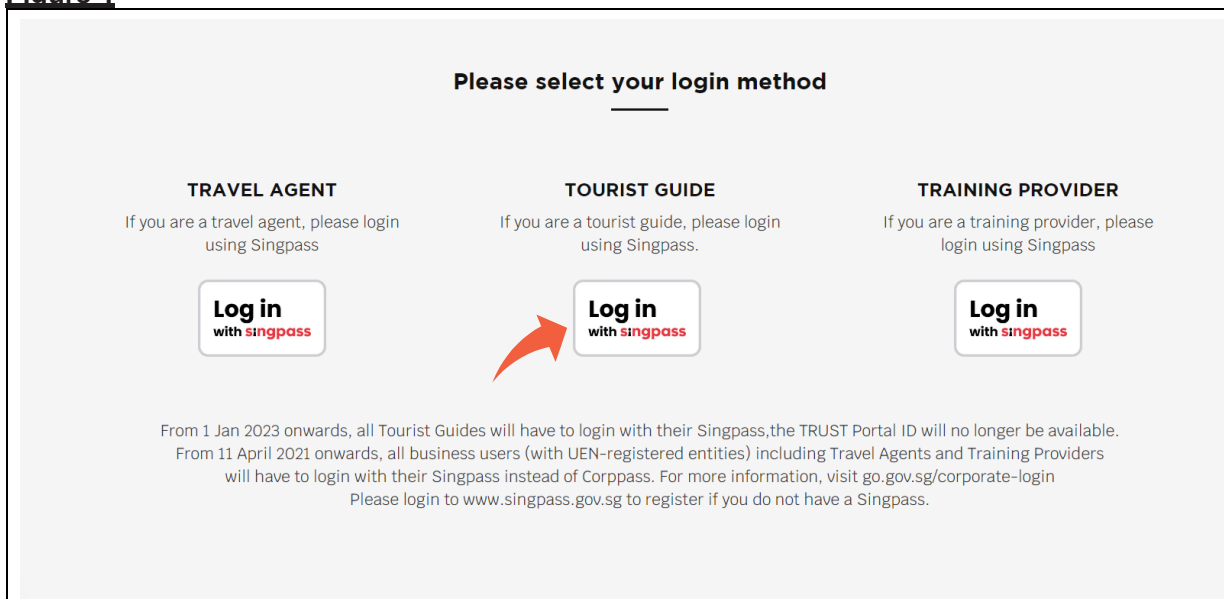
Tourist Guides can start fulfilling their licence renewal conditions 6 months before licence expiry, with the exception of professional development courses and update of assignments.

The dashboard is customised for each tourist guide. For example, workpass holders are required to submit a copy of their valid work pass issued by the Ministry of Manpower. Except for Employment Pass holders, the work pass should state "Tourist Guide" as occupation. The tourist guide would need to be employed by a licensed travel agent or a travel-related company.

2. Navigating to Application Form

- 2.1 Go to TRUST website at <https://trust.stb.gov.sg/>
- 2.2 As shown in Figure 1, click on "LOGIN" button on the top right.
- 2.3 Click on the "SingPass" login button.
Tourist guides who are SingPass holders are required to login using SingPass.

Figure 1



3. Submission of Application

3.1 Renew Licence

- Click on the “**Renew Licence**” hyperlink on the left of the dashboard, to go back to the renewal dashboard, as shown in Figure 2 below.

Figure 2

The screenshot displays the user dashboard for Tan Eng Huat Stanley. The user's profile is shown as 'LICENSED'. License details include: Licence No.: 5062, Licensed Since: 01-Sep-2013, This Cycle Start Date: 01-Sep-2016, This Cycle Expiry Date: 31-Aug-2019, Guiding Languages: English, Mandarin, and Guiding Category: General Tourist Guide. A notification states 'Your licence is expiring in 66 days'. The dashboard features three main cards: 'PENDING ACTION', '14/21 PDC HOURS FULFILLED FOR THIS CYCLE', and 'TOTAL HOURS OF ASSIGNMENTS SUBMITTED'. Below these cards, a list of requirements for renewal is provided, including Mandatory Refresher Course (MRC), Professional Development Courses (PDC), Assignments, CPF Medisave Liabilities, Recent Photograph, and Medical Report (applicable to age 65 & above). A 'Next' button is located at the bottom right. A red arrow in the left sidebar points to the 'Renew Licence' link.

3.2 Mandatory Refresher Course (MRC)

- Tourist guides will be reminded to sign up for the MRC 6 months before licence expiry.
- Upon attending the MRC, the MRC results will be uploaded by the MRC provider within 5 working days of MRC completion date.
- If there are any discrepancies, tourist guides can email stb_tourist_guide@stb.gov.sg.

3.3 Professional Development Courses (PDC)

- Tourist guides are required to attend a minimum of 21 hours of PDC for each licence cycle.
- Upon attending the PDC, the PDC attendance will be uploaded by the PDC provider within 5 working days of PDC completion date.
- If there are any discrepancies, tourist guides can email stb_tourist_guide@stb.gov.sg.

3.4 Assignments

- a. Click on “**Assignments**” hyperlink on dashboard, as shown in Figure 3 below.

Figure 3

Last Successful Login: 26 Jun 2019 15:03 PM (+08:00).

Your licence is expiring in 66 days

PENDING ACTION >

14/21
PDC HOURS FULFILLED FOR
THIS CYCLE >

**TOTAL HOURS OF
ASSIGNMENTS SUBMITTED** >

Licensed Since: 01-Sep-2013
This Cycle Start Date: 01-Sep-2016
This Cycle Expiry Date: 31-Aug-2019
Guiding Languages: English, Mandarin
Guiding Category: General Tourist Guide

License No.: 5062

Dashboard

- Edit User Profile
- Renew Licence
- Replace Lost Licence
- Cancel Licence
- Register for MLPT
- Access Archive Records
- Help

Complete the requirements below to qualify for renewal. Renewal conditions (except for Assignments) will be accessible 6 months before licence expiry date.

- Mandatory Refresher Course (MRC) ⓘ
- Professional Development Courses (PDC) ⓘ
- Assignments** ⓘ
- CPF Medisave Liabilities
- Recent Photograph
- Medical Report (applicable to age 65 & above) ⬇

Next →

- b. Click the “**Add New Assignment**” button on the top right, as shown in Figure 4 below.

Figure 4

Show Deleted Current Cycle

Add New Assignment

Submitted Assignment(S)



Serial No.	Date of Assignment ↓	End Date	Type of Assignment	No. of Hours	Source of Employ
No record found.					

- c. Enter details, then click on “**Next**” to submit assignment.

Figure 5

Add New Assignment

Type of Assignment

Assignment Start Date  End Date 

Assignment Hours	Day	Hours
	07-Apr-2019	<input type="text" value="3"/>
	08-Apr-2019	<input type="text" value="3"/>
	09-Apr-2019	<input type="text" value="3"/>
	Total Hours	9

Source of Employment

Company Name

Language

Fees Received(\$\$)

- d. Verify details entered are correct, then click on the “Confirm” button.

Figure 6


New Assignment Preview

Start Date : 07-Apr-2019
End Date : 09-Apr-2019
Type of Assignment : City Tour
Assignment Hours

Day	: Hours
07-Apr-2019	: 3
08-Apr-2019	: 3
09-Apr-2019	: 3

Total Hours : 9
Source of Employment : Tour Operators / Agencies
Company Name : ABC
Language : Mandarin
Fees Received (S\$) : 120.00

Back
Confirm



- e. Scroll to the right, as shown in Figure 7 below, to access the duplicate and delete icons.

Figure 7

Show Deleted
Current Cycle
Add New Assignment


Submitted Assignment(S)

Serial No.	Date of Assignment ↓	End Date	Type of Assignment	No. of Hours	Source of Employ
1	07-Apr-2019	09-Apr-2019	City Tour	9	Others

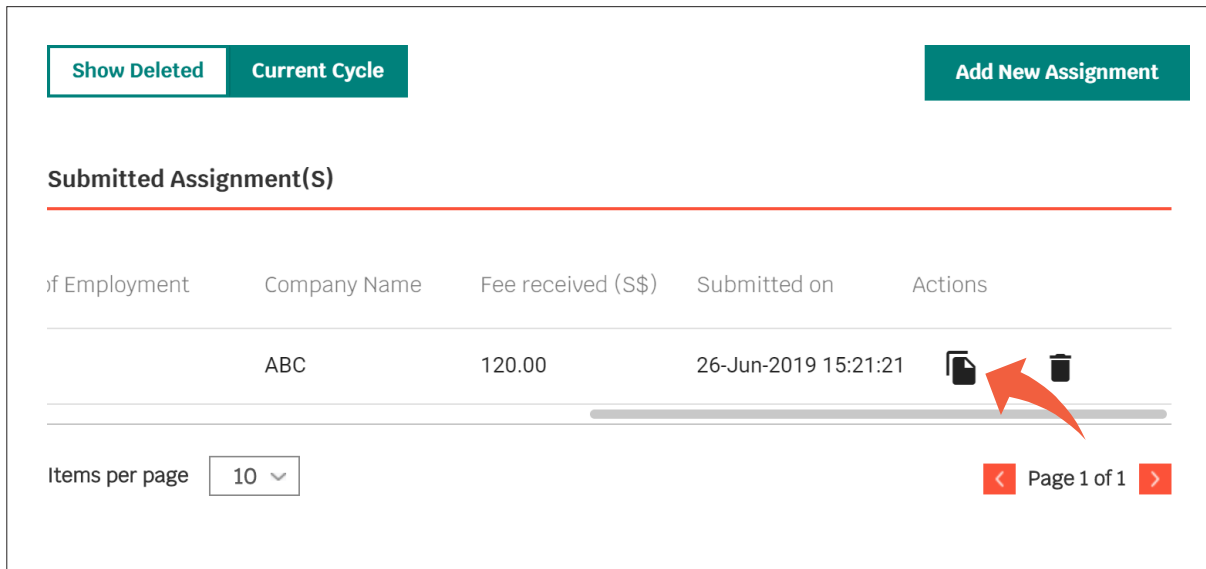
Items per page

10 ▾



◀
Page 1 of 1
▶



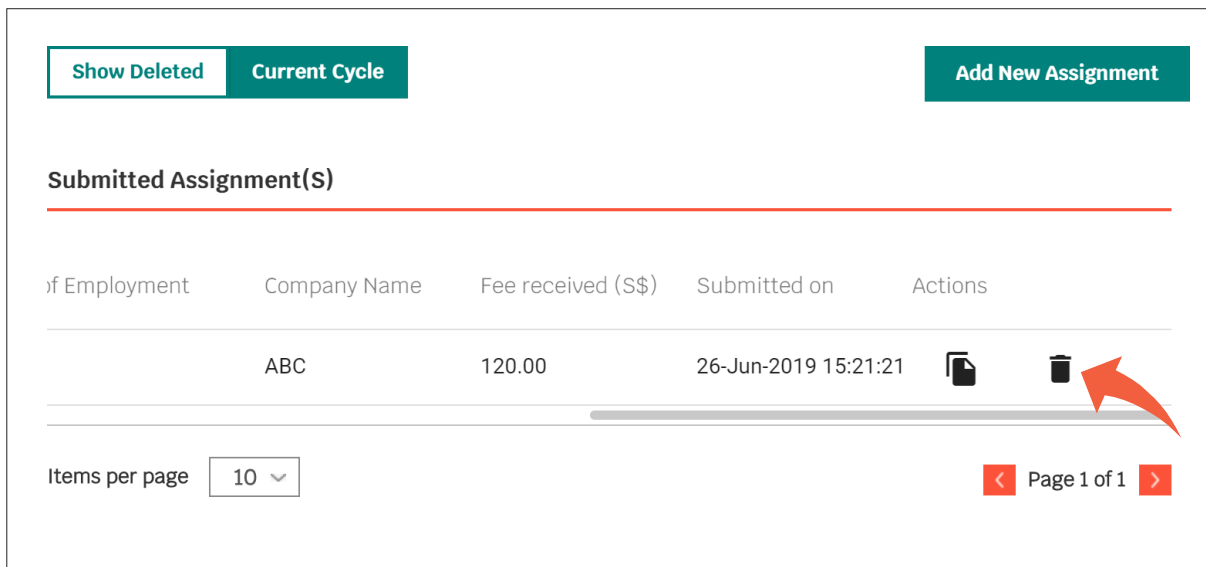
- f. Click on the duplicate icon, as shown in Figure 8 below, to duplicate a submitted assignment (for similar type of assignments but requires a change of date to upload a new assignment record).

Figure 8



The screenshot shows a web interface for managing assignments. At the top, there are two buttons: "Show Deleted" and "Current Cycle", and a "Add New Assignment" button on the right. Below this is a section titled "Submitted Assignment(S)" with a red underline. A table follows with columns: "of Employment", "Company Name", "Fee received (S\$)", "Submitted on", and "Actions". The table contains one row with the following data: "ABC", "120.00", "26-Jun-2019 15:21:21". In the "Actions" column, there are two icons: a document icon with a plus sign (duplicate) and a trash can icon (delete). A red arrow points to the duplicate icon. Below the table, there is a pagination control showing "Items per page" set to "10" and "Page 1 of 1".

of Employment	Company Name	Fee received (S\$)	Submitted on	Actions
	ABC	120.00	26-Jun-2019 15:21:21	 

- g. To delete the submitted assignment, click on the delete icon, as shown in Figure 9.

Figure 9

The screenshot shows the same web interface as Figure 8. In this view, a red arrow points to the trash can icon in the "Actions" column of the table row, indicating the delete action.

of Employment	Company Name	Fee received (S\$)	Submitted on	Actions
	ABC	120.00	26-Jun-2019 15:21:21	 

3.5 CPF Medisave Liabilities

- a. Tourist guides are required to ensure that they have no outstanding Medisave Liabilities, as shown in Figure 10.

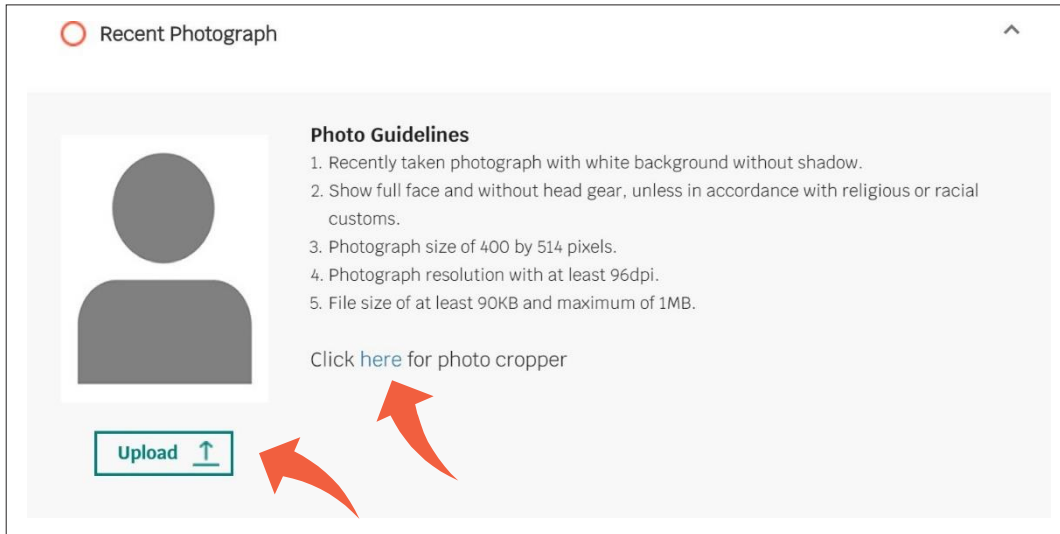
Figure 10



3.6 Recent Photograph

- a. If all requirements on the photo guidelines are met, click on the **“Upload”** button to upload a recent photo as shown in Figure 11 below.
- b. If the uploaded photo does not meet the size requirement of 400 by 514 pixels, access the photo cropper by clicking on the link, as shown in Figure 11.

Figure 11



- c. The photo cropper can be used to crop and resize the photograph image to meet the size requirement of 400 by 514 pixels as shown in Figure 12 below.
- d. Save the resized photograph image on your device.
- e. Click on the **“Upload”** button as shown in Figure 11 above to upload newly cropped image. Click **“Next”** to proceed.

Figure 12



3.7 Medical Report

- a. Medical reports are only required for tourist guides age 65 & above. For tourist guides below age 65, the licence renewal condition is greyed out and not accessible.
- b. A copy of the medical report template can be downloaded by clicking on the download icon, as shown in Figure 13 below.

Figure 13

Complete the requirements below to qualify for renewal. Renewal conditions (except for Assignments) will be accessible 6 months before licence expiry date.

- Mandatory Refresher Course (MRC) ⓘ
- Professional Development Courses (PDC) ⓘ
- Assignments ⓘ
- CPF Medisave Liabilities
- Recent Photograph
- Medical Report (applicable to age 65 & above) ↓

Please click to download the medical form template.

Next →

- c. Where the medical report is required, select the medical report date and upload the report, as shown in Figure 14 below.

Figure 14

Medical Report (applicable to age 65 & above)

- Submit [medical report](#) by a registered General Practitioner in Singapore, certifying that you are fit to provide guiding services.
- Any cost incurred will be borne by the tourist guide.
- Medical report has to be within 6 months of licence expiry date or submission date.

Medical Report Date

Medical Report

3.8 Work Pass Holders

- a. For work pass holders, click on the “**Upload**” button to upload copy of work pass, as shown in Figure 15 below.

Figure 15

Work Pass

- Submit a copy of valid Work Pass issued by the Ministry of Manpower. Except for Employment Pass holder, your Work Pass should clearly state your occupation as as "Tourist Guide".
- Please also note that you would need to be employed by a licensed travel agent or a travel-related company.

SUPPORTING DOCUMENT(S) WorkPass

Please upload work pass

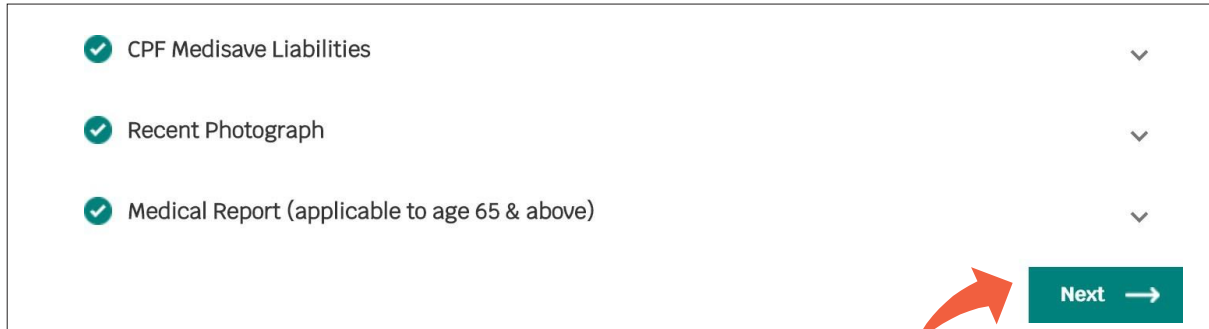
Medical Report (applicable to age 65 & above)

Next

3.9 Declaration and Payment

- a. Click on the “**Next**” button to proceed to the declaration and payment page.

Figure 16



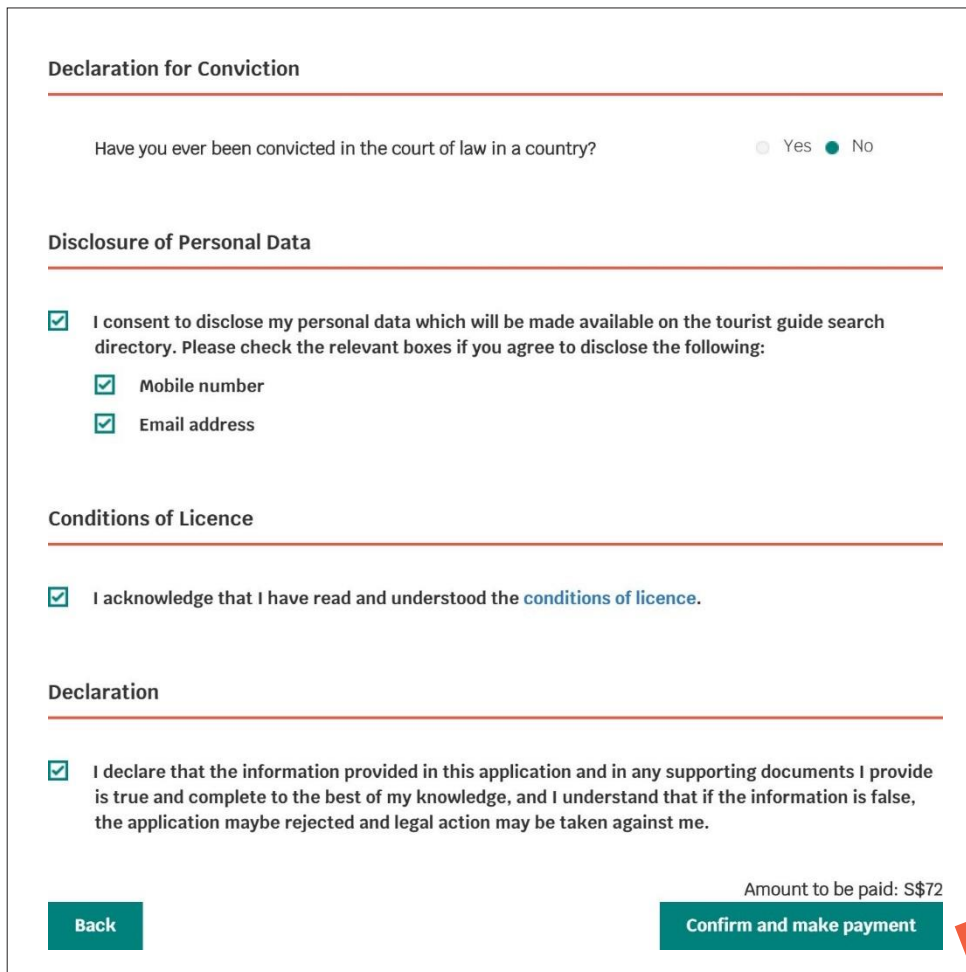
A screenshot of a checklist interface. It contains three items, each with a green checkmark on the left and a downward arrow on the right:

- ✓ CPF Medisave Liabilities
- ✓ Recent Photograph
- ✓ Medical Report (applicable to age 65 & above)

At the bottom right, there is a green button labeled "Next" with a right-pointing arrow. A red arrow points from the bottom right of the checklist area towards the "Next" button.

- b. Check declarations where applicable as shown in Figure 17 below, then click “**Confirm and make payment**” to proceed to the payment page.

Figure 17



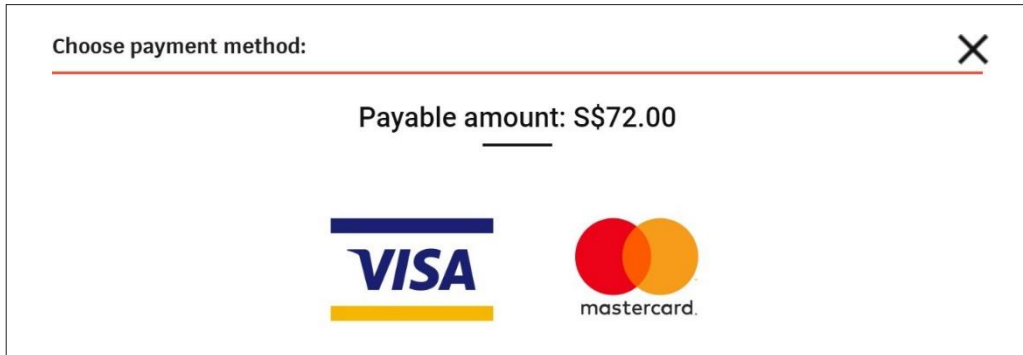
A screenshot of a declaration and payment page. It is divided into several sections:

- Declaration for Conviction**: A question "Have you ever been convicted in the court of law in a country?" with radio buttons for "Yes" (unselected) and "No" (selected).
- Disclosure of Personal Data**: A main checkbox is checked. Below it, two sub-checkboxes are checked: "Mobile number" and "Email address".
- Conditions of Licence**: A checkbox is checked with the text "I acknowledge that I have read and understood the conditions of licence."
- Declaration**: A checkbox is checked with the text "I declare that the information provided in this application and in any supporting documents I provide is true and complete to the best of my knowledge, and I understand that if the information is false, the application may be rejected and legal action may be taken against me."

At the bottom, there is a green "Back" button on the left and a green "Confirm and make payment" button on the right. Above the "Confirm and make payment" button, the text "Amount to be paid: S\$72" is displayed. A red arrow points from the bottom right of the page towards the "Confirm and make payment" button.

- c. The payment method pop-up will be displayed as shown in Figure 18 below. Click on “Visa” or “Mastercard” to proceed to the next step.

Figure 18



A payment method selection pop-up window. At the top left, it says "Choose payment method:" with a close button (X) at the top right. Below this, the payable amount is shown as "Payable amount: S\$72.00". Underneath the amount are two logos: the Visa logo on the left and the Mastercard logo on the right.

- d. Enter the credit card details and click on the “**Submit**” button, as shown in Figure 19 below. Once your transaction is successful, please click on the “**Ok**” button to complete the transaction.
- e. To cancel the transaction, click on the “**Cancel**” button, as shown in Figure 19 below.

Figure 19



The Wirecard Easypay payment form. At the top is the Wirecard logo and "EASYPAY" in a yellow box. Below that is the "Verified by VISA" logo. A note states: "Please note that you may be redirected to your bank's page to authorise this transaction." The main section is titled "Please enter payment card details" and contains the following fields: "Credit Card Number: *" with a text input box; "Expiry Date: *" with two dropdown menus labeled "--Select--"; "CVV2: *" with a text input box and a link "What is CVV2?"; and "Card Holder Name:" with a text input box. At the bottom are "Cancel" and "Submit" buttons. A red arrow points to the "Submit" button. At the very bottom, it says "Copyright © 2018 Wirecard Singapore Pte Ltd. All rights reserved."

- f. Upon successful transaction, tourist guide will be navigated back to TRUST website. Click on **“Print”** if you wish to print the acknowledgement page.

Figure 20

Thank you for your payment


Payment Details

Transaction No: 3702030
Transaction Status: SUCCESSFUL
Payment Date: 26-Jun-2019 16:23:06
Payment Amount: S\$72.00

No.	Reference No.	Payment Description	Amount (S\$)
1.	1906-2616-8701-2705	TG Licence Renewal Fee	S\$72.00

REFERENCE NO: TG-201906-000097

THANK YOU FOR YOUR APPLICATION
Your application is being processed and we target to reply within 5 working days.
You may check on the status of your application through the [dashboard](#).

**Print**

3.10 Collection of Tourist Guide Licence

- a. Tourist guide will be informed via email entered in TRUST and notification via TRUST system when the licence is ready for collection.

4. Public Profile

4.1 Edit Public Profile

- Click on the “Edit Public Profile” hyperlink on the left column of the dashboard, as shown in Figure 21 below.

Figure 21

(Laptop view)

Licensed View E-Licence

Licence No.: 0513
 Licensed Since: 31-Jul-1980
 This Cycle Start Date: 01-Jul-2020
 This Cycle Expiry Date: 30-Jun-2023
 Guiding Languages: English, German
 Guiding Category: General Tourist Guide
 ()

Your licence is expiring in **42 days**

You have successfully applied for wage support. Click here to [view application](#).

0 PENDING ACTION >

138/21 PDC HOURS FULFILLED FOR THIS CYCLE >

0.5 TOTAL HOURS OF ASSIGNMENTS SUBMITTED >

Complete the requirements below to qualify for renewal. Renewal conditions (except for Assignments) will be accessible 6 months before licence expiry date.

- Mandatory Refresher Course (MRC) ⓘ
- Professional Development Courses (PDC) ⓘ
- Assignments ⓘ
- CPF Medisave Liabilities
- Photograph (new photo required for licence renewal upon reaching ages 30 and 55)
- Medical Report (applicable to age 65 & above) ⬇

Next →

Dashboard

Edit Personal Particulars

Edit Public Profile ←

Renew Licence

Replace Lost Licence

Cancel Licence

Access Archive Records

Professional Development Courses (PDC) Calendar

Payment Transactions

Help

(Mobile view)

Licensed View E-Licence

Licence No.: 4842
 Licensed Since: 19-Dec-2018
 This Cycle Start Date: 01-Sep-2021
 This Cycle Expiry Date: 31-Aug-2024
 Guiding Language: Mandarin
 Guiding Category: General Tourist Guide
 ()

Dashboard

Edit Personal Particulars

Edit Public Profile ←

Replace Lost Licence

Cancel Licence

Access Archive Records

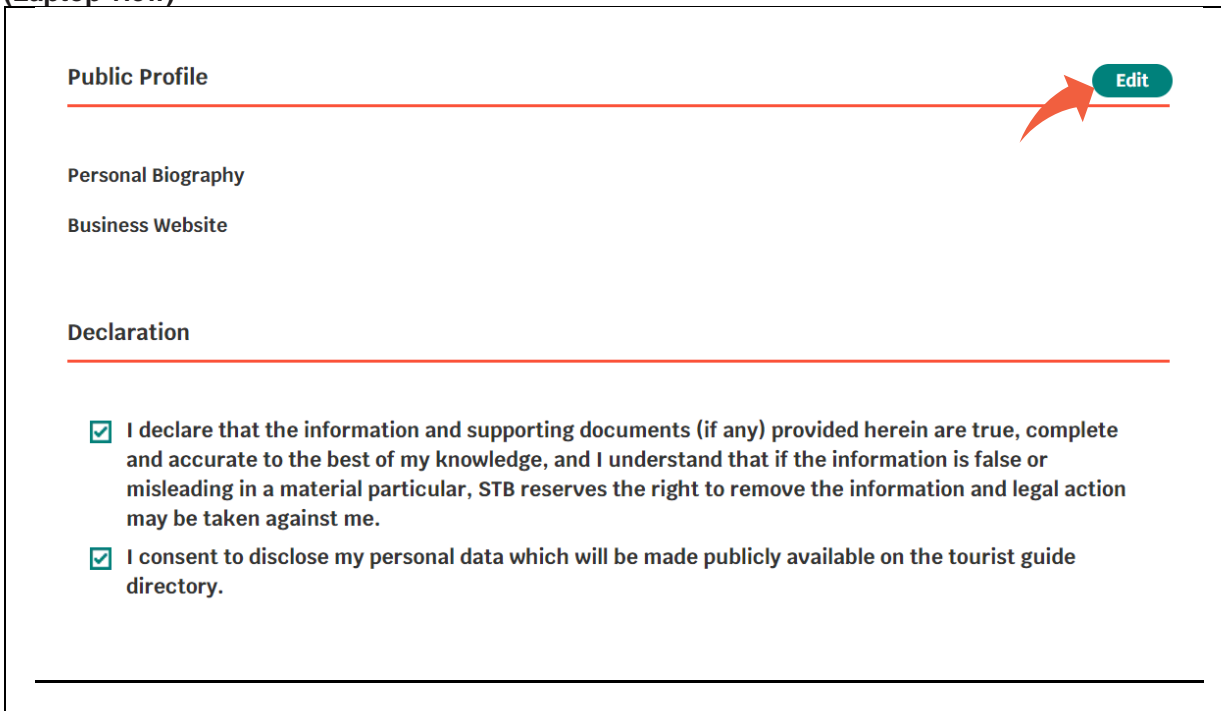
Professional Development Courses (PDC) Calendar

Payment Transactions

- b. Click on the “**Edit**” button to edit biography details, as shown in Figure 22 below.

Figure 22

(Laptop view)



Public Profile [Edit](#)

Personal Biography

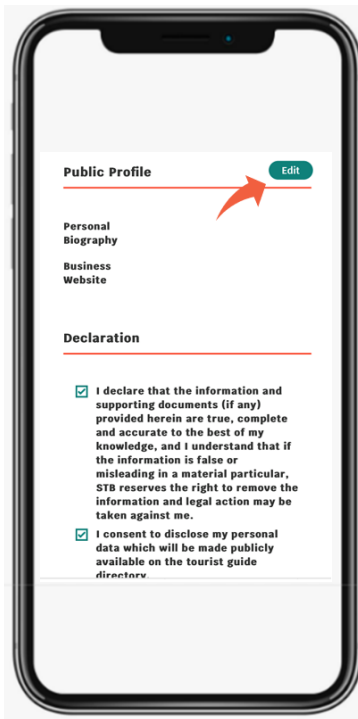
Business Website

Declaration

I declare that the information and supporting documents (if any) provided herein are true, complete and accurate to the best of my knowledge, and I understand that if the information is false or misleading in a material particular, STB reserves the right to remove the information and legal action may be taken against me.

I consent to disclose my personal data which will be made publicly available on the tourist guide directory.

(Mobile view)



Public Profile [Edit](#)

Personal Biography

Business Website

Declaration

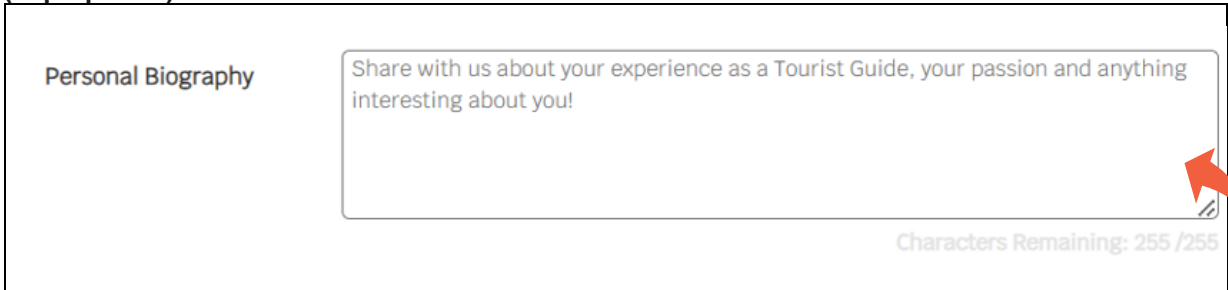
I declare that the information and supporting documents (if any) provided herein are true, complete and accurate to the best of my knowledge, and I understand that if the information is false or misleading in a material particular, STB reserves the right to remove the information and legal action may be taken against me.

I consent to disclose my personal data which will be made publicly available on the tourist guide directory.

c. Key in your personal biography in the text box, as shown in Figure 23 below.

Figure 23

(Laptop view)



The screenshot shows a form titled "Personal Biography". On the left, the title "Personal Biography" is displayed. To the right is a large text input area with the placeholder text: "Share with us about your experience as a Tourist Guide, your passion and anything interesting about you!". At the bottom right of the text area, there is a character count: "Characters Remaining: 255 /255". A red arrow points to the text input area.

d. Key in your business website in the text box, as shown in Figure 24 below.

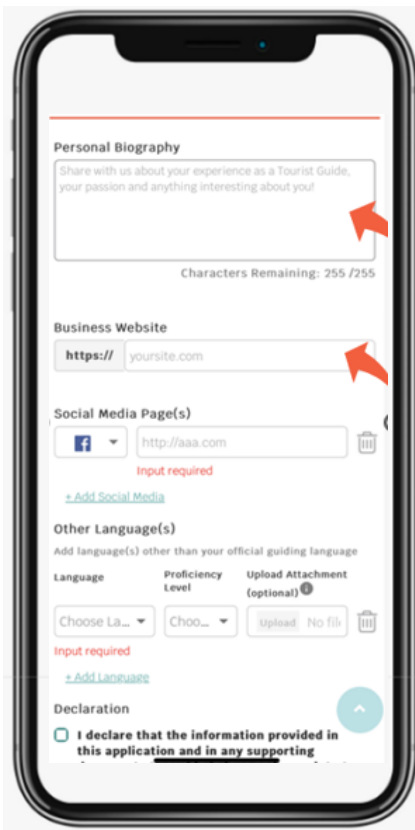
Figure 24

(Laptop view)



The screenshot shows a form titled "Business Website". On the left, the title "Business Website" is displayed. To the right is a text input field containing "https:// yoursite.com". A red arrow points to the input field.

(Mobile view)



The screenshot shows the form on a mobile device. The "Personal Biography" section is at the top, with the same placeholder text and character count as in the laptop view. Below it is the "Business Website" section with the URL "https:// yoursite.com". The "Social Media Page(s)" section includes a dropdown menu with an "f" icon, a text input field with "http://aaa.com", and a red error message "Input required". Below this is a link "+ Add Social Media". The "Other Language(s)" section has a heading "Add language(s) other than your official guiding language" and a table with columns for "Language", "Proficiency Level", and "Upload Attachment (optional)". The table has one row with "Choose La...", "Choo...", and "upload No file". Below the table is a red error message "Input required" and a link "+ Add Languages". At the bottom is a "Declaration" section with a checkbox and the text "I declare that the information provided in this application and in any supporting...". A red arrow points to the "Business Website" input field.

- e. Click the dropdown list to choose your social media type and key in your social media link, as shown in Figure 25 below.
 - i. Click "+ Add Social Media" to input additional social media accounts. Please note that you can add up to 4 social media accounts and each social media handle should not be repeated.
 - ii. Click the bin icon to delete the record.

Figure 25**(Laptop view)**

Social Media Page(s)

Facebook icon dropdown

http://aaa.com

bin icon

+ Add Social Media

Facebook icon

Instagram icon

LinkedIn icon

Twitter icon

(Mobile view)

Personal Biography

Share with us about your experience as a Tourist Guide, your passion and anything interesting about you!

Characters Remaining: 255 /255

Business Website

https:// yoursite.com

Social Media Page(s)

Facebook icon dropdown

http://aaa.com

bin icon

+ Add Social Media

Other Language

Add language(s) | our official guiding language

Language Level Upload Attachment (optional)

Choose La... CHOO... Upload No file

+ Add Language

Declaration

I declare that the information provided in

- f. Click on the dropdown list to select your language and proficiency level, as shown in Figure 26 below.
 - i. Click "+ Add Language" to add more languages.
 - ii. *Please note that you can add up to 5 unique languages (and they should not be your licensed language or the same language).
 - iii. You may wish to upload any relevant documents to substantiate your language and proficiency level (please note that the document uploaded will only be visible to STB).
 - iv. Click the bin icon to delete the record.

Figure 26**(Laptop view)**

Other Language(s)

Add language(s) other than your official guiding language

Language	Proficiency Level	Upload Attachment (optional)	
Mandarin	Advanced/Native	Upload <input type="text" value="Mandarin.docx"/>	
Bahasa Melayu	Conversational	Upload <input type="text" value="No file selected"/>	

[+ Add Language](#)

User to upload supporting document like TOEFL Score Report and so on. Supported document types are ZIP, PDF, JPEG, DOCX. Total file size do not exceed 10 MB.

(Mobile view)

Business Website

https://

Social Media Page(s)

Input required

[+ Add Social Media](#)

Other Language(s)

Add language(s) other than your official guiding language

Language	Proficiency Level	Upload Attachment (optional)	
Korean	Adva...	Upload <input type="text" value="No file selected"/>	
Bahasa M...	Conv...	Upload <input type="text" value="No file selected"/>	

[+ Add Language](#)

Declaration

I declare that the information provided in this application and in any supporting documents I provide is true and complete to the best of my knowledge, and I understand that if the information is false or misleading in any material particular, the application may be rejected and legal action may be taken against me.

I consent to disclose my personal data which will be made publicly available on the tourist guide directory.

g. Check declarations as shown in Figure 27 below, then click “**Submit**” button.

Figure 27

(Laptop view)

Declaration

- I declare that the information and supporting documents (if any) provided herein are true, complete and accurate to the best of my knowledge, and I understand that if the information is false or misleading in a material particular, STB reserves the right to remove the information and legal action may be taken against me.
- I consent to disclose my personal data which will be made publicly available on the tourist guide directory.

Cancel Submit

(Mobile view)

Bahasa M... Conv... Upload D&ECI

Bahasa In... Adva... Upload IMG_

Danish Adva... Upload IMG_

[+Add Language](#)

Declaration

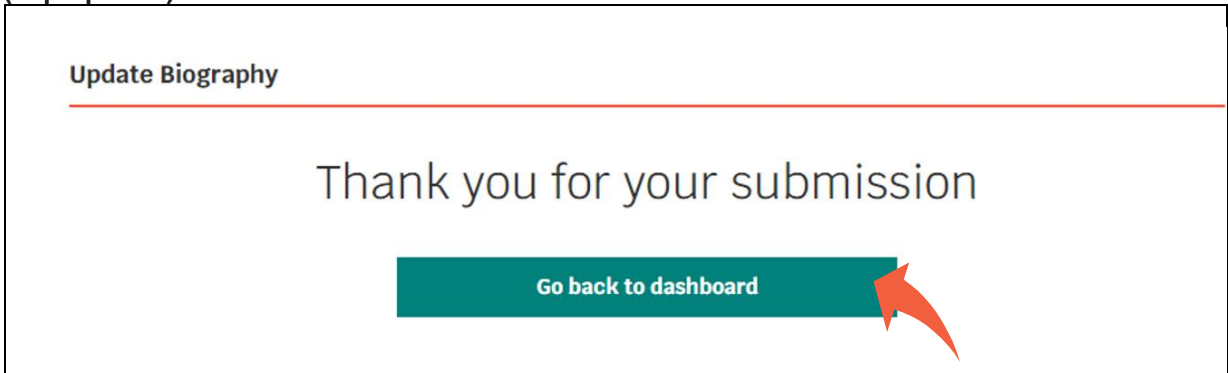
- I declare that the information and supporting documents (if any) provided herein are true, complete and accurate to the best of my knowledge, and I understand that if the information is false or misleading in a material particular, STB reserves the right to remove the information and legal action may be taken against me.
- I consent to disclose my personal data which will be made publicly available on the tourist guide directory.

Cancel Submit

- h. Upon successful submission, click on "Go back to dashboard" to return to your dashboard page.

Figure 28

(Laptop view)



(Mobile view)

