

# TRUST

## User Guide

### FOR TOURIST GUIDES

**Renew Licence**

# Contents

|  |          |
|--|----------|
| <b>Introduction</b>  | <b>3</b> |
| <b>Important Information</b>   | <b>5</b> |
| PC Requirements  | 6        |
| Logging into the Travel Agents and Tourist Guides Licensing System (TRUST) | 6        |
| Notifications on Licensing Matters Via Email                               | 6        |
| <b>Renew Licence</b>   | <b>7</b> |
| <b>1. Licence Renewal</b>  | <b>8</b> |
| <b>2. Navigating to Application Form</b>                                   | <b>8</b> |
| <b>3. Submission of Application</b>  | <b>9</b> |
| 3.1 Renew Licence  | 9        |
| 3.2 Mandatory Refresher Course (MRC)                                       | 9        |
| 3.3 Professional Development Courses (PDC)                                 | 9        |
| 3.4 Assignments  | 10       |
| 3.5 CPF Medisave Liabilities   | 14       |
| 3.6 Recent Photograph  | 15       |
| 3.7 Medical Report   | 16       |
| 3.8 Work Pass Holders  | 17       |
| 3.9 Declaration and Payment  | 18       |
| 3.10 Collection of Tourist Guide Licence                                   | 21       |

# 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](mailto:stb_ta@stb.gov.sg)
- For Tourist Guides: [stb\\_tourist\\_guide@stb.gov.sg](mailto:stb_tourist_guide@stb.gov.sg)

# Important Information

## Important Information

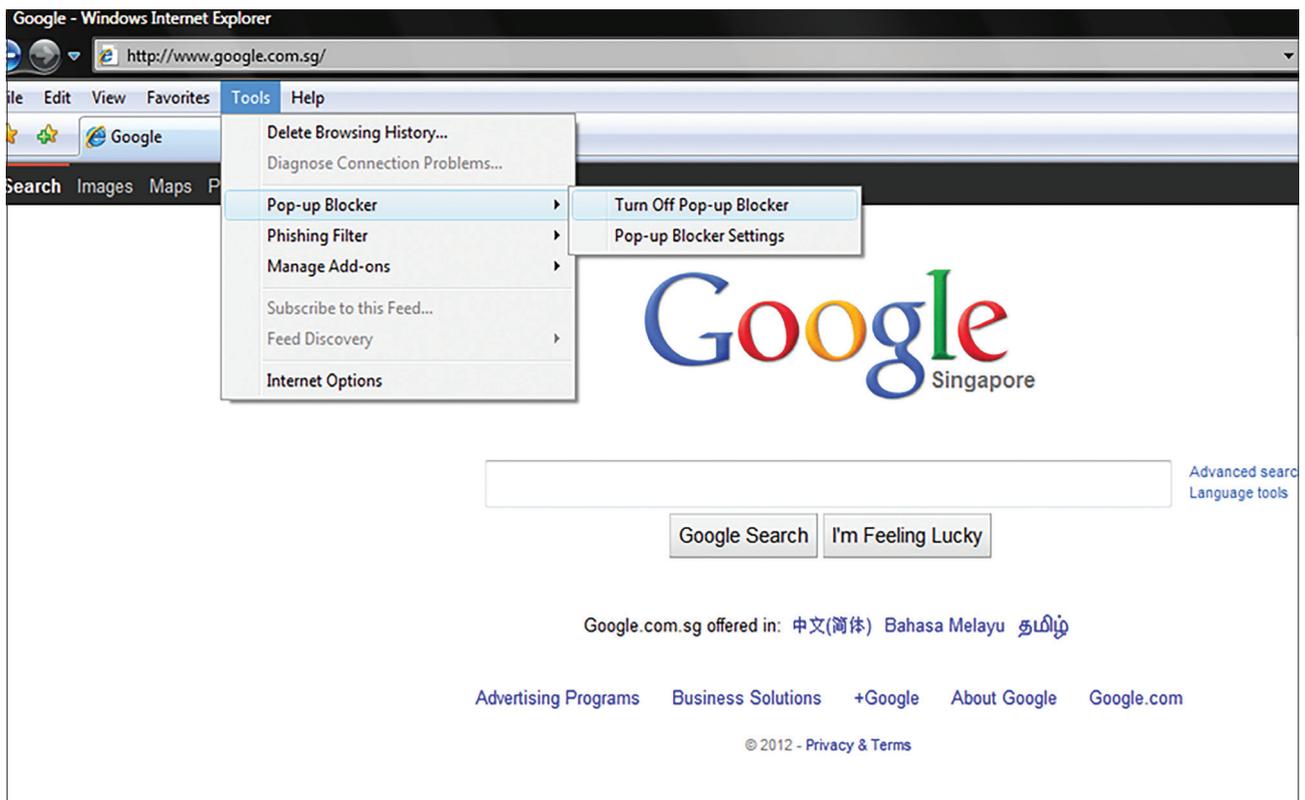
### PC Requirements

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.

Tourist guides with no SingPass ID (eg. workpass holders) will need to contact STB at [stb\\_tourist\\_guide@stb.gov.sg](mailto:stb_tourist_guide@stb.gov.sg) to request for a **Portal ID**.

**Figure 1**

The screenshot displays the TRUST website interface. At the top, the TRUST logo and Singapore Government branding are visible. The navigation menu includes links for HOME, DIRECTORY, BULLETIN BOARD, LEGISLATION, APPLY, MAKE PAYMENT, and HELP, with a 'Login' button on the far right. The main banner features the TRUST logo and the text 'TRAVEL AGENTS AND TOURIST GUIDES LICENSING SYSTEM'. Below the banner, there are two search filters: 'Find a Travel Agent' and 'Find a Tourist Guide'. A modal window titled 'Please select your login method' is open, showing three options: 'TRAVEL AGENT' (using CorpPass), 'TOURIST GUIDE' (using SingPass or TRUST Portal ID), and 'TRAINING PROVIDER' (using CorpPass). A red arrow points to the 'SingPass' and 'TRUST Portal ID' buttons in the 'TOURIST GUIDE' section. At the bottom of the modal, there is a note about CorpPass being the only login method for UEN-registered entities from September 2018 onwards.

## 3. Submission of Application

### 3.1 Renew Licence

- Click on **"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 shows a user dashboard for Tan Eng Huat Stanley. The user is licensed. The licence details are as follows:

- 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
- Guiding Category: General Tourist Guide

The dashboard also shows the last successful login on 26 Jun 2019 at 15:03 PM (+08:00). A notification indicates the licence is expiring in 66 days. There are three main sections: PENDING ACTION (0), PDC HOURS FULFILLED FOR THIS CYCLE (14/21), and TOTAL HOURS OF ASSIGNMENTS SUBMITTED. 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 red arrow points to the 'Renew Licence' link in the left sidebar.

### 3.2 Mandatory Refresher Course (MRC)

- Tourist guides will be reminded to sign up for MRC 6 months before licence expiry.
- Upon attending MRC, the MRC results will be uploaded by MRC provider within 5 working days of MRC date.
- If there are any discrepancies, tourist guides can email [stb\\_tourist\\_guide@stb.gov.sg](mailto: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 PDC, the PDC attendance will be uploaded by PDC provider within 5 working days of PDC date.
- If there are any discrepancies, tourist guides can email [stb\\_tourist\\_guide@stb.gov.sg](mailto: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**

**0** PENDING ACTION >

**14/21** PDC HOURS FULFILLED FOR THIS CYCLE >

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
- Recent Photograph
- Medical Report (applicable to age 65 & above) ↓

Next →

b. Click **"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 **"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"/> |
|                  | <b>Total Hours</b> | <b>9</b>                       |

Source of Employment

Company Name

Language

Fees Received(S\$)

- d. Verify details entered are correct, then click **"Confirm"** button.

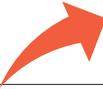
**Figure 6**

### 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 the page to the right, as shown in Figure 7 below, to access duplicate and delete button.

**Figure 7**

Show Deleted
Current Cycle
Add New Assignment

### Submitted Assignment(S)

---

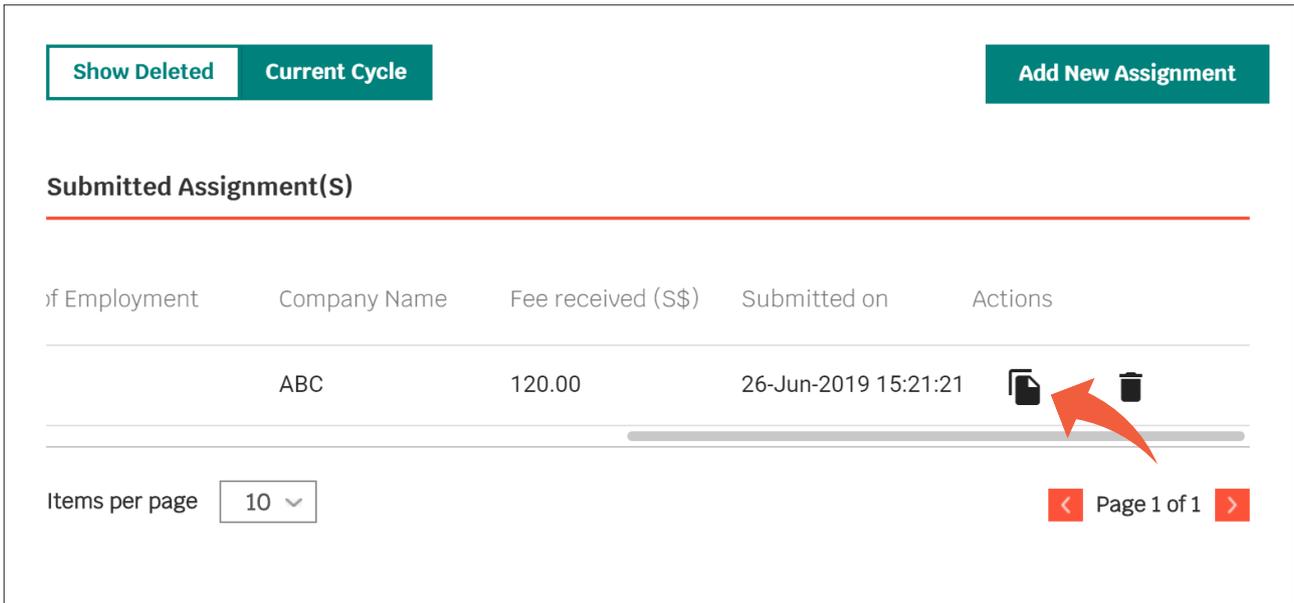
| Serial No. | Date of Assignment ↓        | End Date    | Type of Assignment | No. of Hours | Source of Employ |
|------------|-----------------------------|-------------|--------------------|--------------|------------------|
| 1          | <a href="#">07-Apr-2019</a> | 09-Apr-2019 | City Tour          | 9            | Others           |

Items per page

< Page 1 of 1 >



- f. Click on the **"duplicate"** button, as shown in Figure 8 below, to duplicate submitted assignment (for similar type of assignments but will need to change date to upload new assignment record).

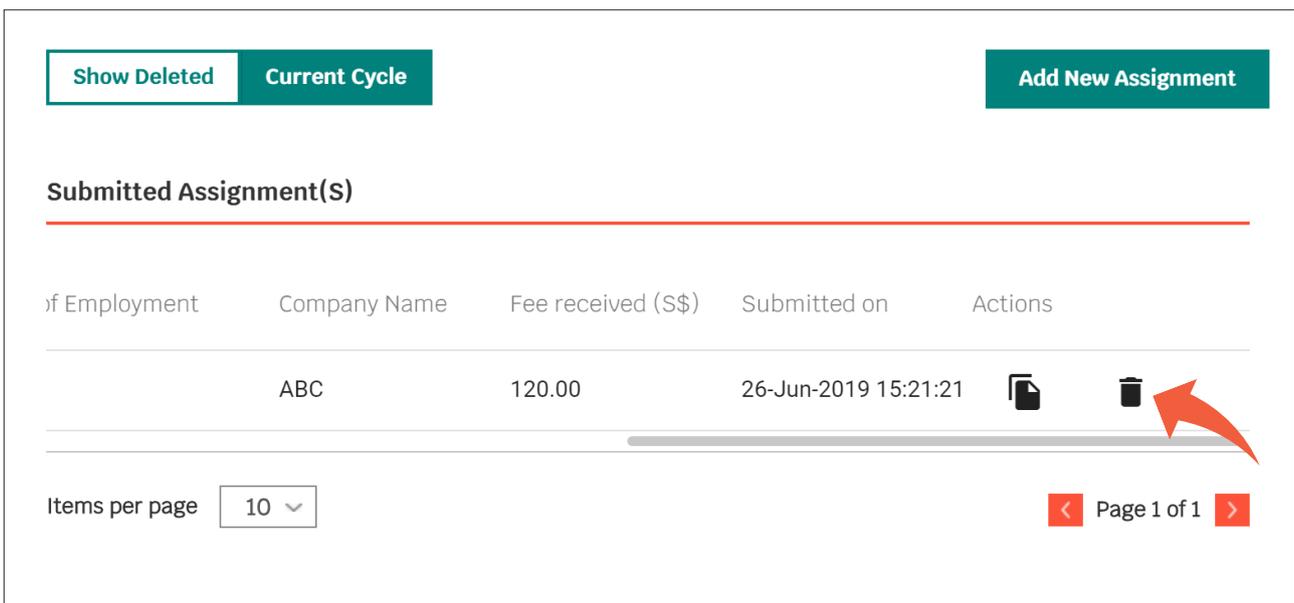
**Figure 8**

The screenshot shows a web interface for managing assignments. At the top, there are three buttons: "Show Deleted", "Current Cycle", and "Add New Assignment". Below these is a section titled "Submitted Assignment(S)" with a red underline. A table lists one assignment with the following details:

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

Below the table, there is a pagination control showing "Items per page" set to "10" and "Page 1 of 1". A red arrow points to the duplicate icon in the Actions column.

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

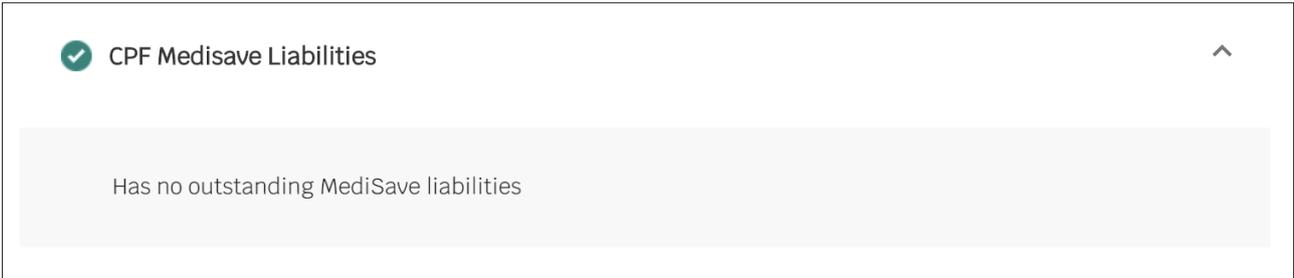
**Figure 9**

This screenshot is identical to Figure 8, showing the same table and interface elements. However, a red arrow points to the trash icon in the Actions column of the table row.

### 3.5 CPF Medisave Liabilities

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

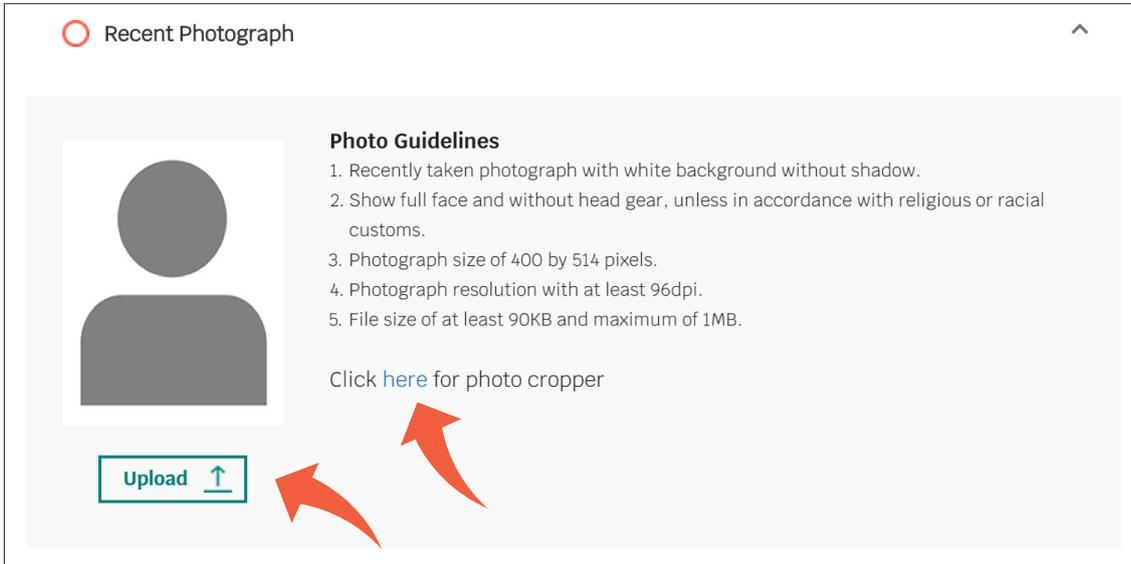
**Figure 10**



### 3.6 Recent Photograph

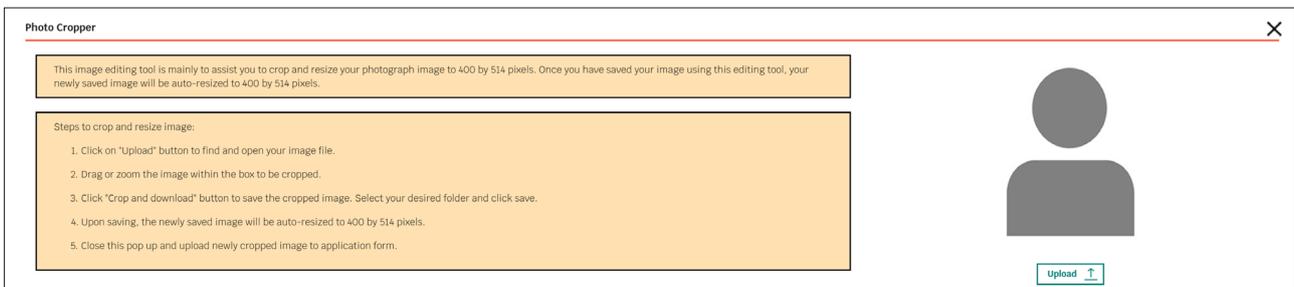
- If all requirements on the photo guidelines are met, click on **"Upload"** button to upload recent photo as shown in Figure 11 below.
- If the uploaded photo does not meet the size requirement of 400 by 514 pixels, access the photo cropper by clicking on the link, as shown in Figure 11.

**Figure 11**



- 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.
- Save the resized photograph image on your device.
- Click on **"Upload"** button as shown in Figure 11 above to upload newly cropped image. Click **"Next"** to proceed.

**Figure 12**



### 3.7 Medical Report

- 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.
- A copy of the medical report template can be downloaded by clicking on the **"download"** button, as shown in Figure 13 below.

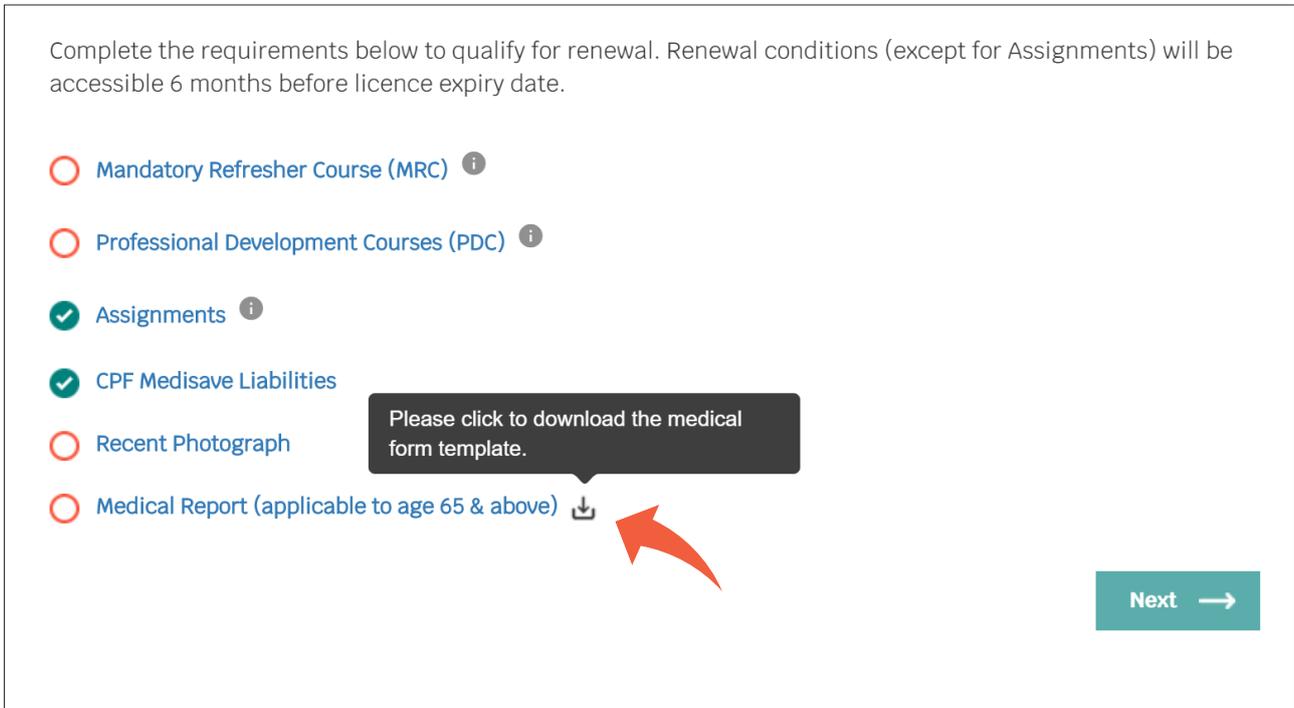
**Figure 13**

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 medical report is required, select 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 **"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 **"Next"** button to proceed to declaration and payment page.

**Figure 16**

✓ CPF Medisave Liabilities

✓ Recent Photograph

✓ Medical Report (applicable to age 65 & above)

Next →

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

**Figure 17**

**Declaration for Conviction**

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Have you ever been convicted in the court of law in a country?  Yes  No

**Disclosure of Personal Data**

---

I consent to disclose my personal data which will be made available on the tourist guide search directory. Please check the relevant boxes if you agree to disclose the following:

- Mobile number
- Email address

**Conditions of Licence**

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I acknowledge that I have read and understood the [conditions of licence](#).

**Declaration**

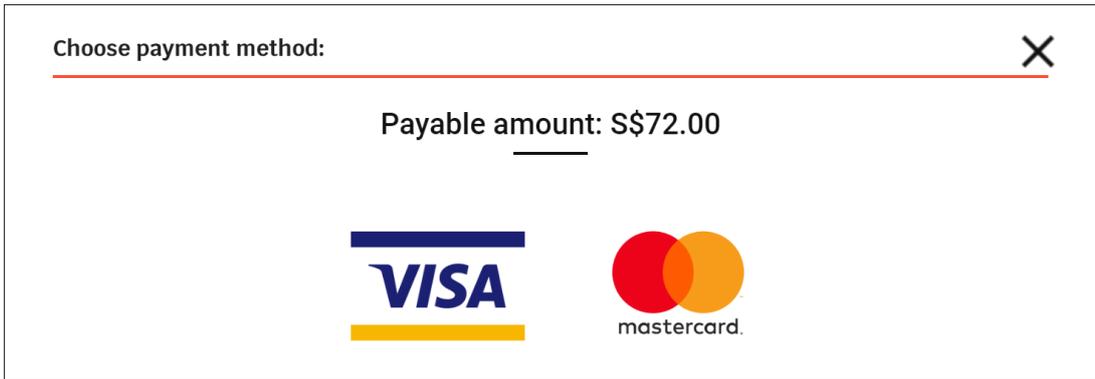
---

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, the application maybe rejected and legal action may be taken against me.

Amount to be paid: S\$72

Back Confirm and make payment →

- c. Payment method popup 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 popup window. At the top, it says "Choose payment method:" with a close button (X) in the top right corner. Below this, the payable amount is displayed as "Payable amount: S\$72.00". Underneath the amount, there 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 **"Submit"** button, as shown in Figure 19 below. Once your transaction is successful, please click **"OK"** button to complete the transaction.
- e. To cancel the transaction, click on **"Cancel"** button, as shown in Figure 19 below.

**Figure 19**

The Wirecard Easypay payment form. At the top is the Wirecard logo and the "EASYPAY" label. Below that is the "Verified by VISA" logo. A notice 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 field; "Expiry Date: \*" with two dropdown menus labeled "--Select--"; "CVV2: \*" with a text input field and a link "What is CVV2?"; and "Card Holder Name:" with a text input field. At the bottom of the form are two buttons: "Cancel" and "Submit". A red arrow points to the "Submit" button. At the very bottom, there is a copyright notice: "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

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**Payment Details**

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

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

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**REFERENCE NO: TG-201906-000097**

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**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](#).



### 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.

