

TRUST

User Guide

FOR TOURIST GUIDES

**Multi-Language
Proficiency Test (MLPT)**

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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

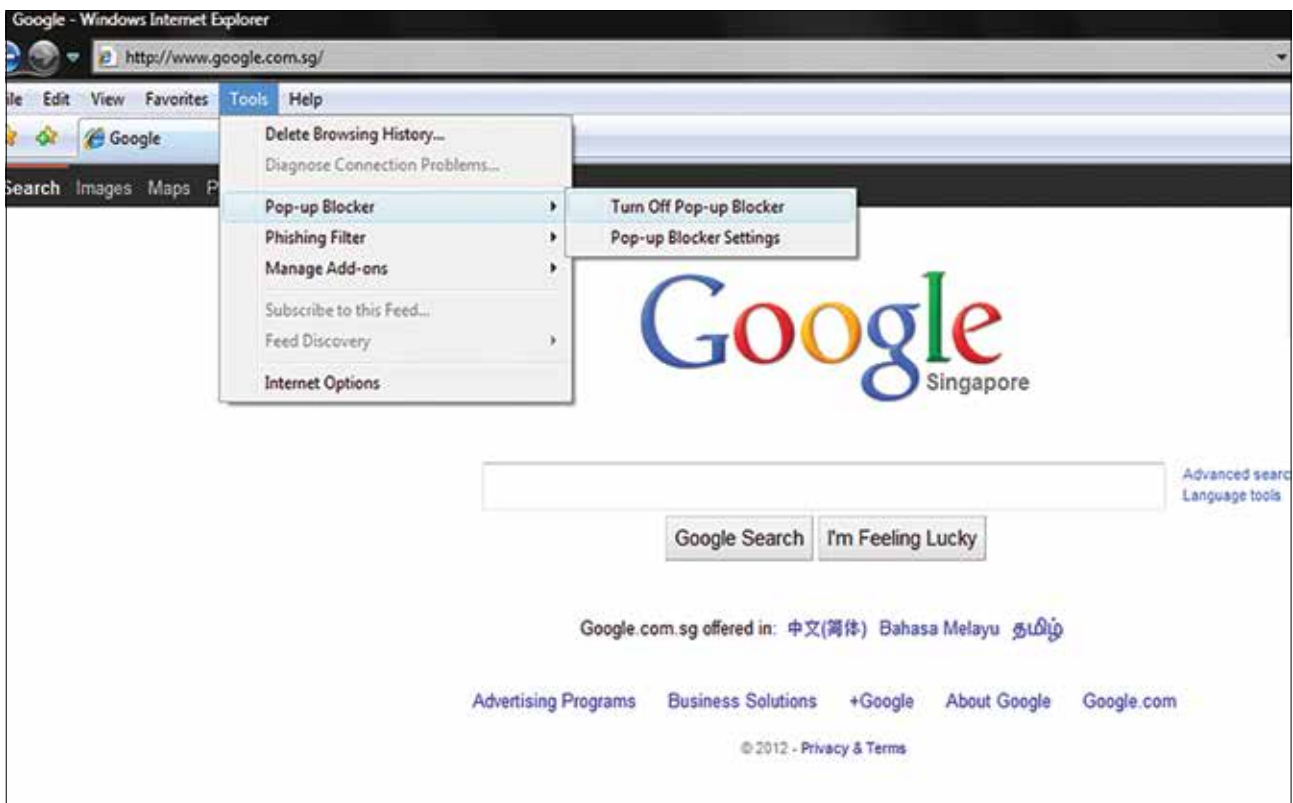
PC Requirements

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.

Multi-Language Proficiency Test (MLPT)

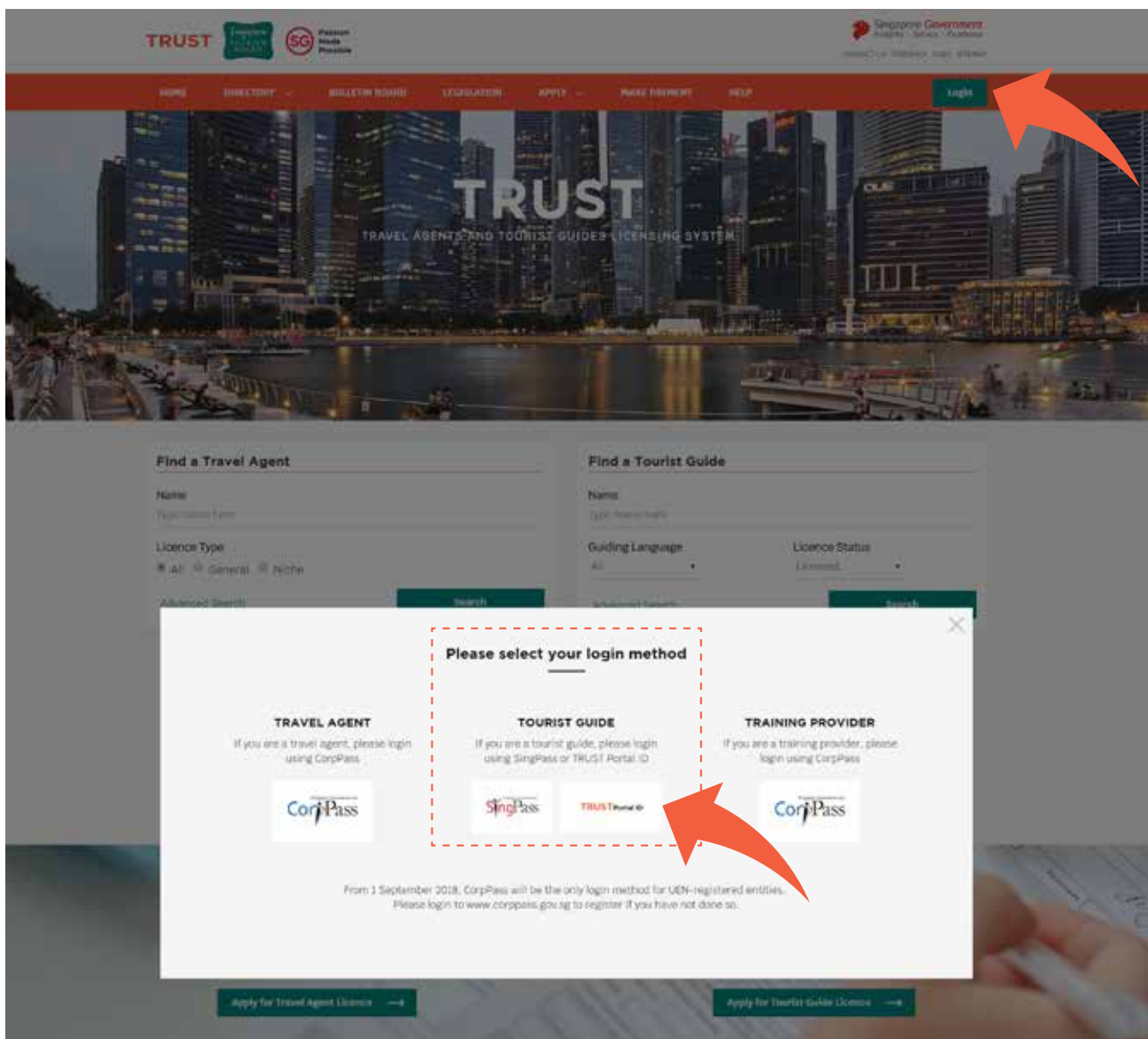
1. About MLPT

Tourist Guide can sit for a Multi-Language Proficiency Test (MLPT) to add another guiding language to their Tourist Guide Licence. Tourist Guide can register for a MLPT during the Registration Period and will be assigned a 30 minutes test slot during the Test Period. Please refer to Bulletin Board or the TRUST System for more details on the upcoming test dates.

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 to request for a **Portal ID**.

Figure 1



3. Submission of Application

3.1 View MLPT Schedule

- a. Click on **"Register for MLPT"** hyperlink on the left of the dashboard, to go to the MLPT registration, as shown in Figure 2 below.

Figure 2

Register for Multi-Language Proficiency Test (MLPT)

Next MLPT Date	26-Nov-2019 to 28-Nov-2019
Registration Open Date	23-Sep-2019
Registration Close Date	18-Oct-2019

**STB reserves the right to change the examination dates if necessary.*

The Multi-Language Proficiency Test will be scheduled on weekdays (0930hrs-1800hrs) except public holidays.

Please state the language(s) you wish to apply for. A non-refundable fee of S\$50 applies for each language.

Guiding Language* Please select language(s)

By submitting this application, I understand that the application cannot be withdrawn, and will not be refundable.

Amount to be paid: S\$0

Confirm and make payment

3.2 Register for MLPT

- Select the language(s) to apply.
- Check declarations where applicable
- Click "**Confirm and make payment**" to proceed to payment page, as shown in figure 3 below.

Figure 3

The screenshot shows a user dashboard for 'Tan Eng Huat Stanley' (Licence No. 0293). The main content area is titled 'Register for Multi-Language Proficiency Test (MLPT)'. It displays the next MLPT date (26-Nov-2019 to 28-Nov-2019), registration open date (23-Sep-2019), and registration close date (18-Oct-2019). A note states: '*STB reserves the right to change the examination dates if necessary.' Below this, it says: 'The Multi-Language Proficiency Test will be scheduled on weekdays (0930hrs-1800hrs) except public holidays.' A prompt asks the user to state the language(s) to apply for, with a non-refundable fee of S\$50 per language. A dropdown menu for 'Guiding Language*' is shown with the placeholder text 'Please select language(s)'. Below the dropdown is a checkbox with the text: 'By submitting this application, I understand that the application cannot be withdrawn, and will not be refundable.' At the bottom right, it shows 'Amount to be paid: S\$0' and a green button labeled 'Confirm and make payment'. Three red arrows point to the dropdown menu, the checkbox, and the 'Confirm and make payment' button.

Register for Multi-Language Proficiency Test (MLPT)

Next MLPT Date	26-Nov-2019 to 28-Nov-2019
Registration Open Date	23-Sep-2019
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The Multi-Language Proficiency Test will be scheduled on weekdays (0930hrs-1800hrs) except public holidays.

Please state the language(s) you wish to apply for. A non-refundable fee of S\$50 applies for each language.

Guiding Language*

By submitting this application, I understand that the application cannot be withdrawn, and will not be refundable.

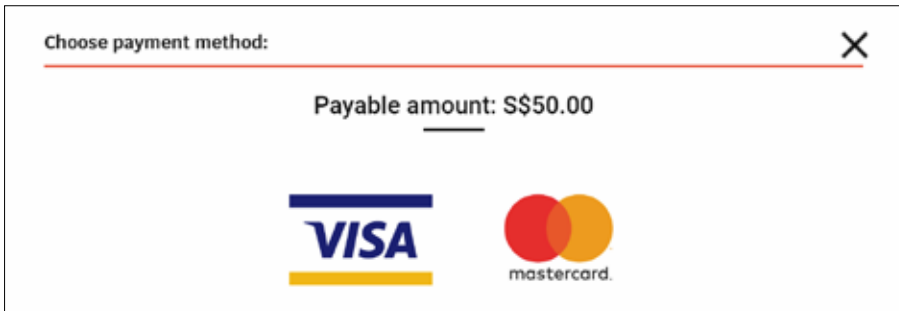
Amount to be paid: S\$0

Confirm and make payment

3.3 Make Payment for Registration of MLPT


- a. Payment method popup will be displayed as shown in Figure 4 below. Click on **"Visa"** or **"Mastercard"** to proceed to the next step.

Figure 4



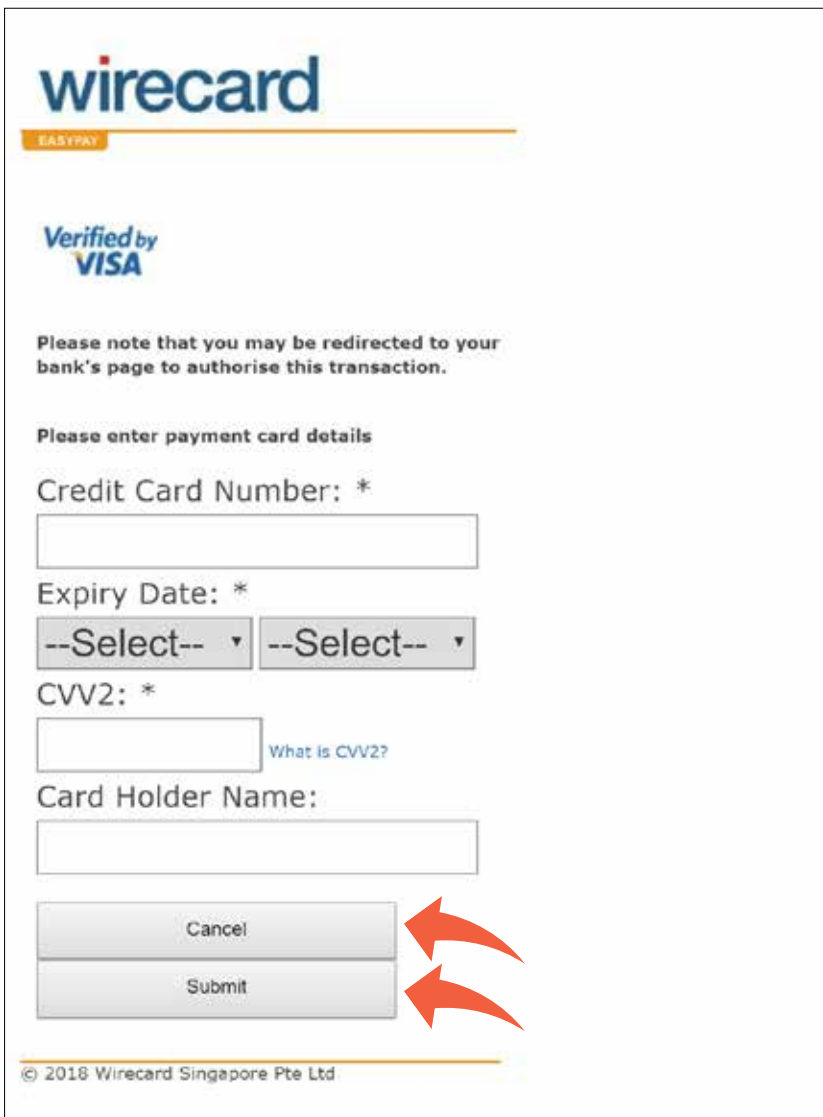
Choose payment method: ✕

Payable amount: S\$50.00

VISA 

- b. Enter the credit card details and click on **"Submit"** button, as shown in Figure 5 below. Once your transaction is successful, please click **"OK"** button to complete the transaction.
- c. To cancel the transaction, click on **"Cancel"** button, as shown in Figure 5 below.

Figure 5



wirecard

EASYPAY

Verified by **VISA**

Please note that you may be redirected to your bank's page to authorise this transaction.

Please enter payment card details

Credit Card Number: *

Expiry Date: *

--Select-- --Select--

CVV2: *

 [What is CVV2?](#)

Card Holder Name:

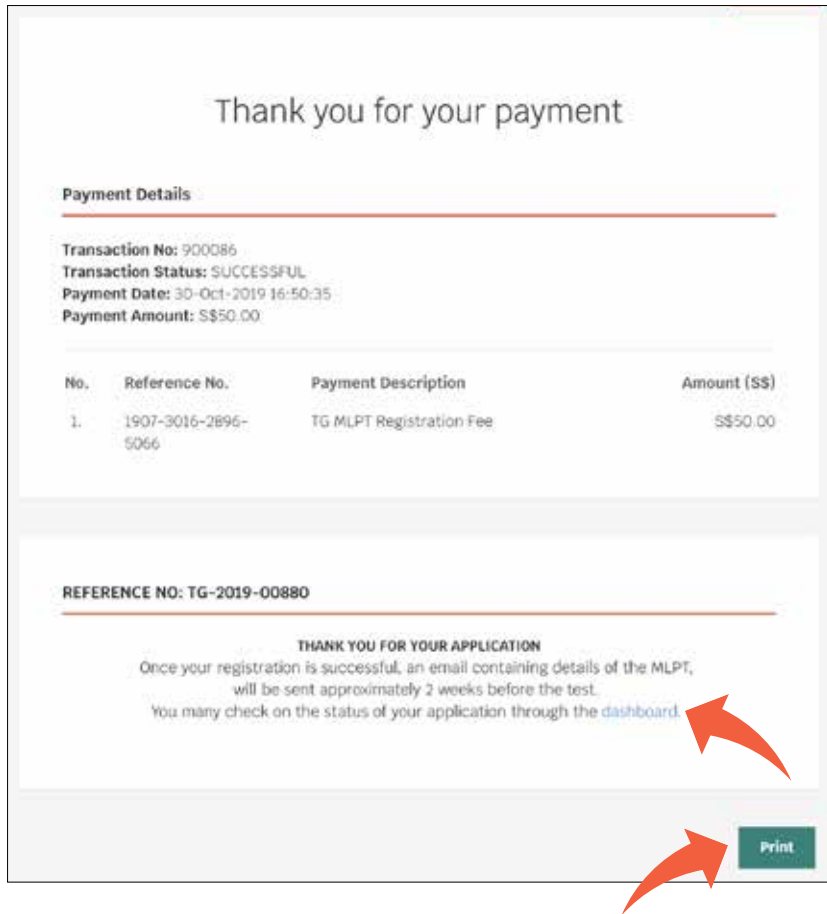
Cancel

Submit

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- d. Upon successful transaction, tourist guide will be navigated back to TRUST website. Click on **Print** if you wish to print the acknowledgement page. Click on "**dashboard**" to check on the status of your application, as shown in Figure 6 below.

Figure 6



3.4 View Assigned Test Date(s)

- a. Once the MLPT slot is allocated, tourist guide will be informed via the email address entered in TRUST, as well as via a notification on TRUST.

4. Result and Make Payment

4.1 View MLPT Result

- Click on **“Register for MLPT”** hyperlink on the left of the dashboard, view MLPT Result, as shown in Figure 7 below.

Figure 7

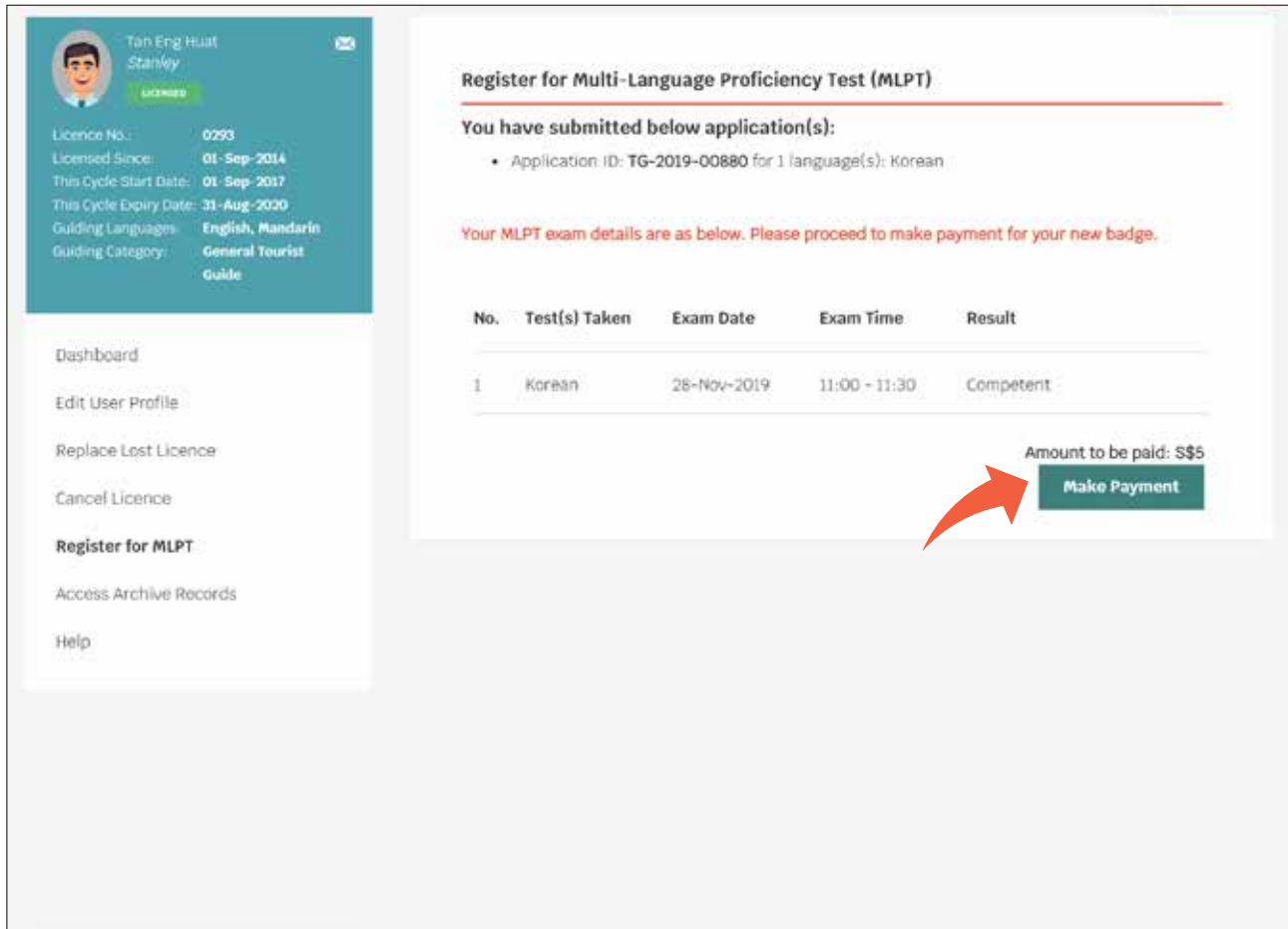
The screenshot shows a user dashboard for Tan Eng Huat Stanley. On the left, a navigation menu includes 'Dashboard', 'Edit User Profile', 'Replace Lost Licence', 'Cancel Licence', 'Register for MLPT' (highlighted with a red arrow), 'Access Archive Records', and 'Help'. The main content area is titled 'Register for Multi-Language Proficiency Test (MLPT)'. It states 'You have submitted below application(s):' followed by a list item: 'Application ID: TG-2019-00880 for 1 language(s): Korean'. Below this, a message reads: 'Your MLPT exam details are as below. Please proceed to make payment for your new badge.' A table displays the exam details:

No.	Test(s) Taken	Exam Date	Exam Time	Result
1	Korean	28-Nov-2019	11:00 - 11:30	Competent

At the bottom right of the main content area, it says 'Amount to be paid: S\$5' and includes a green 'Make Payment' button.

Make payment to add new guiding language(s) on the licence

- a. Click **"Make Payment"** to proceed to payment page, as shown in Figure 8 below.

Figure 8

Register for Multi-Language Proficiency Test (MLPT)

You have submitted below application(s):

- Application ID: TG-2019-00880 for 1 language(s): Korean

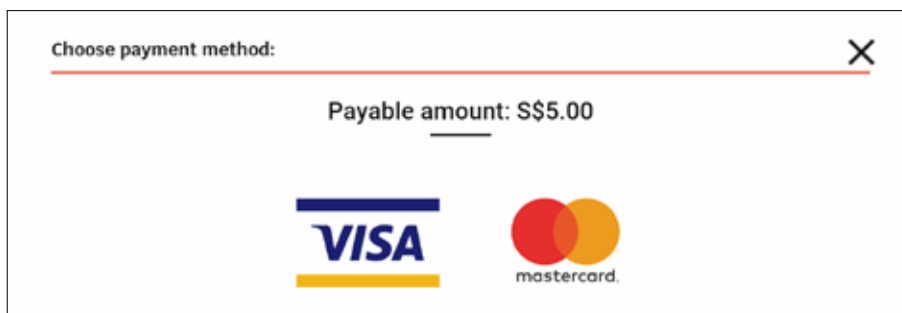
Your MLPT exam details are as below. Please proceed to make payment for your new badge.

No.	Test(s) Taken	Exam Date	Exam Time	Result
1	Korean	28-Nov-2019	11:00 - 11:30	Competent

Amount to be paid: S\$5


Make Payment

- b. Payment method popup will be displayed as shown in Figure 9 below. Click on **"Visa"** or **"Mastercard"** to proceed to the next step.

Figure 9

Choose payment method: ✕

Payable amount: S\$5.00

VISA 

- c. Enter the credit card details and click on **"Submit"** button, as shown in Figure 10 below. Once your transaction is successful, please click **"OK"** button to complete the transaction.
- d. To cancel the transaction, click on **"Cancel"** button, as shown in Figure 10 below.

Figure 10

The screenshot displays the Wirecard payment interface. At the top left is the 'wirecard' logo. Below it is a '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 heading is 'Please enter payment card details'. The form includes the following fields and controls:

- Credit Card Number: *** with a text input field.
- Expiry Date: *** with two dropdown menus, each showing '--Select--'.
- CVV2: *** with a text input field and a link that says 'What is CVV2?'.
- Card Holder Name:** with a text input field.
- Two buttons at the bottom: 'Cancel' and 'Submit'. Two red arrows point to these buttons from the right side.

At the bottom left, the copyright notice reads: '© 2018 Wirecard Singapore Pte Ltd'.

- e. Upon successful transaction, tourist guide will be navigated back to TRUST website. Click on **Print** if you wish to print the acknowledgement page. Click on "**dashboard**" to check on the status of your application, as shown in Figure 11 below.

Figure 11

The screenshot displays a user profile for Tan Eng Huat Stanley, a licensed tourist guide. The main content area shows a successful payment of S\$5.00 for a TG MLPT Badge Amendment Fee. A table lists the payment details, and a reference number is provided. A 'THANK YOU FOR YOUR APPLICATION' message informs the user that they will be notified via email and TRUST system when their licence is ready for collection. A link to the 'dashboard' is provided for checking the application status. A 'Print' button is located at the bottom right of the page.

Payment Details

Transaction No: 900100
 Transaction Status: SUCCESSFUL
 Payment Date: 31-Nov-2019 10:27:13
 Payment Amount: S\$5.00

No.	Reference No.	Payment Description	Amount (S\$)
1.	1907-3019-0401-9717	TG MLPT Badge Amendment Fee	S\$5.00

REFERENCE NO: TG_MLPT_0298_20191128

THANK YOU FOR YOUR APPLICATION
 You will be informed via email & TRUST system, when your licence is ready for collection.
 You may check on the status of your application through the [dashboard](#).

Print

4.2 Collect new 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.

