

# Certificate in Managing Agent Practice

A Requisite Course for  
Managing Agent Accreditation  
Scheme

## Enquiries:

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## Course Syllabus

**Module 1** - Legislations (to be conducted by BCA)  
<https://www.bcaa.edu.sg/what-we-offer/courses/online-courses?CourseId=8f86ee51-a6f8-468e-b5f9-cf5b22a651a9>

**Module 2** - Application of BMSMA

**Module 3** - Building Services and Maintenance

**Module 4** - Communication and Office Administration

## Learning Outcome

### Module 1 - Legislations

#### Module 2 - Application of BMSMA

- a) Introduction to BMSMA
- b) Understanding key terms, concept and vested parties
- c) Role, power and responsibilities of stakeholders
- d) Operational issues – AGM, passing resolutions, election of council etc.
- e) Understand the role of Commissioner of Buildings, and Strata Titles Board

#### Module 3 - Building Services and Maintenance

- a) Understand the requirements for security, cleaning and waste management and develop the SOPs for them
- b) Understand the pros and cons for various types of contract
- c) Appreciate the needs for pest control, water, sanitary and plumbing system
- d) Ability to identify/ determine common building defects

#### Module 4 – Communication and Office Administration

- a) Handling feedback and communication with stakeholders
- b) Resolving disputes through mediation and other avenues
- c) Tendering procedures and office support
- d) Basic contract management and financial skills



Click [HERE](#) for registration

Venue: SISV ACADEMY  
110 Middle Road, #09-00  
Chiat Hong Building  
Singapore 188968

## Examination Format

For each module participants to answer questions comprising long essay and short questions. Two-hour examination (total 100 marks)

## SSG Funding

Please visit this website

<https://www.myskillsfuture.gov.sg/content/portal/en/training-exchange/course-directory/course-detail.html?courseReferenceNumber=TGS-2020502735> to obtain funding information.

SkillsFuture Credit:

*All Singaporeans aged 25 and above can use their SkillsFuture Credit to pay for the unfunded portion of the course fees.*

*Visit the SkillsFuture Credit website for more information.*

Course Reference Number: TGS-2020502735

## Withdrawals

For course withdrawals, participants will need to notify via email. Course fees will be charged accordingly.

## Fees

### Module and Examination Fees

Course fees (inclusive of registration) for 3 modules (e-learning) conducted by SISV Academy in conjunction with APFM.

For members and non-members - \$1,500

Module 2 (Application of BMSMA) (18 hours)

Module 3 (Building Services and Maintenance) (18 hours)

Module 4 (Communication and Office Administration) (15 hours)

Examination fees per module - \$50 for members; \$150 for non-members

Examination fees per module for retest - \$80 for members and non-members

Only one-time retest allowed for each module. If failed, required to pay full fee for module and go through full training before taking exam for the 3<sup>rd</sup> time and beyond.

Course re-registration fee – The course period for each module is 3 months after which the e-learning system will be logged-out.

To reactivate the e-learning course, a re-registration for the course is required at the following fees:

- \$80 per module** (if re-register for the course is within less than 2 calendar months of the logged-out date); and
- \$120 per module** (if re-register for the course is more than 2 calendar months after the logged-out date)

## Delivery & Duration

This certificate course is designed to cover 3 Modules, comprising lecture notes, self-assessment MCQ, and other modes of delivery.

E-learning period starting 15 May 2024 for Modules 2, 3 and 4	
Revision (2-4pm)	* 13 Jan, 17 Mar, 19 May, 14 Jul 25 <b>Module 2</b> * 15 Jan, 19 Mar, 21 May, 16 Jul 25 <b>Module 3</b> * 17 Jan, 21 Mar, 23 May, 18 Jul 25 <b>Module 4</b>
Examination (2-4pm)	* 20 Jan, 24 Mar, 26 May, 21 Jul 25 <b>Module 2</b> * 22 Jan, 26 Mar, 28 May, 23 Jul 25 <b>Module 3</b> * 24 Jan, 28 Mar, 30 May, 25 Jul 25 <b>Module 4</b>

\*The Organiser reserves the right to alter the programme or cancel as may be necessary. In the event of any alteration or cancellation, participants will be duly notified.