

Employer-Supervised Self-Swab (ESSS) in Private Tuition and Enrichment Centres
Frequently Asked Questions (FAQs)

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1. ESSS in Centres

1.1	Background
1.1.1	<p>Why do cleaners in centres need to undergo compulsory Fast and Easy Testing (FET)?</p> <ul style="list-style-type: none"> ▪ To minimise the risks of transmissions as part of our nationwide progressive re-opening, the Ministry of Health (MOH) announced compulsory Fast and Easy Testing (FET) for all staff, regardless of vaccination status, working in high-risk settings starting mid-July 2021. MOH defines cleaners who work at private tuition and enrichment centres that have students 12 years old and below (i.e. born in 2009 or later) as part of the high-risk group. Therefore, FET will be mandatory for all cleaners working at such centres. ▪ FET will be done through Employer-led Supervised Self Swab (ESSS), i.e. workers will swab themselves under the supervision of a trained staff ('supervisor'). ▪ The requirement for all cleaners working at private tuition centres that have students 12 years and below to undergo FET is on top of the existing requirement for staff working in the arts and culture, and sports sector who might come into close contact with participants engaged in unmasked activities to undergo FET. The latter have already been onboarded for ESSS through Sport Singapore (SportSG) or the National Arts Council's (NAC) programmes. ▪ ESSS is not a standalone measure. It is part of a suite of various protectionary measures we have in place for centres, including SMMs and TraceTogether. ▪ We must continue to be diligent in implementing these measures, in order to keep our students and staff in centres safe. ▪ From 1 Oct 2021, the "Vaccinate or Regular Test" regime will be required under the Infectious Diseases Act. All unvaccinated tutors, instructors or staff at private tuition and enrichment centres that have students 12 years old and below (i.e. born in 2009 or later) will be tested twice a week to protect this vulnerable segment of our population. ▪ For avoidance of doubt, the "Vaccinate or Regular Test" regime does not supercede FET requirements. When implemented, those who are vaccinated will continue to be subject to FET requirements, while those who are unvaccinated will be subject to more stringent "Vaccinate or Regular Test" requirements. Details on the "Vaccinate or Regular Test" regime will be released separately at a later date.
1.1.2	<p>[updated 8 Sep 2021] Can staff in high-risk groups be exempted from ESSS/ FET?</p> <ul style="list-style-type: none"> ▪ As a default, all staff in high-risk groups who are medically well should undergo ESSS/FET. However, staff with a nosebleed in the past 24 hours should take the Antigen Rapid Test (ART) during the next scheduled supervised self-swab session within the 7-day cycle from 13 September 2021. ▪ MOH has <u>exempted</u> the following groups of individuals from the ESSS/ FET regime: <ul style="list-style-type: none"> ○ Persons who recovered from Covid-19 infection for less than 270 days; ○ Persons with contraindications (i.e. nasal surgery in the last 4 weeks, facial injury in the last 8 weeks). ○ Persons with special needs and disabilities (e.g. Special needs such as autism, Disabilities such as vision loss, physical impairment).

	<ul style="list-style-type: none"> The workflow to apply for exemptions can be found in page 6 of the ESSS Guide.
1.1.3	What is the treatment for staff who are not eligible for ESSS due to acute respiratory (ARI) symptoms?
	<ul style="list-style-type: none"> Staff with any ARI symptoms such as fever, cough, flu, or runny nose should not undergo ART self-testing and should be referred to a Swab and Send Home (SASH) clinic listed on https://phpc.gov.sg/ immediately to seek medical attention.
1.1.4	What is the treatment for staff who do not feel confident and/ or comfortable with conducting self-swabs?
	<ul style="list-style-type: none"> All staff who are medically well (see exceptions in 1.1.2) should undergo ESSS. Centres may consider sharing step-by-step instructions or videos at swab sites and give staff more time to complete the initial swabs.
1.1.5	Do centres have the discretion to include or exclude staff for ESSS?
	<ul style="list-style-type: none"> To ensure consistent implementation across centres and prudence in the use of test kits and other resources, centres should include only cleaners under the FET /ESSS Regime, i.e., those who work in private tuition and enrichment centres that have students 12 years old and below (i.e. born in 2009 or later). Centres that have already placed other staff under ESSS under the guidance issued by SportSG or NAC (as the staff work in settings where staff or students are unmasked), should continue to conduct ESSS for those staff. Where in doubt, centres may refer to the ESSS Guide, found at https://go.gov.sg/tuition-enrichment-fet. If further clarifications are required, please contact the Ministry of Education via https://www.moe.gov.sg/contact. Please refer to 'Enforcement' under Section 4.
1.1.6	Do supervisors need to undergo ESSS as they are in contact with high-risk staff groups?
	<ul style="list-style-type: none"> It is not mandatory for supervisors to undergo ESSS unless the supervisor falls into one of the identified higher-risk staff groups.
1.1.7	[Updated 8 Sep 2021] If staff had undergone swab tests outside ESSS during the 7-day cycle (e.g. close contact of confirmed case, feeling unwell with ARI, pre-event testing for weddings etc, or other regimes), is there a need for staff to take the ART in the centre?
	<ul style="list-style-type: none"> There is no need for staff to take an additional test in the centre if they have taken a test within the 7-day cycle outside of the centre. However, centres would need to verify documentary proof (SMS Notification/ records in HealthHub). Note: ESSS should not be used as a substitute for mandatory swab regimes required by other sectors (e.g. BCA, Mandatory Testing due to COVID-19 Cluster).
1.1.8	When do we expect ESSS to end?
	<ul style="list-style-type: none"> We will inform centres via https://www.moe.gov.sg/faqs-covid-19-infection when there are updates.
1.2	Centres conducting ESSS under SportSG or NAC
1.2.1	My centre already has staff undergoing FET under ESSS as advised by SportSG/NAC. How do I onboard my cleaners for ESSS?

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	<ul style="list-style-type: none"> ▪ If the cleaners are part of the staff undergoing FET under ESSS as advised by SportSG/NAC, no further action needs to be taken. ▪ If the cleaners are not part of the staff undergoing FET under ESSS, centres should help cleaners to create their own profiles in the Swab Registration System (SRS). Centres should also update the number of kits to be collected for subsequent tests when replenishing ART kits.
1.2.2	My centre has staff undergoing FET at Quick Test Centres (QTCs) as advised by SportSG/NAC. Do I need to conduct ESSS on-site for my cleaners?
	<ul style="list-style-type: none"> ▪ If the cleaners are part of the staff undergoing FET at QTCs as advised by SportSG/NAC, no further action needs to be taken. ▪ If the cleaners are not part of the staff undergoing FET at QTCs, centres should get cleaners to register for FET via www.go.gov.sg/artsculturesepfet (NAC) or http://go.gov.sg/sepfet (SportSG).
1.3	Contract Cleaners
1.3.1	Do Contract Cleaners/ Term Contracts under Managing Agents (TCs under MAs) need to undergo ESSS? How about Contract Cleaners who do not come into contact with students?
	<ul style="list-style-type: none"> ▪ All contract cleaners would need to undergo mandatory ESSS as part of the ESSS/ FET regime, so long as there are students 12 years old and below at the centre they work at. ▪ Centres may conduct ESSS for these cleaners or arrange for the cleaning company to conduct ESSS for the cleaners. It is the centre's responsibility to ensure that ESSS takes place. ▪ For cleaners who do not undergo ESSS at the centre (e.g. they had undergone ESSS at another centre, or with the cleaning company), the centre should check that the cleaners have undergone FET before allowing them to enter the premises.
1.3.2	<p>[updated 8 Sep 2021] Cleaning Companies may send roving cleaners as relief when the usual cleaners are on MC or do not turn up for work.</p> <p>Should centres supervise 'ad-hoc' tests to relief cleaners or would all relief cleaners be able to provide proof that they had taken a swab test within the past 7 days, to be allowed entry to the centre to work?</p>
	<ul style="list-style-type: none"> ▪ Relief cleaners are expected to undergo ESSS. ▪ Centres should check on the SMS notification/ record on HealthHub for proof that these relief cleaners had taken the swab within the past 7 days.
1.3.3	What happens if a cleaner injures him/ herself during the self-swab?
	<ul style="list-style-type: none"> ▪ Any workplace injuries would be dealt as per any normal workplace incident in the centre.

2. Swab Operations

2.1	Instructional Guide and Resources for Staff undergoing ESSS
2.1.1	Will there be videos/ resources provided to staff with a step-by-step guide on how to conduct ops or are supervisors expected to train?

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	<ul style="list-style-type: none"> Please refer to the section on 'self-swab steps' in the ESSS Guide and other educational collaterals shared on https://go.gov.sg/tuition-enrichment-fet for detailed instructions.
2.2	Technical information about ART
2.2.1	How accurate is the ART?
	<ul style="list-style-type: none"> ART is faster and less intrusive than a Polymerase Chain Reaction (PCR) test. This makes it easy for the public to test themselves as needed. In general, ARTs have a sensitivity (ability of a test to identify patients with the disease) of about 80% for cases with higher viral loads and a specificity (ability of a test to identify patients without the disease) range of 97-100%. ARTs have a lower sensitivity than PCR tests. Hence, staff with a positive or double invalid ART test(s) results should follow up with a confirmatory PCR test at a SASH PHPC.
2.2.2	Is ART painful?
	<ul style="list-style-type: none"> ART is conducted by inserting a swab stick approximately 2.5cm into the nostril. These swabs are shallower and less intrusive than the nasopharyngeal swabs taken for PCR tests. Users may experience some discomfort, but the swabs should not be painful.
2.2.3	Is frequent ART swabbing harmful?
	<ul style="list-style-type: none"> Frequent swabbing has not been proven to be harmful. ART swabs are inserted at around 2.5cm into the nostril, which is shallower and less intrusive than the nasopharyngeal swabs taken for PCR tests.
2.3	Treatment of AG+ and Double AG Invalid
2.3.1	Do centres need to (i) commence Contact Tracing, (ii) place supervisors and staff on Approved Absence/ Leave of Absence, (iii) activate lockdown when there is an AG+ or Double AG Invalid case and while staff is awaiting the confirmatory PCR result?
	<ul style="list-style-type: none"> Centres only need to commence public health actions (e.g. conveyance to the hospital, contact-tracing etc.) if the staff PCR result is positive. Please refer to the AG+ and Double AG Invalid workflow on page 30 of the ESSS Guide for more information.
2.3.2	Will MOH be expected to issue Quarantine Orders (QOs) to supervisors and staff in the event of a confirmed PCR test? Would supervisors and staff need to be placed on QO even if SMMs are in place?
	<ul style="list-style-type: none"> As with current SOP, anyone who is deemed as a close contact may be issued a QO by MOH.
2.3.3	Where are the SASH-PHPCs located?
	<ul style="list-style-type: none"> Please see https://phpc.gov.sg/
2.4	Rostering
2.4.1	[updated 8 Sep 2021] What should centres do if a staff misses ESSS days in centres due to unforeseen circumstances?

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	<ul style="list-style-type: none"> ▪ From 13 Sep 2021, all cleaners at centres with students 12 years old and below (i.e. born in 2009 or later) should undergo testing once in 7 days. ▪ Staff with any acute respiratory infection (ARI) symptoms such as fever, cough, flu, or runny nose should visit a SASH clinic immediately to seek medical attention and take the necessary tests. Centres can verify the results of the test on the staff member's SMS notification / HealthHub record. ▪ Centres should arrange for on-site supervision of staff who miss ESSS days in centres due to unforeseen circumstances.
2.4.2	[updated 8 Sep 2021] What is the treatment of staff who join mid-way (through a 7-day cycle for cleaners) and there is no swab planned in the centre? Would they need to purchase and take their own tests before entering centres?
	<ul style="list-style-type: none"> ▪ New staff would undergo ESSS based on the days planned by the centre. Staff who join mid-way through the cycle could be tested in the next cycle. ▪ There is no need for staff to purchase their own test kits.
2.4.3	Should the ESSS be done early in the morning so that any ART positive or Double AG Invalid case(s) can be detected early?
	<ul style="list-style-type: none"> ▪ Centres have the autonomy to determine a suitable time to conduct ESSS, in view of possible operational considerations.
2.4.4	[updated 8 Sep 2021] Must centres start ESSS on the first day of the cycle?
	<ul style="list-style-type: none"> ▪ There is no need for centres to start ESSS swab operations on the first day of the cycle. Swabs must be completed by the last day of the 7-day cycle unless there are extenuating circumstances (see 2.4.6). For example, if the start of the 7-day cycle is 13 Sep 2021, swabs must be completed by 20 Sep 2021 (i.e. within the 7-day cycle). ▪ Centres have the autonomy to determine suitable swab days and times within the cycle for relevant staff groups to be tested, bearing in mind operational considerations.
2.4.5	How many staff are we allowed to schedule for ESSS at any given time?
	<ul style="list-style-type: none"> ▪ Supervisors may only observe <u>up to five</u> staff undergoing self-swab at any one time. These tests should take up to ten minutes to self-administer and staff could be directed to a holding area while waiting for results. ▪ We recommend that centres keep groups small and consider the composition of the groups when planning the schedule for ESSS.
2.4.6	[updated 8 Sep 2021] What is the rationale behind the 3-day buffer for cleaners undergoing the 7-day FET Regime?
	<ul style="list-style-type: none"> ▪ The 3-day buffer is to anticipate situations where the staff is unable to do the ART on the scheduled swab day (e.g. recommend swab day is a public holiday or staff is on MC). ▪ Notwithstanding, staff should be swabbed on the recommended swab day (i.e. Day 7) as much as possible.
2.5	Logistics for Swab Operations
2.5.1	How long will MOE bear the costs of ART kits for cleaners at centres with students 12 years old and below?

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	<ul style="list-style-type: none">The costs for the ART kits for cleaners and training for supervisors will be borne by the Government until 31 Dec 2021. Beyond 2021, centres should be prepared to factor in testing costs into their normal business operations.			
2.5.2	My centre only has air-conditioned rooms. Can I conduct ESSS in those rooms?			
	<ul style="list-style-type: none">Self-swabs are preferably conducted in an outdoor setting, or indoor with ample ventilation (open windows/ doors and fans). It is not ideal to have air-conditioning at the swab location. Any air-conditioning in the swab location should be switched off where possible.			
2.5.3	What should centres do if staff tests ART-positive or invalid twice?			
	<ul style="list-style-type: none">Staff should call the nearest SASH clinic listed on https://phpc.gov.sg/ to make an appointment and confirm that they can provide a confirmatory PCR test.Take a photo of the ART test result(s) with your identification document (ID) in the same photo immediately.Bring (1) the photo of your results + ID together, and (2) your physical ID (NRIC/Passport) to the clinic.Travel to the clinic via private transport (car or taxi). Sit alone in the back seat and on the opposite side of the driver. Wind down the windows (switch off air-conditioning) and wear a surgical mask throughout the ride. If you ride a motorcycle, please ensure that you do not have a pillion rider.If you require a taxi, please do not take a street-hire taxi. Instead, book a taxi through:<ul style="list-style-type: none">Call the taxi hotlines: Inform the operator that you are going for a PCR test at a SASH clinic.Mobile application of transport companies: Input “SHN” in the comment box or check the “SHN” checkbox (if available).After the confirmatory PCR test, please go home immediately via private transport (same arrangement above), and self-isolate at home until you receive your negative PCR test results.If you are unable to self-isolate at home, please inform your clinic before the swab so that alternative arrangements may be made.The results will generally be ready within 24 to 48 hours, and staff will be informed by the doctor. Alternatively, staff may check the results via HealthHub.			
3.5.3	How much is the confirmatory PCR test?			
	<ul style="list-style-type: none">Confirmatory PCR tests taken at any SASH-PHPC are Government-funded. To obtain the Government-funded confirmatory PCR test, staff are required to present his/ her NRIC, a photo of the ART result and the MOH referral document issued by the centre.			
2.5.3	What is the maximum number of swab tests that a staff can take at any time?			
	<ul style="list-style-type: none">Staff should take a maximum of <u>two tests</u>, with the second taken only if the result for the first one was invalid.Any staff with two invalid test results (‘AG Double Invalid’) would have to go to a SASH PHPC as soon as possible for a confirmatory PCR test (see 2.5.3).			
2.6	Virtual Supervision			
2.6.1	What are the key differences between on-site and virtual supervision?			
	<table><tr><td></td><td>On-site</td><td>Virtual</td></tr></table>		On-site	Virtual
	On-site	Virtual		

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	Workload	<ul style="list-style-type: none"> Significant, especially if many staff need to undergo ESSS and multiple supervisors, venues and sessions need to be offered 	<ul style="list-style-type: none"> Low as there is no need to set-up a swab site in the centre and each session can accommodate a larger number of staff.
	Modality	<ul style="list-style-type: none"> Supervised self-swab on-site in centres for <u>up to maximum of 5 staff</u> at a time 	<ul style="list-style-type: none"> Supervised self-swab virtually via videoconferencing platform with the possibility of a higher one-to-many supervisor to staff ratio.
	Scheduling	<ul style="list-style-type: none"> Less flexibility as it would depend on venue availability in the centre 	<ul style="list-style-type: none"> Greater flexibility as it would not be constrained by venue availability in the centre
	Logistics Required	<ul style="list-style-type: none"> Swab-Site Set-up, Wipe down and disposal. 	<ul style="list-style-type: none"> Repack and distribute ART kits to staff
	Impact on the centre's Operations in the event of an AG+ case	<ul style="list-style-type: none"> The Swab Supervisor and other Staff undergoing self-swab may be placed on QO. 	<ul style="list-style-type: none"> In the event a staff tests PCR positive, the impact to centres is minimized as the swab supervisor and other staff undergoing self-swab in the same virtual session would not need not to be placed on QO.
	Staff Well-being	<ul style="list-style-type: none"> Face-to-face support would be more assuring for some staff, especially if new to ESSS 	<ul style="list-style-type: none"> Staff may not be familiar with the self-swab process
2.6.2	Can the staff undergo virtual supervision for self-swab at his/ her workstation in the centre?		
	<ul style="list-style-type: none"> Staff who would like to undergo supervised self-swab in the centre could be advised to do so at the swab site in the centre during an on-site session. For virtual supervision sessions, staff could consider a well-ventilated site (in the centre or at home) to conduct self-swab (with smooth flooring, desk or flat surface, mirror if necessary). Staff should avoid air-conditioned rooms, or close-proximity shared spaces where there may be risk of exposure and cross contamination. 		
2.6.3	Can centres offer virtual supervision from the start of ESSS? Can centres offer virtual supervision only?		
	<ul style="list-style-type: none"> Centres could consider an initial on-site supervision to introduce staff to the self-swab process and work towards transiting to partial/ full virtual supervision for staff. However, centres should not pressure staff into virtual supervision if they are not ready and should continue to avail on-site sessions to support staff well-being. 		
2.6.4	Are centres allowed to do away with supervised swabs when staff are familiar and comfortable with the self-swab process? (E.g. Request that staff share a photo of		

	their test result as proof instead of conducting a virtual supervised self-swab session)
	<ul style="list-style-type: none"> Under the ESSS regime, self-swabs must be supervised by a trained supervisor. Thus, centres should not do away with supervisions.
2.6.6	What is the maximum number of staff that supervisors may supervise at a time during the <u>virtual</u> supervision self-swab session?
	<ul style="list-style-type: none"> Depending on the VC platform used, centres can schedule concurrent or simultaneous virtual supervisions with a one-to-many supervisor to staff ratio. Centres have the flexibility to determine the number of staff for each session, as long as the supervisor is able to visually check that the self-swab is done properly. For in-person supervision self-swab sessions, supervisors may only observe <u>up to five</u> staff undergoing self-swab at any one time

3. Supervisors

3.1	Deployment and Staff Movement
3.1.1	Is there a recommended staff to be deployed as the Supervisor?
	<ul style="list-style-type: none"> Centres have the autonomy to determine a suitable staff to carry out this role. Supervisors above 50 years old need to be fully vaccinated, i.e. received the full regimen of Pfizer-BioNTech/Comirnaty, Moderna or other vaccines under WHO's Emergency Use Listing (e.g. Sinovac-CoronaVac, Sinopharm, AstraZeneca).
3.1.2	Can the Supervisor double-up as a POC (or vice-versa)?
	<ul style="list-style-type: none"> Yes, Supervisors may double-up as POCs.
3.1.3	Are centres allowed to add or remove supervisors or change deployment mid-way? What do centres need to do?
	<ul style="list-style-type: none"> Centres may add or remove supervisors mid-way and <u>there is no need to update MOE</u>. However, centres should ensure that all supervisors complete the 4-hour virtual Supervisory Training in ART Self-Swab conducted by the Ministry of Health's appointed vendor, HMI Institute before the commencement of duties. The course is fully subsidised by the Government until 31 Dec 2021.
3.1.4	If both supervisors are away from centre on MC during a particular cycle, should centres still continue with ESSS?
	<ul style="list-style-type: none"> ESSS should not proceed in the absence of a supervisor. In unforeseen circumstances where all supervisors are unavailable on the arranged date for testing, the centre should make alternative arrangements to reschedule the test date within the stipulated cycle. Note that cross-deployment of supervisors from other centres is not allowed. Nominated supervisors can sign up for training at HMI directly at https://hmi-ihs.com/supervisory-training-in-art-self-swab/.
3.1.5	Can a supervisor who is part of the staff group supervise his/ her own self-swab?
	<ul style="list-style-type: none"> Swab Supervisors who are part of the staff groups undergoing ESSS must have his/ her self-swab <u>supervised by another Swab Supervisor</u>.

	<ul style="list-style-type: none"> Swab Supervisors should not supervise themselves or record their own ART results.
4.2	Roles and Responsibilities
3.2.1	Some staff may not be comfortable with self-swabs. Are supervisors allowed to help them in the event they still cannot do it by themselves?
	<ul style="list-style-type: none"> The supervisors are not trained to do so but will be able to guide them in terms of the steps. Centres may refer to videos or the interactive site for steps: http://go.gov.sg/art-instructions.
3.2.2	What is the recommended workflow between the Supervisor(s) and Point-of-Contact (POCs)?
	<ul style="list-style-type: none"> Supervisors will supervise self-swabbing and record staff's swab test results. Supervisors would need to immediately alert POCs to AG Positive or Double AG Invalid results to facilitate the uploading of ART results on SRS and preparation required to convey staff to the SASH-PHPC for a confirmatory PCR test (e.g. prepare MOH referral letter, arrange for transport to SASH-PHPC). These results would need to be uploaded within 30 minutes from the test. The remaining results of staff (AG Negative) would need to be uploaded within the same working day.
3.2.3	Can two supervisors conduct concurrent supervisions at the same location?
	<ul style="list-style-type: none"> Centres may conduct concurrent supervisions at the same location as long as SMMs and operational guidelines are followed.

4. Enforcement

4	Enforcement
4.1	What should the centre do if a cleaner is unwilling or refuses to undergo ESSS in the centre?
	<ul style="list-style-type: none"> Any cleaner without a valid ART result should not be allowed entry into the centre.
4.2	What are the penalties for breaching the COVID-19 (Temporary Measures) (Control Order) Regulations 2020?
	<ul style="list-style-type: none"> The Fast and Easy Testing (FET) regime is being imposed under the COVID-19 (Temporary Measures) (Control Order) Regulations 2020. To ensure compliance, inspectors from MOE will be conducting inspections to check on the proper implementation of FET. Failure to comply with the requirements may result in prosecution and/or other enforcement action, including suspension/closure of operations. Businesses that do not implement or comply with the government's safe management measures (including implementing FET) may be ineligible for government grants, loans, tax rebates and other assistance, and may also be subject to temporary closures.

5. Point-of-Contact (POC)/ Admin Questions

5.1	Roles & Responsibilities
5.1.1	Is there a recommended staff to be deployed as the POC?
	<ul style="list-style-type: none"> POCs are responsible for receiving the test kits and uploading staff's ART results on the same day to the SRS. Centres have the autonomy to determine a suitable staff to carry out this role.
5.1.2	Are centres allowed to add, remove or change deployment of POCs mid-way? What do centres need to do?
	<ul style="list-style-type: none"> Centres would need to alert MOE via FormSG (https://go.gov.sg/moe-fet-update-details).
5.2	Reporting of ART Results
5.2.1	When do staff's ART results need to be uploaded to SRS?
	<ul style="list-style-type: none"> ART results of staff with AG positive or Double AG invalid would need to be uploaded on SRS <u>within 30 minutes</u> of the time that the test was taken. ART negative results would need to be uploaded on SRS within <u>the same working day</u> that the test was taken.
5.2.2	What happens if the ART results are entered wrongly into the SRS? Can centres still amend the ART results after submitting it into SRS?
	<ul style="list-style-type: none"> An email report with the status of the upload will be sent to the POC's registered email. As multiple uploads per day are allowed, centres may correct any errors and re-upload amended data for affected records as the most recent upload would replace the earlier submission. If an AG+ or AG Invalid result is uploaded erroneously, centres must explain how the results were uploaded by mistake via FormSG (https://go.gov.sg/artpositivenoncompliance).
5.2.3	Do staff on long-term leave from centres during ESSS (e.g. hospitalisation/ medical leave) need to be reported in SRS?
	<ul style="list-style-type: none"> Centres should only report the test results of staff who have taken the self-swab on SRS.
5.2.4	Some staff may not undergo testing in a particular cycle due to various reasons (e.g. MC, on long-term leave). How should centres report this on SRS?
	<ul style="list-style-type: none"> An email will be sent by the team monitoring the FET results and centres can close the issue when responding to that email.
5.2.5	Who should centres contact if they face difficulties uploading results on SRS?
	<ul style="list-style-type: none"> For Swab Registration System (SRS) related enquires, you may also email the SRS Support Email at AskSRS@hpb.gov.sg or call the SRS Support hotline at 6876 5848, from Monday to Friday from 8am to 5pm and Saturday from 8am to 1pm. The SRS Support hotline is closed on Sundays and Public Holidays.
5.3	ART Kit Stocktake and Replenishment

5.3.1	How do centres place orders for additional ART kits? How often should orders be placed?
	<ul style="list-style-type: none"> ▪ POCs may place ART kit orders directly with HPB once every four weeks via HPB's ART Self-test Kit Collection Portal (http://go.gov.sg/fet-kits), if necessary. ▪ Centres should refer to the section on 'ART Kits Inventory and Delivery' in the ESSS Guide for the workflow.
5.3.2	I can't seem to log-in to the HPB's Self-test Kit Collection Portal. Who should I contact?
	<ul style="list-style-type: none"> ▪ Only the POC who received tracking information from HPB for the <u>first batch of ART kits delivery</u> would have access to HPB's ART Self-test Kit Collection Portal (http://go.gov.sg/fet-kits). Please ensure that the details are correctly filled in.
5.3.3	I have placed an order on HPB's website but have not received any confirmation. Who should I contact?
	<ul style="list-style-type: none"> ▪ POCs will receive order confirmation via SMS and email after submission of order and will be alerted if an error has occurred within three days of submitting the order. ▪ Please notify MOE through FormSG (www.go.gov.sg/art-incident-reporting) if you do not hear back from HPB/ PackNParcel.
5.3.4	I have questions regarding the delivery (e.g. did not receive tracking details from PackNParcel, received a notice that delivery was fulfilled when it was not the case) Who should I contact?
	<ul style="list-style-type: none"> ▪ Please contact PackNParcel directly for tracking and delivery issues https://tracking.parknparcel.com, support@parknparcel.com.sg or +65 6428 6200.
5.3.5	What should centres do if they have not received/ receive missing/ faulty ART kits?
	<ul style="list-style-type: none"> ▪ Point-of-Contacts (POCs) or Receiving Officers should take a photo of any faulty/ damaged kit(s) discovered upon receipt of goods and notify MOE through FormSG (www.go.gov.sg/art-incident-reporting).
5.3.6	Can centres use the ART kits for ESSS for other purposes? (e.g. testing of students)
	<ul style="list-style-type: none"> ▪ No, ART kits for ESSS should not be used for other purposes.