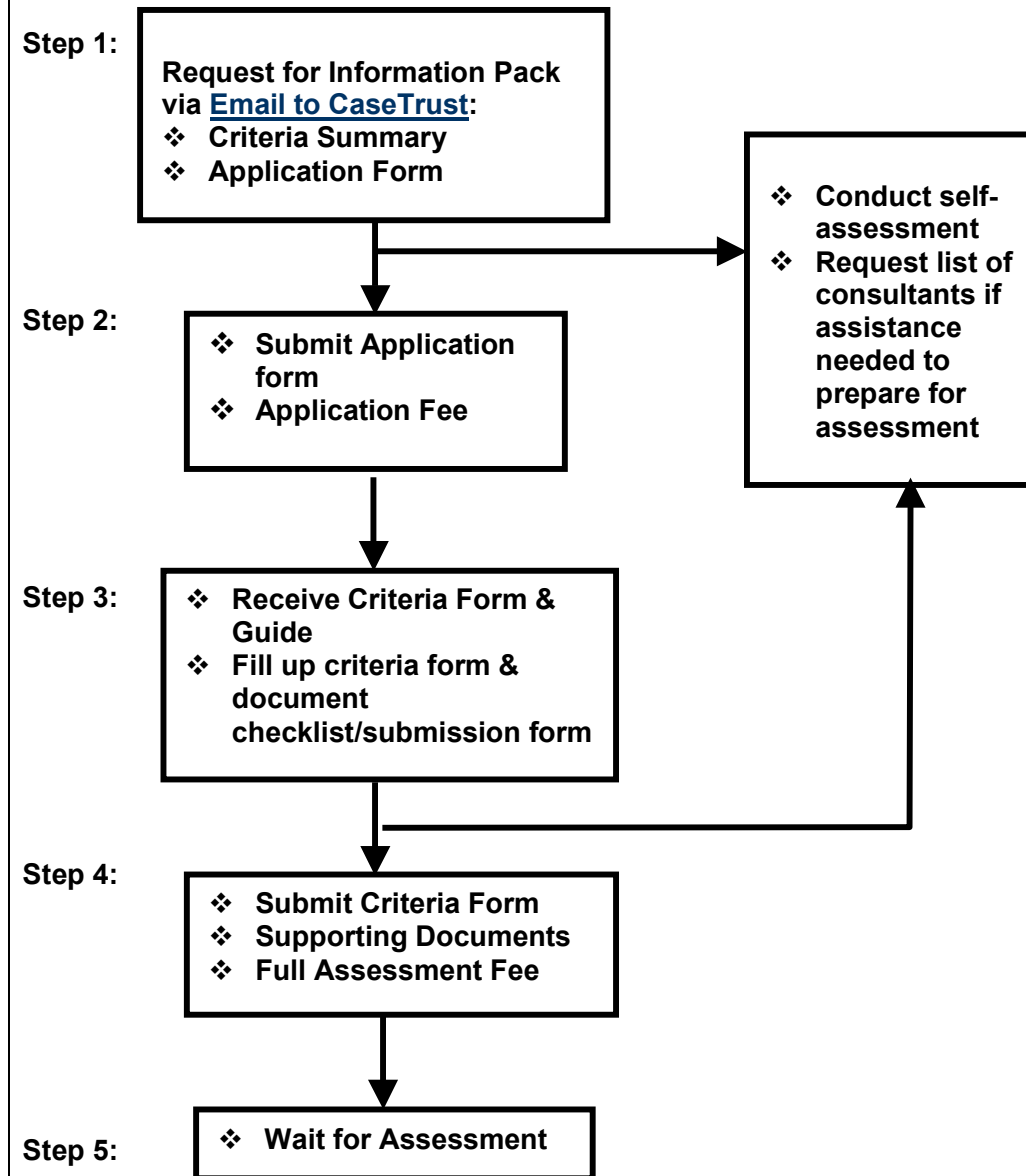




**CaseTrust  
Accreditation  
Scheme**

**Information &  
Application Kit –  
Employment Agencies  
(Foreign Domestic Workers)**

## CaseTrust Application Procedure



Note: Time taken for application and assessment depends on how complete and how early forms & docs are sent in to CaseTrust, but should be between 1 - 3 months.

## CaseTrust Assessment Procedure

### Step 1:

- ❖ Upon receipt of full submission of documents, CaseTrust will arrange Desktop Assessment to commence
- ❖ Assessor(s) will contact applicant within one (1) month from the date of submission on the results of the Desktop Assessment



### Step 2:

- ❖ Assessor will contact applicant to arrange site assessment
- ❖ Assessors to conduct Site assessment: staff interview & outlet visit/server premise



### Step 3:

- ❖ Applicant will be notified about the results of assessment
- ❖ Successful applicants will be invited to sign license agreement with CASE



### Step 4:

- ❖ Letter of congratulations & membership
- ❖ Collect decal(s)
- ❖ Code of Practice
- ❖ Logo usage guideline

#### Note:

- ❖ *Webfront applicant's website will be assessed off site.*
- ❖ *Visitation of Webfront applicant's server premises is part of site assessment.*

## CASETRUST CRITERIA FOR EMPLOYMENT AGENCIES

This is a summary of the CaseTrust Criteria for Employment Agencies. The full Criteria Form, incorporating assessment elements and document checklists, will be made available to businesses upon submission of the CaseTrust Application Form and Application Fee of S\$200.

### A. POLICIES

Area	Criteria
<b>Foreign Domestic Worker &amp; Delivery of Services</b>	A1. My business has a policy to offer foreign domestic workers and service of satisfactory quality.
	A2. My business ensures the employer signs the standard employment contract with the foreign domestic worker.
<b>Terms &amp; Conditions of Service Agreements</b>	A3. My business offers and clearly declares the terms and conditions of warranties or service guarantees to protect customers against foreign domestic workers' medical problems, lack of skills, and non-conformity with bio data.
	A4. My business has a replacement, refund and transfer policy clearly stipulating the time frame and conditions for any complaint resolution.
	A5. My business has a policy of providing a new Services & Fees Schedule to customers upon replacement of the foreign domestic worker.
	A6. My business has a policy of providing the standard service agreement and bio-data.
<b>Pricing &amp; Payment</b>	A7. My business has a policy of providing a copy of the signed standard service agreement to the customers.
	A8. My business clearly states the terms and conditions for any deposits paid should the transaction be cancelled.
	A9. My business clearly states the terms and conditions applicable to the redemption of sales vouchers.
	A10. My business clearly states the date of commencement of the foreign domestic worker's employment.

Area	Criteria
<p style="text-align: center;"><b>Pricing &amp; Payment</b></p>	<p>A11. My business has a policy committing to clearly displaying all service charges including discounts or promotions etc.</p>
	<p>A12. My business clearly states the payment methods and channels available to customers.</p>
	<p>A13. My business is committed to avoidance of over charging or under charging and to ensure correct change is given.</p>
<p style="text-align: center;"><b>Security</b></p>	<p>A14. My business should be committed to maintaining the confidentiality of customer data.</p>

## B. COMMUNICATION

Area	Criteria
<b>External Communication</b>	B1. My business provides effective mode(s) of communication for customers.
	B2. My business has a system in place to inform CASE in writing of any critical changes including its Management Representatives.
<b>Advertising &amp; Promotion</b>	B3. Foreign domestic workers and services that my business offers reflect their descriptions, appearances and claims made by the agency in all marketing communications.
	B4. My marketing communications should include accurate details on prices, quality, availability and terms of sales (i.e. sales of packages of services available) and standard service agreements.
	B5. My business honours what we have advertised and promoted.
	B6. My business clearly states the period for which promotions are valid.
	B7. My business should clearly spell out details of the mechanism for any lucky draw or competition promotions and such promotions/prizes should not be of any nature derogatory or detrimental to the interests of the foreign domestic workers.
	B8. My business ensures that all advertising materials do not contain discriminatory and derogatory references/phrases and should not be detrimental to the interests of the foreign domestic workers.
<b>Dissemination of Regulatory Requirements</b>	B9. My business ensures that clients are informed/ advised on all work passes terms and conditions and any relevant government/ regulatory requirements.

### C. PRACTICE & SYSTEMS

Area	Criteria
<b>Terms &amp; Conditions of Service Agreements</b>	C1. My business provides clients with the standard service agreement and bio data.
	C2. My business provides customers with a copy of the signed standard service agreement.
<b>Payment, Collection &amp; Delivery</b>	<p>C3. <u>Deposit/Reservations</u></p> <p>a. My business provides customers with receipts to acknowledge payment of deposits or reservation charges.</p> <p>b. Receipt for deposits and reservations should reflect full detailed information.</p>
	<p>C4. <u>Proof of Transaction</u></p> <p>a. My business issues receipt to customers with details of the purchases of the services provided.</p> <p>b. The receipt must reflect relevant detailed information.</p>
	<p>C5. <u>Replacement, Refund and Transfer</u></p> <p>My business honours our replacement, refund and transfer policies promptly within the stipulated time frame and conditions.</p>

Area	Criteria
<p><b>Payment, Collection &amp; Delivery</b></p>	<p><b>C6. <u>Delivery</u></b></p> <p>a. My business provides handing/ taking over documentation of the foreign domestic worker.</p> <p>b. Handing/ taking over documents should reflect full detailed information. My business should obtain customer's signature acknowledging receipt of taking over. A copy of the handing/ taking over form should be submitted to the customer for retention.</p> <p>c. My business keeps customer updated on the status of their transaction should the need arise.</p>
<p><b>Feedback Management</b></p>	<p>C7. My business has a system to document complaint cases and a complaint resolution procedure.</p>
	<p>C8. My business has a system to provide counselling and mediation services for the foreign domestic workers brought in by my business.</p>
	<p>C9. My business keeps complainant informed of the status of the complaint investigation.</p>
	<p>C10. My business resolves complaints within a maximum of 21 days upon receipt of complaint.</p>
	<p>C11. My business informs customers of alternative forms of redress should the company be unable to resolve the complaint within the time frame (e.g. CASE Mediation Centre)</p>

Area	Criteria
<p style="text-align: center;"><b>Security</b></p>	<p>C12. My business uses customer's particulars strictly for the purpose of completing service/ employment/ work passes and business transactions or for other legitimate purposes made known to the customer prior to obtaining such particulars.</p>
	<p>C13. Should my business wish to use customers' particulars for purposes other than internal marketing and billing, My business should make this known to the customer prior to obtaining their particulars and must obtain the consent of the customer (e.g. application of work passes).</p>
	<p>C14. My business has a system to keep all customers' particulars confidential.</p>
<p style="text-align: center;"><b>Foreign Domestic Worker Quality &amp; Delivery of Services</b></p>	<p>C15. My business has a quality assurance system for foreign domestic workers and services offered, including making periodic house calls on customers and foreign domestic workers. Foreign domestic workers and services offered should be consistent with bio data/skills contract/standard service agreement.</p>
	<p>C16. My business screens MOM's orientation video to foreign domestic workers and should provide own in-house training or arrangement for foreign domestic workers to be trained by private institutions locally or overseas.</p>

**D. PERSONNEL**

Area	Criteria
<p style="text-align: center;"><b>Performance</b></p>	<p>D1. Customer support and service staff should not practise any unethical sales tactics.</p>
<p style="text-align: center;"><b>Knowledge</b></p>	<p>D2. Staff working for the company should be able to provide accurate, timely and comprehensive service information, all work pass terms and conditions, relevant government/ regulatory requirements and foreign domestic workers to the customers.</p>

## CaseTrust Fees Structure For Employment Agencies

Type of Cost	Year1	Year 2	Year 3	Year 4
Application Fee	200	-	-	-
Assessment Fee				
• Full	620	-	-	-
• Interim	-	-	310	-
Annual Management Fee	400	600	600	600

### Important Notes:

1. **Companies applying for the CaseTrust Accreditation Scheme must submit the documentations within 6 months from the date of application. The applicant must obtain full accreditation within 1 year from the date of the application.**
2. Fees are subject to change, depending on economic situation and discretion of the CaseTrust Secretariat.
  - Full-term assessment is conducted every 4 years.
  - Interim assessment is conducted every 2 years.
3. Fees are to be paid in advance.
4. The applicant must go through the full assessment first, and the interim assessment after 2 years. CASE reserves the right to perform more than one interim assessment during the 4-year period.
5. If the applicant does not pass the assessment, it must pay a re-assessment fee equivalent to the full assessment fee in order to continue with the application.
6. The annual management fee is payable only after the applicant clears the assessment process.
7. The applicant needs to pay for the cost of variation of Standard Contracts if it requests for changes to the contract.
8. In addition to the above fees, the applicant has to pay mediation fees to CASE if mediation is required.

## 9. Refund and Cancellation

Below are the cancellation fees in the event the CaseTrust applicant cancels application under the following circumstances:

- a) Application Fees of \$200 is strictly non-refundable.
- b) Assessment Fees are refundable if withdrawal request is made within 14 days after the submission of your application.
- c) If withdrawal request is made at least 3 days **before** commencement of Site Assessment, 50% of the Assessment Fees will be refundable.
- d) Assessment Fees are strictly non-refundable if withdrawal request is made within the 3 days before Site Assessment.

## CaseTrust Accreditation Scheme Application Terms and Conditions

### **Application**

1. The Applicant is bound by the Terms and Conditions herein and such variations, which may be from time to time, be made by the CaseTrust Secretariat, and upon submission of their Application to the CaseTrust Secretariat.
2. The Applicant must not have five (5) or more complaints lodged against it with breaches of the Consumer Protection Fair Trading Act (CPFTA), and must have a clean track record with CASE and relevant Authorities (within a period of 12 months before the date of application) in order to qualify for the accreditation scheme.
3. An Application to join CaseTrust must be accompanied by:
  - (a) Completed Application Form as prescribed, together with any supporting documents required
  - (b) Application Fees
  - (c) Assessment Fees
4. The Application Fees herein will not be refunded if the Applicant fails to qualify for Assessment for any reasons whatever. The Assessment Fees would however be refunded in the event of an outright disqualification.
5. If an Applicant fails the prescribed Assessment conducted, the Applicant may be given a further opportunity to qualify to be accepted under the scheme and such would be decided by the Assessor or Assessors assigned and, for so long as the Applicant does not exceed 2 further Assessments. All subsequent Assessment Fees, if any, must be paid by the Applicant.
6. The Applicant may ask for a review of the Assessment with reasons. Upon receipt of the review fee, the Applicant's request will be considered by the Head of Assessment, and if appropriate, forwarded to the CaseTrust Secretariat. Such review will be allowed at the discretion of the CaseTrust Secretariat and will be Final. This review fee will be refunded if the review is found in the Applicant's favour.
7. In the event that there is a need by the Applicant to consult with an existing panel of Consultants (whose names are available by request), then, the Applicant will liaise directly with such Consultants, who will be independent of the CaseTrust Secretariat, and appropriate fees will be paid to them for the Consultancy. The CaseTrust Secretariat will under no circumstance be liable for any advice rendered by such Consultants.

### **Membership Details**

8. Membership for the Scheme will be for a period of 4 years, renewable every year, subject to the Assessment and Investigation results, feedback from the public i.e. complaints if any, and other relevant factors. The CaseTrust Secretariat reserves the right to revoke or not renew membership should members fail to adhere to the standards set by the CaseTrust Secretariat.
9. Members who make changes to its company ownership after obtaining accreditation will be subjected to Interim Assessment and have to furnish CASE with a Deed of Assignment. This assessment shall be independent of other assessments that the member is scheduled to undertake.

### **Standards**

10. Members are required to maintain the CaseTrust standards as stated, among other things, in the Assessment Criteria provided. The criteria may be revised from time to time and the Members must be so bound by such.
11. Upon acceptance of membership, store-based retailers are required to display their policies clearly in their stores or such policies must be easily accessible to Consumers. Web-based retailers are required to publish their web policies on their web sites.
12. Members must have a proper criterion to deal with complaints and a dispute resolution programme in place and, which is transparent and known to Consumers.
13. In order to uphold the standards, which may be updated from time to time, set by CaseTrust, all members shall adhere to the Code of Practice and abide by penalties imposed upon breach/infringement of the Code of Practice.

### **Condition Precedent**

14. Members should allow CaseTrust representatives into their premises for auditing and/or investigation purposes, whether notified or not. If a fee is required or any expense incurred for such investigation, such fee or expense should be refunded upon the Member's notification of the investigation by the CaseTrust Department.

### **Audit/Investigation**

15. The Applicant has been made aware of the CaseTrust Secretariat's empowerment to deal with breach/infringement of the Code of Practice. Members who commit a breach/infringement shall be imposed a fine, be suspended, expelled or blacklisted, either singly or jointly, depending on the severity of the offence, or by any other appropriate means.

16. Members who are lifted from suspension orders will be required to undergo an Interim Assessment.

**Termination**

17. Upon termination of the CaseTrust Accreditation Scheme membership, all CaseTrust related Materials including the CaseTrust Decal must be returned to the CASE office within 7 days, and such Materials and such Decal should not be used in any manner whatsoever by the member before its return.
18. The CaseTrust Secretariat reserves the right to revoke membership should members fail to adhere to the License Agreement or breach the Terms and Conditions herein, or for whatever reasons, as the CaseTrust Secretariat deems fit.



## CaseTrust Accreditation Scheme Application Form – Store Front

### Instructions:

1. Applications for Store and Web accreditation are separate, even if the applications are from the same business.
2. Please type or write clearly using black or blue ink for all forms.
3. Where not applicable, fill in the blanks using **NA** or **NIL**. Please note that **blank answers are not acceptable**, and may result in delay in processing of your application.
4. Attach separate sheets if the space provided is insufficient.

### Particulars of Your Business

Name of Business:

Address:

Tel:

Fax:

Website:

Email:

Registration of Company Business (**ROCB**) no.:

Employment Agency License No. (if applicable):

Date of Registration (**dd/mm/yyyy**):

Trade/Corporate Memberships:

Have you or your Directors/Partners/Owners ever been rejected, suspended or removed from any accreditation scheme, including but not limited to this Scheme? **YES / NO**  
Please provide details (attach additional sheets if necessary):

### Contact Particulars

Name & Title of Organisation Head: \*Dr/Mr/Mrs/Mdm/Ms

Name & Title of Contact Person for CaseTrust: \*Dr/Mr/Mrs/Mdm/Ms

Tel:

Fax:

Email:

## CaseTrust Application – Form A

### Size of Business:

- o Small – Sales Turnover less than S\$1M and Non-GST Registered
- o Medium – Sales Turnover between S\$1M & S\$15M
- o Large – Sales Turnover more than S\$15M

### Type of Business:

- o Sole Proprietorship
- o Partnership
- o Private Company
- o Public Company
- o Others \_\_\_\_\_

### Type of Owner:

- o Wholly Local
- o Wholly Foreign, Country: \_\_\_\_\_
- o Foreign/Local Joint Venture  
Foreign Country: \_\_\_\_\_  
Foreign Equity (%): \_\_\_\_\_

### Nature of Business:

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>o Department Store</li><li>o Department Store cum Supermarket</li><li>o Supermarket</li><li>o Mini-mart</li><li>o Confectionery &amp; Biscuits</li><li>o General Provision Store</li><li>o Food, Beverages &amp; Tobacco</li><li>o Pharmacy/Drug Store</li><li>o Cosmetics/Toiletries</li><li>o Textiles</li><li>o Household Electrical Appliances</li><li>o Hotelier</li><li>o Banking</li><li>o Renovation/Contractor</li></ul> | <ul style="list-style-type: none"><li>o Jeweller</li><li>o Sporting &amp; Athletic Goods</li><li>o Gifts/Handicrafts/Hobbies</li><li>o Telecommunications Equipment</li><li>o Books, Magazines &amp; Stationery (including News Vendor)</li><li>o Optical Store</li><li>o Watches &amp; Clocks</li><li>o Spas</li><li>o Travel Agents</li><li>o Employment Agencies for Foreign Domestic Workers</li><li>o Service Providers</li><li>- Type: _____</li><li>o Others, please specify _____</li></ul> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## CaseTrust Application – Form A

<b>If Business has a chain of outlets:</b>	
Number of outlets:	
Total no. of staff:	No. of Retail staff:
<b>If Business is a subsidiary of Holding Company:</b>	
Name of Holding Company:	
Address:	
Tel:	Fax:
Email:	
Number of outlets	
Total no. of Staff:	No. of Retail Staff:

## CaseTrust Application – Form A

### Declaration

I / We declare that:

1. All the information given is accurate and truthful.
2. The membership criteria have been fully read and understood.

Authorised Signature: \_\_\_\_\_

Name / Title: \_\_\_\_\_

Date: \_\_\_\_\_

Company Stamp: \_\_\_\_\_

**Please remember to include the following together with your application:**

- i. **All cheque(s) payable to Consumers Association of Singapore (CASE)**
- ii. Completed Application Form to be submitted to:

**CaseTrust Department  
Consumers Association of Singapore (CASE)  
Ulu Pandan Community Building, #05-01  
170 Ghim Moh Road  
Singapore 279621  
Tel: 6461 1800 Fax: 6463 7048 Email: [casetrust@case.org.sg](mailto:casetrust@case.org.sg)**

CaseTrust Application – Form A

## Particulars of My Outlet (s)

Outlet Name:	
Address:	
Tel:	Fax:
No. of Staff:	Size of Outlet (sq m):

Outlet Name:	
Address:	
Tel:	Fax:
No. of Staff:	Size of Outlet (sq m):

Outlet Name:	
Address:	
Tel:	Fax:
No. of Staff:	Size of Outlet (sq m):

Outlet Name:	
Address:	
Tel:	Fax:
No. of Staff:	Size of Outlet (sq m):

Outlet Name:	
Address:	
Tel:	Fax:
No. of Staff:	Size of Outlet (sq m):

**Please make copies if you have more than 5 outlets.**