

ACP Facilitation/Training Frequently Asked Questions (FAQs)

Updated as of 30 July 2026

A	How do I sign up for PPC ACP E-Learning Training?
	Your EOs will nominate ACP facilitators involved in PPC and/or DS ACP facilitation for e-learning. Nominations are conducted in cycles and EOs will be informed once the next cycle opens. You will be notified if you have been nominated for training.
B	Will PPC facilitators lose their PPC certification if they do not complete the e-learning?
	The e-learning is mandatory for PPC Facilitators who have completed PPC training before 1 March 2026. Completion of the refreshed PPC e-learning is required to retain their ACP IT System access and PPC facilitator certification. - While the original deadline for completion was 30 June 2026, extension cycles are being offered to provide further opportunities to complete the e-learning training – details will be shared with EOs in July 2026. - Facilitators who still do not complete the e-learning training by the end of the extension period will be required to undergo the full PPC training to regain certification. Facilitators who are not PPC-trained will need to attend the full PPC training, which is a 1–2 days course conducted by clusters. Facilitators from the community who wish to be trained may approach our appointed Learning Institutes at https://for.sg/ppctraining.
C	Do General ACP facilitators need to attend the refreshed PPC e-learning?
	The refreshed PPC e-learning is only applicable to DS-trained and PPC-trained facilitators. As the General ACP refresher e-learning was conducted in 2025, General ACP-trained facilitators are not included for this e-learning cycle.
D	Is this the same e-learning as the Refreshed General ACP Facilitator E-learning?
	No, these are two separate e-learning tracks. The Refreshed General ACP Facilitator e-learning is only meant for General ACP-trained facilitators, whereas the refreshed PPC e-learning applies only to PPC and DS-trained facilitators.
E	Do existing facilitators (without the need to upload PPC forms) need to attend the Refreshed PPC Form e-learning?
	All PPC and DS-trained facilitators are strongly encouraged to complete the e-learning to maintain their ACP IT System access and certification. Those who are not actively conducting PPC discussions may opt out, but they will need to undergo the full PPC training to be recertified.

F	Can EOs reach out to AIC for the completion status of the e-learning course from April to June 2026?
	AIC has sent completion reports to EOs to provide oversight of their organisation's e-learning completion rates.
G	When will the training details be emailed to facilitators after nominations close?
	Training details will be emailed to facilitators. They will receive two emails - one from ACP National Office about the e-learning and another automated email from Classmarker with the e-learning login instructions.
H	How can facilitators request access after missing the 30 June e-learning deadline?
	Facilitators may seek the approval of their EO and HOD to be nominated for the extension of the e-learning. Your organisation's EO will consolidate and submit all extension requests to AIC. Facilitators who are not PPC-trained will need to attend the full PPC training, which is a 1–2 days course conducted by clusters. Facilitators from the community who wish to be trained may approach our appointed Learning Institutes at https://for.sg/ppctraining .
I	Can we request an extension for the nomination period as our organisation is large and needs more time to collate the trainees?
	You may email us at livingmatters@aic.sg for assistance.
J	May I know how EOs can nominate users for the refreshed PPC e-learning?
	During the nomination cycles, EOs may submit the completed nomination forms via FormSG at: https://for.sg/ppcelearningnomination . You may email us at livingmatters@aic.sg for assistance.
K	Can AIC help verify which ACP general users are PPC-trained?
	Yes, AIC can assist to verify. To streamline the verification process, institutions should consolidate the list of users before submission and send the list to livingmatters@aic.sg for checking.
L	Since all ACP facilitators are already registered in the system, do we still need to resubmit the full list, or can AIC pull the existing names and send the training requests directly?
	Facilitators holding the DS ACP facilitator, PPC facilitator or Coordinator roles with active accounts in the ACP IT system (i.e. not de-activated due to inactivity) as of March 2026 will be automatically enrolled for e-learning, based on AIC's extraction of active users. EOs' assistance is still needed to nominate DS-trained or PPC-trained facilitators who do not currently hold an active role or account, so they can also be enrolled into the refreshed PPC e-learning.

M	Is AIC able to provide us with a list of certified facilitators?
	AIC is unable to provide a full list of certified facilitators, as facilitators may move across organisations and departments. EOs may refer to the list of active facilitators in the eReg system. Alternatively, EOs can consolidate provide AIC with their organisation's the list of active facilitators within their organisation and send the list to livingmatters@aic.sg for checking.
N	Is there any change in the worksheets?
	In the current PPC form, the form and discussion worksheet are separate. For the upcoming refreshed PPC form, the discussion worksheet will be integrated into the PPC form, with all key patient and nominated healthcare spokespersons' information consolidated in a single form for easier reference and reduced administrative effort. This approach aligns with the refreshed General ACP form introduced last year.
O	Do we need to inform our ACP users regarding this matter, or will AIC be following up with them directly? If we already have the list of ACP users, what actions are required from our end?
	Active ACP IT System users will receive the necessary information to complete the refreshed PPC form e-learning and update their personal particulars. We seek EOs' support in encouraging their organisations' facilitators to complete both their mandatory e-learning and personal particulars update.