

NATIONAL REGISTRY OF EXERCISE PROFESSIONALS FREQUENTLY ASKED QUESTIONS

GENERAL INFORMATION ABOUT NREP

1. What is the National Registry of Exercise Professionals (NREP)?

The fitness industry plays an important role in the national strategy towards encouraging our people to lead a healthier and more active lifestyle. Therefore, it is in our interest to support the development of this industry so that instructors have the requisite skills to play this role.

The National Registry for Exercise Professionals seeks to:

- Raise standards across the sector, by putting in place an accreditation framework that promotes safety and professionalism of the sector.
- Better support exercise professionals, through continuous learning and professional development resources, networking opportunities, and other benefits like a free one-year membership with [National Instructors and Coaches Association](#) (NICA)/National Trades Union Congress (NTUC). This free NICA/NTUC membership provides exercise professionals with mediation support for workplace disputes, training funding to defray essential course fees and business networking opportunities.

2. How does the NREP improve the fitness sector?

With the implementation of the NREP:

- There will be clear safety standards and capability requirements to help the fitness sector raise its professional standards;
- Exercise professionals will be certified and provided with free NICA/NTUC membership in the first year. As NICA/NTUC members, exercise professionals will enjoy benefits that include mediation support for workplace disputes, training funding to defray essential course fees and business networking & resources; and
- Members of public will have access to the Registry so that they can make more informed decisions and have greater assurance when engaging accredited exercise professionals.

3. Who should sign-up for the NREP?

All exercise professionals such as group fitness instructors and personal trainers. Refer to our website (www.go.gov.sg/nrep) for a list of disciplines and class types that are classified under NREP. Please note this list is non exhaustive. For queries, please email nrep@sport.gov.sg.

4. The fitness industry has been around for some years. Why the decision to start NREP now?

Singapore is home to a diverse range of exercise professionals, who conduct fitness activities such as Zumba, Yoga, Piloxing, Pilates, Personal Training, Strength and Conditioning, etc. The NREP was started to consolidate these professionals into a single unified registry. Apart from gathering them on the registry, it will also provide us with a better indication of the support needed for these professionals.

5. What is the difference between the National Registry of Coaches (NROC) and NREP?

NROC encompasses sport coaches (swimming, taekwondo, or any sport under a National Sport Association), while the NREP will encompass exercise professionals who conduct fitness classes such as Zumba, Yoga, Piloxing, Pilates, Personal Training, Strength and Conditioning, etc.

Refer to our website (www.go.gov.sg/nrep) for a list of disciplines and class types that are classified under NREP. Please note this list is non exhaustive. For queries, please email nrep@sport.gov.sg. For queries on NROC, please email sport_coaching@sport.gov.sg.

6. I am an existing member of NROC, can I also sign up for the NREP?

Yes, the NREP is open to all exercise professionals provided they meet the minimum requirements of each phase. The NREP is currently in its second phase (w.e.f. 1 April 2024) with the following requirements for membership:

- Relevant fitness/exercise certification(s)
- Valid Standard First Aid (SFA) with AED & CPR certification from a Singapore Resuscitation and First Aid Council (SRFAC) accredited training centre
- Safe Sport certification

7. If I am an NROC registered coach, do I need to register in NREP?

It is not mandatory for NROC registered coaches to register on the NREP. You should only register to the NREP if you conduct exercise and fitness coaching as well (e.g. you are both a certified swimming coach & yoga instructor).

8. Is it mandatory for exercise professionals to be registered under NREP?

Whilst it is not compulsory for exercise professionals to register, all exercise professionals are strongly encouraged to be registered with NREP.

Starting from 1 April 2024, Government agencies will only hire exercise professionals who are registered under NREP. This will ensure a certain level and consistency of qualifications amongst all exercise professionals who conduct programmes that are run by government agencies for members of the public.

9. What are the various phases of the NREP?

Phasing and Requirements of the NREP		
First Phase (April 2023)	Second Phase (April 2024)	Third Phase (to be announced in due course)
<ul style="list-style-type: none"> • Relevant fitness/exercise accreditation • Standard First Aid with AED & CPR certification 	<ul style="list-style-type: none"> • Relevant fitness/exercise accreditation • Standard First Aid with AED & CPR certification • Safe Sport certification 	<ul style="list-style-type: none"> • Relevant fitness/exercise accreditation • Standard First Aid with AED & CPR certification • Safe Sport certification • Accreditation framework which includes requirement for a Basic Exercise Science or equivalent certification • Continuous education framework

10. The NREP will be introducing an accreditation framework in the third phase, what does this mean for me?

The third phase will see NREP strengthening the accreditation framework and details of the requirement for a Basic Exercise Science certification and continuous education framework will be made available in due course. When that phase is implemented, exercise professionals would be required to obtain the relevant accreditations required by the framework.

11. How will SportSG determine which certificates will be recognised within the accreditation framework?

SportSG will work in close partnership with key stakeholders within the fitness sector to determine which certifications are recognised within the accreditation framework. More information will be released by SportSG in due course.

12. How can I access my free NICA/NTUC membership after I register for the NREP?

Upon confirmation of your NREP membership, you will receive an email which includes information on the free one-year membership sign up for NICA/NTUC. You can also visit www.go.gov.sg/nrep-nica to sign up for this free one-year membership after you have successfully registered with NREP. For queries on NICA/NTUC, please email nica@ntuc.org.sg.

13. How will my NREP profile be seen?

Members of public will be able to identify & verify NREP registered exercise professionals via the 'Find a Coach' portal, NREP members can choose what information to share publicly. By

default once your membership is activated, your profile would be automatically published on the ActiveSG “Find a Coach” webpage via this URL:

<https://www.myactivesg.com/sports/find-a-coach>

For members who do not wish to display their membership profile, please make sure you do this: From “My Profile”, under Personal Particulars, uncheck “Make profile visible on online public database”. If you choose not to make your profile public, members of public may not be able to verify your NREP membership via the “Find a Coach” webpage.

SportSG treats all personal data in accordance with the Personal Data Protection Act 2012 and our data protection policy. Please visit our website at <https://www.sportsingapore.gov.sg/privacy-statement> for further details on our data protection policy, including how you may access and correct your personal data or withdraw consent to the collection, use or disclosure of your personal data.

14. Can I submit my application in person?

All applications must be submitted online via [SportSync](#). More information on how to register will be found on our NREP microsite.

If you experience any technical issues during the application process, you can email nrep@sport.gov.sg. Please describe the issue in detail & attach screenshots of the error message in your email.

15. What is the difference between NTUC and NICA membership?

Employment Type	Existing Membership Status
Freelancer or Self-Employed Person (SEP)	NTUC membership; serviced by NICA
Full-time Employee	NTUC membership; serviced by NTUC and relevant union

If you are a freelance or self-employed coach/ instructor in sports, arts, exercise, and enrichment, you can sign up as a NICA member. Nonetheless, NICA members are also NTUC members and would enjoy NICA and NTUC benefits. NREP members can activate a 1-year complimentary NICA membership between 1 April 2023 and 31 March 2025, both dates inclusive. NICA will service your membership.

If you are a full-time salaried employee and an NREP member, you can activate a 1-year complimentary NTUC membership between 1 April 2023 and 31 March 2025, both dates inclusive. NTUC Membership department and the relevant union will service your membership.

Under both scenarios, you can refer to your NREP membership confirmation email on how to activate your 1-year free NICA or NTUC membership. The last day to activate your complimentary NICA or NTUC membership is 31 March 2025.

More information can be found on their website (<https://go.gov.sg/nrep-nica>).

16. I have further queries about the NREP, who can I reach out to?

Please email nrep@sport.gov.sg

CERTIFICATION

17. What constitutes a relevant fitness/exercise certificate?

A relevant fitness/exercise certificate is any non-expired certificate that certifies your ability to teach your chosen fitness discipline. For example, Zumba instructors should possess a valid Zumba instructor's certificate; personal trainers should possess a valid personal trainer's certification, etc.

18. The mandatory certifications will add on to the cost burden of the exercise professionals. In view of the high cost of living currently, how would the govt help reduce the costs of certification for the exercise professionals?

The pre-requisite for certifications is to ensure that exercise professionals have the relevant skills and knowledge to conduct classes in a safe manner safe for members of the public.

SportSG is collaborating with National Instructors and Coaches Association (NICA) to provide exercise professionals who register under NREP with a complimentary one-year NICA/NTUC membership until 31 March 2025.

As NICA/NTUC members, exercise professionals can enjoy benefits that include mediation support for workplace disputes, training funding to defray essential course fees including subsidised Standard First Aid certification, and business networking & resources.

19. Will I require a Basic Exercise Science (BES) certification in the second phase of the NREP?

No, you will not.

20. Where can I obtain the Safe Sport certification?

Safe Sport certification can be obtained via the SportSG-ED platform. Present and prospective NREP members can create a SportSG-ED account using a self-registration page (<https://go.gov.sg/nrep-ss>).

Points to note for the self-registration page:

- Ensure you fill in your full name as per NRIC/FIN. Your full name will appear on your Safe Sport certificate and is required for verification purposes.
- Your SportSG-ED account will only be active for one month upon creation. Do ensure you complete the module within this stipulated time and ensure that your certificate is downloaded and stored in an easy to retrieve location.

- Any request for a replacement certificate will be subject to a \$10.80 (including GST) administrative fee.

Once an account has been created, use this link (<https://sportsg-ed-pilot.csod.com/client/sportsg-ed/default.aspx>) to log back directly onto the SportSG-ED platform.

- **Username:** the email address indicated in the self-registration page. Do not use your SportSync ID as it will not work.
- **Password:** password is the same password used in the self-registration page.

21. I'm facing issues with the SportSG-ED self-registration page, who can I contact for assistance?

For any technical assistance, please kindly contact support@talentx.com. If possible, attach a screenshot of the issue. All other queries can be channelled to nrep@sport.gov.sg.

22. I have obtained Safe Sport certification as part of my NROC membership, must I re-take?

No, the learning outcomes & content of both the Safe Sport certifications for NREP & NROC are similar, you will not be required to re-take it.

23. My fitness/exercise certification (ACE, ACSM, Zumba, etc.) has expired, can I still register for the NREP?

You would need to have a valid and non-expired fitness/exercise certification to register for the NREP. Your certification would also have to be valid and non-expired throughout the NREP membership period. If it expires, please update with a non-expired copy on SportSync.

24. What is the Standard First Aid (CPR + AED) Course?

The Standard First Aid (SFA) Course equips exercise professionals with essential knowledge and skills to deal with a wide range of potential medical emergencies. SFA certification has a validity period of 2-years and must be renewed to remain eligible for NREP membership.

The NREP will only accept certification from Singapore Resuscitation and First Aid Council (SFRAC) accredited training centres. You can view the list of accredited training centres at SFRAC's website (<https://srfac.sg/directory/training-centre/>).

MEMBERSHIP

25. Must I renew my NREP membership annually?

Full membership to the NREP is for a period of three years. During this period no renewal of NREP membership will be required. To maintain your NREP membership, you will be

required to meet the baseline requirements of each phase and ensure your certifications are not expired. At this moment, there is also no intention to charge registration fee.

26. Does the NREP have provisional & full membership like the NROC?

The NREP had both types of membership during Phase 1. In Phase 2 (w.e.f. 1 April 2024), the NREP has discontinued the provisional membership scheme. All NREP-registered exercise professionals are now required to be full members.

27. I was a provisional member and now my status is 'Inactive', how can I obtain full membership?

You will still have access to SportSync, within the 'My profile' tab, select 'Upgrade Membership' and proceed accordingly. Please note, **DO NOT** select 'renew membership' – NREP members are not required to renew membership, only to upgrade.

28. How will I know my NREP application is successful?

Applicants will be notified of the results of application via email. Please note that due to a high volume of applications, it may take up to 3-4 weeks for your application to be processed.

ACCOUNT

29. How can I log into SportSync?

To login to SportSync, you require an ActiveSG membership account. SportSync can be accessed via this URL: <https://www.SportSync.sg>

More information on how to register can be found on our registration guide (www.go.gov.sg/nrep-registrationguide) also found at our NREP website (www.go.gov.sg/nrep).

30. How can I register for an NREP account?

Registration for NREP membership can be done in SportSync using SingPass or ActiveSG account (account registration is free). Once logged in, please navigate to "NREP Membership" where an online application can be submitted.

More information on how to register can be found on our registration guide (www.go.gov.sg/nrep-registrationguide) also found at our NREP website (www.go.gov.sg/nrep).

31. I've encountered login issues while using SportSync. What can I do?

Please approach the respective helpdesk for login issues:

Area of enquiry	Helpdesk details
Other issues	+65 6723 6700 08:30 – 18:00 (Mon – Fri)
General enquiries	nrep@sport.gov.sg

32. How do I access the e-card?

- Login to SportSync (using either ActiveSG or Singpass, with preferred method being Singpass) (<https://www.SportSync.sg>).
- From the top left corner menu, click on 'NROC membership' to expand, followed by 'View NREP membership'.
- Click on your NREP Membership.
- Click on the orange e-card logo.

33. I am unable to create an ActiveSG account to access SportSync. It says, 'invalid ID'.

This indicates that you may have an existing ActiveSG account.

- Click on 'Forgot Password', on the ActiveSG member sign-in page.
- Once you have reset your password, return to SportSync and sign in with your ActiveSG account.
- For ease of subsequent access to SportSync, we strongly advise that you activate your Singpass for SportSync sign in.