

Delivering a Seamless, Cloud-Based Training Management System for the Singapore University of Technology and Design (SUTD)

Customer Profile

The Singapore University of Technology and Design (SUTD) is committed to advancing knowledge and nurturing technically grounded leaders and innovators to serve societal needs. Over the past years, SUTD has experienced significant growth in its Continuing Education & Training (CET) offerings, positioning itself as a leading lifelong learning partner. SUTD strives to empower lifelong learners, helping them stay relevant and competitive in the ever-evolving global workplace through a wide range of educational programs.

Location

Singapore

Industry

Education

Platform

MaivenPoint Vitae

Critical Needs

- A scalable, out-of-the-box training management system (TMS) that centralises management of enrolment, courses, scheduling, and payment, and streamlines other administrator and educator tasks
- Capability to integrate with existing in-house platforms as well as SSG TPGateway.
- A dashboard for analysis of historical data and provision to automate scheduled reports
- Ability to support SUTD's governance framework on data classification and labelling, and provide access to data and functionalities based on roles
- Meet compliance requirements of the Personal Data Protection Act 2012, Income Tax and Goods and Services Tax Regulations of Inland Revenue Authority of Singapore (IRAS), and Electronic Transaction Act

Success Highlights

- Implementation of a one-stop Continuing Education and Training management portal for adult learners, educators, and administrators
- End-to-end administration of all activities, from course creation and enrolment, to attendance, billing, and certification
- Seamless integration with SkillsFuture Singapore (SSG) Training Partners Gateway (TPGateway)
- SSG TPGateway to streamline funding claims and learner records
- Access to real-time, data-driven insights and reporting dashboards

The Challenge

SUTD required a comprehensive TMS to manage CET courses to adult learners. However, SUTD's previous system relied on siloed systems involving manual processes.

This lack of integration created significant challenges in administering core training functions — ranging from course creation and enrolment to attendance tracking, evaluation, billing, and grant management. These disconnected workflows increased the administrative burden, introduced inefficiencies, and limited visibility across learner and course progress.

Similarly, as an accredited CET centre, integration with the SSG TPGateway into its system is crucial for SUTD to accurately calculate funding and efficiently manage grant processes. The absence of such integration has impaired administrator efficiency.

These approaches are not only time-consuming and error-prone but also require meticulous tracking to meet audit requirements set by government agencies. Implementing a centralised, automated TMS ensures seamless compliance, accuracy, and efficiency in managing these processes.

Keeping in mind the security of user data and compliance with regulations, SUTD also requires a system that can implement its data labelling and classification requirements, as well as role-based access administration.

The Solution

To address its training management challenges, SUTD sought a TMS that could unify operations across its CET arm. Responding to SUTD's needs, AvePoint implemented an end-to-end solution tailored to their requirements by leveraging its dedicated, award-winning edtech SaaS product arm, MaivenPoint.

With MaivenPoint's scalable and proven TMS capabilities, the implementation ensured rapid deployment while seamlessly addressing the full training lifecycle needs of SUTD. The training management solution includes:

- **Comprehensive course management:** Facilitates the creation, scheduling, and management of courses, modules, and assessments. It also supports standalone courses, stackable programmes, and certification programmes without limitations.
- **Seamless enrolment management:** Allows individual and batch registrations, including online registration.
- **Streamlined payment gateway integration:** Supports various payment modes, including PayNow, credit/debit card, and bank transfer collections.
- **Extensive finance billing, collection, and payment management:** Generates billing cycles, multi-currency transactions, invoices, and accounts receivable with accuracy and audit-readiness in mind.
- **Real-time and scheduled reports and analytics:** Provides standard and custom reporting capabilities with business intelligence platforms that provide real-time data dashboards and the creation of scheduled reports.
- **Secure user administration:** Supports robust role-based access control (RBAC), user management, and system configuration to safeguard data and enforce compliance with institutional data classification policies.

The Road Ahead

As SUTD continues to enhance its training management and learner service experience, the university is committed to maximising the impact of its TMS to drive the future of CET. The system's holistic approach to a TMS, including seamless system integration and robust reporting capabilities, ensure SUTD remains agile and data-driven in its decision-making, equipping it to adapt to evolving needs, deliver exceptional learner experiences, and uphold its reputation as a leading adult learning and lifelong education partner.



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