


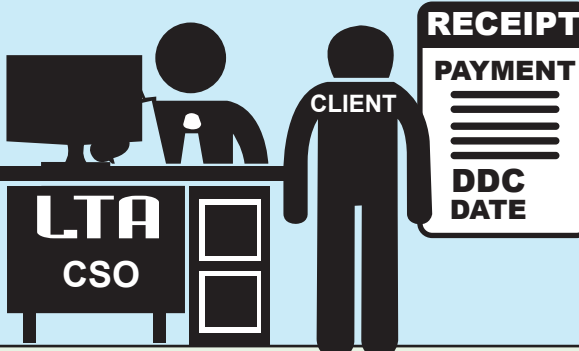
# DDC CLASSROOM LEARNING Process

**1**



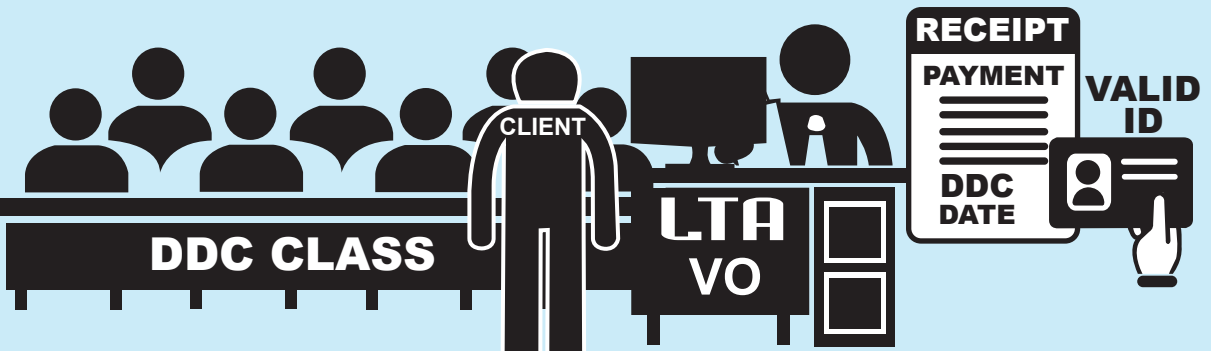
A client intending to do a DDC Classroom Learning(CL) makes a booking and pays for the appropriate course at the nearest LTA Office.  
Level 1(Class 1, 2, 8) - \$36.00  
Level 2( Class 3, 4, 5) - \$76.50 (Fees are subject to changes)

**2**



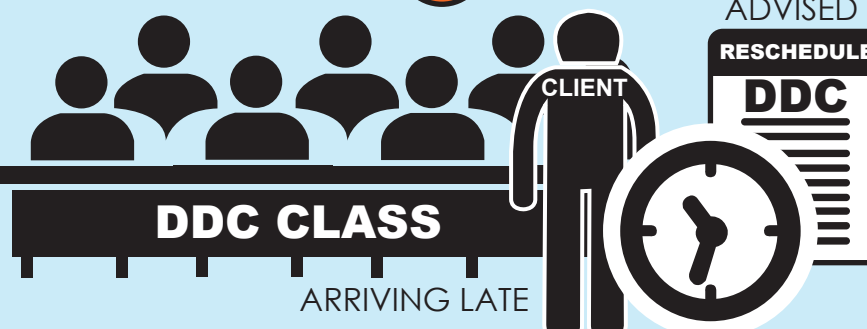
Upon receipt of payment by CUSTOMER SERVICE OFFICER(CSO), client checks receipt to confirm DDC date.

**3**



Client attends the DDC CLASSROOM LEARNING(CL) as per the scheduled date and presents valid photo ID and receipt to the Verification Officer(VO) who will collect to make copies for filing.

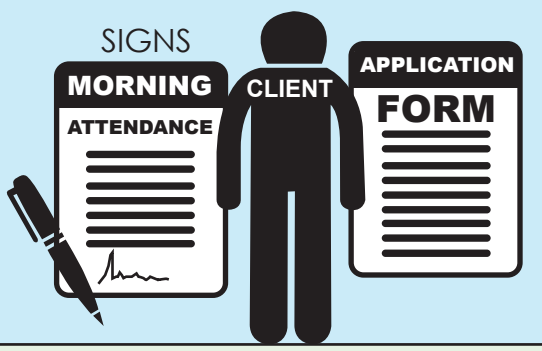
**6**



ARRIVING LATE


Any client arriving after 9.30 without a valid reason will be advised to reschedule to another day and will be required to pay the reschedule fee of \$9.00

**5**



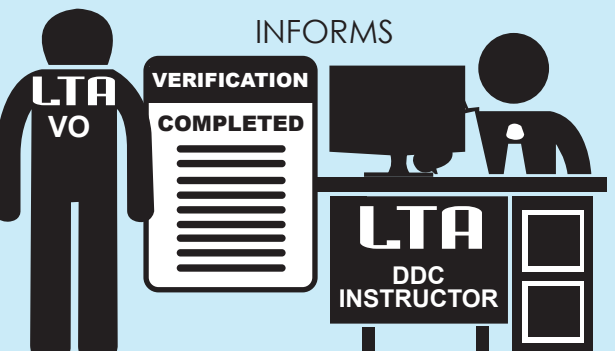
Upon receipt of application form, the client signs the morning attendance.

**4**



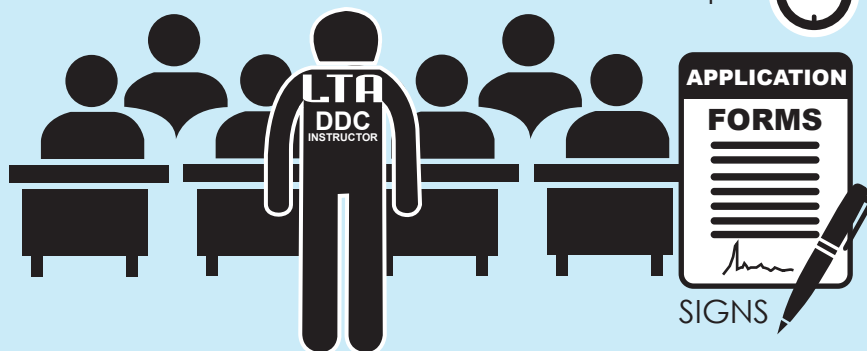
Before the class begins, the VO upon sighting of client's Valid ID and receipt, verifies photo & signature, confirms correct identity then registers participant for the class and issue an application form.

**7**



The VO upon completion of verification and registration informs the Instructor to begin the class.

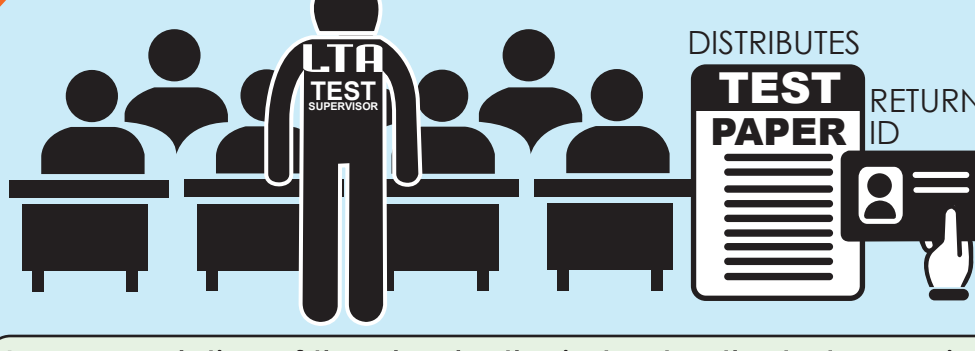
**8**



9.00am - 3:00pm

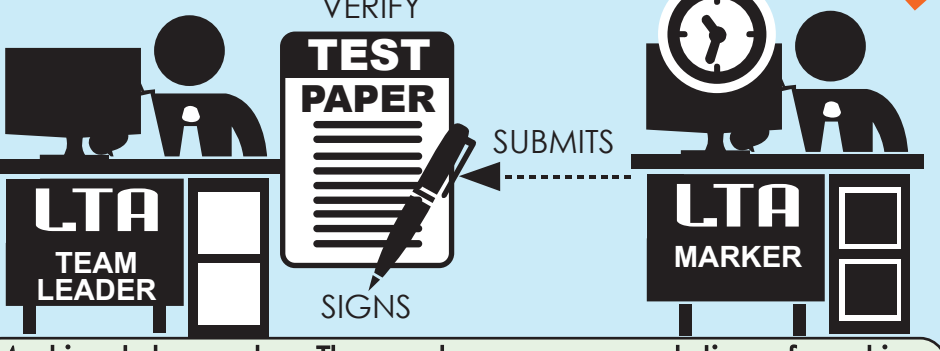
The DDC Instructor conducts the class from 9.00am to 3.00pm and signs on the application forms.

**9**



Upon completion of the class by the instructor, the test supervisor confirms participants present by rechecking ID's and then distributing test papers with the ID's.

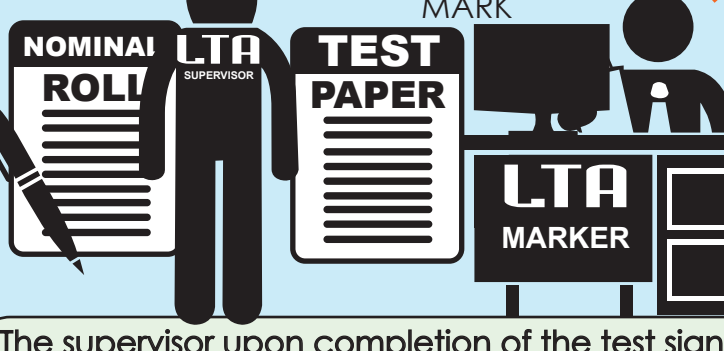
**12**



MARKING 1 DAY

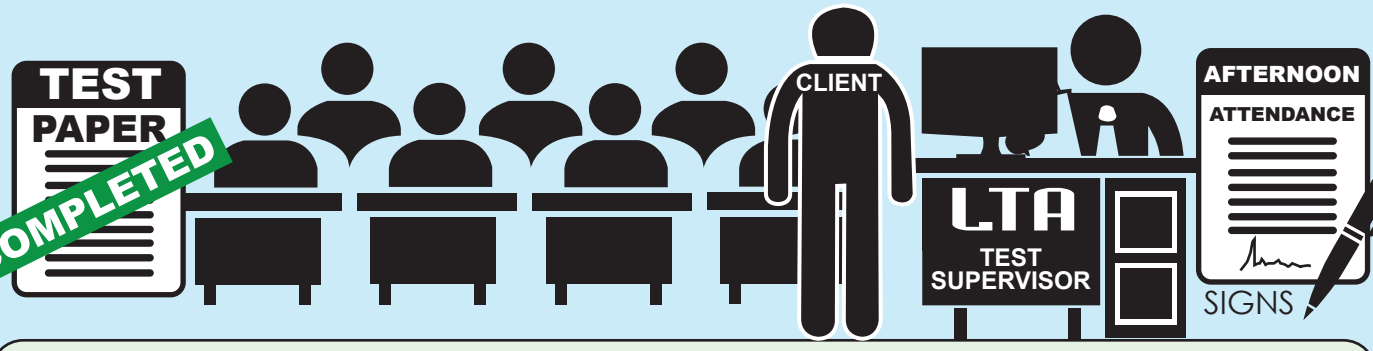
Marking takes a day. The marker upon completion of marking hands over the test results to the TL or the VO to verify and sign before it is uploaded.

**11**




The supervisor upon completion of the test signs the nominal roll and hands over the test papers to the designated officer for marking.

**10**




All participants upon completion of the test signs on the afternoon attendance before leaving the training room.

**13**



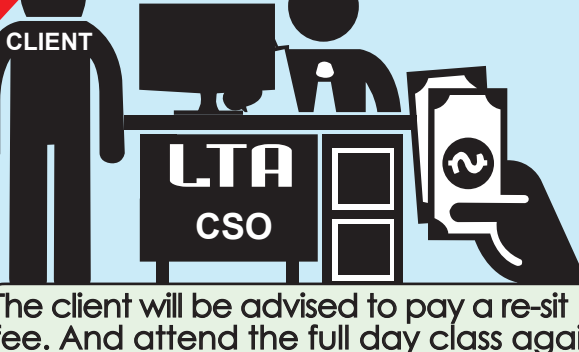
The CSO or PROJECT OFFICERS(PO) upon receipt of DDC results uploads it onto the LTASoft.

**14**



The CSO upon inquiry of DDC result by the client will advise if the client has passed or failed.


**15**



IF FAIL

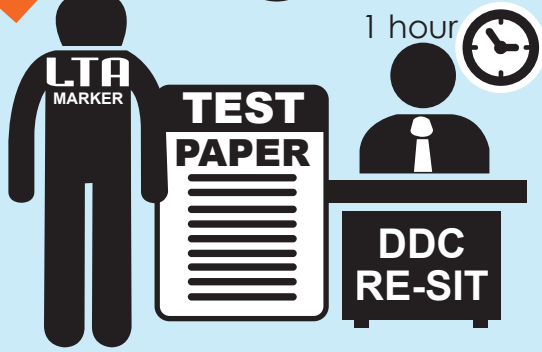
The client will be advised to pay a re-sit fee. And attend the full day class again. It is mandatory for all who fail to go through the process.  
Level 1(Class 1, 2, 8) - \$18.00 (Fees are subject to changes)  
Level 2( Class 3, 4, 5) - \$38.25

**16**



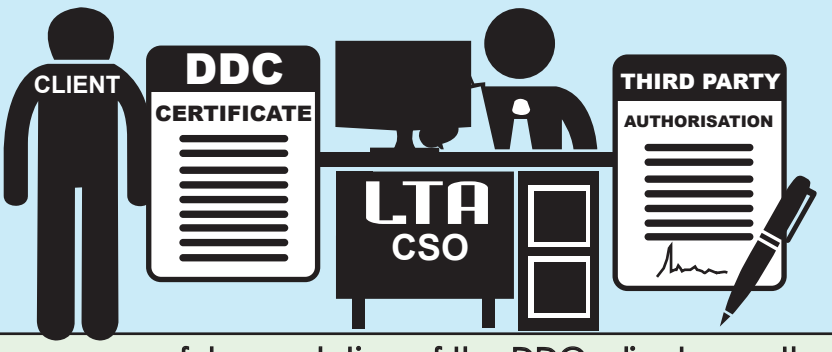
Once re-sit fee is paid, client will be advised on the next available date

**17**



The client attends DDC as per schedule.

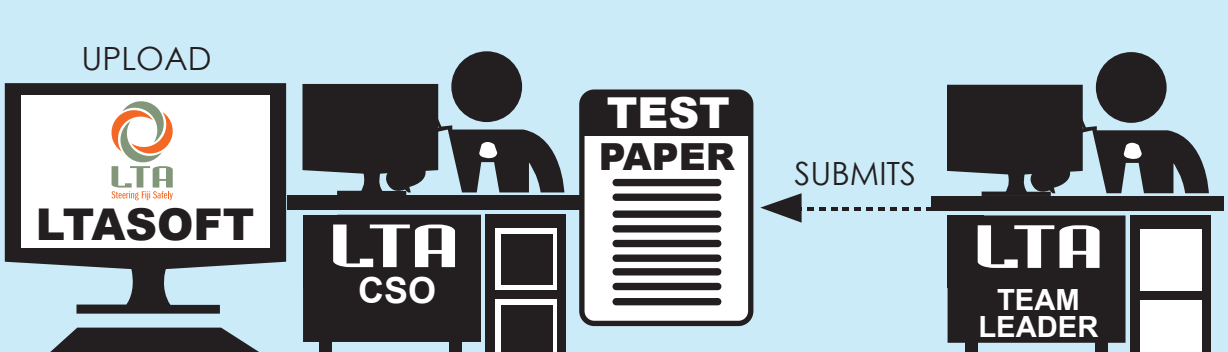
**19**



IF PASS

Upon successful completion of the DDC, clients can then collect their certificate the next day as advised by the VO or authorise a third party to collect on their behalf.

**18**



Upon completion of marking, the TL / PO advises the CSO to upload the result.