

Updated: 15 July 2021

**Frequently Asked Questions (FAQ)**  
**A SAFE AND GRADUAL RESUMPTION OF SPORT & FITNESS ACTIVITIES WITH**  
**MANDATORY FAST & EASY TESTING**

**A. GENERAL QUERIES ON FET**

**Q1: Who will have to undergo the mandatory Fast & Easy Testing (FET)?**

**Ans:** All employees and self-employed persons (SEPs), regardless of vaccination status, working in settings with unmasked clients/patrons must undergo FET. This includes both part-time and full-time employees, as well as third-party contracted staff (e.g. cleaners) who work at the establishments. This will be made mandatory from 15 July 2021 onwards. If however, a person's work does not bring him/her into contact with unmasked clients/patrons, then they do not have to undergo FET.

**Q2: How often will one need to be tested under the FET?**

**Ans:** All employees and self-employed persons (SEPs), regardless of vaccination status, working in settings with unmasked clients/patrons must undergo FET. They will be tested every 14 days.

**Q3: How will the FET be conducted?**

**Ans:** **Sport & Fitness businesses** are encouraged to conduct Employer-Supervised Self-Swab (ESSS), where employees will swab themselves under the supervision of a trained staff ('supervisor'). Supervision can be done either on-site at the workplace or virtually using tools such as video conferencing. To conduct ESSS, establishments will need to send their supervisors to undergo training provided by the Government to supervise employees' self-swabs. For ESSS, ART kits will be provided. The costs for the kits and training for employees will be borne by the Government for 3 months, until 30 September 2021.

**Self-employed persons (SEPs) and small businesses** which may not be able to organise the supervised self-swabs on their own, are to [register](#) to secure an appointment at Quick Test Centres (QTCs)<sup>1</sup>.

**Q4: How do I request for test kits / record the FET results?**

**Ans:** **Sport & Fitness businesses conducting ESSS** must submit their essential details [here](#) to arrange for both the self-collection of test kits and set-up of the Swab Registration System (SRS) account (to be used for uploading FET results). Notifications on collection and registration will be sent via email around 7 – 9 days.

Businesses with multiple outlets are encouraged to submit a form for each outlet. The Point-of-Contact (POC) indicated in the form must be the supervisor or employee who will be responsible for both self-collection of the test kits, and the uploading of FET results to SRS account.

Businesses are required to submit Ag+ results within 30 minutes and Ag- results to be submitted by the end of the day via the SRS. More information can be found in the ART Testing SRS Guide for ESSS.

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<sup>1</sup> The QTCs are Bishan, Jurong West and Pasir Ris ActiveSG Sport Centres (10a.m. – 5 p.m. From 19 July, QTCs will be operational from 10 a.m. to 5 p.m. on weekdays including public holidays and Saturdays 10 a.m. to 1 p.m.)

Businesses on ESSS can contact the SRS Support Email: [AskSRS@hpb.gov.sg](mailto:AskSRS@hpb.gov.sg) or Support Hotline: 6876 5848 from Monday to Friday: 8 a.m. to 5 p.m. and Saturday: 8 a.m. to 1 pm. The hotline is closed on Sundays and Public Holidays.

**Self-employed persons (SEPs) and small businesses** which may not be able to organise the supervised self-swabs on their own, are to register via this [link](#) to indicate their preferred dates at Quick Test Centres (QTCs). The QTCs are at Bishan Sport Centre, Jurong West Sport Centre and Pasir Ris Sport Centres. Registrants will be assigned a time slot by the system based on a first-come-first-serve basis. These QTCs are operational from 10 a.m to 5 p.m. daily and from 19 July onwards, weekdays 10 a.m. – 5 p.m. (including public holidays) and Saturdays 10 a.m. – 1 p.m.

**Q5: Is there a deadline for FET to be implemented?**

**Ans:** FET will be mandatory for all coaches, instructors and staff, who come into contact with unmasked persons in the course of their work, by 15 July 2021. All SEPs and businesses are to register themselves immediately to be on board the FET regime. They may show proof of their registration or appointment for FET to their employers or enforcement officers. Those who have yet to be on board the FET regime should continue to conduct their lessons with masks on for the clients / patrons and in adherence to the latest advisory on Safe Management Measures for Sport and Physical Exercise & Activity.

Please note that this FET regime is being imposed under the COVID-19 (Temporary Measures) (Control Order) Regulations. Failure to comply with the requirements set out herein may result in prosecution and/or other enforcement action, including suspension/closure of operations<sup>2</sup>.

For FET related enquiries, please email to [SportandFitness@sport.gov.sg](mailto:SportandFitness@sport.gov.sg) with your UEN/ Identification number, contact details and description of the assistance that you require.

## **B. FOR SPORT & FITNESS BUSINESSES**

**Q6: My company's POC is not able to collect ART kits. What is the impact?**

**Ans:** FET will be mandatory from 15 July onwards. Businesses are to ensure that their POCs collect/receive the kits within 3 days of email notification. They are liable for costs / enforcement actions for lapsed or missed collection

**Q7: Who bears the cost of the Antigen Rapid Test (ART) kits?**

**Ans:** The costs for the Antigen Rapid Test (ART) kits and supervisor training will be borne by the Government for the first three months of the roll-out, until 30 September 2021.

**Q8: How do I get my staff trained to become supervisors for Employer-Supervised Self-Swabs (ESSS)?**

**Ans:** To support sport & fitness businesses in their efforts to get started on FET, the Government will set up training programmes that companies can leverage to train supervisors in their establishments to supervise ART self-swabs for their staff.

We advise businesses to nominate up to two employees per outlet to attend a 4-hour virtual Supervisory Training in ART Self-Swab conducted by the Ministry of Health (MOH)'s appointed vendor, HMI Institute. Nominated employees above 50 years old must be fully vaccinated (i.e. have received two doses of the COVID-19 vaccination from our national

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<sup>2</sup> Sport & Fitness businesses must comply with the COVID-19 (Temporary Measures) (Control Order) Regulations and implement [Safe Management Measures \(SMMs\)](#), as set out on the [COVID Gobusiness website](#). They are also required to comply with the latest [SMMs set out by Sport Singapore](#).

vaccination programme). Staff who complete the course will be issued a certificate of attendance.

To register staff for the Supervisory Training, businesses should:

- Book their training slot directly with HMI Institute [link](#);

Upon successful sign-up, a web link will be sent for employees to attend the virtual training session via Zoom.

Please note that timings for the training are from a) 8 a.m.-12 p.m., b) 2 p.m.- 6 p.m. and c) 6 p.m.-10 p.m. These will be available on a first-come-first-served basis.

For more information, please visit HMI Institute's [website](#) (refer to COVID-19 Training) for the latest updates on the ESSS training details.

#### **Q9: Who should upload the FET results and how?**

**Ans:** Swab Supervisors is responsible for the supervision, verification and documentation of results via the Swab Registration System (SRS) via an excel template or SRS version 2. Refer to link on ART Ops Playbook, SRS Onboarding and Results Uploading Template for Employer-Supervised Self Swab (ESSS) for more information.

#### **Q10: What should I do if an employee obtains a positive ART result (AG+) / two invalid ART results?**

**Ans:** You must send asymptomatic AG+ or double Invalid result cases to a Swab and Send Home Public Health Preparedness Clinic (SASH PHPC) for a Government-funded confirmatory Polymerase Chain Reaction (PCR) test<sup>3</sup>. You must issue a signed [referral note](#) and arrange for private transport to the SASH PHPC for such cases. Please remind your employee to present his or her NRIC and the referral note at the clinic for verification.

After the PCR test is conducted, the employee must self-isolate at home until the PCR results return. If the PCR result returns negative, the employee can return to work. However, if the PCR result returns positive, Public Health Actions (e.g. conveyance to the hospital, contact-tracing etc.) will commence.

### **C. FOR SELF-EMPLOYED PERSONS (SEPs) AND SMALL BUSINESSES**

#### **Q11: I am a self-employed sport instructor. Am I still allowed to continue conducting classes if I missed the 2-week window between the tests?**

**Ans:** Under the COVID-19 (Temporary Measures) (Control Order) Regulations, the FET regime (to be conducted every 14 days) is mandatory from 15 July.

#### **Q12: If I am not conducting classes this month, do I need to undergo FET?**

**Ans:** All employees and self-employed persons (SEPs), regardless of vaccination status, working in settings with unmasked clients/patrons must undergo FET. You are advised to remain on the FET regime even if you are not conducting classes temporarily. You must have a valid FET when you resume classes.

#### **Q13: If I am only working with masked-up clients / patrons, do I need to undergo FET?**

**Ans:** No, you do not have to but please adhere to the [latest safe management measures for sport and physical exercise/activity](#).

<sup>3</sup> The list of SASH PHPCs can be found [here](#).

**Q14: If I am teaching/coaching at a gym/studio/academy/school, will I be needed to take a separate test with them?**

**Ans:** No. You are only required to take the test once every 14 days. Your details and test result are available via Short Message Service (SMS) and in your health hub app and can be used as proof that you have done your test.

**Q15: If I am a parent volunteer teaching/coaching at a gym/studio/academy school, will I be needed to take the FET regime?**

**Ans:** No. Only employees and self-employed persons (SEPs), regardless of vaccination status, working in settings with unmasked clients/patrons are needed to undergo FET.

**Q16: Where to be tested under the FET?**

**Ans:** SEPs may choose to be tested at one of the following Quick Test Centres (QTCs):

S/n	Locations	Address
1	Bishan ActiveSG Sport Centre Sheltered Car Park	5 Bishan St 14 Singapore 579783
2	Jurong West ActiveSG Centre Sheltered Car Park	20 Jurong West St 93 Singapore 648965
3	Pasir Ris ActiveSG Sport Centre Basement Car Park	120 Pasir Ris Central Singapore 519640

The QTCs are operational from 10 a.m. – 5 p.m. daily. From 19 July onwards, QTCs will be operational from 10 a.m. to 5 p.m. on weekdays including public holidays and Saturdays 10 a.m. to 1 p.m.

**Q17: What is the duration of the entire swabbing process?**

**Ans:** The whole swab process will take approximately less than 30 minutes. You do not need to wait for your results.

**Q18: How can I prepare myself for the swab?**

**Ans:** You can view the materials found in this link [here](#) to learn how to perform the variety of Fast and Easy Tests such as ART on their own.

**Q19: Who bears the cost of the Antigen Rapid Test (ART) kits?**

**Ans:** The costs for the Antigen Rapid Test (ART) kits will be borne by the Government for the first three months of the roll-out, until 30 September 2021

**Q20: Can I buy my own ART kit to test and send you the results?**

**Ans:** No. The test would need to be conducted under supervision.

**Q21: I have other questions?**

**Ans:** Refer to our [latest advisory and FAQs](#) for more information.

### **On Registration, Administration & Scheduling**

**Q22: I am a SEP, how do I register for Fast & Easy Testing (FET)?**

**Ans:** Please register via this [link](#) to indicate your preferred dates at QTCs. You will be assigned a time slot based on a first-come-first-serve basis. A confirmation SMS with your appointment details will be sent 2 – 4 days prior to your test date.

For subsequent tests every 14 days, please register via this [link](#). You may register after you had attended your scheduled appointment.

**Q23: What is the scheduling for appointment of FET like?**

**Ans:** Please indicate 3 preferences for your available dates and locations with different permutations. The timing is automatically assigned from 10am to 5pm and from 19 July onwards, 10 a.m. – 5 p.m. for weekdays (including public holidays) and 10 a.m. - 1 p.m. for Saturdays. A SMS will be sent to you 2 – 4 days prior to your appointment. We will try our best to schedule you for your preferred date and location, subject to availability. A reminder SMS will also be sent 1 day prior to your appointment.

Please note that employees should not take the Antigen Rapid Test if they have:

- Acute respiratory symptoms (e.g. fever, cough, flu or running nose). Instead, please visit your doctor for treatment immediately.
- A nosebleed in the past 24 hours
- Done a nasal surgery in the last 4 weeks
- Facial injury in the last 8 weeks

**Q24: Can I choose my time slot?**

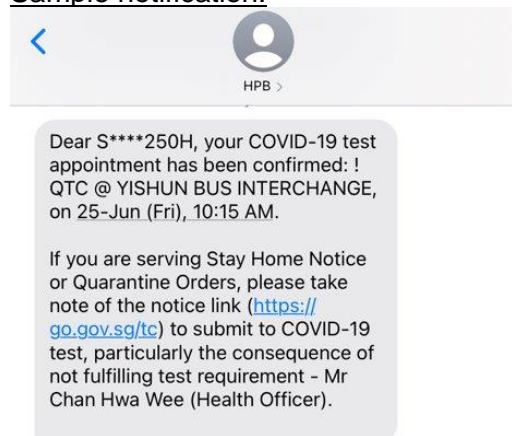
**Ans:** No. The time slot (10am to 5pm and from 19 July onwards, 10 a.m. – 5 p.m. for weekdays (including public holidays and 10 a.m. to 1 p.m. on Saturdays) will be automatically assigned to you by the system. Please select the dates that you would be available.

In the event that you are unable to meet the time slot, please continue to proceed to your appointed QTC, on the same day.

**Q25: How do I know of my slot allocation (date, time and location)?**

**Ans:** We will try our best to schedule you for the slot based on your preferences. However, due to the high volume of scheduled appointments, a SMS notification from Health Promotion Board (HPB) will only be made to you once it is scheduled 2 – 4 days prior to the appointments that you had chosen. If you do not receive an SMS two days prior to the date of your third choice, please email us at [sport\\_coaching@sport.gov.sg](mailto:sport_coaching@sport.gov.sg) so that we may assist you.

**Sample notification:**



**Q26: Will there be another reminder sent for my appointment?**

**Ans:** You will receive a SMS reminder notification 1 day prior to the appointment by SMS.

Sample reminder:



**Q27: What do I need to bring for my appointment?**

**Ans:** Please bring the following

- SMS indicating date and time of confirmed swab appointment
- A form of photo identification with their NRIC/FIN number e.g. NRIC, work permit, driver's license, or passport.
- Trace Together token or app
- Bottle of drinking water to keep hydrated
- Umbrella for wet weather
- Mask (to be worn at all times)

**Q28: What if I am unable to attend the date(s) that I had selected earlier?**

**Ans:** Please email us at [sport\\_coaching@sport.gov.sg](mailto:sport_coaching@sport.gov.sg) with your NRIC, full name and contact details and scheduled slot at least 3 days prior or [submit](#) a new registration. If you are unwell, or display acute respiratory symptoms (e.g. fever, cough, flu or running nose) or experience nose bleed within 24 hours on the date of the scheduled appointment, please email us at [sport\\_coaching@sport.gov.sg](mailto:sport_coaching@sport.gov.sg) with your full name and contact details to book another appointment. You should not go for scheduled appointment if you are unwell.

**Q29: What if I cannot make it for the time slot on the day of the appointment?**

**Ans:** As far as possible, SEPs should arrive for their FET test at their allocated appointment time. If you are unable to do so, please continue to proceed to your appointed QTC, on the **same day** during the QTC opening hours (10am – 5pm daily. From 19 July, weekdays 10 a.m. – 5 p.m. Saturdays 10 a.m. – 1 p.m.). Clients who go to the QTC on a date different from their appointment date may be rejected.

**Q30: I am required to undertake the FET every 14 days. Is there a buffer time period if I am unwell, or unable to schedule / attend the appointment?**

**Ans:** Individuals should arrange to take a FET every 14 days. Should there be a change in your schedule, you may arrange your FET appointment within 2 days of the rostered routine test date. Individuals with Acute Respiratory Infections (e.g. cough, fever, running nose) should not proceed with an FET. Instead, please visit your doctor immediately. Once your medical leave has ended, you should schedule your FET Appointment immediately.

**D. ON FET RESULTS**

**Q31: How do I check for the test results?**

**Ans:** Please leave the QTC immediately after your test. You will receive a SMS to notify you of the result within 1 hour.

Sample notification:

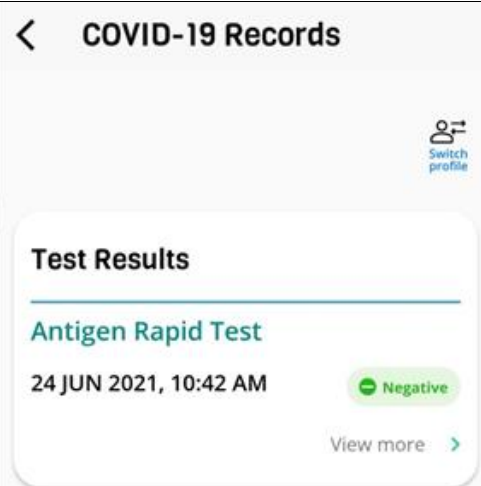
Dear F\*\*\*\*289U, your ART result is NEGATIVE for the test performed on 27-Jun (Sun) 23:15 PM.  
 Result Link:  
 ([https://checker-staging.covid-ops.gov.sg/?serial\\_no=7ebd241c-0edd-401a-8d6b-07429a7629d0](https://checker-staging.covid-ops.gov.sg/?serial_no=7ebd241c-0edd-401a-8d6b-07429a7629d0))  
 This result is uploaded by (BULKHEAD PTE LTD)

Do note that the link which displays your “COVID-19 Test Results Notice” expires in 24 hours. You may either take a screen shot of your results. You may also view your ART results on HealthHub.

Steps:

<ol style="list-style-type: none"> <li>1. Visit HealthHub.sg or download the latest HealthHub app.</li> <li>2. Click on COVID-19 Records</li> </ol>	
<ol style="list-style-type: none"> <li>3. Log in with your Singpass</li> </ol>	

4. Scroll to the bottom of the page to view all the your past COVID-19 test results



**Q32: What should I do if I have a POSTIVE ART result?**

**Ans:** If your result is positive, it means that you have a higher chance of being infected with COVID-19. Please return to the Quick Test Centre, where your ART was performed, for a confirmatory Polymerase Chain Reaction (PCR) test as soon as possible.

Do:

- a. Travel to the Quick Test Centre via private transport (car or taxi). Sit alone in the back seat and wind down your windows (switch off air-conditioning) throughout the ride.  
If you require a taxi, pls do not take a street-hire taxi. Instead book a taxi through:
  - Call the taxi hotlines: Inform the operator that you are going for a PCR test at a SASH clinic
  - Mobile Apps: Input “SHN” in the comment box, or check the “SHN” checkbox (if available)
- b. To protect your loved ones, self-isolate at home until you receive your PCR test results. A healthcare professional will inform you of your results within 48 hours.

Please note that you are legally required to get a confirmatory PCR test and self-isolate until your PCR results are out.

**Q33: What should I do if I have an INVALID ART result?**

**Ans:** An invalid test may mean that the test was not performed correctly. Please return to the QTC, where your ART was performed, for a second ART test as soon as possible.

If this is your second invalid test, please return to the QTC, where your ART was performed, for a confirmatory Polymerase Chain Reaction (PCR) test as soon as possible. Please follow the instructions in Q32 above.