15 YEARS OF TRANSFORMING PEOPLE

FORGING THE FUTURE WORKFORCE

Training Prospectus 2019

an NTUC Social Enterprise
To provide learning that transforms employability and creates a better life for working people of all collars, ages and nationalities

We continually work with world-class strategic & knowledge partners and related agencies to ensure our training programs are relevant, up to date, and in line with the Industry Transformation Maps (ITMs) launched by the government. Our close working relationship with Unions also helps us better understand the needs of workers from various sectors.

Beyond just training, we work with Employment and Employability Institute (e2i) to provide holistic career and development support, assistance and guidance for workplace issues, and legal advice for Professionals, Managers and Executives (PMEs). As a Total Learning Solutions provider, we also provide corporate learning and development consultancy, and training needs analysis to help organisations find effective end-to-end training solutions for their employees.

To date, NTUC LHUB has a pool of over 400 certified trainers across 5 training centres teaching more than 500 courses, and has helped transform 21,000 organisations with 2.3 million training places in the areas of:

- Employability & Literacy
- Business Excellence
- Human Resources
- Healthcare
- Infocomm Technology
- Security
- Workplace Safety & Health
- Foreign Worker Training

TUC LearningHub (NTUC LHUB) was established in 2004 to provide engaging, meaningful, and convenient training opportunities for Singapore’s workforce. Transformation is at the heart of what we do, inspiring us to invest in our communities and incorporate sustainable practices in our operations.

At our core, NTUC LHUB helps businesses unlock the full potential of their most valuable asset – human capital. To remain competitive in the face of Industry 4.0, organisations need Worker 4.0 talents, whom we develop and equip with the necessary Technology, Adaptive and Technical Skills.

About NTUC LearningHub

“We pledge our steadfast commitment to help workers of all collars, ages and nationalities to bridge their skills towards our future economy.”

- Kwek Kok Kwong, CEO, NTUC LearningHub

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Our Accolades & Awards
In a fast changing world, the best way for businesses to stay competitive is to invest in the people to create even greater value for the organisations. Likewise, individuals need to invest time to upgrade themselves regularly to stay employable and relevant.

NTUC LearningHub (NTUC LHUB) was established in 2004 to transform the Singapore workforce so that it can keep pace with the burgeoning demands of a dynamic economy. Our courses and training programmes have since grown to cover a wide range of disciplines that include Infocomm Technology, Workplace Safety and Health, Security, Human Resources, Business Excellence, Leadership, Environmental Services, and Healthcare.

In a new world order of collaboration, we have established a strong network of established programmes partners to fulfil the diverse needs of workers, and just to name a few, our network includes notable partners like The John Maxwell Company, Microsoft, Alibaba Business School, Amazon Web Services, Kotter International, and John Wiley & Sons.

Apart from our content partners, NTUC LHUB also works actively with the Labour Movement eco-system of unions and Employment & Employability Institute (e2i) to serve our workers’ interest for better jobs and better lives. As part of tripartism, we also work closely with government agencies like SkillsFuture Singapore, Workforce Singapore as well as employers to fulfil our mission. Through this tri-partite network and the Labour Movement eco-system, we have achieved many significant milestones in our last 14 years of history. To date since our inception, we have conducted more than 2.3 million training places and we are happy to be a key contributor in the latest national level SkillsFuture for Digital Workplace (SFDW) programme.

Over the years, NTUC LHUB has achieved numerous awards and accolades and these bear testament to the quality of training that we provide. We have been awarded the Singapore Quality Class Star in Service and Innovation, and we have also achieved ISO Certifications, OHSAS Certification and BizSAFE Level Star. We are also proud to be recognised as an Award Winner in Microsoft Singapore Partner Recognition Award 2018 for outstanding solutions and services.

As we celebrate our 15th anniversary this year, and reflect on our past milestones, they all give us courage and encouragement to look forward and grow to benefit our workers even more. We pledge our steadfast commitment to help workers of all collars, ages and nationalities bridge their skills towards our future economy. In our 2019 Training Prospectus, we have lined up many programmes to support the vision of Worker 4.0 in the development of your employees’ Technology, Adaptive and Technical Skills. Together, let us be your trusted lifelong partner in creating a learning organisation as you grow your organisation and your workers to the next level.

Foreword by CEO

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- “In my stint as CEO, I have worked with agencies and various parts of NTUC to address the training needs of companies and organisations and tailor solutions ahead of time.”

- Kwok Kok Kwong (Chief Executive Officer)
Disruptive Age of Industry 4.0

The effect of Industry 4.0 on businesses is far-reaching and significant, affecting not just the industrial sector, but also banking and finance, hospitality, and healthcare. Digital disruption will permanently affect value chains, operational processes, security, and risk management strategies, business models, and human capital needs. Organisations that want to thrive in Industry 4.0 need to develop digital resilience – the ability to be agile and resourceful in the face of future technological challenges.

Industry 4.0: What to Expect

1. Digitalisation, data, and connectivity
   Digital systems, such as cloud computing and the Internet of Things, will form the cornerstones of how we work.

2. Collaborative human-machine interaction
   There will be an increasing use of virtual and augmented reality, robots, and automation to help workers in the various industries.

3. Analytics and intelligence
   As systems become more connected, machine learning and data will provide valuable insights on how to improve efficiency and increase productivity.

The Emergence of Worker 4.0

Singapore is 1 of 25 countries best able to reap the benefits of Industry 4.0
Early adopters of digital transformation can increase productivity by up to 50%.

Industry 4.0: Emerging Technologies

- AI/Machine Learning
- Additive Manufacturing
- Blockchain
- Cloud Computing
- Cybersecurity
- Data Analytics
- Industrial IoT
- Robotics
- Virtual Reality (VR)

With digital disruption comes the need for workers with corresponding skills. Businesses can stand to benefit from upskilling existing employees to address skill gaps, rather than recruiting and training new employees. Not only does investing in their people save costs, it also results in a more motivated workforce, better market competitiveness, and stronger bottom line.

As industry conditions change and new demands arise, companies will need to rely on the competence and resilience of Worker 4.0 to succeed.

Worker 4.0 will have a combination of the following:

Adaptive Skills
Competencies like critical thinking, problem solving, and effective communication skills will allow employees to better navigate change and leverage the full potential of Industry 4.0.

Technology Skills
Individuals need to keep abreast of new digital systems, programmes, and concepts as they emerge, such as blockchain, big data, and cloud computing.

Technical Skills
These encompass job-specific knowledge and skills, such as how well a mechanic can fix an engine, or whether a healthcare professional knows how to properly use medical equipment.

Changing Business Landscapes

TECHNOLOGY
In today’s data-driven world, predictive analytics has the potential to increase your returns in marketing investment. Specifically, companies that take steps to analyse data can better tailor their marketing message to suit individual customers’ needs and behaviour, leading to better conversions and finally, sales.

ADAPTIVE
With the introduction of service kiosks and digital banking, conventional roles at banks are now re-designed to cater to evolving consumer needs. Many bank tellers adapted and re-skilled themselves to become service ambassadors and advisors. With training in service excellence, they can better serve the needs of elderly customers and help to create a more inclusive community for everyone.

TECHNICAL
The security sector paves the way for enhanced productivity and efficiency through technological advancements like the use of drones for security patrol. Encouraging security personnel to attend more training and certification courses ensures that they are equipped with the latest skills needed to carry out their jobs. In addition, the Progressive Wage Model provides a clearer training and progression pathway for security professionals.
Why NTUC LearningHub?

- Wide Suite of Programmes with Reputable Partners
- 2.3 Million Training Places Conducted
- Robust Curriculum and Processes
- 15 Years of Training Experience
- Convenient Training Locations Islandwide
- Additional NTUC Funding for Union Members

Our Partners

Adaptive Skills Knowledge Partners

- Wiley
- Kotter
- United Kingdom Institute of Food Science

Technology Skills Knowledge Partners

- Adobe
- Autodesk
- AXA
- ATC
- Avast
- AWS
- Blockchain Training Alliance
- Cisco
- CSA
- Cloud Security Alliance
- Fortinet
- IC3
- ISACA
- Kaspersky
- LinkedIn
- Microsoft
- Oracle
- Project Management Institute
- Qlik
- Shopee
- Tableau

Strategic Partners

- Agency for Science, Technology, and Research
- Enterprise Singapore
- IBF
- Institute of Media
- Ministry of Manpower
- National Library Board
- OCBC
- Pink Dot
- Populus
- SkillsFuture SG
- Singapore Management University
- Singapore Society of Accountants
- Singapore Technology Entrepreneur Centre
- WSH Council

Affordable Training with SkillsFuture Credit

SkillsFuture Credit

What Is It?

Since January 2016, all Singaporeans aged 25 will automatically receive an opening SkillsFuture Credit of S$500 to encourage individuals to take ownership of their skills development and lifelong learning.

Funding Eligibility Guide

Since January 2016, all Singaporeans aged 25 will automatically receive an opening SkillsFuture Credit of S$500 to encourage individuals to take ownership of their skills development and lifelong learning.

Using SkillsFuture Credit

How to Claim?

Individuals can use SkillsFuture Credit on top of existing government course subsidies to pay for a broad range of approved courses.

STEP 01

Register for the course at our branches or roadshows

STEP 02

With government subsidies, Singaporean workers can pay as low as 10% of the total course fee upfront

STEP 03

Go to NTUC LHUB and use SkillsFuture Credit to offset the course fee 60 days before the course commences

STEP 04

Claim up to 50% of the nett payable course fee with NTUC UTAP funding within 6 months after the course ends, capped at $250/year
Scenario B

Kevin, Junior Project Manager
26 Years Old
with $500 SkillsFuture Credit
NTUC Membership: No

Course Fee $500
GST $35
Eligible Subsidy (up to 50% of course fee, capped at $15/hr) ($240)

Total Fees Payable $295
(SkillsFuture Credit Claimable, inclusive of GST)

SkillsFuture Starting Credit $500
SkillsFuture Credit Claims ($295)

SkillsFuture Credit Balance $205

Louisa, Senior Manager
45 Years Old
with remaining $0 SkillsFuture Credit
NTUC Membership: Yes

Course Fee $500
GST $35
Eligible Subsidy (up to 90% of course fee, capped at $50/hr) ($450)

Total Fees Payable $85
(Inclusive of GST)

UTAP Funding (up to 50% of balance course fee*) ($25)

*UTAP Funding needs to be self-claim. For more information please visit www.ntuclearninghub.com/funding-and-claims/individuals/union-training-assistance-programme/

Absentee Payroll Funding

Absentee Payroll Funding is also available for employers when they sponsor employees who are either a Singapore Citizen or Permanent Resident. For more information, please visit www.ntuclearninghub.com/funding-and-claims/companies/skills-development-fund-sdf-companies.

"NTUC LHUB is proud to achieve over 10,000 training places for SkillsFuture For Digital Workplace - a course specially designed to equip workers for a technology-rich environment.

- Collin Mah Yew Fook (Senior Trainer)"

"We customise programmes to equip workers with technology skills and tools intended for the future economy.

- Sivakami D/O Gopalakrishnan (Senior Director, Corporate Sales)"

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Mastering new digital systems and programmes as they arise is key to staying relevant in any field. With increased digitalisation in Industry 4.0, every worker will require some form of technological competency, even if they are not from the IT department.

As offices become increasingly digital, workers need to be adept at leveraging on technologies such as cloud computing, data analysis, programming, and machine learning to gain better insights and improve efficiency. Equipped with the proper technological skills, employees will be better able to use digital resources to unlock new business opportunities and increase productivity.

SkillsFuture For Digital Workplace (SFDW)

- SkillsFuture for Digital Workplace

Cloud

- Fundamentals of Cloud Computing

Internet of Things (IoT)

- Fundamentals of Internet of Things (IoT)

Amazon Web Services (AWS)

- Fundamentals of Internet of Things (IoT)

Agile

- Agile and Scrum Fundamentals

Blockchain

- Fundamentals of Blockchain for Business Professionals

Coding & Apps Development

- Introduction to Python Programming

Data Analytics

Tableau

- Tableau Desktop I: Fundamentals

Qlik

- Data Visualization with Qlik Sense

Microsoft Excel

- Data Analysis Fundamentals using Excel
- Analyzing Data with Excel
- Data Visualization Fundamentals
- Data Analysis using Excel PivotTable
- Microsoft Excel Power Query
- Executive Reporting using Interactive Excel Dashboards

Python

- Data Analytics with Python
- Business Analytics with Python

FinTech

- Introduction to FinTech (0.5-Day Intro to FinTech)
- Learning Journey into FinTech
- Introduction to FinTech for C-Suite
- Harness the Potential of Big Data
- Harness the Potential of Machine Learning
- Digital Currencies, Blockchain and IoT in FinTech

Creative Professionals

Adobe

- Visual Communication using Adobe Photoshop
- Graphic Design & Illustration using Adobe Illustrator

Governance, Risk & Compliance (GRC)

Laws & Regulations

- Fundamentals of the PDPA for Non-Legal Personnel

Workplace IT Skills

IT Fundamentals

- Digital Citizen
- Digital Citizen Tablet Fundamentals
- Digital Citizen Plus
- WSG - Use Essential Features of a Computer (ICDL Certification module: Computer Essentials)
- WSG - Perform Essential Online Functions (ICDL Certification: Online Essentials)
- Use Primary Functions and Applications of a Computer (ICDL Certification Module: Digital Citizen Computer Fundamentals)
- Use Primary Functions and Applications of a Tablet

Marketing

- E-Commerce Campaign Management (ICDL Certification Module: Digital Marketing)

Microsoft Excel

- Microsoft Excel 2016: Beginner
- Microsoft Excel 2016: Intermediate
- Microsoft Excel 2016: Advanced
- Microsoft Excel Useful Formulas and Functions
- Automate Routine Tasks using Microsoft Excel Macros
- Introduction to Microsoft Excel VBA
To meet rising manpower demands in the Infocomm Technology (ICT) sector, NTUC LearningHub proudly partners with SkillsFuture Singapore (SSG) and Workforce Singapore (WSG) to offer a place-and-train ICT Professional Conversion Programme (PCP), providing mid-career switchers an opportunity to become qualified ICT professionals. Bearing in mind that mature workers often have a wealth of knowledge and experience for employers to draw upon, welcoming mid-career switchers into your organisation is, more often than not, beneficial to all parties.

Apart from classroom training, candidates will also undergo on-the-job training at their new workplace.

**ICT Professional Conversion Programme**

**STEP 01**
Programme is open to mid-career switchers with or without prior ICT experience.

**STEP 02**
Candidates are hired by a participating employer before undergoing training to take on new job roles.

**STEP 03**
Apart from classroom training, candidates will also undergo on-the-job training at their new workplace.

**Job Roles Available for ICT PCP**
Currently, NTUC LearningHub is the exclusive Programme Partner for the following 8 essential ICT job roles:

**Programming, Software/Web/Mobile Application Development**
- Software Developer (Java)
- Software Developer (.NET)
- Mobile Application Developer (Android & iOS)
- Web Developer (Linux, MySQL & PHP)

**Database Administration/Development**
- Microsoft SQL Server Administrator/Developer
- Oracle Database Administrator/Developer

**Network & Infrastructure Administration**
- Network Engineer
- System Administrator (Windows Server, Linux and MacOS)

**Silver Digital Creators**
For seniors who have embraced technology and are ready to bring their digital creative skills to the next level.
- Silver Digital Creators – Coding
- Silver Digital Creators – Book Authoring
- Silver Digital Creators – Digital Music and Art
- Silver Digital Creators – Movie Making
- Silver Digital Creators – Digital Photography

**Project Management Fundamentals**
- Project Management Fundamentals

**Microsoft Project**
- Managing Projects with Microsoft Project

**Presentation**
- WSQ - Perform Presentation Functions [2016] (ICDL Certification Module: Presentation)
- WSQ - Perform Advanced Presentation Functions [2016] (ICDL Certification Module: Advanced Presentation)

**Online Collaboration**
- WSQ - Perform Online Collaboration (ICDL Certification Module: Online Collaboration)

**Image Editing**
- WSQ - Perform Image Editing Functions [GIMP] (ICDL Certification Module: Image Editing)

**Security**
- WSQ - Demonstrate Secure Use of IT

**Online Collaboration**
- WSQ - Perform Online Collaboration (ICDL Certification Module: Online Collaboration)

**Image Editing**
- WSQ - Perform Image Editing Functions [GIMP] (ICDL Certification Module: Image Editing)
Funding Information
The PCP facilitates job-switching between industries by providing subsidies for salaries and course fees incurred by employers during the training period.

**PCP Funding Components To Employers**

- 70% to 90% subsidy for classroom training  
  (Applicable for Singapore Citizens and PRs only)
- Up to 6 months salary subsidy for on-the-job training
- Up to 70% of salary, capped at $4k per month  
  (Applicable for Singapore Citizens and PRs only)
- Enhanced PCP Scheme  
  Up to 90% of salary capped at $6k per month  
  (Applicable for Singapore Citizens only, age 40+ or Unemployed for ≥6 months)

Note: For on-the-job training, salary support is based on gross monthly salary (excluding CPF) for up to 6 months only.

*Course fee grant for classroom training
a. SMEs: Up to 90% course fee subsidy
b. Non-SMEs: Up to 70% course fee subsidy
c. Singaporeans aged ≥ 40 (applicable for both non-SME and SME sponsored):
   Up to 90% course fee subsidy

Job Re-design & Re-deployment Consultancy Services
To cater to evolving consumer needs and business demands, NTUC LearningHub also provides training consultancy services for job re-design within organisations to help employees cope with job transition and enhance their skills for better opportunities ahead.

In addition to a course fee grant, employers can also claim absentee payroll (AP) funding to defray the manpower costs incurred when they send PCP candidates for classroom training.

- “From training our workers in computer skills in 1982 to delivering global best in class programmes today, NTUC LHUB stands at the forefront of Singapore’s workforce transformation.

  - Joan Lim An Qi (Project Manager)
ADAPTIVE SKILLS

Adaptive skills transform workers into more resilient, effective, and solutions-oriented professionals. Competencies like strategic thinking, effective communication, and people management skills will help individuals better keep up with rapid industry changes, and distinguish them as leaders in their field.

In an increasingly dynamic and unpredictable economy, employers are placing greater value on skills such as design thinking and lean innovation – skills that allow for more agile problem solving and foster transformation at the workplace. With the right adaptive skills, employees will be able to face new industry demands and challenges with a proactive mindset.

Leadership Excellence
John Maxwell Signature Series
NTUC LHUB is proud to be the exclusive partner of The John Maxwell Company in offering world-class leadership courses to professionals in Singapore.
- The 5 Levels of Leadership
- The 360° Leader
- 5 Strategies to Win with People
- Accelerating Teamwork
- Lead In Lead Out Coaching
- 5 Levels Of Leadership Coaching System
- Living the Laws of Leadership

Personal Effectiveness
Executive Toolkit:
For those starting out or progressing at work
- ES WSQ – Apply Emotional Competence to Manage Self at the Workplace at Operations Level
- ES WSQ – Work in a team
- ES WSQ – Develop Personal Effectiveness at Operations Level
- ES WSQ – Maintain Personal Presentation and Employability at Operations Level

Managerial Toolkit:
For managers and aspiring managers who want to move to the next level
- Develop Personal Effectiveness at Managerial Level
- Solve Problems & Make Decisions at Managerial Level
- Lead Workplace Communication and Engagement
- Manage Cross Functional and Culturally Diverse Teams

NTUC LearningHub’s Signature Series
Professional Programmes
- Be A Leader, Be A Coach

Profiling Tools
- Profiling & Teambuilding by Identi3

Designed and Infused with John Maxwell’s Leadership Principles
NTUC LHUB works with The John Maxwell Company to infuse the leadership wisdom of John C. Maxwell into selected courses and the Leadership and People Management Workforce Skills Qualifications (LPM WSQ) framework. Professionals will acquire mainly procedural knowledge, people management and managerial approaches.

WSQ in Team Leadership (Level 3)* powered by John Maxwell
- WSQ Develop Self
- WSQ Encourage People
- WSQ Build Team Relationships
- WSQ Support Team
- WSQ Support Achievement of Results
- WSQ Lead Team to Implement Change

Other Leadership & People Development Programme:
- WSQ Lead Team to Implement Change (Blended Learning)

WSQ in Leadership & People Management (Level 4)* powered by John Maxwell
- WSQ Facilitate Innovation and Lead Team Leaders to Implement Change
- WSQ Develop Team Leaders through Capability Development and Coaching
- WSQ Develop Self to Maintain Professional Competence at Managerial Level
- WSQ Cultivate Workplace Relationships and Diversity
- WSQ Monitor and Reward Performance Across Teams to Manage Achievement of Results

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*To apply for and obtain a WSQ Advanced Certificate in Team Leadership, individuals need to complete 8 competency modules comprising of 6 Core & 2 Elective Modules. Individuals can choose to take electives from the LPM Framework (Level 4) or other WSQ Frameworks. NTUC LHUB offers these programmes on a modular basis.

*To apply for and obtain WSQ Professional Diploma in Leadership & People Management, individuals need to complete 8 competency modules comprising of 6 Core and 2 Elective Modules. Individuals can choose to take electives from the LPM Framework (Level 3, 4 or 5) or other WSQ frameworks. NTUC LHUB offers these programmes on a modular basis.

John C. Maxwell, a #1 New York Times bestselling author, coach and speaker, was identified as the #1 leader in business by the AMA and the world’s most influential leadership expert by Inc. in 2014. His organisations – The John Maxwell Company, The John Maxwell Team, and EQUIP – have trained over 6 million leaders in every nation.

An innovative profiling tool used by leading global companies

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John Kotter Signature Series
NTUC LHUB is proud to be authorised to market and provide training in Kotter Inc. Programmes
• Change Essentials
• Buy-In

Designed and Infused with Kotter International Change Management Principles
NTUC LHUB works closely with Kotter Inc. to infuse the wisdom of Kotter International’s content into selected courses under Business Management Workforce Skills Qualification framework.

WSQ Business Management powered by Kotter
• WSQ Support Implementation of Change Management Programme & Initiatives
• WSQ Direct End-to-End Change Management

Finance
• Finance for Non-Finance Professionals (PricewaterhouseCoopers)

A world-renowned leadership expert and author, Dr John Kotter co-founded the Kotter International to help leaders develop the necessary skills to succeed in an ever-changing world. His award-winning methodology — “The 8-Step Process for Leading Change” — is a culmination of 40 years of research and success stories. NTUC LearningHub is proud to be the Training Partner of John Kotter.

Wiley is the world’s leading publisher in the areas of scientific, scholarly, professional, consumer, and educational knowledge. Keeping pace with today’s needs, Wiley is now developing digital education, learning, assessment, and certification solutions to help universities, businesses, and individuals achieve their learning goals. NTUC LearningHub is proud to be the Training Partner of Wiley.

Business Excellence
Designed and Infused with Content from Wiley Authors
NTUC LHUB works closely with Wiley to infuse the wisdom of Wiley authors’ content into selected courses under Business Management Workforce Skills Qualification framework.

WSQ Business Management powered by Wiley
• WSQ Display Critical Thinking and Analytical Skills
• WSQ Present Information
  – Mapped to Infographics
• WSQ Participate in Negotiations
• WSQ Articulate and Discuss Ideas
  – Mapped to Storytelling with Data
• WSQ Conduct Presentation to Senior Management

WSQ Service Professionals (Level 1)*
• WSQ Contribute to Customer Service Over Various Platforms
• WSQ Demonstrate the Service Vision
• WSQ Implement Operations for Service Excellence
(in collaboration with MSF)
• WSQ Engage in Service Innovation Initiatives
• WSQ Project a Positive and Professional Image
• WSQ Provide Go-the-Extra-Mile Service
• WSQ Respond to Service Challenges
• WSQ Work in a Diverse Service Environment
(Powered by John Maxwell)

WSQ Service Coaches (Level 3)*
• WSQ Coach for Service Performance
• WSQ Establish Relationships for Customer Confidence
• WSQ Manage Operations for Service Excellence
• WSQ Manage Service Performance
• WSQ Role Model the Service Vision
• WSQ Manage a Diverse Service Environment
(Powered by John Maxwell)

WSQ Service Leaders (Level 4)*
• WSQ Foster Service Innovation
• WSQ Lead with Service Vision
(in collaboration with MSF)

Customer Excellence

WSQ Service Professionals (Level 1)*
• WSQ Contribute to Customer Service Over Various Platforms
• WSQ Demonstrate the Service Vision
• WSQ Demonstrate the Service Vision
(in collaboration with MSF)
• WSQ Engage in Service Innovation Initiatives
• WSQ Implement Operations for Service Excellence
• WSQ Project a Positive and Professional Image
• WSQ Provide Go-the-Extra-Mile Service
• WSQ Respond to Service Challenges
• WSQ Work in a Diverse Service Environment
(Powered by John Maxwell)

WSQ Service Coaches (Level 3)*
• WSQ Coach for Service Performance
• WSQ Establish Relationships for Customer Confidence
• WSQ Manage Operations for Service Excellence
• WSQ Manage Service Performance
• WSQ Role Model the Service Vision
• WSQ Manage a Diverse Service Environment
(Powered by John Maxwell)

WSQ Service Leaders (Level 4)*
• WSQ Foster Service Innovation
• WSQ Lead with Service Vision
(in collaboration with MSF)

Innovation Excellence
Designed and infused with Design Thinking content from ESSEC Business School
• WSQ Engage in Service Innovation Initiatives
(Powered by ESSEC Business School)
• WSQ Foster Service Innovation
(Powered by ESSEC Business School)

NTUC LearningHub’s Signature Professional Programmes
• Customer Friendly Language
• Effectiveness and Etiquette on the Phone
• Handling Challenging Customers
• Personal Branding
• Professional Business Etiquette
• Service Revolution
• Service Wow

13
LHUB TRAINING PROSPECTUS 2019

To apply for and obtain a WSQ Advanced Certificate in Service Excellence (Level 3), individuals need to complete 8 competency modules comprising of 6 Core & 2 Elective Modules. Individuals can choose to take electives from the Service Excellence Competency Framework (Level 1 or 4) or other WSQ Frameworks. NTUC LHUB offers these programmes on a modular basis.

14
LHUB TRAINING PROSPECTUS 2019

To apply for and obtain a WSQ Certificate in Service Excellence (Level 1), individuals need to complete 8 competency modules comprising of 6 Core & 1 Elective Modules. Individuals can choose to take electives from the Service Excellence Competency Framework (Level 3) or other WSQ Frameworks. NTUC LHUB offers these programmes on a modular basis.
Organisational Skills

- WSQ Solve Problems and Make Decisions (Operations/Supervisory/Managerial Level)
- WSQ Adapt to Change
- WSQ Foster Team Adaptability
- WSQ Communicate and Relate Effectively at The Workplace
- WSQ Facilitate Effective Communication and Engagement at The Workplace
- WSQ Lead Workplace Communication and Engagement
- WSQ Demonstrate Initiative and Enterprising Behaviours
- WSQ Support the Establishment Framework for Initiative and Enterprise
- WSQ Manage Cross Functional and Culturally Diverse Teams
- WSQ Develop Personal Effectiveness at Operations Level
- WSQ Maintain Personal Presentation and Employability at Operations Level
- WSQ Develop Personal Effectiveness (Supervisory/Managerial Level)^
- WSQ Apply Emotional Competence to Manage Self at The Workplace
- WSQ Apply Emotional Competence to Manage Self and Team^*
- WSQ Apply Emotional Competence to Manage Self and Others in a Business Context^*
- WSQ Work in A Team
- WSQ Present Information
- WSQ Write Report

Process Excellence

WSQ Courses

- WSQ Apply Basic LEAN Techniques in the Workplace
- WSQ Apply Failure Mode Effect and Analysis Techniques (AFMEA)
- WSQ Apply LEAN Thinking in the Workplace
- WSQ Apply Root Cause Analysis (ARCA)
- WSQ Follow Good Manufacturing Practices

Lean Six Sigma

Lean Six Sigma is the integration of two widely used business improvement approaches - Lean and Six Sigma. Each of the approaches by itself has its own merits and focus. With this integration, Lean Six Sigma offers organisations a wealth of tools and techniques to resolve issues that they may not have been able to overcome through the singular use of Lean or Six Sigma.

People Excellence

CIPD

Masterclass Series

- Delivering Transformational Change
- HR Business Savvy Skills
- Workforce Planning
- Organisation Development
- Contributing to Job Analysis
- Job Analysis and Job Redesign in practice

CIPD Qualifications

- CIPD Level 3 – Diploma in Human Resources Practices
- CIPD Level 3 – Diploma in Learning and Development

WSQ HR

- WSQ Implement Recruitment and Selection Methods (Blended Learning)

Other HR Courses

- Apply Employment Act in HR Practices and HR Processes
- Demonstrate a Comprehensive Understanding of the CPF Act
- Developing and Managing Effective HR Policies and Procedures
- Grievances Handling and Discipline
- HR for Non-HR Professionals
- Managing Termination Dismissal and Re-Employment
- Effective Performance Management and Appraisals
- Employment of Foreign Manpower Act
- Preventing Employment Dispute
- Singapore Industrial Relations System Past Present Future
- Structured and Behavioural-Based Interview Skills

^Available from 2nd quarter of 2019

The CIPD is the professional body for HR and people development. They are the voice of a worldwide community of more than 135,000 members committed to championing better work and working lives by improving practices in people and organization development.
By interacting with workers from all walks of life, we understand their training needs and furnish them with precise skills critical to their organisation’s success.

- Haze Tan Pei Fang
  (Business Manager, Consumer Sales)

We make sure the bolts and nuts behind the scenes are well-tuned to facilitate a fast, seamless and friendly experience for all our trainees.

- Siti Renehazwani Binte Masduki
  (Sales Administration Executive)

Adaptive Skills for Workplace Transformation

- Build Resilience and Develop Skills to Lead Change
- Develop a Positive Mindset to Workplace Changes
- SkillsFuture for Digital Workplace in Healthcare

Coming soon:
Technical Skills Competency (TSC) programs that are aligned to SSG’s respective Skills Framework which are essential to all healthcare professionals.

Healthcare Skills Framework

- Change Management (Q3 2019)
- Workplace Safety and Health (Q3 2019)
- Inter-Professional Collaboration (Q4 2019)
- Conflict Management (Q4 2019)

Social Service Skills Framework

- Resilience and Self-care (Q3 2019)
- Conflict Management (Q4 2019)

Community Care Skills

WSQ Certificate in Social and Community Services (Senior Services - Integrated Care)*

Core Modules:
• WSQ Assist Clients to Meet Basic Hygiene Needs
• WSQ Work in A Safe Working Environment That Meets the Workplace Safety and Health (Healthcare) Guidelines

Elective Modules:
• WSQ Assist Client with Clinical Care Needs
• WSQ Support Clients in Rehabilitation Exercise and Activities of Daily Living
• WSQ Provide Enhanced Personal Care for Clients
• WSQ Engage Clients Through Activities According to Clients’ Needs

*To apply for and obtain WSQ Certificate in Social and Community Services (Senior Services - Integrated Care), individuals need to complete 4 competency modules comprising of 2 Core and 2 Elective Modules. NTUC LHUB offers these programmes on a modular basis.
TECHNICAL SKILLS

Job-specific knowledge and skills remain the bedrock of any worker’s employability. But in the age of Industry 4.0, Worker 4.0 is increasingly required to be multi-disciplinary, adaptive, and ready to learn. No role exists in a silo anymore, and employees who are able to exhibit a variety of technical skills will be the most valuable in a workplace.

Agile
- PMI Agile Certified Practitioner (PMI – ACP)®

Blockchain
- Certified Blockchain Solution Architect (CBSA)

Business Analysis
Fundamentals
- Business Analysis Fundamentals

Project Management Institute (PMI), USA
- PMI Professional in Business Analysis (PMI-PBA)

Cloud
Microsoft Azure
- Microsoft Azure Fundamentals
- Microsoft Azure Infrastructure and Deployment
- Microsoft Azure Integration and Security
- Microsoft Azure Developer Core Solutions
- Microsoft Azure Architect Technologies
- Microsoft Azure Architect Design

Microsoft Office 365 Administration
- Enabling and Managing Office 365

Coding & Apps Development
Fundamentals
- MTA: Software Development Fundamentals
- Computational Thinking with Python

HTML5 & CSS3
- Programming in HTML5 with JavaScript and CSS3

Microsoft .NET & Visual Studio
- Programming in C#
- Developing ASP.NET MVC 4 Web Applications
- Programming in Visual Basic with Microsoft Visual Studio

Java
- Oracle Certified Associate, Java SE Programmer
- Oracle Certified Professional, Java SE Programmer
- Front-End Web Application Development with Java EE
- Java EE 7: Back-end Server Application Development
- Architect Enterprise Applications with Java EE Ed 2

Android
- Android Programming & Applications Development

iOS
- iOS Programming & Applications Development with Swift

PHP
- Programming in PHP
- MySQL and PHP: Developing Dynamic Web Applications

Creative Professionals
Autodesk
- Autodesk AutoCAD Essentials

Cybersecurity
Microsoft
- MTA: Security Fundamentals

Cisco
- Cisco CCNA Security (IINS)

Fortinet
- Fortinet FortiGate Network Security Professional (NSE 4)

ISACA
- Certified Information Systems Auditor (CISA)
- Certified Information Systems Manager (CISM)

(ISC)2
- Certified Information System Security Professional (CISSP)

International Association of Privacy Professionals (IAPP)
- Certified Information Privacy Professional/Asia (CIPP/A)
- Certified Information Privacy Manager (CIPM)
- Certified Information Privacy Technologist (CPT)

Cloud Security Alliance (CSA)
- Certificate of Cloud Security Knowledge (CCSK)

DevOps Institute
- DevSecOps Engineering

Data Analytics
Tableau
- Tableau Desktop II: Intermediate

Qlik
- Data Modeling for Qlik Sense
- QlikView Designer
- QlikView Developer

Microsoft Power BI
- Analyzing and Visualizing Data with Power BI

Oracle
- Oracle BI 12c: Create Analyses and Dashboards
- Oracle BI 12c: Build Repositories

Microsoft SQL Server BI Development
- Implementing an SQL Data Warehouse
- Developing SQL Data Models
Database

Database Fundamentals
- MTA: Database Fundamentals

Microsoft SQL Server
- Querying Data with Transact-SQL
- Developing SQL Databases
- Administering a SQL Database Infrastructure
- Provisioning SQL Databases

Oracle Database 12c
- Oracle Database: SQL and PL/SQL Fundamentals
- Oracle Database 12c: Administrator Certified Associate
- Oracle Database 12c R2: Managing Multitenant Architecture
- Oracle Database 12c: Performance Management and Tuning
- Oracle Database 12c R2: RAC Administration Ed 2
- Oracle Database 12c R2: ASM Administration Ed 2

Oracle Database 18c
- Oracle Database 18c: Administration Workshop
- Oracle Database 18c: Backup and Recovery Workshop Ed 1
- Oracle Database 18c: New Features for Administrators Ed 1

Oracle MySQL
- MySQL Fundamentals
- MySQL for Database Administrators
- MySQL for Developers
- MySQL Performance Tuning Ed 4

DevOps

DevOps Institute (DOI)
- DevOps Foundation
- Certified Agile Service Manager®
- DevOps Leader

Digital Marketing
- Create a Website using WordPress CMS
- Search Engine Optimisation (SEO) Fundamentals
- Online Advertising with Google AdWords
- Facebook Marketing for Beginners

Governance, Risk & Compliance (GRC)

Laws & Regulations
- Introduction to Cybersecurity Act
- Fundamentals of the GDPR for Compliance of Businesses in Singapore

ISACA
- Certified in the Governance of Enterprise IT (CGEIT)
- Certified in Risk and Information Systems Control (CRISC)

Project Management Institute (PMI), USA
- PMI Risk Management Professional (PMI-RMP)

IT Service Management

AXELOS (Peoplecert)
- ITIL Foundation Certificate in IT Service Management
- ITIL 4 Foundation

Network & Infrastructure

Fundamentals
- MTA: Networking Fundamentals
- MTA: Windows Server Administration Fundamentals

Cisco Routing & Switching
- Cisco CCNA Routing & Switching Part 1 (CCENT, ICND1)
- Cisco CCNA Routing & Switching Part 2 (ICND2)

Windows 10
- Installing and Configuring Windows 10

Windows Server 2016
- Networking with Windows Server
- Active Directory Services with Windows Server
- Installation, Storage & Compute with Windows Server

Apple MacOS
- Apple MacOS Support Essentials

Linux
- Linux System Administration
- Linux Command Line and Shell Scripting
- Oracle Linux 7: System Administration

Oracle Solaris
- Oracle Solaris 11 System Administration Ed 6
- Oracle Solaris 11 Advanced System Administration Ed 6
- Oracle Solaris 11 Building Private Clouds

Oracle Systems
- Oracle Big Data Fundamentals Ed 2
- Oracle R Enterprise Essentials Ed 1
- Exadata Database Machine: 12c Administration Workshop Ed 2
- Oracle Private Cloud Appliance: Administration Ed 2

Machine Learning & AI

Microsoft
- Analysing Big Data with Microsoft R
- Perform Cloud Data Science with Azure Machine Learning

Oracle Solaris
- Certified Agile Service Manager®
- DevOps Leader
Language & Literacy

Workplace Literacy
- WSQ Workplace Literacy Comprehensive (Beginner/Intermediate/Advanced)
- WSQ Workplace Literacy Conversational (Beginner/Intermediate/Advanced)
- WSQ Workplace Literacy Writing Beginner (Beginner/Intermediate/Advanced)

Workplace Numeracy
- WSQ Workplace Numeracy (Beginner/Intermediate/Advanced)

Programmes for Migrant Workers
- Basic Conversational English
- Service Proficiency Programme

Middleware

Oracle WebLogic Server
- Oracle WebLogic Server 12c: Administration I Ed 2
- Oracle WebLogic Server 12c: Administration II Ed 2
- Oracle WebLogic Server 12c: Performance Tuning Workshop Ed 2
- Oracle WebLogic Server 12c: JMS Administration Ed 2
- Oracle WebLogic Server 12c: Troubleshooting Workshop Ed 2

Oracle Data Integrator
- Oracle Data Integrator 12c: Integration and Administration Ed 3
- Oracle Data Integrator 12c: Advanced Integration and Development

Oracle GoldenGate
- Oracle GoldenGate 12c: Fundamentals for Oracle
- Oracle GoldenGate 12c: Advanced Configuration for Oracle
- Oracle GoldenGate 12c: Troubleshooting and Tuning
- Oracle GoldenGate 12c: Integrate Big Data

Oracle Enterprise Data Quality
- Oracle Enterprise Data Quality 12c: Profile, Audit and Operate
- Oracle Enterprise Data Quality 12c: Match and Parse

Oracle SOA Suite
- Oracle SOA Suite 12c: Essential Concepts Ed 2
- Oracle SOA Suite 12c: Build Composite Applications Ed 2
- Oracle SOA Suite 12c: System Architecture and Administration

Oracle E-Business Suite
- R12.2 Oracle E-Business Suite Fundamentals Ed 1
- R12.2 Install/Patch/Maintain Oracle E-Business Suite Ed 1

Oracle Hyperion
- Oracle Hyperion Financial Mgmt 11.1.2: Create & Manage Applications (11.1.2.4)
- Oracle Hyperion Planning 11.1.2: Create & Manage Applications (11.1.2.4)
- Oracle Hyperion Financial Reporting 11.1.2 for Financial Management Ed 2

Oracle JD Edwards
- JD Edwards EnterpriseOne CNC Administration Rel 9.2 Ed 1
- JD Edwards EnterpriseOne Development Tools Part 1 Rel 9.2 Ed 1
- JD Edwards EnterpriseOne Development Tools Part 2 Rel 9.2 Ed 1
- JD Edwards EnterpriseOne System Administration Rel 9.2 Ed 1

Oracle PeopleSoft
- PeopleSoft Application Engine Rel 8.53 Ed 1
- PeopleSoft PeopleTools SQR Rel 8.53 Ed 1
- PeopleSoft PeopleCode Rel 8.53 Ed 1
- PeopleSoft PeopleTools Installation & Server Admin Rel 8.53 Ed 1
- PeopleSoft Security Rel 8.53 Ed 1

Oracle Siebel
- Siebel Fundamentals Rel 15.5
- Siebel Technical Foundations 15.5
- Siebel Installation 15.5
- Siebel System Administration 15.5
- Siebel Tools Rel 15.5
- Siebel Open UI Foundations
- Siebel Open UI Essentials Ed 2
Workplace Safety & Health

Courses for WSH Professionals

• Bridging - Chemistry
• Bridging - Mathematics
• Bridging - Physics
• Comply With Workplace Safety and Health Policies and Procedures
• Maintain Workplace Safety and Health and Procedures
• Manage Workplace Safety and Health System
• WSQ Certificate in WSH
• WSQ Advanced Certificate in WSH
• WSQ Specialist Diploma in WSH (Construction/Manufacturing)
• WSQ Specialist Diploma in Occupational Hygiene

bizSAFE Courses

• bizSAFE Awareness Talk
• Workshop for CEO/Top Management (bizSAFE Level1)
• Workshop for CEO/Top Management (bizSAFE Level1) – E Learning
• Develop a Risk Management Implementation Plan (bizSAFE Level 2)
• Develop a Management System Implementation Plan (bizSAFE Level 4)
• SG Secure Risk Management Workshop

Fire Safety Courses

• Fire Protection System in Buildings
• Fire Safety Audit
• Fire Safety Awareness
• Fire Safety Committee
• Fire Warden in Buildings

First Aid Courses

• Basic Cardiac Life Support
• Basic Cardiac Life Support + Automated External Defibrillator - Coming Soon!
• Child First Aid - Coming Soon!
• CPR + AED
• Occupational First Aid
• Occupational First Aid Refresher
• Standard First Aid + AED
• Standard First Aid + AED (Refresher)
Food Hygiene Courses
• Follow Food and Beverage Safety and Hygiene Policies and Procedures (Chinese/English)
• Follow Food and Beverage Safety and Hygiene Policies and Procedures (Refresher) (Chinese/English)

Forklift Courses
• WSQ Operate Forklift (3 Days)
• WSQ Operate Forklift (5 Days)
• Forklift Refresher (1 Day)

Other Courses
• Basic Traffic Control
• Chemical Safety Awareness
• Explosive Powered Tools Operator
• Hazmat Transport Driver Permit (HTDP)
• International Organisation for Standardisation (ISO)
• Maintenance Safety Course on Lock-out Procedures (Chinese/English)
• Workshop to Enhance Safety of Crane Operations
• WSH Committee Members Training
• WSQ Perform Rigger and Signalman Tasks (Chinese/English)

Settling-In Programme Courses
• Settling-In Programme (SIP) for Foreign Domestic Workers
• Assessment Only Pathway (AOP) for Foreign Domestic Workers (FDW)

Welding Courses
• Shielded Metal Arc Welding 3G Carbon Steel 10mm (Lower Levy) 1 Day
• Shielded Metal Arc Welding 3G Carbon Steel 10mm (Lower Levy) 4 Day
• Shielded Metal Arc Welding 3G Carbon Steel 25.4mm (Lower Levy) 1 Day
• Shielded Metal Arc Welding 3G Carbon Steel 25.4mm (Lower Levy) 4 Day
• Shielded Metal Arc Welding 3G Carbon Steel 25.4mm (Lower Levy) 9 Day

Work At Height Course
• Work-at-Height for Workers (Bengali/Chinese/English/Malay/Tamil)
• Managing Work at Height

Security
Certificate in Security Operations (CSO)*
Core Modules:
• WSQ Basic Licensing Unit (2 units)
  - WSQ Handle Security Incidents and Services
  - WSQ Provide Guard and Patrol Services
• WSQ Recognise Terrorist Threats

Elective Modules:
• WSQ Assist in Evacuation of Premises
• WSQ Conduct Crowd and Traffic Control
• WSQ Conduct Security Screening of Person and Bag
• WSQ Handle Enquiries and Requests
• WSQ Manage Disorderly Conduct and Threatening Behaviour
• WSQ Operate Basic Security Equipment
• WSQ Perform Security Operations within Legal Framework
• WSQ Perform Workplace First Aid
• WSQ Conduct Security Screening and Search of Vehicles

Advanced Certificate in Security Supervision (ACSS)*
Core Modules:
• WSQ Supervise Security Officers
• WSQ Assess and Address Security Risks
• WSQ Induct Security Personnel
• WSQ Perform Supervisory Duties within Legal Framework

Elective Modules:
• WSQ Conduct Operations Briefing and Debriefing
• WSQ Contribute to the Management of Security Incidents
• WSQ Lead and Manage a Team of Security Officers
• WSQ Monitor and Review Security Operations

PI License
• WSQ Perform Investigation Activities in Compliance with Legal Requirements (PI)

Infrastructure Protection Act (IPA)
• Deterrence (Perform Security Duties at Protected Areas and Protected Places)

*NTUC LHUB offers these programmes on a modular basis
Senior & Caregiver Skills

Building Elder Friendly Committee
• Serving Senior Customers
• Seniors at Workplace
• Enhancing Seniors Employment Guidance
• Excellent Mentoring Skills
• Intergenerational Bonding at the Workplace
• Re-Employment: Equipping and Developing Yourself
• Turning Silver Into Gold

Diploma In Security Management (DSM)

Core Modules:
• WSQ Achieve Work Effectiveness in Security Environment
• WSQ Assess and Manage Security Risk Control Measures
• WSQ Manage Security Emergencies
• WSQ Prepare and Submit Tender for Security Services

Effective Modules:
• WSQ Conduct Security Survey
• WSQ Develop a Manpower Deployment Plan
• WSQ Manage Security Business
• WSQ Manage Security Emergencies
• WSQ Manage Security Agency Within Legal Framework
• WSQ Manage Security Operations

Other Security Courses
• Fraud & Misconduct Investigation
• Investigative Interviewing Techniques
• Physical Violence Response and Intervention Techniques (PVRIT)
• Managing Sexual Misconduct at the Workplace

If affordability is a concern, we offer consultative services for existing funding schemes so employers can invest in their workers’ learning and growth with peace of mind.

- Wu Weicai
(Senior Accountant, Finance)

- Millennials today are changing the way workplaces look and function; we strive to customise programmes to suit working professionals of all generations.

- Low Choon Chye
(Account Manager, Corporate Sales)
LEARNING & DEVELOPMENT CONSULTANCY

NTUC LearningHub collaborates with partners to develop customised solutions to meet your organisation’s learning needs. We provide consultancy services in the areas of Leadership Development, Talent Management, Service Excellence, and Learning & Programme Optimisation. We also help companies look at organisational alignment and the processes, policies and systems supporting Learning and Human Resources Development.

Our approach is designed to develop customised and sustainable solutions for our clients using proven methodologies.

**LEADERSHIP DEVELOPMENT**
- Leadership
  - Leadership Assessment
  - 360° Feedback
- Executive Coaching

**TALENT MANAGEMENT**
- Competency Framework Development
- Job Profiling
- Performance Management
- Talent Identification & Development

**SERVICE EXCELLENCE**
- Mystery Audits
- Service Blueprinting

**LEARNING & DEVELOPMENT OPTIMISATION**
- E-Learning and Blended Learning
- Gamification of Learning
- Content and Programme Curation

Case Studies
Customised Solutions: A Collaborative Response to the Needs of the Healthcare Sector

NTUC LHUB and the Healthcare Services Employees Union (HSEU) worked together to identify the most urgent needs of the healthcare sector and help at-risk workers develop a positive mindset to learn basic digital skills and embrace change.

Together, they kickstarted the Healthcare Academy, where NTUC LHUB is responsible for filling the gaps in Adaptive Skills and Technological Skills while other institutes of higher learning provide training for Technical Skills.

To help healthcare workers who are usually starved for time, NTUC LHUB reduced the number of in-classroom training hours and introduce microlearning to minimise operational disruption.

We conducted 3-6 pilot runs per programme so that we could fine-tune our content for better learning outcomes.

To assess the effectiveness of the programme, rigorous evaluations were introduced. These were done using online platforms in the form of 1 pre-course and 2 post-course surveys.

By using design thinking in its problem identification and ideation process, NTUC LHUB’s programme is unique from other Adaptive Skills programmes in the market – this customised solution put together by NTUC LHUB and HSEU marks the uniqueness of our customised programme.

NTUC LHUB also partners with Healthcare stakeholders, conducting focus group discussions to obtain the sentiments of the workers and employers from the ground. This marks the uniqueness of our customised programmes, reaffirming a ground-up product and service delivery with the ultimate aim of ensuring the employability and employment of Healthcare workers.

Unlocking New Talents: The Infocomm Technology (ICT) Professional Conversion Programme (PCP)

Winson Wee Hock Soon, Director VP of Client Engagement & Projects at Reachfield IT, shares why he is happy he chose NTUC LHUB’s ICT PCP to acquire the talent he needed to expand his company’s service offerings.

Winson started Reachfield IT in 2004 and has managed the company for 14 years since. The SME company specialises in Turnkey solutions and digitalisation projects, with most clients coming from the government sector. He has a small team of 5 employees.

With its fast pace and constant change, the IT industry is not an easy one to thrive in. Winson has plans to expand the team if business is viable, venturing into Artificial Intelligence (AI), Internet of Things (IoT), and deep learning to stay competitive.

But for local IT companies, there is usually little response from job ads and a limited quota for hiring foreign talent, making it a serious challenge to find suitable candidates. He has even tried recruiting talent from local institutes of higher learning, but fresh graduates tend to have different career priorities and not many are keen to work for small SMEs.

To manage his manpower costs, he turned to the program, and invested in a candidate who may not be as experienced, but would be trained by NTUC LHUB for the role that he needed.

The process was simple:
- Company applied for in-principle approval in Sep 2017
- Company reviewed resumes and informed NTUC LHUB on shortlisted candidates
- NTUC LHUB advised on a list of 7-8 courses for the candidate to attend that will bring him/her up to speed on the necessary skills for the role
- Candidate joined the company in Nov 2017
- Candidate enrolled in the first course after 3 weeks of joining the company

Winson emphasises that employers who come on board ICT PCP must be realistic in their expectations – the candidate cannot be expected to perform miracles, and must be allowed time to acclimatise to the new industry.

However, candidates from the programme are generally more mature and flexible in mindset and can contribute with a fresh perspective from their prior industry and work experience. In Winson’s case, his candidate had experience in the security sector, and offered in-depth insights for a security-related technology project the company was working on.

Winson got to know about NTUC LHUB’s ICT PCP through an advertisement. He attended a PCP employer event at Devan Nair Institute for Employment and Employability (DNI) and decided to take part. He explained that, being a small and medium-sized enterprise (SME), he did not have the deep pockets to hire developers with prior experience.