TRANSFORM AND THRIVE

TRAINING PROSPECTUS 2020
ABOUT NTUC LEARNINGHUB

“Learning is the new daily essential. We must adopt a growth mindset and be ready to embrace new technologies, and take full advantage of the technological revolution.”

Kwek Kok Kwong
Chief Executive Officer
NTUC LearningHub

NTUC LearningHub was corporatised in 2004 with the vision of transforming the lifelong employability of working people. We work with both corporate and individual clients and provide learning solutions in areas such as Infocomm Technology, Healthcare, Employability and Literacy, Business Excellence, Workplace Safety and Health, Security, Human Resources and Foreign Worker Training. To date, NTUC LearningHub has helped over 21,000 organisations and achieved over 2.4 million training places across more than 500 courses with a pool of over 400 certified trainers.

We have built an ecosystem of knowledge partners and strategic partners to bring in the latest industry content from some of the world’s leading companies and help our clients address their skills gaps. As a Total Learning Solutions provider to organisations, we help our clients identify and address their skills needs through a range of solutions including strategic roadmapping, training needs analysis and job redesign. We also work closely with the rest of the Labour Movement (including the NTUC, unions and the Employment and Employability Institute) to help workers and companies transform to be ready for Industry 4.0.

Our Accolades and Awards

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FOREWORD

Happy 2020!

As we bid farewell to the last decade, it is a good time for us to reflect on the past 10 years and project into the next 10 years. Over the past 10 years, we have seen an explosion of new technologies and innovations that improve our daily lives and help us be more effective in the way we do business.

In the past decade, the way we live and communicated has transformed. Cutting-edge technologies – 3D printing, Cloud Computing, Big Data Analytics just to name a few – are now more pervasive in the mainstream, and futuristic notions like self-driving cars and cyberphysical integration have become new buzzwords for the new decade.

As we usher in the next 10 years and look into the road to 2030, we can all expect change to accelerate even faster and present an unprecedented set of opportunities as long as we are willing to learn. In fact, what this means to Singaporeans and all of us is that learning is inevitable and will only become a new daily essential. We must adopt an adaptive and growth mindset, always ready to embrace and keep pace with new technologies, and take full advantage of the technological revolution.

While this may seem like a daunting ambition, we at NTUC LearningHub strive to walk with every worker in this transformation journey and be your trusted lifelong partner in learning. Working alongside our ecosystem of knowledge and strategic partners, we will continue to deliver curated, world-class content and democratise new knowledge to all workers here in Singapore. We want to transform workers to Worker 4.0 and companies to Company 4.0. We have formed very exciting partnerships with leading industry players, including the likes of Microsoft, Oracle, the John Maxwell Company, ECDS, Wiley Kotter Institute – and have also recently launched new partnerships such as DevOps Institute, UiPath, Human Factors International (HFI), Cyberit and Shoppee.

Whether serving PMET and non-PMET workers, unemployed, low-wage workers, or mature ones, we will continue to provide learning that transforms employability and creates a better life for all working people. Through the Company Training Committee (CTC) Initiative launched in 2019, we too have launched our CTC Starter Kit to help companies take the first step and transform their workers, achieve quick wins and gain momentum. The Starter Kit helps address basic digital awareness as a foundation, data appreciation and process automation to strengthen the technology quotient, and lean and design thinking to strengthen the adaptive quotient of a Worker 4.0.

As we fuel the transformation of others, we ourselves are also undergoing a metamorphosis. Last year in 2019, our learning theme was centred around Robotic Process Automation to automate mundane and routine tasks. Today, we have 8-10 digital assistants working around the clock which allows us to harness our human capital for complex, high-level thinking. We have also cultivated a data-driven workplace culture, leveraging data visualisation to gain business insights and make better decisions day-to-day.

To transform ourselves, we will continue to up the quality and service game, and refresh our brand identity. Our signature butterfly motif in our logo has taken a more modern and futuristic expression to convey our progressive disposition. The royal blue serves to portray integrity, reliability and wisdom in the continuing education and training space, while the gradient effect symbolises our fluidity and dynamism as a social enterprise.

In our 2020 Training Prospectus, we are showcasing many programmes that can prepare workers for the jobs of tomorrow. Together, let us transform Singapore’s workforce into Worker 4.0 and collectively be ready for Industry 4.0.

Kwek Kok Kwong
Chief Executive Officer
NTUC LearningHub

TRANSFORM TO THRIVE IN A DISRUPTIVE AGE

Industry 4.0 is driven by disruptive technologies and can impact a company in many ways.

80% of companies expect Industry 4.0 to impact their business model

<table>
<thead>
<tr>
<th>Revenues by</th>
<th>Productivity by</th>
</tr>
</thead>
<tbody>
<tr>
<td>23%</td>
<td>26%</td>
</tr>
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</table>

Companies looking to thrive in Industry 4.0 will need to depend on a transformation in mindset. They must develop digital resilience — the ability to be agile and resourceful in the face of technological challenges — and improve their operational effectiveness through challenging established business models.

However, this transformation is two-fold. While organisational structures must evolve in order to fully reap the benefits of Industry 4.0, people still remain at the core of productivity increases.

Companies with serious Industry 4.0 ambitions must invest to ensure their people have the skills, mindsets, and behaviours to use advanced technologies effectively.

13% of companies have implemented an Industry 4.0 strategy

Are you ready to embark on your transformation today?

Source: Industry 4.0 — How to Navigate Digitization of the Manufacturing Sector e-Conomy SEA 2018 report by Google and Temasek
With the advent of Industry 4.0, workers must be trained in tandem as Worker 4.0 to keep up with digital transformation, and eventually evolve to Manager 4.0. Businesses stand to benefit from upskilling existing employees to address skill gaps, rather than recruiting and training new employees.

Isa Nasser
Head of Infocomm Technology
NTUC LearningHub

"With the convergence of the cyber and physical world in Industry 4.0, it’s even more pertinent for everyone to gain digital capabilities to come out on top in this fourth industrial revolution."

WORKER 4.0
CORE COMPETENCIES

ADAPTIVE
Competencies like critical thinking, problem solving, and effective communication skills will allow employees to better navigate workplace disruption and leverage the full potential of Industry 4.0. This will also help them better keep up with rapid industry changes, and eventually value-add your organisation as leaders in their field.

TECHNOLOGY
Your employees need to keep abreast of new digital systems, programmes, and concepts as they emerge, such as Blockchain, Big Data, and Cloud Computing. Industry 4.0 will bring about an increasing digitalisation of work processes. Hence, it is every worker’s responsibility to acquire some form of digital knowledge and skills — even if they are not from the IT department.

TECHNICAL
Job-specific knowledge and skills, such as Workplace Safety and Health (WSH), UI/UX, Project Management, and more equip your employees with the essential skills to perform their expected roles in the organisation. Some of our programmes provide well-defined pathways that help to chart your employees’ progression with the necessary expertise for a promising career.
WHY NTUC LEARNINGHUB

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

Our Partners

Adaptive Skills Knowledge Partners

- Adaptive Skills
- Knowledge Partners

Technology Skills Knowledge Partners

- Adaptive Skills
- Knowledge Partners

Strategic Partners

- Strategic Partners

MESSAGE FROM THE NTUC SECRETARY-GENERAL

As a small and open economy, Singapore is more susceptible to uncertainties in the global political and economic landscape. We are also either benefitting or being disrupted by digital and technological advancements happening around us at work or at home.

To maintain our competitiveness, we will need to keep investing into our country’s key asset – our workers, through continuous training and skills upgrading. This has been and will continue to be an important part of the National Trades Union Congress’ (NTUC) advocacy work.

This is why NTUC LearningHub (LHUB) was launched in 2004 – to help train workers, equip them with new skills so that they can overcome challenges and take advantage of new opportunities. This will enable them to enjoy better wages, welfare and most importantly, work prospects.

Over the years, LHUB has been playing a key role in partnering companies and workers to ride through various challenges. During the Asian Financial Crisis in 2008, many Singaporean workers attended the Skills Programme for Upgrading and Resilience programme. As a result of them undergoing training during the downturn, they were able to find better jobs when the economy recovered in 2010.

Over the last few years, LHUB has also been supporting the nationwide SkillsFuture movement to help prepare workers for the future economy by equipping them with basic digital skills through the SkillsFuture for Digital Workplace programme.

Most recently at the NTUC National Delegates’ Conference 2019, I shared that NTUC must continue to be representative of and relevant to workers in Singapore’s new economy. We can do so through innovation and one of the areas we must innovate in is our training model.

The direction and pace at which technology is evolving create disruption and opportunities too! This means that our workers must embrace lifelong learning to keep up or even move ahead with the times. This is also the genesis behind NTUC starting the Company Training Committees (CTCs) in early 2019 to push for workers’ training at the institutional level and ensure that our workers’ training needs are not forgotten.

Comprising union leaders, company’s management partners, as well as training partners like LHUB, the CTC will first help to accelerate workers’ acceptance of new technology. Secondly, it will help accelerate the adoption of technology at the workplace. As businesses can only transform at the pace of the workers in their workforce, by partnering both together, the adoption of technology can be done in tandem, thereby saving on downtime while capitalising on new technologies. Thirdly, this will accelerate the actualisation of the value of technology and translate it into tangible benefits for both the company and workers.

For companies who might not know how to start their transformation journey, LHUB has introduced the CTC Starter Kit to equip companies and their workers with relevant skills for Industry 4.0 and beyond. It is an easy-to-implement starter package comprising eleven programmes under three core competencies needed to make transformation real for companies and workers (read more about this on the next page).

To our management partners, NTUC, LHUB and our unions stand ready to work with you and support you in your workers’ training needs! To our workers, take charge of your learning today! There is no better time to go for training so take a small step today to upgrade yourself and this can culminate into a big difference for tomorrow!

Ng Chee Meng
Secretary-General
National Trades Union Congress
TRANSFORM AND THRIVE WITH THE CTC STARTER KIT

To equip Singapore’s workforce with the relevant skills for Industry 4.0 and beyond, unions are partnering with businesses to set up Company Training Committees (CTCs) with the aim to reskill and upskill employees so that they can transform and thrive in the dynamic industry landscape. This partnership will enable companies to equip its employees with necessary core competencies and help them leverage on technological tools to improve personal and operational effectiveness and efficiency.

The CTC Starter Kit is an easy-to-implement starter package comprising of 11 programmes under 3 core competencies needed to make transformation real for companies and workers.

Scan QR code to find out more on The CTC Starter Kit

3 CORE COMPETENCIES

Gain Digital Awareness

Drive Continuous Improvement & Innovation

Create Own Assistants

11 PROGRAMMES

Digital Awareness

Learn basic digital concepts and to embrace change positively in order to thrive in the future economy.

• SkillsFuture for Digital Workplace

Lean Thinking

Get an overview of KAIZEN and LEAN methodologies for continuous improvement at the workplace.

• Apply Continuous Improvement Thinking in the Workplace (SF)
• Develop a Continuous Improvement Culture (SF)
• Implement Continuous Improvement Culture (SF)

Robotics Process Automation (RPA)

A specially designed programme for end-users to learn how to create simple bots for repetitive processes, as well as understand the basic implementation of RPA.

• NICF - Process Automation Appreciation (SF)

Cybersecurity

Illustrate the importance of cybersecurity measures with case studies of real-world threats and scenarios.

• NICF - Cybersecurity Awareness Programme (SF)

Design Thinking

Pick up a human-centred approach to design that integrates the users’ needs with the possibilities of technology and the requirements for business success.

• Design Thinking for Operations (SF)
• Design Thinking for Innovation (SF)
• Implement Design Thinking (SF)

Data Appreciation

Go beyond Excel formulas and learn how to use advanced capabilities such as dashboards, hierarchies, and relationships.

• NICF - Data Appreciation for Extracting Business Value (SF)
• NICF - Data Appreciation for Operations (SF)

CONTENTS

ADAPTIVE SKILLS

11 Leadership Excellence
12 Business Excellence
13 Customer Excellence | Innovation Excellence
14 Organisational Skills | People Excellence
15 Personal Effectiveness | Process Excellence | Profiling Tools
16 Adaptive Skills for Workplace Transformation | Healthcare Skills Framework
17 Social Service Skills Framework | Community Care Skills

TECHNOLOGY SKILLS

19 SkillsFuture for Digital Workplace (SFDW)
20 Cobots | Cloud | Drones | Internet of Things | Silver Digital Creators
21 Workplace IT Skills
22 ICT Professional Conversion Programme

TECHNICAL SKILLS

25 Agile, ITIL, DevOps, SRE, Lean, BPR and BRM | Project Management and Business Analysis
26 Cybersecurity
27 Data Protection and Privacy | Data Analytics
28 Emerging Technologies | Foundational IT Courses | Application Development
29 Database
30 Network and Infrastructure | Virtualisation and Cloud
31 User Experience (UX)
32 Creative Professionals | Oracle Business Applications (E-Business Suite, PeopleSoft, JD Edwards, Siebel, Hyperion)
34 Microsoft Dynamics, PowerApps and Power Platform | Business Simulation Games
35 Digital Marketing | Language and Literacy
36 Workplace Safety and Health
39 Security
40 Environmental Services

CONSULTANCY SERVICES

41 Learning and Development Consultancy
43 Operation and Technology Roadmapping (OTR)

TRANSFORMATION STORIES

44 Upskilling Success Stories
Adaptive skills transform workers into more resilient, effective, and solutions-oriented professionals. Competencies such as 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.

Janet Young
Managing Director and Head, Group Channels and Digitalisation, United Overseas Bank

Leadership Excellence

John Maxwell Signature Series
NTUC LHUB is proud to be the exclusive partner of The John Maxwell Company, 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
- Living the Laws of Leadership
- Discovering Your Authentic Leadership Style
- Leader’s Art of Communication
- Leader’s Difficult Conversations

John Maxwell Coaching Series
- 5 Levels of Leadership Coaching System
- Coaching for High Performance
- Lead In Lead Out Coaching

Designed and Infused with John Maxwell’s Leadership Principles (Coming soon)

The Leadership and People Management Skills Framework is specially curated to ensure that John C. Maxwell’s wisdom in leadership is evident in the courses. Professionals can look forward to acquiring procedural knowledge, people management and managerial approaches.

Team Leadership (Level 3) powered by John Maxwell
- Organisational Relationship Building powered by John Maxwell L3 (SF)
- People and Performance Management powered by John Maxwell L3 (SF)
- People Development powered by John Maxwell L3 (SF)
- Personal Effectiveness powered by John Maxwell L3 (SF)
- Vision Leadership powered by John Maxwell L3 (SF)

Other Leadership and People Development Programme (Blended Learning):
- People Change Management L3 (SF)

Leadership and People Management (Level 4) powered by John Maxwell
- Organisational Relationship Building powered by John Maxwell L4 (SF)
- People and Performance Management powered by John Maxwell L4 (SF)
- People Change Management powered by John Maxwell L4 (SF)
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John C. Maxwell
#1 New York Times Bestselling Author, Coach, and Speaker
Dr John Kotter is a world-renowned leadership expert and author. 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.

**The 8-Step Process for Leading Change**
- Articulate and Discuss Ideas (mapped to Storytelling with Data)
- Conduct Presentation to Senior Management
- Display Critical Thinking and Analytical Skills
- Participate in Negotiations
- Present Information (mapped to Infographics)

**Customer Excellence**

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

**WSQ Service Coaches (Level 3)**
- Coach for Service Performance
- Establish Relationships for Customer Confidence
- Manage Operations for Service Excellence
- Manage Service Performance
- Role Model the Service Vision

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

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

*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 and 2 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.

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**WSQ Business Management powered by Kotter**
- Direct End-to-End Change Management
- Support Implementation of Change Management Programmes and Initiatives

**John Kotter Signature Series**
NTUC LHUB is authorised to market and provide training in Kotter International Programmes.
- Buy-In
- Change Essentials

**Designed and Infused with Kotter International Change Management Principles**
Working in close partnership with Kotter International, NTUC LHUB incorporates the element of John Kotter Change Management principles into selected courses under Business Management Workforce Skills Qualification (BM WSQ) framework.

**WSQ Business Management powered by Kotter**
- Articulate and Discuss Ideas (mapped to Storytelling with Data)
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NTUC LHUB collaborates with Wiley to infuse the wisdom of Wiley authors’ content into selected courses under the Business Management Workforce Skills Qualification (BM WSQ) framework.

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**Innovation Excellence**

**Designed and infused with Design Thinking content from ESSEC Business School**
- Agile Innovation (Powered by ESSEC Business School)
- Engage in Service Innovation Initiatives (Powered by ESSEC Business School)
- Foster Service Innovation (Powered by ESSEC Business School)

**ESSEC Business School**
A distinguished brand in Executive Education, ESSEC Business School has been a pioneer of business-related learning since 1907. The ESSEC Business School’s Design Thinking Framework provides all the tools necessary to develop an innovative and experiential approach to dealing with the disruptions of Industry 4.0.

**Business Excellence**

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**John Kotter Signature Series**
NTUC LHUB is authorised to market and provide training in Kotter International Programmes.
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**UOB Service Inclusiveness Media Event**

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- Foster Service Innovation (Powered by ESSEC Business School)
### Organisational Skills

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

### People Excellence

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

#### CIPD Qualifications
- Contributing to Job Analysis
- Delivering Transformational Change
- Developing an Employment Engagement Strategy
- HR Business Savvy Skills
- Job Analysis and Job Redesign in Practice
- Organisation Development
- Workforce Planning

#### Masterclass Series
- Human Resource Skills Framework
  - Selection Management (SF) (Blended Learning)
- Other HR Courses
  - Apply Employment Act in HR Practices and HR Processes
  - Competency and Behavioural-based Interview
  - Effective Performance Management and Appraisals
  - Grievances Handling and Discipline
  - HR for Non-HR Professionals
  - Ride Over Changes Through Growth Mindset
  - Singapore's Employment Laws for Termination, Dismissal, Retrenchment and Retirement

#### Personal Effectiveness

### Executive Toolkit:

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

### Managerial Toolkit:

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

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

### Process Excellence

#### Operational
- WSQ Perform Basic Productivity Practices
- WSQ Apply 5S Techniques
- WSQ Apply Continuous Process Improvement Techniques
- WSQ Apply Innovation In The Workplace
- WSQ Apply Teamwork In The Workplace

#### Supervisory
- WSQ Apply Lean Thinking In The Workplace
- WSQ Apply Basic Lean Techniques In The Workplace
- WSQ Apply Failure Mode Effect and Analysis Techniques
- WSQ Apply Root Cause Analysis
- WSQ Supervise Work Improvement Processes
- WSQ Supervise Quality Procedures
- WSQ Supervise Team At Work

#### Managerial
- WSQ Manage Process Improvement
- WSQ Apply Project Management Skills
- WSQ Manage Quality Systems and Processes
- WSQ Apply Management Level Planning Skills

### Profiling Tools

- Profiling and Teambuilding by Identij3

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*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 organisation development.*
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

Social Service Skills Framework

- Resilience and Self-care (Coming soon)

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 Engage Clients Through Activities According to Clients’ Needs
- WSQ Provide Enhanced Personal Care for Clients

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

*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.

*Last intake for all modules will be May 2020.

In the era of industry disruption and transformation, Unions too have to reinvent ourselves in preparing our healthcare workers for such challenges so that our workers will be future-ready, ever-relevant and resilient as they walk through the uncharted path of opportunities. To do this, we need like-minded partners to navigate our workers through this change. NTUC LearningHub has played a pivotal role in partnering Healthcare Services Employees’ Union (HSEU) to establish Healthcare Academy for the healthcare sector that benefits many workers to reskill, upskill and to remain employable and in employment with better wages and work prospects.

K. Thanaletchimi
President
Healthcare Services Employees’ Union
TECHNOLOGY SKILLS

We’re accelerating into Industry 4.0, thanks to the rapid development of transformative technologies like Artificial Intelligence and how it upends the way we work. At Microsoft, we want to empower every organisation and individual to achieve more and we believe that every company needs to be equipped with the best-in-class technologies, and build strong digital capabilities in order to thrive in this new digital economy. This is the driving force between our partnership with NTUC LearningHub — by bringing accessible digital training to companies in order to prepare the businesses today to thrive in the economy of tomorrow.

Gerald Leo
Director, Commercial Partners and Small Medium Enterprises Group, Microsoft Singapore

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.

Andy Lim
Deputy Secretary-General
The Singapore Manual and Mercantile Workers’ Union

Did you know that SkillsFuture for Digital Workplace from NTUC LHUB now includes foundational digital skills training from Shopee, LinkedIn and Avast?

SkillsFuture For Digital Workplace (SFDW)

It’s important to equip our workers with the right mindset and skills to welcome workplace technological advancements, and to take advantage of new opportunities in the future economy. We seek to help them understand emerging technologies, to interpret and use data, as well as to adopt a positive mindset for change, innovation and resilience.

SkillsFuture for Digital Workplace

DID YOU KNOW?
### Cobots
- Adopting Cobots in the Digital Workplace

### Cloud
- Fundamentals of Cloud Computing (powered by AWS)

### Drones
- Introduction to Drone Flying

### Internet of Things (IoT)
- Fundamentals of Internet of Things (IoT) (powered by AWS)

### 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 – Book Authoring
- Silver Digital Creators – Coding
- Silver Digital Creators – Digital Music and Art
- Silver Digital Creators – Movie Making
- Silver Digital Creators – Digital Photography

## Workplace IT Skills

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

### Word Processing
- WSQ Perform Word Processing Functions [2016] (ICDL Certification Module: Word Processing)

### Spreadsheets
- WSQ Perform Spreadsheet Functions [2019] (ICDL Certification Module: Spreadsheets)
- WSQ Perform Spreadsheet Functions [2016] (ICDL Certification Module: Advanced Spreadsheets)
- Microsoft Excel 2016: Beginner
- Microsoft Excel 2016: Intermediate
- Microsoft Excel 2016: Advanced
- Microsoft Excel Useful Formulas and Functions
- Microsoft Excel Macros
- Introduction to Microsoft Excel VBA

### Presentation
- WSQ Perform Presentation Functions [2019] (ICDL Certification Module: Presentation)
- WSQ Perform Presentation Functions [2016] (ICDL Certification Module: Advanced 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)
- Visual Communication using Adobe Photoshop
- Graphic Design and Illustration using Adobe Illustrator

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

### Security
- WSQ Demonstrate Secure Use of IT

### Google G Suite
- G Suite End User
- G Suite for Executive
- G Suite Administrator

### Microsoft Office 365
- Office 365 End User Training

### Microsoft Project
- NICF - Managing Projects with Microsoft Project (SF)

NTUC LHUB won “2018 Partner of the Year Award” from Microsoft under “Learning Partner (Community)” category.
ICT PROFESSIONAL CONVERSION PROGRAMME

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.

**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 10 essential ICT job roles:

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

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

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

**Robotic Process Automation (Coming soon)**
- RPA Consultant
- RPA Developer

Funding Information
The PCP facilitates job-switching between industries by providing subsidies for salaries and course fees incurred by employers during the training period.

<table>
<thead>
<tr>
<th>Funding to Employers</th>
<th>Standard Rate</th>
<th>Enhanced Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Fee Subsidy</td>
<td>Up to 70% of course fee</td>
<td>Up to 90% of course fee</td>
</tr>
<tr>
<td></td>
<td>For Singaporeans and Permanent</td>
<td></td>
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<tr>
<td></td>
<td>Residents sponsored by SMEs</td>
<td></td>
</tr>
<tr>
<td>Salary Subsidy</td>
<td>Up to 70% of monthly salary</td>
<td>Up to 90% of monthly salary</td>
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<tr>
<td></td>
<td>(capped at $4,000 per month)</td>
<td>(capped at $6,000 per month)</td>
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<td></td>
<td>Applicable for</td>
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<tr>
<td></td>
<td>• Singaporeans aged below 40</td>
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<tr>
<td></td>
<td>years</td>
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<tr>
<td></td>
<td>• Permanent Residents of all age</td>
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<td>groups</td>
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<td></td>
<td>Applicable for</td>
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<tr>
<td></td>
<td>• Singaporeans aged 40 years and</td>
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<td></td>
<td>above (or)</td>
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<tr>
<td></td>
<td>• Singaporeans unemployed for more</td>
<td></td>
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<tr>
<td></td>
<td>than 6 months</td>
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</tbody>
</table>
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 multidisciplinary, 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.

I am proud to be a Professional Adult Educator with NTUC LHUB. To be instrumental in helping to transform individuals with their skill set and knowledge, helping them to understand their personal attributes and aiding them to apply practical strategies and techniques to create a better life for working people of all collars and nationalities have been exhilarating.

Ronald Khoo
Principal Trainer
NTUC LearningHub

Agile, ITIL, DevOps, SRE, Lean, BPR and BRM

Agile
- NICE - Agile and Scrum Fundamentals (SF)
- NICE - PMI Agile Certified Practitioner (PMI-ACP)® (SF)
- SAFE - Scrum Master
- Implementing SAFER
- Leading SAFER
- Certified Agile Service Manager (CASM)®
- Certified Agile Process Owner®

ITIL® 4
- NICE - ITIL 4 Foundation (SF)
- ITIL Specialist Create, Deliver and Support
- ITIL Specialist Drive Stakeholder Value

DevOps
- NICE - DevOps Foundation (SF)
- DevOps Leader (DOL)
- DevSecOps Engineering (DSOE)®
- DevOps Test Engineering (DTE)
- Continuous Delivery Architecture (CDA)®

Project Management and Business Analysis

Fundamentals
- NICE - Project Management Fundamentals (SF)

Project Management Methodology
- NICE - PRINCE2® Foundation (SF)
- NICE - PRINCE2® Practitioner (SF)

Project Management Best Practices
- NICE - Certified Associate in Project Management (CAPM)® (SF)
- NICE - Project Management Professional (PMP)® (SF)
- NICE - PMI Risk Management Professional (PMI-RMP)® (SF)

Site Reliability Engineering (SRE)
- NICE - Site Reliability Engineering (SRE) Foundation®

Lean and BPR
- NICE - Lean IT Foundation (SF)
- NICE - Business Process Reengineering (SF)

Business Relationship Management (BRM)
- Business Relationship Management Fundamentals
- Business Relationship Management Professional (BRMP)

Project Management Tools
- NICE - Managing Projects with Microsoft Project (SF)
- Primavera P6 Fundamentals
- Primavera P6 Advanced

Business Analysis
- NICE - PMI Professional in Business Analysis (PMI-PBA)® (SF)
- PMI Professional in Business Analysis (PMI-PBA)

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PMI: the PMI logo, CAPM, Certified Associate in Project Management (CAPM), PMI Project Management Professional (PMP), PMI-ACP, PMI Agile Certified Practitioner (PMI-ACP), PMI-RMP, PMI Risk Management Professional (PMI-RMP), PMI-PBA, PMI Professional in Business Analysis (PMI-PBA) are marks of Project Management Institute, Inc.
Cybersecurity

Cybersecurity Awareness
• NICF - Cybersecurity Awareness Programme (SF)

ISACA
• NICF - Certified Information Security Manager® (CISM®) (SF)
• NICF - Certified Information Systems Auditor® (CISA®) (SF)
• NICF - Certified in Risk and Information Systems Control (CRISC®) (SF)
• NICF - Certified in the Governance of Enterprise IT® (CGEIT®) (SF)

(ISC)2
• NICF - Certified Information Systems Security Professional (CISSP®) (SF)

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

CertNexus
• CyberSec First Responder (CFR)

Cyber Laws and Regulations
• Introduction to Cybersecurity Act

Cybersecurity is an area everyone needs to take note of and be responsible for. It’s no longer realistic or fair to expect your IT department to mitigate every cybersecurity risk. Equip your workers with the skills they need to ensure that your websites, mobile apps and data is safe and secure.

Ken Tan
President
Public Utilities Board Employees’ Union

Data Protection and Privacy

Singapore Laws and Regulations
• Fundamentals of the Personal Data Protection Act (PDPA)
• Practitioner Certificate in Personal Data Protection (Singapore)
• Courses for Data Protection Executives (DPEs)
  • Data Protection Management to Comply with PDPA
  • Risk Management for Personal Data Protection
  • Managing Personal Data Breaches
  • Identifying and Coordinating Stakeholder Relationships in Personal Data Protection Operations
• Courses for Data Protection Officers (DPOs)
  • Accountability in Data Protection Management
  • Risk Management for Personal Data Protection
  • Managing Personal Data Breaches
  • Engaging Key Stakeholders in Personal Data Protection Operations
  • Developing Compliance Processes for Personal Data Protection Operations

International Laws and Regulations
• Fundamentals of General Data Protection Regulation (GDPR)
• Certified Information Privacy Professional/ Asia (CIPP/A)
• Certified Information Privacy Manager (CIPM)
• Certified Information Privacy Technologist (CIPT)

Data Analytics

Foundation
• ICDL Data Analytics

Microsoft Excel
• Data Analysis Fundamentals using Excel
• Analysing Data with Excel
• Microsoft Excel Power Query
• Data Analysis using Excel PivotTable
• Executive Reporting using Interactive Excel Dashboards
• NICF - Data Appreciation to Extract Business Value (SF)
• NICF - Data Appreciation for Operations (SF)

Oracle BI (OBIEE)
• Oracle BI 12c: Create Analyses and Dashboards
• Oracle BI 12c: Build Repositories

Python
• Office Productivity using Python
• Python for Data Analytics and Visualization
• Machine Learning using Python
• Text Analytics using Python

Microsoft Power BI
• Business Analytics using Power BI
• NICF - Analysing and Visualizing Data with Power BI (SF)

Qlik
• NICF - Data Visualization with Qlik Sense (SF)
• Data Modeling for Qlik Sense

Tableau
• Tableau Desktop I: Fundamentals
• Tableau Desktop II: Intermediate

Big Data Fundamentals
• Computer Vision using OpenCV and TensorFlow
• Data Storytelling
### Emerging Technologies

**Blockchain**
- NICF - Fundamentals of Blockchain for Business Professionals (SF)
- NICF - Blockchain Solution Architecture Training (SF)

**Robotic Process Automation (RPA)**
- NICF - RPA Developer Foundation Training (SF)
- NICF - RPA Design and Development (SF)
- Microsoft Flow

### Foundational IT Courses

- NICF - IT Fundamentals Part-1 (SF)
- NICF - IT Fundamentals Part-2 (SF)
- NICF - MTA: Windows Server Administration Fundamentals (SF)
- NICF - MTA: Networking Fundamentals (SF)
- NICF - MTA: Software Development Fundamentals (SF)
- NICF - MTA: Database Fundamentals (SF)

### Application Development

- NICF - Introduction to Software Development Lifecycle (SF)

**HTML, JavaScript and CSS3**
- NICF - Programming in HTML 5 with JavaScript and CSS 3 (SF)

**Microsoft .NET**
- NICF - Programming in C# (SF)
- NICF - Developing ASP.NET Core MVC Web Applications (SF)
- NICF - Programming in Visual Basic with Microsoft Visual Studio (SF)

**Oracle Java**
- NICF - Java SE: Programming I (SF)
- NICF - Java SE: Programming II (SF)
- NICF - Front-end Web Application Development with Java EE (SF)
- Developing Applications for the Java EE 7 Platform

**Android and iOS Apps Development**
- NICF - Android Programming and Applications Development (SF)
- NICF - iOS Programming and Applications Development with Swift (SF)

**Oracle WebLogic Server**
- Oracle WebLogic Server 12c Administration I
- Oracle WebLogic Server 12c Administration II

**Oracle Data Integrator (ODI)**
- Oracle Data Integrator 12c: Integration and Administration
- Oracle Data Integrator 12c: Advanced Integration and Development

**Oracle GoldenGate**
- Oracle GoldenGate 12c: Fundamentals for Oracle
- Oracle GoldenGate 12c: Advanced Configuration for Oracle

### Database

**Microsoft SQL Server**
- NICF - Querying Data with Transact-SQL (SF)
- NICF - Developing SQL Databases (SF)
- NICF - Administering a SQL Database Infrastructure (SF)
- NICF - Provisioning SQL Databases (SF)

**MySQL**
- NICF - MySQL Fundamentals (SF)
- MySQL for Database Administrators
- MySQL for Developers

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

**Oracle Business Process Management (BPM)**
- Oracle Business Process Management Suite 12c Implementation Boot Camp

**Oracle Fusion Middleware (FMW): Forms and Reports**
- Oracle Fusion Middleware Build Applications with Oracle Forms

**Oracle Database Application Development**
- NICF - Oracle Database SQL and PL/SQL Fundamentals (SF)
- Oracle Database: Introduction to SQL
- Oracle Database: Program with PL/SQL
- Oracle Database: RAC Administration
- Oracle Database: ASM Administration
- Oracle Database: Clustering and Grid Infrastructure
- Oracle Database: Data Guard Administration

**Oracle Big Data Appliance**
- Oracle Big Data Fundamentals
- Oracle NoSQL Database for Administrators

**Oracle Exadata**
- Exadata Database Machine: 12c Administration Workshop
Network and Infrastructure

- Customer Service and Problem-Solving Skills for Help Desk Engineers
- NICF - CompTIA Network+ (SF)

Cisco
- NICF - Cisco CCNA Part-1 (SF)
- NICF - Cisco CCNA Part-2 (SF)

Fortinet
- NICF - Fortinet FortGate Network Security Professional (NSE 4) (SF)

Apple macOS
- NICF - macOS Support Essentials (SF)

Windows 10
- NICF - Installing and Configuring Windows 10 (SF)
- NICF - Managing Modern Desktops (SF)

Windows Server 2016
- NICF - Networking with Windows Server 2016 (SF)
- NICF - Identity with Windows Server 2016 (SF)
- NICF - Installation, Storage and Compute with Windows Server 2016 (SF)

Virtualisation and Cloud

Windows PowerShell
- NICF - Automating Administration with Windows PowerShell (SF)

Microsoft 365
- Microsoft 365 Fundamentals
- NICF - Office 365 Administrator (SF)
- NICF - Microsoft 365 Identity and Services (SF)
- Managing Microsoft Teams

Linux
- NICF - Linux Command Line and Shell Scripting (SF)
- NICF - Linux System Administration (SF)
- Oracle Linux System Administration
- Oracle Linux Advanced Administration

Solaris
- Oracle Solaris 11 System Administration
- Oracle Solaris 11 Advanced System Administration

VMware
- Introduction to Software-Defined Data Center (SDDC)
  - vSphere
    - VMware vSphere: Install, Configure, Manage [V6.7]
    - VMware vSphere: Optimize and Scale [V6.7]
    - VMware Advanced Skills for vSphere Professionals Workshop [V6.7]
  - NSX
    - VMware NSX-T Data Center: Install, Configure, Manage [V2.4]
    - VMware NSX-T Troubleshooting and Operations [V6.4]
  - vRealize Automation
    - VMware vRealize Automation: Install, Configure, Manage [V7.3]
    - VMware vRealize Automation: Orchestration and Extensibility [V7.4]
    - VMware Cloud Automation: Design and Deploy [V7.1]
  - vRealize Operations
    - VMware vRealize Operations: Install, Configure, Manage [V7]
    - VMware vRealize Operations: For Administrators [V7]
    - VMware vRealize Operations: Troubleshooting [V6.x]
  - Horizon 7
    - VMware Horizon 7: Install, Configure, Manage [V7.7]
    - VMware Horizon 7: Troubleshooting and Performance Optimization [V7]
    - VMware Horizon 7: Design Workshop [V7]
  - Workspace ONE
    - VMware Workspace ONE: Deploy and Manage [V19.x]
    - VMware Workspace ONE: Advanced Integration and Design [V19.x]
    - VMware Workspace ONE: Unified Endpoint Management Bootcamp [V19.x]
  - vSAN
    - VMware vSAN: Deploy and Manage [V6.7]

Docker and Kubernetes
- Docker Fundamentals
- Kubernetes Foundations and Cluster Operations

Oracle VM
- Oracle VM Server for x86: Administration
- Oracle VM Server for x86: Implementation

Oracle Private Cloud Appliance
- Oracle Private Cloud Appliance: Administration

Oracle Enterprise Manager Cloud Control
- Using Oracle Enterprise Manager Cloud Control 13c

User Experience (UX)

Certified Usability Analyst (CUA)™
- User Experience (UX) Foundations
- User-Centered Analysis and Conceptual Design
- The Science and Art of Effective Web and Application Design
- Practical Usability Testing

Certified Digital Persuasion Analyst (CDPA)™
- Design for Persuasion, Emotion, and Trust (PET Design™)
- The PET Architect

Certified User Experience Analyst (CXA)™
- Omni-Channel UX Strategy and Innovation
- Institutionalization of UX
Creative Professionals

Adobe
- Visual Communication using Adobe Photoshop
- Graphic Design and Illustration using Adobe Illustrator
- Photo Editing with Adobe Lightroom
- Fundamentals of Adobe InDesign
- Rapid prototyping with Adobe XD
- Introduction to Adobe Premiere Pro cc
- The Complete Adobe Premiere Pro CC Masterclass
- Introduction to Adobe After Effects
- Visual Effects with Adobe After Effects

SolidWorks
- SolidWorks Foundation

Unity
- Creating AR/VR App for Impactful Presentations
- Unity Certified Associate
- Unity Certified Programmer
- Unity Certified 3D Artist

Davinci Resolve
- The Art of Color Grading with Davinci Resolve
- The Complete Davinci Resolve Masterclass

Oracle Business Applications
(E-Business Suite, PeopleSoft, JD Edwards, Siebel, Hyperion)

Oracle E-Business Suite
- R12.2 Oracle E-Business Suite Fundamentals
- Tools and Technology
  - R12.2 Install Patch/Pro Maintain Oracle E-Business Suite
  - R12.2 Oracle Applications System Administrator Fundamentals
  - R12.2 Implement Oracle Workflow
  - R12.x Extend Oracle Applications Building OA Framework Applications
  - R12.x Extend Oracle Applications Customizing OA Framework Applications
- Finance
  - R12.2 Oracle Financial Applications Overview
  - R12.2 Oracle Financials Functional Foundation
  - R12.2 Oracle Subledger Accounting Fundamentals
  - R12.2 Oracle General Ledger Management Fundamentals
  - R12.2 Oracle Receivables Management Fundamentals
  - R12.2 Oracle Payables Management Fundamentals
- HR
  - R12.2 Oracle HRMS Advanced Benefits Fundamentals
  - R12.2 Oracle HRPS Compensation Workbench and Salary Configuration
  - R12.2 Oracle HRPS Self Service Fundamentals
  - R11.2 Oracle HRMS System Administration Fundamentals
  - R11.2 Oracle Time and Labor Fundamentals
  - R11.2 Oracle HRMS Learning Management Fundamentals
- Project Management
  - R12.2 Oracle Project Management Fundamentals
  - R12.2 Oracle Project Foundation Fundamentals
  - R12.2 Oracle Project Costing Fundamentals
  - R12.2 Oracle Project Billing Fundamentals

Oracle PeopleSoft
- Tools and Technology
  - PeopleSoft PeopleTools Rel 8.53
  - PeopleSoft PeopleCode Rel 8.53
  - PeopleSoft Fluid User Interface Rel 8.55
  - PeopleSoft Query Reporting Tools Rel 8.55
- Human Capital Management
  - Introduction to PeopleSoft for HCM Rel 9.2
  - PeopleSoft Human Resources Rel 9.2
  - PeopleSoft Absence Management Rel 9.2
  - PeopleSoft Benefits Administration Rel 9.2
  - PeopleSoft Global Payroll Rel 9.2

Oracle JD Edwards
- Tools and Technology
  - JD Edwards EnterpriseOne System Administration Rel 9.2
  - JD Edwards EnterpriseOne CNC Administration Rel 9.2
  - JD Edwards EnterpriseOne Development Tools Part 1 Rel 9.2
  - JD Edwards EnterpriseOne Development Tools Part 2 Rel 9.2
  - JD Edwards EnterpriseOne Development Tools Part 3 Rel 9.2
- Supply Chain Management
  - JD Edwards EnterpriseOne Forecast Management Rel 9.2
  - JD Edwards EnterpriseOne Inventory Management Rel 9.2
  - JD Edwards EnterpriseOne Mfg Costing Accounting Rel 9.2
  - JD Edwards EnterpriseOne PDM / MCA 9.2
  - JD Edwards EnterpriseOne Procurement for SCM Rel 9.2
  - JD Edwards EnterpriseOne Product Data Management Rel 9.2
  - JD Edwards EnterpriseOne Quality Management Rel 9.2
  - JD Edwards EnterpriseOne Requirements Planning Rel 9.2
  - JD Edwards EnterpriseOne Sales Order Management Rel 9.2
  - JD Edwards EnterpriseOne Shop Floor Fundamentals Rel 9.2
- Financial Management
  - JD Edwards EnterpriseOne Accounts Payable Rel 9.2
  - JD Edwards EnterpriseOne Accounts Receivable Rel 9.2
  - JD Edwards EnterpriseOne Financial Report Writing Rel 9.2
  - JD Edwards EnterpriseOne Fixed Assets Accounting Rel 9.2
  - JD Edwards EnterpriseOne General Accounting Rel 9.2

Oracle Siebel
- Siebel Installation and System Administration Rel 15.5
- Siebel Application Administration Rel 15.5
- Siebel Business Analyst Rel 15.5
- Siebel Open UI Essentials
- Siebel Open UI Foundations

Oracle Hyperion
- Financial Management
  - Oracle Hyperion EPM 11.1.2 Installation Configuration (11.1.2.4)
  - Oracle Hyperion Financial Mgmt 11.1.2 Create Manage Applications (11.1.2.4)
  - Oracle Hyperion Financial Reporting 11.1.2 for Financial Management (11.1.2.2)
- Financial Reporting
  - Oracle Hyperion Financial Reporting 11.1.2 for Essbase Planning (11.1.2.2)
  - Oracle Hyperion Financial Reporting 11.1.2 for Financial Management (11.1.2.2)
- Profitability Management
  - Oracle Hyperion Profitability and Cost Management 11.1.2 Modeling (11.1.2.4)
  - Hyperion Profitability and Cost Management 11.1.2 Detailed Modeling

Autodesk
- Autodesk AutoCAD Essentials

Oracle PeopleSoft
- PeopleSoft PeopleTools Rel 8.53
- PeopleSoft PeopleCode Rel 8.53
- PeopleSoft Fluid User Interface Rel 8.55
- PeopleSoft Query Reporting Tools Rel 8.55

Oracle Hyperion
- Oracle Hyperion EPM 11.1.2 Installation Configuration (11.1.2.4)
- Oracle Hyperion Financial Mgmt 11.1.2 Create Manage Applications (11.1.2.4)
- Oracle Hyperion Financial Reporting 11.1.2 for Financial Management (11.1.2.2)
- Financial Reporting
  - Oracle Hyperion Financial Reporting 11.1.2 for Essbase Planning (11.1.2.2)
  - Oracle Hyperion Financial Reporting 11.1.2 for Financial Management (11.1.2.2)
- Profitability Management
  - Oracle Hyperion Profitability and Cost Management 11.1.2 Modeling (11.1.2.4)
  - Hyperion Profitability and Cost Management 11.1.2 Detailed Modeling
Microsoft Dynamics, PowerApps and Power Platform

- Microsoft Dynamics 365 Fundamentals
- Microsoft Power Platform Fundamentals
- Microsoft Dynamics 365 Sales
- Microsoft Dynamics 365 Marketing
- Microsoft Dynamics 365 Customer Service
- Microsoft Dynamics 365 Field Service
- Microsoft Dynamics 365 Core Finance and Operations
- Microsoft Dynamics 365 Finance
- Microsoft Dynamics 365 Supply Chain Management, Manufacturing
- Microsoft Dynamics 365 Supply Chain Management
- Microsoft Power Platform + Dynamics 365 Core
- Microsoft PowerApps + Dynamics 365 Developer
- Microsoft Dynamics 365: Finance and Operations Apps Developer
- Microsoft PowerApps + Dynamics 365 Solution Architect
- Microsoft Dynamics 365: Finance and Operations Apps Solution Architect

Business Simulation Games

Professional Business Simulations, or serious games, are interactive workshops in which teams of employees work on challenging issues within a simulated environment. The environment can be the same or a totally different context to the ‘normal’ working environment. In a simulation, each participant will play a role and has specific tasks, responsibilities and authority.

Participants must discuss and agree how they will work together as a team. Our Business Simulations are facilitated by trainers who provide the team with support and instructions and who also helps the team reflect on their experiences and what they have learned. The facilitator can also help reflect on how to translate the learning points into the participants own working environment. Simulations are played in a number of rounds so that participants can see, feel and experience improvements as the simulation progresses. It is the reflection moments between rounds when people learn and make improvement choices that will have an impact in the next round.

- MarsLander®
- The Phoenix Project
- The Challenge of Egypt - AGILE
- Challenge of Egypt - Traditional
- Grab@Pizza™
- TOPMeeting™
- 2020™
- CarWorks™
- The Greatest Move™

Digital Marketing

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

Language and Literacy

Programmes for Migrant Workers

- Basic Conversational English
- Service Proficiency Programme

Workplace Literacy

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

Workplace Numeracy

- WSQ Workplace Numeracy (Beginner/Intermediate/Advanced)
Workplace Safety and Health

**bizSAFE Courses**

- bizSAFE Awareness Talk
- Develop a Management System Implementation Plan (bizSAFE Level 4)
- Develop a Risk Management Implementation Plan (bizSAFE Level 2)
- SG Secure Risk Management Workshop
- Workshop for CEO/Top Management (bizSAFE Level 1)
- Workshop for CEO/Top Management (bizSAFE Level 1) – E-Learning

**Courses for Managerial Level**

- Assess Confined Space for Safety Entry and Work
- Assess Confined Space for Safety Entry and Work
- Basic Traffic Management
- Construction Safety Course for Project Managers
- Manhole Safety Assessor
- Monitor Noise and Vibration
- Safety Instruction Course for Ship Repair Managers
- Shipyard Safety Assessor Course – Hot Work Certification

**Courses For Supervisory Level**

- Basic Industrial Safety and Health for Supervisor (Chinese/English)
- Shipyard Supervisors Safety (Chinese/English)
- Supervise Construction Work in Workplace Safety and Health
- Supervise Safe Lifting Operations (Chinese/English)
- Supervise Tunnelling Work for Workplace Safety and Health
- Supervise Work in Confined Space Operation
- Supervise Workplace Safety and Health in Process Plant
- Supervision of Metal Scaffold Erection

Did you know that you require one first aider if your company size is greater than 25? The ratio is one first aider to every hundred employees.

**Workplace safety is everyone’s responsibility. Injuries not only affect you but also the people around you. Employers should equip workers with both the relevant job-specific technical knowledge as well as workplace safety and health best practices so that they will always be prepared to handle emergencies at work.**

Sazali Bin Zainal
President
Singapore Industrial and Service Employees’ Union

**Courses For Operational Level**

- Apply Workplace Safety and Health in Construction Sites (Bengali/Chinese/English/Malay/Tamil)
- Apply Workplace Safety and Health in Metal Work (Bengali/Chinese/English/Malay/Tamil)
- Apply Workplace Safety and Health in Process Plant (Bengali/Chinese/English/Malay/Tamil)
- Construction Safety Orientation (Recertification) (Bengali/Chinese/English/Malay/Tamil)
- Construction Safety Orientation – Tunneling (Bengali/Chinese/English/Malay/Tamil)
- Metal Scaffold Erection Course
- Perform Work in Confined Space Operation (Chinese/English)
- Safety Orientation – Metalworking (Recertification)
- Shipyard Safety Instruction – General Trade (Re-certification Exam)
- Shipyard Safety Instruction – General Trade (Bengali/Chinese/English/Malay/Tamil)
- Shipyard Safety Instruction – Hot Work Trade (Bengali/Chinese/English/Malay/Tamil)
- Shipyard Safety Instruction – Painter Trade (Bengali/Chinese/English/Malay/Tamil)

**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 Advanced Certificate in WSH
- WSQ Certificate in WSH
- WSQ Specialist Diploma in Occupational Hygiene
- WSQ Specialist Diploma in WSH (Construction/Manufacturing)

**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
- Child First Aid
- 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**

- Forklift Refresher (1 Day)
- WSQ Operate Forklift (3 Days)
- WSQ Operate Forklift (5 Days)

**Consultancy**

- bizSAFE Levels 3 and 5
- Industrial Hygiene
- Quality Systems
- Safety Management Systems

**Wellness**

- Adopting a Wellness Approach at the workplace
- Strengthening your Wellness and Resilience
- Beyond Retirement - A Wellness Approach to Living Well
ISO Courses
• Integrated Management – ISO 9001, 14001, 45001
• Integrated Management System (ISO 9001, 14001, 45001)
• Internal Auditor Training
• Integrated Management – ISO 9001, 14001, 45001 Awareness Training

ISO 14001:2015
• ISO 14001: 2015 Awareness Training
• ISO 14001: 2015 Internal Auditor Training

ISO 45001:2018 (formerly OHSAS 18001: 2007)
• ISO 45001: 2018 Awareness Training (OHSAS 18001)
• ISO 45001: 2018 Design and Developing An Effective Safety Management System (OHSAS 18001)
• ISO 45001: 2018 Hazard Identification, Risk Assessment and Control (OHSAS 18001)
• ISO 45001: 2018 Internal Auditor Training (OHSAS 18001)

ISO 9001:2015
• ISO 9001: 2015 Awareness Training
• ISO 9001: 2015 Internal Auditor Training

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
• Assessment Only Pathway (AOP) for Foreign Domestic Workers
• Settling-In Programme (SP) for Foreign Domestic Workers

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 Days
• 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 Days
• Shielded Metal Arc Welding 3G Carbon Steel 25.4mm (Lower Levy) 9 Days

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

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

Cleaning Business Licence (Level 3)
• Customer Management (Supervise Service Operations) L3
• Effectiveness Management (Demonstrate and Apply Understanding of Cleaning Methods and Process) L3

Workplace Safety and Health for Environmental Services (Mandatory)
• Comply with Workplace Safety and Health Policies and Procedures L1

Job Specific (Mandatory)
• Horizontal Surface Maintenance (Level 1)
  • Perform Basic Cleaning of Carpet L1
  • Perform Basic Cleaning of Hard Floor Surfaces L1
• Horizontal Surface Maintenance (Level 2)
  • Perform Advanced Cleaning of Hard Floor Surfaces L2
• Furniture And Furnishing Maintenance (Level 1)
  • Clean Furniture and Furnishings L1
• Furniture And Furnishing Maintenance (Level 2)
  • Perform Advanced Cleaning of Carpets and Upholstery L2
• Washroom Maintenance (Level 1)
  • Perform Basic Cleaning of Washrooms L1
• Washroom Maintenance (Level 2)
  • Perform Advanced Cleaning of Washrooms L2
• Workplace Safety and Health System Management (Level 3)
  • Maintain Workplace Safety and Health Policies Procedures L3
• Food Shop Hygiene Maintenance (Level 1)
  • Clean Food Shops L1
• Vertical Surface Maintenance (Level 1)
  • Clean Vertical Surfaces Glass and Ceiling L1
• Public Hygiene Maintenance (Level 1)
  • Perform Cleaning of Public Residential Estates (Manual) L1
• Customer Management (Level 1)
  • Provide Quality Services L1
• Customer Management (Level 3)
  • Supervise Service Operations L3

Learning and Development (Level 2)
• Provide On-The-Job Training L2

Stakeholder Management (Level 3)
• Schedule and Supervise Cleaning Services L3

Effectiveness Management (Level 3)
• Demonstrate and Apply Understanding of Cleaning Methods and Process L3

LEARNING AND 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 and Programme Optimisation. We also help companies look at organisational alignment and the processes, policies and systems supporting Learning and Human Capabilities Development.

Leadership Development
• Leadership
• Leadership assessment
• Executive coaching

Talent Management
• Competency framework development
• Job profiling
• Performance management
• Talent identification and development

Service Excellence
• Mystery audits
• Service blueprinting

Learning and Programme Optimisation
• E-learning and blended learning
• Gamification of learning
• Content and programme curation

LHUB offers the following customised training solutions specifically tailored to optimise your organisation’s learning and development:
  • Design of curriculum together with client
  • Multimedia development e.g. videos, animations, etc.
  • Development of e-learning solutions and capabilities including online quizzes, VR/AR, etc.
  • Platform services for companies with no e-learning platforms in the form of LMS, microlearning, or mobile learning platforms

DID YOU KNOW?

Approximately 65 percent of the people are visual learners.

Source: Social Science Research Network
LEARNING AND DEVELOPMENT CONSULTANCY

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

Step 01 Discover
Understand the background, context as well as current learning and training state of the organisation through various stakeholder engagements.

Step 02 Define
Define the organisational objectives, establish desired learning outcomes and define performance metrics.

Step 03 Design
Design and develop holistic learning solutions and align supporting processes and systems to desired outcome.

Step 04 Deliver
Implement the solution for the target audience.

Step 05 Data
Data collected will be used as metrics for evaluating training effectiveness against organisational objectives.

OPERATION AND TECHNOLOGY ROADMAPPING (OTR)

Operation and Technology Roadmapping (OTR) is designed to allocate resources efficiently in order to meet business and market needs. This can help companies establish a long-term growth strategy that is driven by technology, and enable you to visualise how your business can grow by employing the right drivers, products, services, and technologies.

Benefits of OTR
• Achieve greater awareness of your business environment
• Facilitate consensus on your company’s future direction
• Identify gaps in your company’s market intelligence
• Understand the importance of research and development linkages between technology and business drivers
• Reduce ROI risks in technology acquisition and development
• Foster greater confidence due to a cohesive and coherent business and action plan for future investment

Build your customised roadmap in 5 steps
Embracing new technology with upskilling

48-year-old Ken first joined PSA in 1992 as a Container Equipment Specialist (Yard Crane). He is now supervising automated yard crane operations as a Senior Operations Supervisor based at PSA’s Automated Crane Operations Centre in the new Pasir Panjang Terminals.

Throughout his time in PSA, he has witnessed technological transformation from manual paper operations to computerisation, and now automation and intelligent systems. Ken has embraced these changes by continuously upskilling himself.

Taking up Gearing Up for a Digital Workforce, a course jointly conducted by NTUC LearningHub and PSA, was a step to further prepare himself to be future-ready for the industry. The course has enabled Ken to understand how emerging technologies impact his work, and to adopt a positive mindset for change, innovation and resilience.

“There is a Chinese saying, ‘活到老，学到老.’ We should keep an open mind in learning new technology, and do not be afraid of accepting new challenges.”

Ken Chan, Senior Operations Supervisor
PSA Corporation Ltd

Upskilling to help customers from all walks of life bank easily and conveniently

55-year-old Eileen Chang enjoys meeting customers, understanding their needs, and helping them find the right solutions to meet their financial goals.

A housewife before joining UOB 15 years ago, Eileen believes that training and upgrading have been key in helping her excel in her current role. She has most recently completed courses in Design Thinking, Service Innovation, and Managing Diversity as part of UOB’s collaboration with NTUC LearningHub. She is looking for more technology-related courses to deepen her digital skills so that she can continue to be well prepared for future roles and responsibilities.

“I have a ‘can do’ attitude that helps me keep pace with the changes brought about by technology in the financial sector. As long as we remain open to learning, we can benefit from the courses available from training providers such as NTUC LearningHub.”

Eileen Chang, Service Manager
UOB