



# FUTURE SKILLING FOR FUTURE JOBS



TRAINING PROSPECTUS 2021

# OUR VISION

To be the leader and trusted lifelong partner in Continuing Education and Training

# OUR MISSION

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



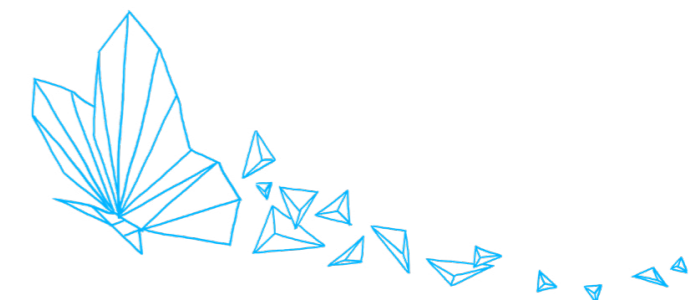
## ABOUT NTUC LEARNINGHUB

NTUC 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. To date, NTUC LHUB has helped over 25,000 organisations and achieved over 2.5 million training places across more than 500 courses with a pool of over 460 certified trainers.

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 Adaptive, Technology and Technical Skills.

We continually work with world-class industry partners and related agencies to ensure our training programmes 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 the 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.



# Our Awards & Recognition

## Influential Brands 2020

NTUC LearningHub (NTUC LHUB) has been recognised as the Top Influential Brand 2020 – Continuing Education and Training Institute.

The Influential Brands programme celebrates and recognises brands that have achieved a great standing with consumers in addition to the brand's continuous drive towards brand excellence.

To qualify as an Influential Brand, the brand must be mentioned by consumers as their preferred brands in consumer studies. This is a testament to our consumers' preference and trust towards NTUC LHUB, and it will continue to motivate us to strive for brand excellence as we roll out initiatives that cultivate 'Worker 4.0' to enhance their employability in Singapore's rapidly evolving business environment.

Past winners across various categories have included Adidas, Tangs, Samsung, and DBS. Among the Social Enterprises, past winners have included Fairprice and First Campus.



## HRM Asia Readers' Choice Awards 2020

NTUC LearningHub (NTUC LHUB) has won the GOLD award for Best Corporate – Training Provider in the HRM Asia Readers' Choice Awards 2020.

HRM Asia is a leading HR publisher in Singapore and across the region. They bring together the entire ecosystem of service providers to offer the key recognition for the best industry partners: consultants, trainers and coaches, and more.

The award was judged based on a combination of reader voting and judging by a panel of independent experts from the industry.

In the Best Corporate – Training Provider category, NTUC LHUB went up against competitors including Singapore Polytechnic PACE Academy and Marketing Institute of Singapore.



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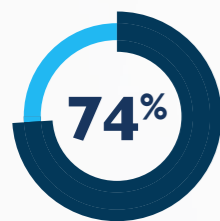


# Navigating the Impacts of COVID-19

The COVID-19 outbreak caused an unprecedented disruption in 2020, altering not just the way we live and work, but impacting business operations across sectors.

## Effect on Employees

Despite a drop in business for many companies, nearly 1 in 3 employees found themselves facing increased responsibilities, which is challenging to balance with adjusting to remote working arrangements.



wish that their company provided more support to help with upgrading their skills

## Effect on Employers

More companies find themselves reliant on data to make business decisions now compared to last year, leading to a prominent skill gap, where employees lack the digital skills to achieve optimal productivity.



of companies have a pessimistic outlook towards the job market



of employers find it difficult to fill roles due to shortage of talent

55%

And since it is safer to stay at home, 55% of Singaporeans picked up online learning for the first time over the Circuit Breaker to gain a basic understanding of topics or progress in their current field.

The good news is, the majority of companies are reported to have been training their workforce since the outbreak, and seek to hire candidates with broader skill sets in the future.

## One Key Concern for Both Employers and Employees?

### The Importance of Learning New Skills.



Skills that enhance employees' abilities to adapt to new work demands, stay relevant, and keep up with digitalisation trends are what help companies stay on track towards business goals. But what exactly are these competencies?

Sources: 2020 Research Reports by NTUC LearningHub  
Data Skills Report, Employer Skills Report, How Singaporeans Learn Report, The New Normal of Sector Skills Report

# Core Competencies for Employees

Looking beyond the pandemic, **hybrid roles** will be an emerging trend as the majority (71%) of companies intend to hire candidates with broader skill sets, and almost all employers find a greater need for employees to take on hybrid roles to meet organisational business objectives.

To transform your workforce into future-ready Worker 4.0s, it is crucial for employees to be well-equipped across three core skill sets – Adaptive, Technology and Technical.

## 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.



Scan QR code to find out more on our Adaptive Courses

## 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.



Scan QR code to find out more on our Technology Courses

## TECHNICAL

Job-specific knowledge and skills, such as Workplace Safety and Health (WSH), UI/ UX, Project Management, and more will enable your employees to excel in performing 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.



Scan QR code to find out more on our Technical Courses

**Find out more on how you can enhance your employees' competencies now!**



Scan QR code to get in touch with us

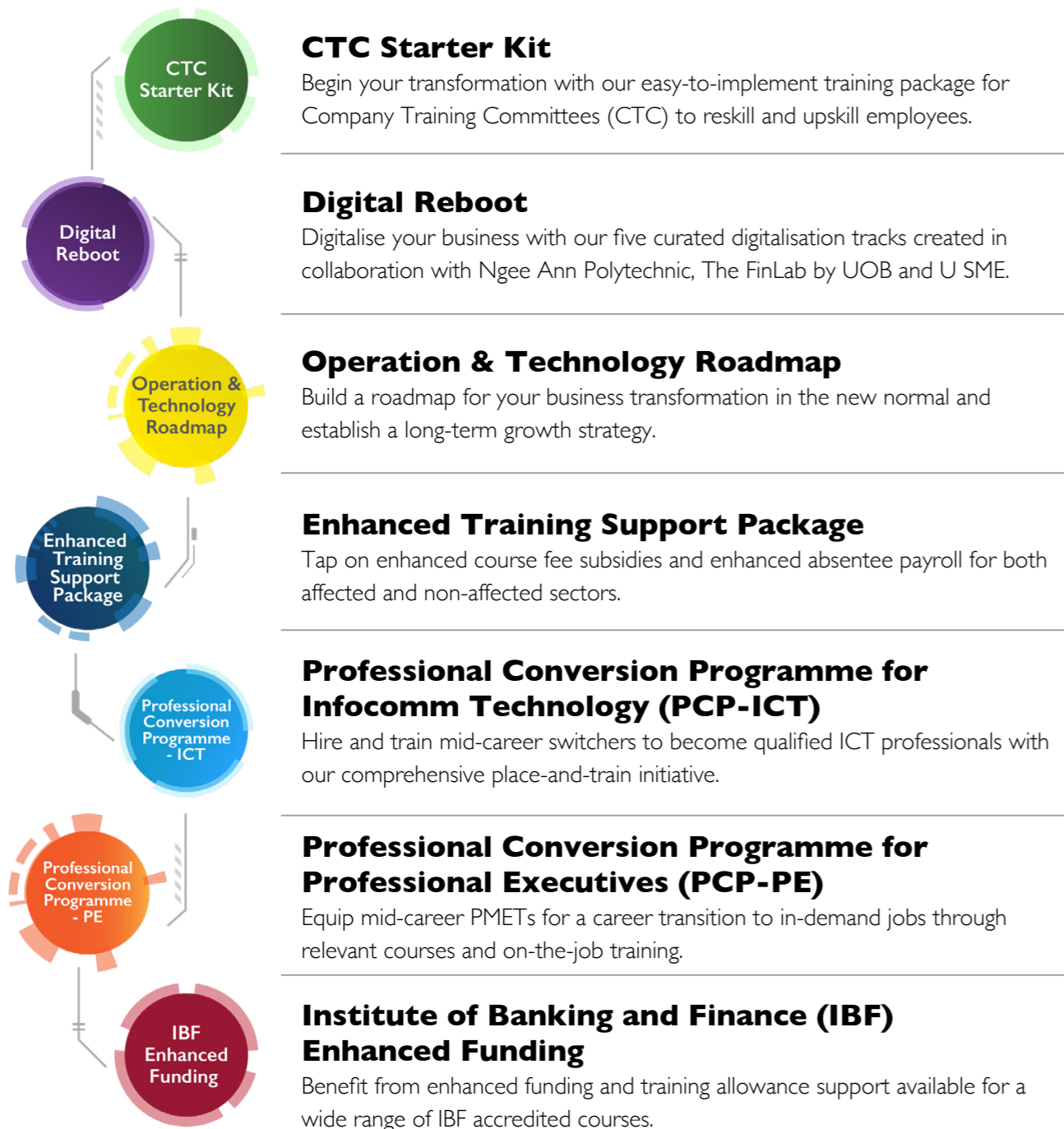


# Solutions Supporting Company Transformation

Did you know that 2 in 5 business leaders are not aware of training funds and schemes? As it turns out, one of the main barriers to transformation has simply been the lack of awareness of the vast resources available.

From training support to digitalisation programmes, NTUC LearningHub has helped companies across all sizes and sectors develop a future-ready workforce of Worker 4.0s and transform to stay ahead in the New Normal.

## Ready to Kickstart Your Transformation With Our Solutions?



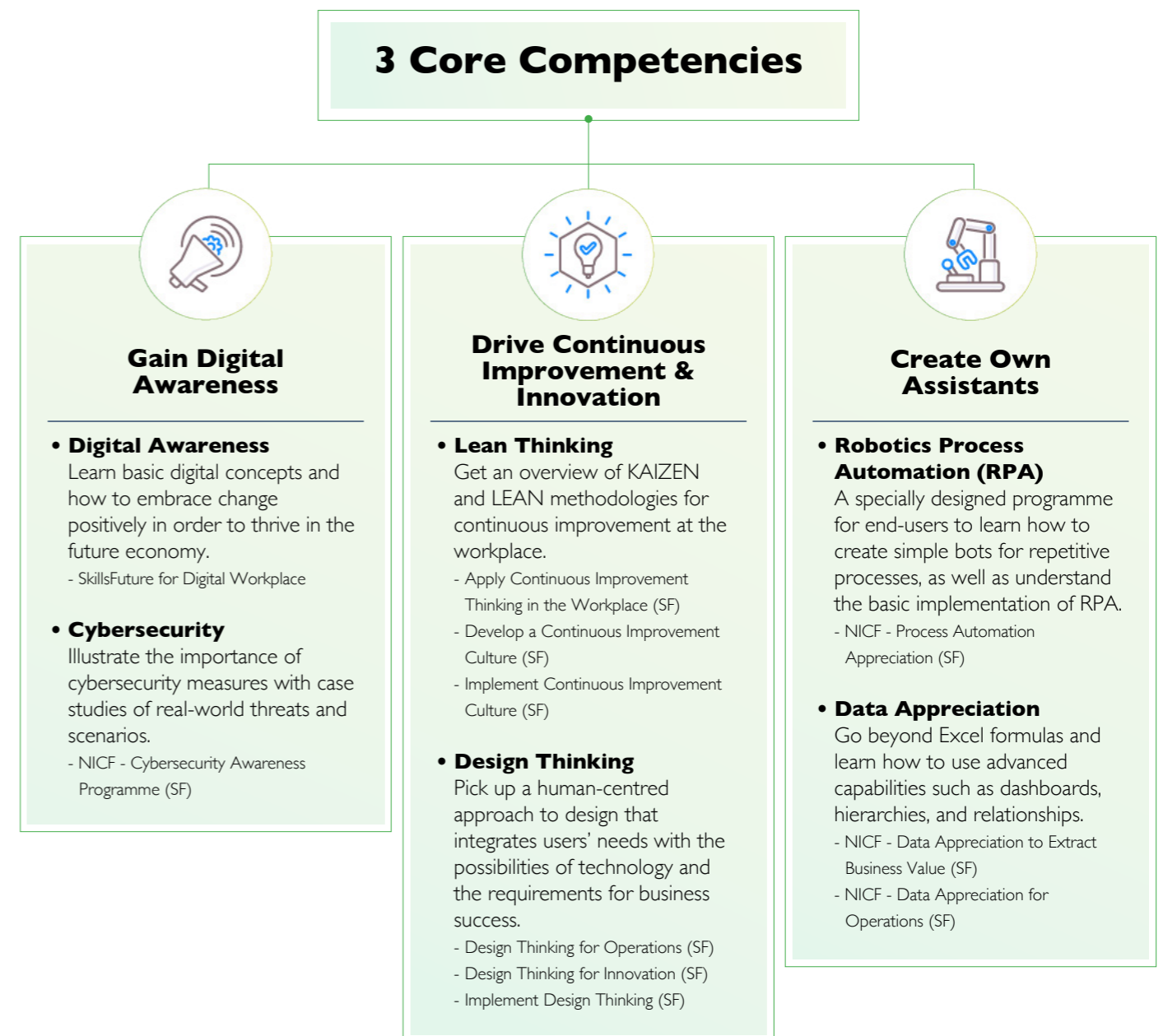
## CTC Starter Kit

To equip employees with the relevant skills to thrive in Industry 4.0 and beyond, union leaders and management have come together to form the **Company Training Committees (CTCs)** to identify disrupted jobs and new roles. This partnership aims to reskill and upskill employees to transform and thrive in the dynamic industry landscape, providing them with the necessary core competencies, and helping them leverage technological tools to improve personal and operational effectiveness and efficiency.



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

Our **CTC Starter Kit** is an easy-to-implement package that brings together eleven programmes under three core competencies to make transformation real for companies and workers.



# Upgrading Skills and Uplifting Prospects With Company Training Committees

A veteran in the security sector, Raymond Chin wears many hats, serving in the roles of Operations Manager at Reachfield Security & Safety, as well as General Secretary of the Union of Security Employees (USE). Like many other industries in Singapore, the security industry was not spared from the effects of COVID-19, the greatest impact being the shortage of manpower.

“We always face insufficient manpower in security. With the introduction of Progressive Wage Model for the security sector, clients are always asking us on how we can provide them with more value. As security is primarily an outsourced industry, how we operate and how we upskill our workers is highly dependent on our clients’ needs,” explained Raymond.

## The Beginning of their CTC Journey

Reachfield’s Company Training Committee (CTC) was created in October 2020, and employees have since embarked on essential security courses with NTUC LearningHub (NTUC LHUB).

### Why CTC?

- Identify necessary skills to develop training programmes
- Equip workers with skills to provide added value to clients
- Transform service offerings and optimise workforce development
- Provide better prospects and wages for staff by transforming job roles

### Courses taken with NTUC LHUB under the CTC framework

- Fundamentals of Building Services and Safety
- Building and Facilities Management
- Fire Safety
- First-Aid

“The CTC was designed to provide better prospects for security officers through the transformation of their jobs. By upskilling them beyond security skills, we will be able to stay competitive and provide added value that clients would be willing to pay for.”

Raymond shares that Reachfield’s training experience with NTUC LHUB has been nothing short of excellent. “Our employees were previously doing basic facility management without formal training. Now that they are certified, not only are they more confident in their tasks, but our clients are also more confident in their abilities and can see greater value in paying a higher contract sum for such skill sets,” he said.

## Fostering a Strong Partnership

While Reachfield is just starting their CTC journey, Raymond is no stranger to CTCs, having worked extensively with NTUC LHUB for the Union of Security Employee’s (USE) well-established CTC framework.

USE has been collaborating with NTUC LHUB across all three levels to bring value-adding programmes to unionised companies, security officers, and service buyers. This includes developing tailored versions of training courses and establishing job placement routes for NTUC LHUB’s security trainees.

“I strongly believe that with the dedicated support from NTUC LHUB, USE will be able to roll out quality training to more security officers. I hope that our positive working relationship with NTUC LHUB can set a good example to our industry peers to consider setting up a CTC of their own.”

Despite the challenging road ahead, Raymond is determined to stay positive. “In the words of NTUC Secretary General Ng Chee Meng, ‘We still have much to do.’ Working towards digitalisation and Industry 4.0 can really position ourselves to take the bull by the horns and say, come what may!” Raymond advised confidently.

“Tough times never last but tough people do, and the best way we can ensure our workforce is tough is to provide them with upskilling opportunities to be prepared for uncharted waters.”

**Raymond Chin**  
Operations Manager,  
Reachfield Security & Safety



# Digital Reboot

Embark on a journey to digitalise your business with our carefully curated digitalisation tracks in partnership with Ngee Ann Polytechnic, The FinLab by United Overseas Bank and U SME. The five Digital Reboot tracks aim to drive capability and growth with digitalisation to enable your organisation to stay relevant and competitive in the new normal.

Each track is an all-in-one package consisting of two and a half to three days of face-to-face or remote learning followed by two months' worth of workplace learning consultancy sessions. These sessions are held for three hours for every two weeks for each company, and are in place for organisations to ensure that there is a transference of what is learned to their work. In total, participants are expected to participate in this programme for up to two months and three days.



Scan QR code to find out more on Digital Reboot

## What Do You Get?



**1-year software licence included**



**Hands-on training**



**Workplace Learning Consultancy sessions**



**Playbook of use cases**

## Fundings Available

SkillsFuture Singapore (SSG) Funding	Enhanced Absentee Payroll (EAP)
Up to 90% course fees subsidy for approved courses	80%* of hourly basic salary, capped at \$7.50/hour (Non-SME & SME)  *Rates revised as of 1 <sup>st</sup> January 2021

## Digital Reboot Tracks



### Workflow Automation

Get equipped with basic skills needed to create a Microsoft Form integrated with Power Automate workflows to automate tasks and increase task accuracy.



### Robotic Process Automation

Gain the knowledge of core Robotic Process Automation (RPA) concepts and learn how to create RPA "robots" to perform a vast variety of repetitive, time-consuming tasks and improve operational efficiency.



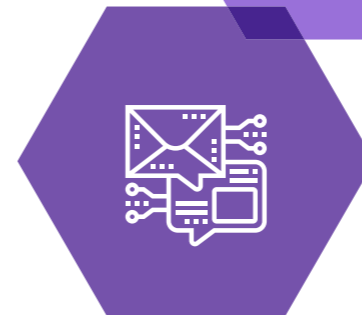
### Data Processes and Visualisation

Learn to extract data, conduct data analysis, apply visualisation techniques, and create dashboards that support you in making informed, data-driven business decisions and communicating insights to stakeholders.



### Digital Marketing

Experience a hands-on approach with 10 use cases of digital marketing and learn essential tools for online site building, analytics, leads generation and automation to increase your digital presence.



### Digital Communication and Collaboration

Adapt to the new normal of working from home by learning how to use the spectrum of remote collaboration tools such as G Suite.



# Give Your Digitalisation Journey a Boost with Digital Reboot!



Get a closer look at how leading marine electronics provider, Jason Marine Group has accelerated their digitalisation with the help of NTUC LearningHub's Digital Reboot Programme.

The Future of Work, the Digital Era, the New Normal. No matter what you call it, it is either go digital or go dark for many companies in the bid to stay afloat amid the coronavirus. Ooi Chee Kong, Operations Director of the Jason Marine Group (JMG), is all too familiar with the need for digitalisation as his responsibilities include overseeing the performance of JMG's internal operations, as well as looking for ways to grow organisational effectiveness.

"The restriction of people movement due to the pandemic has had cascading effects on commerce, which has adversely impacted the marine industry as a whole," Chee Kong explained.

While the pandemic did not begin Jason Marine's digital transformation per se, it definitely accelerated it, forcing them to make the final push for changes that would have otherwise taken a longer period.

**“ If you do not reinvent yourself, I think there is a high risk of being made obsolete. ”**

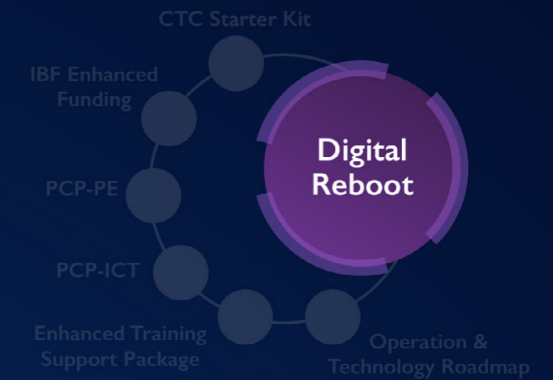
## Digital Reboot Tracks Taken:

- Process Automation, Workflow Automation, Digital Marketing

## The Results?

- Increased Efficiency & Task Accuracy: Moved from pushing papers to e-approvals
- Kick-started Our Digital Marketing Team: Now equipped to form robust digital strategies
- Unlocked New Marketing Channels: Exploring the use of Search Engine Optimisation

**Ooi Chee Kong**  
Operations Director,  
Jason Marine Group



But to Chee Kong, one of the best parts of the programme was none other than the **workplace learning consultancy sessions**. For a few months after training, if they needed help on a specific problem, they could connect with their consultants over Zoom for much-needed advice.

"You know of the forgetting curve, where we are likely to forget 90% of what we learned within a month if we do not apply it? The workplace consultancy is great in helping you assimilate all the knowledge and put them into practice, enabling you to reinforce your learning."

## Taking the First Step

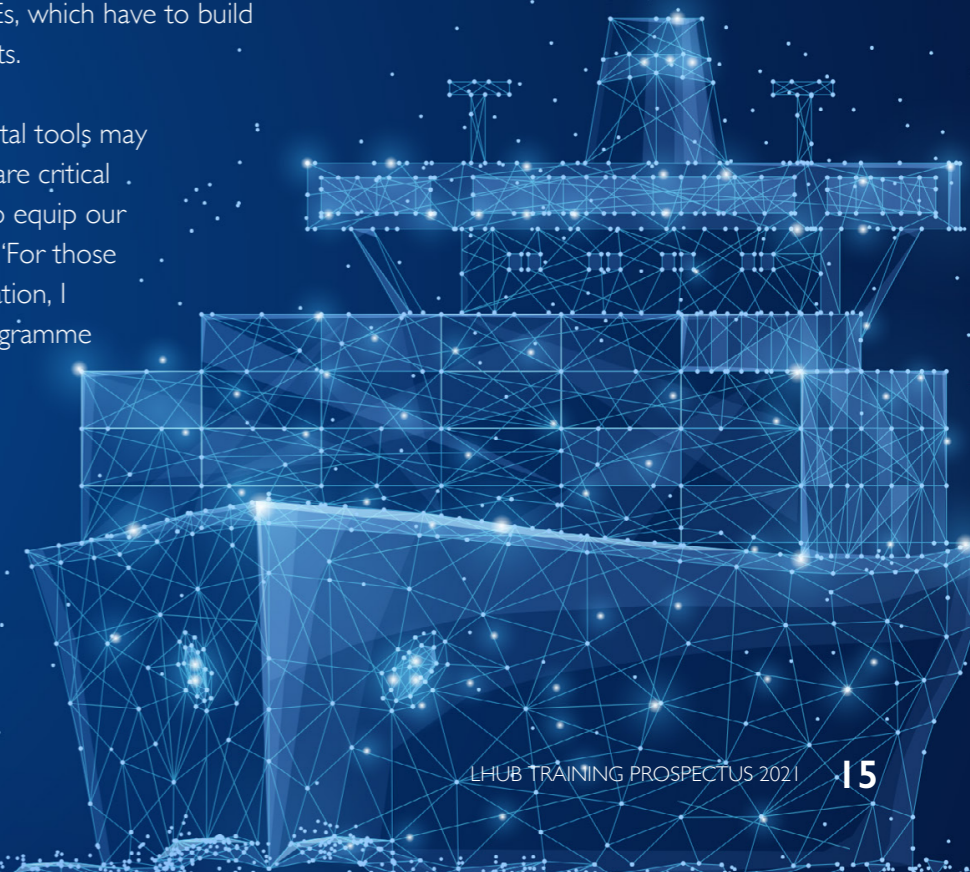
Out of all the benefits, to Chee Kong and JMG, the greatest impact of Digital Reboot has simply been its power in kick-starting the conversation on digitalisation for an organisation.

**“ Organisations need to recognise that transformation is essential for survival. ”**

"If you are starting from the bottom, just take all five tracks because it will put you on the right path. But if you are already mid-way in your digitalisation like us, you can just pick the components you think you need to plug in and round out your competencies."

As the programme is heavily funded and clearly structured, Chee Kong strongly recommends it especially for SMEs, which have to build from within due to limited access to talents.

"Especially for many of us in their 40s, digital tools may be new to us, but looking forward, these are critical tools to work effectively and it is crucial to equip our workforce with them," he said decisively. "For those who have yet to embark on their digitalisation, I believe tapping on the Digital Reboot programme is an excellent way to start!"





# Operation and Technology Roadmap

**Operation and Technology Roadmaps (OTRs)** are 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.

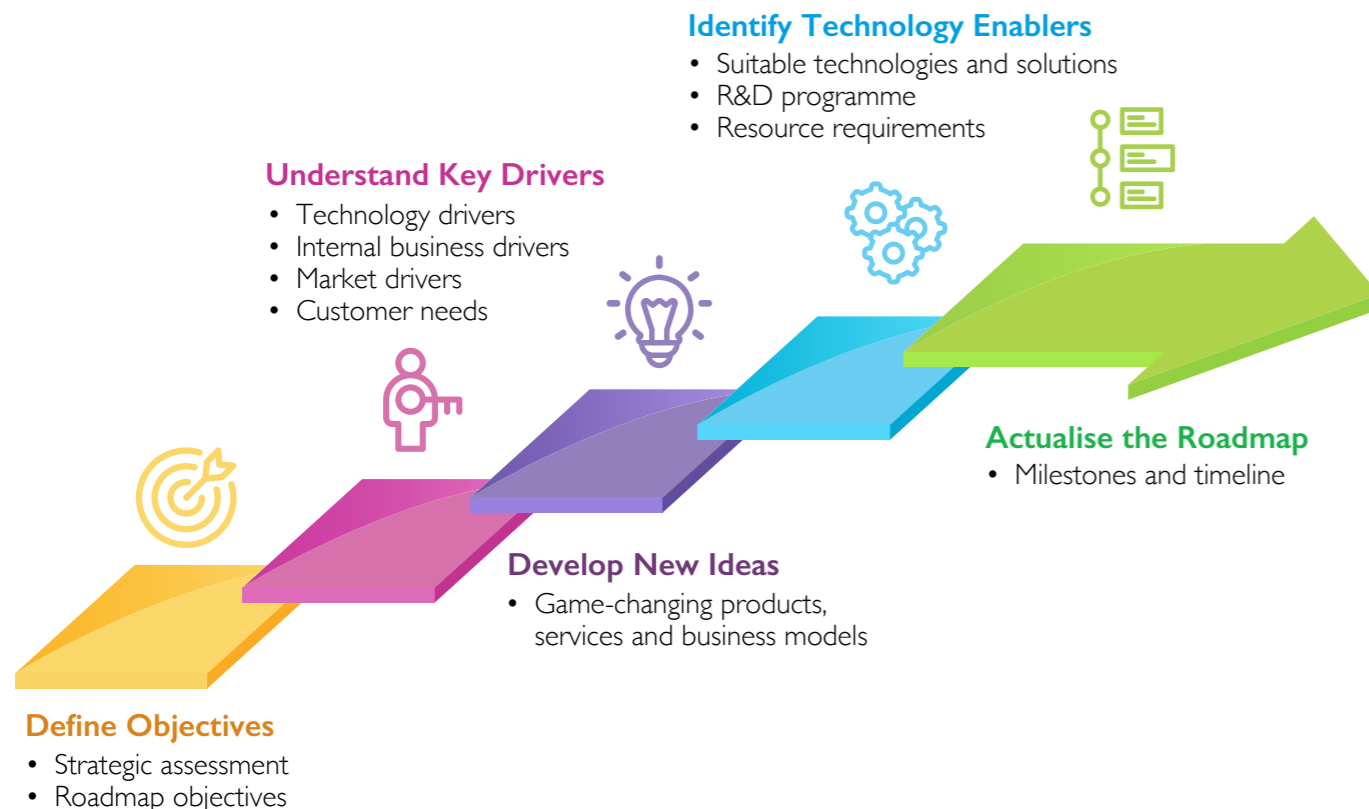


Scan QR code to find out more on Operation and Technology Roadmap

## 6 Benefits of OTRs

- 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

## 5 Simple Steps to Build Your Customised OTR



# Enhanced Training Support and Absentee Payroll

As part of the Stabilisation and Support Package and supplementary Resilience Budget announced by Deputy Prime Minister Heng Swee Keat, the **Enhanced Training Support Package (ETSP)** seeks to help companies in affected sectors tide over the economic impact of the pandemic and to help them position themselves for subsequent recovery. Companies in non-affected sectors are also eligible for up to 90% course fees subsidy.



Scan QR code to find out more on Enhanced Training Support and Enhanced Absentee Payroll

Meanwhile, companies in all sectors can also tap on the **Enhanced Absentee Payroll (EAP)**, receiving 80% of hourly basic salary capped at \$7.50 per hour (rates revised as of 1 January 2021).

## A. Enhanced Training Support Package

Companies can enjoy up to 90% course fees subsidy when they sponsor their employees for CAT-A or CAT-B SkillsFuture funded courses. **Affected Sectors** (SMEs and non-SMEs) include Tourism, Air Transport, Retail, Arts, Entertainment, and Recreation, Food Services, Land Transport, Marine and Offshore. Affected sectors can get up to 90% course fees subsidy for approved courses.

**Non-Affected Sectors** (SMEs and non-SMEs) are those that are not mentioned in the category above. Non-Affected Sectors can get up to 50% to 90% course fees subsidy for approved courses.

## B. Enhanced Absentee Payroll

In addition to the ETSP, all sectors (SMEs and non-SMEs) can also claim absentee payroll funding. From 1 Jan 2021, the Enhanced Absentee Payroll funding rate will be revised to 80% of hourly basic salary capped at \$7.50/hour, for employers in all sectors.



“ The ETSP has helped companies to retain and train their employees, positioning them to be ready to take advantage of the economic recovery when it comes! ”

**Sivakami D/O Gopalakrishnan**  
Senior Director, Corporate Sales  
NTUC LearningHub

# Leveraging Enhanced Support to Tide Over the Pandemic

The hotel industry has taken a heavy hit from COVID-19, but to Melvin Lim, General Manager of PARKROYAL COLLECTION Marina Bay, it was a valuable opportunity to upskill his workforce, especially with the extra help of enhanced funding schemes.

There is no doubt that hotels in Singapore are bearing the brunt of the pandemic's adverse impacts. For luxury hotel PARKROYAL COLLECTION Marina Bay, the Circuit Breaker meant no incoming tourists and very few revenue streams, as unlike other hotels, they were unable to participate as a Stay Home Notice or quarantine facility.

"We understand that the lockdowns are a necessity. We are supportive of it, of course, and we tried to work around the changes the best we can," said Melvin.

As the man in charge of the A-to-Zs of the hotel's operations, ensuring the safety and wellbeing of his associates and providing them with the relevant support to service customers remains his top priorities. With plans to upskill his employees already in mind, Melvin came across the Enhanced Training Support Package (ETSP) and decided to hop on board.

## Upskilling in the Downtime

"The ability to upgrade our associates during our closure, and of course to leverage the enhanced funding that's provided were the reasons why we chose to make use of the ETSP," he said.

### How did the ETSP help?

- Lowered training and payroll costs - especially helpful amid difficult times
- Enabled us to secure 1,050 training places in over 20 WSQ courses
- Supported us in upskilling employees across ALL levels and functions
- Prepared us for the new normal

### And now our workforce is equipped with:

- Adaptive Skills: Effective Communication, Decision-Making, Change Management, Team Relationship
- Technology Skills: Word Processing, Spreadsheets
- Technical Skills: Service Excellence, Security

"NTUC LearningHub has a reputation of providing quality training services. We have heard excellent things about it. I myself have attended a course there in the past. It is the same principle with customers of our hotel business, whereby since we have had good experiences, naturally we would want to return," he said.



As Melvin has received highly positive feedback from their staff who have attended training, he firmly believes that training has prepared them for the new normal. "I would definitely recommend the ETSP, as it benefits both employers as well as employees," he said.

“ **With the time on our hands, as well as the training grants and absentee payroll funding, it gave us a great opportunity to do a lot more training than normal.** ”

## Geared Up for the Future of Work

To maximise his workforce amid evolving work demands, Melvin shares that they are looking at job redesigns with multi-skilled staff. "One of the things that we have done is combine security functions with concierge duties, so that our concierge team is trained in security operations and vice versa," described Melvin.

While he predicts it may be some time before normalcy completely returns, Melvin is confident that when it does, PARKROYAL COLLECTION Marina Bay is ready for it.

"This is a great time for companies to revisit their training plans, and to really embark on upskilling to provide the necessary skills to their workforce," he advised. "When we can start to progressively go back to our normal operations, it is going to be extremely helpful for your entire workforce to be better skilled and ready for the world!"



**Melvin Lim**  
General Manager,  
PARKROYAL COLLECTION Marina Bay



# Professional Conversion Programme for Infocomm Technology

In partnership with SkillsFuture Singapore (SSG) and Workforce Singapore (WSG), the **Professional Conversion Programme for Infocomm Technology (PCP-ICT)** is a place-and-train initiative to provide mid-career switchers an opportunity to become qualified ICT professionals. Mature workers often have a wealth of knowledge and experience for employers to draw upon. Reskilling them with the sector-relevant skills to make a career transition will allow companies to meet rising manpower demands in the ICT sector for job roles such as Software Developer (Java), Mobile Application Developer (Android & iOS) and Network Engineer.



Scan QR code to find out more on Professional Conversion Programme for Infocomm Technology and funding support

## Programme Overview

### STEP 1 Open to Singapore Citizens or Permanent Residents

Mid-career switchers with or without prior ICT experience.



### STEP 2 Train PCP-ICT Candidate

Candidates are hired by a participating employer before undergoing classroom and on-the-job training at their new workplace.



### STEP 4 Participating companies will receive salary support and course fee funding.

### STEP 3 PCP-ICT Candidates must complete all relevant training within the duration of the programme.

## Salary Support and Course Fees Funding

Funding Components	Salary Support Funding	Course Fee Funding
<b>Standard Rate</b>	<p><b>Up to 70%</b> of gross monthly salary*, capped at <b>\$4,000 per month</b>, for up to six months</p> <p>Applicable for:</p> <ul style="list-style-type: none"> <li>• Singapore Citizens aged 40 and below</li> <li>• Permanent Residents of all age groups</li> </ul> <p>*Excluding CPF contribution</p>	<p><b>Up to 70%</b> of course fees</p>
<b>Enhanced Rate</b>	<p><b>Up to 90%</b> of gross monthly salary*, capped at <b>\$6,000 per month</b>, for up to six months</p> <p>Applicable for:</p> <ul style="list-style-type: none"> <li>• Singapore Citizens aged 40 and above</li> <li><i>or</i></li> <li>• Singapore Citizens unemployed for more than six months</li> </ul> <p>*Excluding CPF contribution</p>	<p><b>Up to 90%</b> of course fees</p> <p>Applicable for Singapore Citizens and Permanent Residents sponsored by SMEs</p>

Programme is not applicable for Enhanced Absentee Payroll Funding



# Professional Conversion Programme for Professional Executives

In collaboration with Workforce Singapore (WSG), the **Professional Conversion Programme for Professional Executives (PCP-PE)** is a career conversion initiative for mid-career PMETs to undergo skills conversion and move into in-demand jobs. PCP-PE trainees will be equipped with the required skills through relevant courses and on-the-job training.



Scan QR code to find out more on Professional Conversion Programme for Professional Executives and funding support

## Programme Overview

### STEP 1

#### Employ Singapore Citizens or Permanent Residents.

New hires must not have held similar job roles or related positions in their previous employment. Nominated trainees must be newly hired, not exceeding the first month of employment at the point of enrolment.



### STEP 2

#### Train PCP-PE Trainees for three months.

- Minimum twelve days' worth of classroom training related to the job scope
- Undergo structured, on-the-job training relevant to the job scope



### STEP 3

PCP-PE Trainees must complete all relevant training within the duration of the programme.



### STEP 4

Participating companies will receive salary support and course fee funding.

## Salary Support and Course Fees Funding

Funding Components	Salary Support Funding	Course Fee Funding
<b>Standard Rate</b>	<b>70%</b> of fixed monthly salary capped at <b>\$4,000</b> per trainee	<b>70%</b> capped at <b>\$6,000</b> per trainee
<b>Enhanced Rate</b>	<b>90%</b> of fixed monthly salary capped at <b>\$6,000</b> per trainee  Applicable for: <ul style="list-style-type: none"> <li>• Singapore Citizens unemployed for six months or more <i>and/or</i></li> <li>• Singapore Citizens aged 40 and above in the year of commencement of the PCP</li> </ul>	<b>90%</b> course fee funding (20% top-up will be processed through SkillsConnect)  Applicable for: <ul style="list-style-type: none"> <li>• Singapore Citizen/ Permanent Resident trainees sponsored by SMEs <i>and/or</i></li> <li>• Mature Singapore Citizen trainees aged 40 and above</li> </ul>

Programme is not applicable for Enhanced Absentee Payroll Funding



# A Successful Career Change Made Possible with PCP-ICT

After 25 years in the banking industry, Arnold Lim began a new chapter by switching to the IT sector in his 50s. Read on to discover how he reskilled with NTUC LearningHub's Infocomm Technology (ICT) Professional Conversion Programme (PCP)!

Having attained a business degree and MBA, Arnold's initial plan was to excel in the banking industry, which he did – reaching the pinnacle of his career as the Assistant General Manager of a large Japanese bank. But his plans were cut short when, due to internal restructuring, he was let go just before reaching 50 years old and had to rethink his career trajectory.

"After my futile efforts to return to banking, I decided to pursue my interest in IT instead. I was referred to PulseSecure by a friend. The company was interested in my management and financial expertise and I wanted to learn cybersecurity skills," described Arnold.

## Climbing a Steep Learning Curve

Arnold was no stranger to IT, having been passionate about technology since the heydays of tinkering with Apple computers. But general IT savviness alone was not quite the technical knowledge needed for his new role in IT Security. To make up for the skills gap, his new company referred him to NTUC LearningHub's PCP-ICT.

"Since I was learning IT from a low base and at a senior age, the learning process was challenging for me," he said.

### The PCP-ICT was...

- Very useful in getting me started with basics
- Accommodating to beginner learners
- Taught by knowledgeable, patient trainers
- A great way to smoothen my job transition & kickstart my IT career!

### Skills Unlocked with the Software Developer Track:

- Programming, Coding, Databases



"At the end of the day, the skills I learned are all applicable at one stage or another in my job," said Arnold. His opinion on how to get the most out of the programme?

"Both the professionals and companies must adopt a progressive and receptive mindset, being prepared to accept that the results may not always be as expected, but determined to move forward and embrace change."

**“ Look beyond their age and assess their attitude. It is their attitude, not their aptitude, that determines their altitude. ”**

## A Bright Future in IT

A firm believer in lifelong learning, Arnold is determined to expand his portfolio of IT credentials and hopes to one day become a business owner, particularly in the growth sectors of artificial intelligence, blockchain, and cybersecurity.

"I am moved by my employer's heartfelt investment in me and I also sincerely appreciate NTUC LearningHub's PCP-ICT for transforming me, a senior non-IT PMET into an IT professional that can contribute to Singapore's economy again with noted achievements in such a short time," thanked Arnold.

"I have absolute confidence in myself to aspire and achieve, given my attitude and learning capacity. It is a new start for me after 50!"



**Arnold Lim**  
IT Security Consultant,  
PulseSecure Pte Ltd



# Institute of Banking and Finance (IBF) Enhanced Funding

NTUC LearningHub is working closely with Institute of Banking and Finance (IBF) as an accredited training provider, to raise the professional competencies of employees. Our range of accredited courses will impart skills, referred to as IBF Future-Enabled Skills, which will complement existing functional and technical skills required across various job functions, and help your employees stay relevant in tomorrow's market.



Scan QR code to find out more on IBF Enhanced Funding

## Transform Your Workforce with IBF Enhanced Funding



### Raised Funding Support To 90%

All Singaporeans and PRs are eligible for up to 90% government funding



### Additional 5% Course Fee Support

On top of the 90%, IBF is topping up another 5%, applied to training commencing from 8 April 2020 to 30 June 2021



### \$15 per hour training allowance grant (Company Sponsored)

Please note that the Training Allowance Grant for company-sponsored individuals and the enhancements of course fee subsidies (95% funded) will be available for training courses commencing before 1st July 2021. Course fee subsidies are applicable for Singapore Citizens or Singapore Permanent Residents physically based in Singapore.

### Agile And Project Management

Harness Agile methodologies for productive teams and business growth.

### Human Centred Design

Enhance your service capabilities to transform the customer experience.

### Digital Awareness

Gain mastery of blockchain, machine learning, Java programming and more to raise your digital competencies.

### Risk and Governance in Digital World

Improve your online security with a certification in Cyber Security Protection.

## IBF Accredited Courses

### Data Driven Decision Making

Leverage the power of analytics using Excel, Qlik Sense and Python.



“ The IBF Enhanced Funding has provided companies with the necessary resources to kickstart their digital transformation. Not only has this significantly improved their employees' skillsets, the companies are also able to provide more value to their clients, bringing about a win-win situation for all. ”

**Isa Nasser**  
Head of Infocomm Technology  
NTUC LearningHub

# Embracing Technology to Become Future-Ready

From automated cranes to integrated smart systems, there is no doubt that PSA Singapore has its eye on the future with its state-of-the-art container terminals. But with a workforce of 12,000 in the largest transshipment port in the world, how does PSA ensure that all its staff can keep up with technology changes?

Ng Kok Cheong, Head of Human Resource at PSA Corporation Ltd, works with one key objective in mind: To bring the best out of our people and make everyone as successful as they can, as successful people will lead to successful business.

And so, to leave no worker behind amid digitalisation, **Gearing Up for a Digital Workplace** was born, a programme jointly developed by PSA and NTUC LearningHub that focuses on digital literacy and awareness for PSA employees.

## Gearing Up for a Digital Workplace

### Objectives:

- Introduce new technologies & digital experiences to ground staff
- Prepare staff for the future workplace
- Help mature workers embrace technology & change
- Encourage workforce to have an open mindset

**Ng Kok Cheong**  
Head of Human Resource,  
PSA Corporation Ltd

“ **Our future business will require everyone to be upskilled or reskilled in one way or another. Training with NTUC LearningHub has most definitely helped prepare PSA’s workforce for the new normal!** ”

## Adapting to Change

Kok Cheong shares that PSA responded speedily to the pandemic and implemented measures to ensure the safety of their employees, and at the same time, continued to serve their customers undisturbed. To this end, the HR team worked together with multiple stakeholders on three main fronts – helping staff adapt to the safe management measures, responding to sharp fluctuations in business demands, and navigating a change in training in the new environment.

“We have transitioned a lot of face-to-face training to e-learning and virtual classes for all our staff,” he said.

By now, about 2,500 staff have completed the Gearing Up for a Digital Workplace. Even though they had to attend it virtually this year, Kok Cheong found that most simply appreciated the opportunity to attend. Majority of the trainees were able to cope well, while some of the mature staff needed extra effort to go through the virtual classes.

“The mere experience of logging on and attending courses online is a learning experience and a major achievement for many of our mature staff. Some of them told me that they asked their kids how to do it and practice first the day before!” he smiled.

“I think that the NTUC LearningHub instructors were also very patient in guiding them along, and made our staff feel comfortable at all times during the virtual learning process. Trainees should be proud of themselves as it is never too late to learn something new.”

## Towards the Future Workplace

The value of all that training so far? Kok Cheong affirms that they have now reached out to a large base of people who are more confident in the use of technology, and are in a better position to learn and adapt when taking on new challenges as PSA transforms in the journey ahead.

“Each time we ask staff to pick up new assignments and technologies, usually the response is ‘How can I do it?’ and not ‘Should I do it?’” he said. “We believe all our staff, young or old, regardless of their background, can do it. It is a matter of aligning the mindset, going through the training, and wanting to make the change.”



# No Hard Selling, Only ‘Heart’ Selling to Help Companies Transform

Meet Angela Yeo, a Senior Account Manager with NTUC LearningHub’s Corporate Sales team who works from the heart to make a difference for affected organisations.

With a strong passion for education and lifelong learning, Angela’s four years with NTUC LearningHub has been spent helping companies in the financial and hospitality sector upskill their workforce. But ever since the COVID-19 hit, her focus has shifted solely to those in desperate need of a lifeline – hotels.

“When we moved into Phase 2, we visited a few hotels to plan training programmes for them. But when we stepped in, it was the first time I actually heard absolute silence in a lobby. There were no people, no activities, not all the lights were even on, and the lobby seemed so dull, gloomy, and creepy. That was when it really hit me,” she reflected.

## A Listening Ear, A Helping Hand

Shangri-La, Pan Pacific, and Grand Hyatt are among the many hotels she actively works with. As she mainly deals with the Human Resources (HR) and Learning & Development (L&D) departments, the real challenge comes not from convincing her clients, but helping them get their workforce on board for training.

“It is just as much our problem as it is theirs,” Angela described. “Even if I manage to sell the solutions to HR, if the rest of the employees do not buy it, it is still a no go. I work very closely with our HR and L&D clients, crafting a common message to convince their staff that our solutions are beneficial, be it for now or in the future.”

**Angela Yeo**  
Senior Account Manager,  
NTUC LearningHub

“ I am so glad NTUC LearningHub and I can play a part in helping these hotels stay resilient. ”

When it comes to solutions, the two initiatives which have greatly benefited her affected clients are the **Enhanced Training Support Package (ETSP)** and **Enhanced Absentee Payroll (EAP)**. Companies get to enjoy increased course fee funding, plus a higher absentee payroll disbursement.

Angela believes while they cannot stop the inevitable from happening, such fundings enable hotels to delay retrenchments as long as possible, cushioning the negative impact on workers.

“I think training with us instead of conducting internal training gives them a fresh perspective, lets them upgrade a wider range of skills, and helps workers prepare for their next career move,” she said. “If you look at it positively, this is a good time for them to rest and finish any training that they did not have the time for under normal circumstances!”

## Beyond the Call of Duty

Apart from her corporate clients, Angela shares that she often receives phone calls directly from individual trainees themselves! During the Circuit Breaker period, she also played the role of Aunt Agony, listening patiently as trainees vented to her about issues ranging from anxiety of working from home, to internet connectivity problems.

“ Sometimes they just need a little empathy, someone to hear them out. ”

“I know that their frustrations are not really directed at me personally. As a salesperson, I think one of our key strengths is listening. I try to act as an outlet and listen, then I would talk to them rationally and help them if I can,” she said emphatically.

While it may be tough for those in impacted sectors to see the light at the end of the tunnel at the moment, Angela maintains a positive outlook towards the situation.

“I am so thankful we have all these various measures to help maintain the livelihoods of people,” she said. “I am very glad that NTUC LearningHub and I can play a part in helping these hotels upskill their workforce and stay afloat!”

**Let us help you transform your business.  
Get in touch to get started today!**



Scan QR code to get in touch with us





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2. Devan Nair Institute for  
Employment and Employability

3. Aljunied Training Centre

4. LHUB @ Tampines Plaza

5. LHUB Industry Skills Centre  
@ Benoi