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2024-04-CLC-013

2 May 2024

To: Malaysia Productivity Corporation

## **IN-HOUSE TRAINING**

Thank you for allowing SNEF to submit the proposal for your in-house training on

- Industry and Jobs Transformation for the Future Economy

We have attached the course details for your consideration.

SNEF Senior Manager, Shirlyn Tan, who serves and assists with your company training plans will continue to service and attend to you.

Please call Shirlyn Tan at 6827 6906 or email at [shirlyn\\_tan@snef.org.sg](mailto:shirlyn_tan@snef.org.sg) if you need clarification.

If you are unable to contact Shirlyn Tan, please call the training hotline at 6827 6927 to leave a message.

Thank you.



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Mack Moey  
Director, SNEF Corporate Learning Centre  
Singapore National Employers Federation

# SINGAPORE NATIONAL EMPLOYERS FEDERATION

## COMPANY PROFILE

SNEF Training Institute objectives are to:

- a) Assist employers in strengthening their competitive edge through skills training and development of their employees.
- b) Provide employers with a comprehensive range of practical, generic and customized training and development programmes for continuing employees' skills upgrading.
- c) Update employers on the latest development in human resources and industrial relations management through workshop, seminars and conferences.

Our programmes are continually revised to meet market needs and we provide a conducive training environment coupled with high quality trainers to deliver the programme to employees.

## CORPORATE TRAINING PROGRAMMES

The programmes focus on providing practical and quality training at affordable rates, and to help employers build up the core competencies of their employees. There are public and customized programmes for companies. Our core programmes are in Human Resources and Industrial Relations. Other soft skills programmes include Business Writing, Communications, Productivity and Innovation and Motivation courses, Financial Management, Customer Service, Safety & Health, General Management, IT and Team Building.

For more details, please access the SNEF website <https://snef.org.sg>

## OUR ACHIEVEMENTS

**SNEF** has been an appointed Workforce Singapore's Approved Training Organisation since 2005 and we are able to conduct a whole suite of Employability Skills System Training programmes from operations to supervisory and managerial. We were also appointed by Workforce Singapore to conduct GEMS2006 for IMF/World Bank. In 2007, we were appointed by Workforce Singapore to conduct the Advanced Certificate in Training and Assessment (ACTA) for the training and development professionals. We have a full suite of courses for both the facilitated learning and On-the-Job Training.

In 2012, we were appointed as a Continuing Education and Training (CET) Centre for the training of workers in the manufacturing industry under the Generic Manufacturing Skills Workforce Skills Qualifications Framework. We are also the Programme Partner for Business Management, Executive Development & Growth for Excellence, Enterprise Training Support (Scheme for companies), Human Resource, Leadership and People Management, Productivity Initiatives in Services and Manufacturing (PRISM) and Service Excellence.

SNEF was nominated by the HR Community as HR Vendors of the Year for **2008, 2009, 2010, 2011, 2012, 2013** and **2014** for **1<sup>st</sup> Most Preferred Management and Sales Training Vendor**. Subsequently, SNEF was conferred as HR vendors for **Best IT training provider** in 2015 (**Bronze**), 2016 (**Gold**) and 2017 (**Bronze**) awards.

## Industry and Jobs Transformation for the Future Economy

### Outline:

This intensive 3-day training program is designed for government officials and policy makers seeking to understand the approach and strategies for industry and job transformation in Singapore. The course will delve into the dynamics of the evolving economy, exploring cutting-edge practices and policies aimed at fostering innovation, enhancing competitiveness, and ensuring sustainable growth in key industries. Participants will gain insights into examples of industry transformation maps, jobs transformation maps and various government supports and schemes to enable enterprises to undertake change to navigate the challenges and opportunities of the future economy.

### Learning Objectives:

At the end of the workshop session, participants should be able to:

1. Understand the key trends and challenges shaping the future economy landscape.
2. Explain the components of an Industry Transformation Map.
3. Describe the steps involved to develop an Industry Transformation Map.
4. Explain the components of a Jobs Transformation Map.
5. Unpack the components of a Skills Framework.
6. Describe the relationships between Industry Transformation Map, Jobs Transformation Map and Skills Framework.
7. Explain how components of a Jobs Transformation Map and Skills Framework can be used by enterprises to prepare for the future of work and redesign job(s).
8. Discuss types of workforce and enterprise development programs to support industry transformation.

### Key Topics:

1. Trends and challenges shaping the future economy
2. Components of Industry Transformation Map
3. Steps to develop an Industry Transformation Map
4. Components of a Jobs Transformation Map
5. Components of a Skills Framework
6. Relationships between ITM, SFw and JTM of the retail sector)
7. Applying the Jobs Transformation Map and Skills Framework
8. Types of workforce and enterprise development programs
9. Best practices of industry and workforce transformation

(all reference will be based on ITM and JTM of Singapore Retail Sector)

### Delivery methodology:

Mini interactive lectures, individual and group interactive exercises, simulation work challenges, case discussion and presentations.

\* Participants to bring laptop or tablet devices for exercises

**LESSON PLAN: INDUSTRY AND JOBS TRANSFORMATION FOR THE FUTURE ECONOMY**

<b>Day</b>	<b>Content/ Activity</b>	<b>Instructional Methods</b>
<b>Day 1</b>		
<b>(AM)</b> 9.00am – 12.00pm	<p>1. Understand the key trends and challenges shaping the future economy landscape.</p> <ul style="list-style-type: none"> <li>• PESTEL Analysis</li> <li>• Strategy Roadmapping</li> </ul> <p>2. Explain the components of an Industry Transformation Map.</p> <ul style="list-style-type: none"> <li>• Components of Industry Transformation Map</li> </ul>	Mini interactive lecture; Group discussion with Facilitator Review; Group activity
<b>(PM)</b> 1.30pm – 4.30pm	<p>3. Describe the steps involved to develop an Industry Transformation Map.</p> <ul style="list-style-type: none"> <li>• Steps to develop an Industry Transformation Map</li> </ul>	Mini interactive lecture; Group discussion with Facilitator Review; Group activity
<b>Day 2</b>		
<b>(AM)</b> 9.00am – 12.00pm	<p>4. Explain the components of a Jobs Transformation Map.</p> <ul style="list-style-type: none"> <li>• Components of a Jobs Transformation Map</li> </ul>	Mini interactive lecture; Group discussion with Facilitator Review; Group activity
<b>(PM)</b> 1.30pm – 4.30pm	<p>5. Unpack the components of a Skills Framework.</p> <ul style="list-style-type: none"> <li>• Components of a Skills Framework</li> </ul> <p>6. Describe the relationships between Industry Transformation Map, Jobs Transformation Map and Skills Framework.</p> <ul style="list-style-type: none"> <li>• Relationships between ITM, SFw and JTMs</li> </ul>	Mini interactive lecture; Group discussion with Facilitator Review; Group activity
<b>Day 3</b>		
<b>(AM)</b> 9.00am – 12.00pm	<p>7. Explain how components of a Jobs Transformation Map and Skills Framework can be used by enterprises to prepare for the future of work and redesign job(s).</p> <ul style="list-style-type: none"> <li>• Applying the Jobs Transformation Map and Skills Framework</li> </ul>	Mini interactive lecture; Group discussion with Facilitator Review; Group activity
<b>(PM)</b> 1.30pm – 4.30pm	<p>8. Discuss types of workforce and enterprise development programs to support industry transformation.</p> <ul style="list-style-type: none"> <li>• Types of workforce and enterprise development programs</li> <li>• Best practices of industry and workforce transformation</li> </ul>	Mini interactive lecture; Group discussion with Facilitator Review; Group activity

**TRAINERS****Mr Thomas Yeo**

Expertise		
<b>Workforce Planning and Development</b>	<b>Talent and Skills Identification and Analysis</b>	<b>Adult Education</b>
<b>Strategic HR</b>	<b>HR Consulting</b>	<b>Collaboration and Partnership</b>
<b>Job Redesign</b>	<b>Project Management</b>	<b>Curriculum Planning and Design</b>

**THOMAS YEO** is an experienced workforce and people development consultant with more than 20 years of experience. He leads the consultant team in advising and solution implementation for Workforce Transformation projects and Job-Redesign projects. Through working with technology partners, he introduced technology-enabled consultancy and helped a number of companies improve their business processes, plan for organisation development and value creation through customer-centric focus as well as skills digitisation for people capability planning and development.

As the Lead Consultant for Singapore Polytechnic Company & Workforce Transformation Programmes, Thomas leads a team of consultants, designs and implements Workforce Transformation programmes for large and local enterprises, developing their capabilities and providing holistic solutions to enable their people transformation.

Thomas consults actively for overseas governments on industry manpower and talent planning and TVET skills development as Associate Consultant and International Expert with the Asian Development Bank, World Bank and UNESCO. He had delivered projects in China, Mongolia, Myanmar, Thailand, Palestine, and Indonesia.

Prior to his entrepreneurship journey, Thomas led the WSQ Policy Unit and Quality Assurance team at the Workforce Development Agency (now known as SkillsFuture Singapore), to set the standards and professionalise the training and skills development sector. The portfolio required him to collaborate with Institutes of Higher Learning, professional bodies and industry organisations, to offer skills and career progression opportunities for adult learners and in-service employees.

Thomas is currently an Associate Faculty Lecturer with Singapore University of Social Sciences and Singapore Human Resources Institute Academy. He also volunteers as an Adult Educator Mentor where he coaches and mentors aspiring new adult educators to reach their full potential.



**Dr. Stephen Yee** is the Deputy Executive Director, of Corporate Learning Centre and Workforce Transformation. He is one of the pioneers working with SkillsFuture Singapore and Workforce Singapore. SNEF is the first invited training provider garnering employers to embrace a workforce qualification system (WSQ) as part of the continual education for school leavers who have yet to get a formal qualification. For close to 2 decades, SNEF has been working with employers to be on the industry sectors steering committee for more than 20 sectors ensuring that employers' needs are always incorporated as a demand instead of looking at purely supply predictions. He has been greatly involved in Job redesign, capacity capacity-building aligned with Progressive Wage Model staff and other Professionals, Managers and Executives. He is actively involved in dialogue with employers and government agencies on the Job redesign, Job transformation maps, and also ITM with employers. He constructs the framework and the archetypes of jobs and skills integration for retail (JSIT-Retail).

He is an active member of the Future of Work under the International of Employers (IOE) and is also involved in providing feedback and information on the ASEAN Future of Work published in 2016 and the recent IOE publication of Future of Employers organisation in 2021.

**Administrative Details**

Duration of course : 3 days / 21 hours  
Time : 9am to 4.30pm  
Dates : 22, 23 and 24<sup>th</sup> Jul 2024  
Venue : (provided by Malaysia Productivity Corporation)  
Class size : capped up to 40 pax

**Terms of Course**

1. **Limitation of Liability:** SNEF shall not be liable for any losses, expenses, costs or damages incurred by Malaysia Productivity Corporation arising out of or in connection with the provision of the course or the failure to provide the course, whether or not foreseeable, unless such losses, expenses, costs or damages incurred by Malaysia Productivity Corporation are attributable solely to the misconduct or gross negligence of SNEF.
2. **Third Party Rights:** Any person who is not a party to this agreement has no right under the Contracts (Right of Third Parties) Act 2001 of Singapore to enforce any term herein.
3. **Governing Law / Jurisdiction:** The terms of this agreement shall be governed by the laws of Singapore and subject to the exclusive jurisdiction of the Singapore courts.

**Professional Fee**

We are pleased to offer Malaysia Productivity Corporation a privileged fee of Singapore Dollars \$25,000 for class size of up to 40 pax. This is inclusive of the trainer's fee, airfare and accommodation.

Venue to be provided by Malaysia Productivity Corporation.

- As the training to be conducted in Malaysia, Singapore GST will not be imposed
- Fee will include a PDF version for each participant
- **E-Certificate of Achievement** will be given to participant/s who have attained 75% attendance
- Course Evaluation Summary Report will be given to the company after consolidation.

## Acknowledgement of Acceptance

ATTENTION: Ms Shirlyn Tan

Please kindly countersign below to acknowledge the acceptance of the proposal and send to [shirlyn\\_tan@snef.org.sg](mailto:shirlyn_tan@snef.org.sg), **latest by** 11th June 2024.

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Yes, we would like to engage SNEF to conduct the training on:

- ***Industry and Jobs Transformation for the Future Economy (based on Skills Framework and Jobs transformation Map of Retail in Singapore)***

By signing on the acknowledgement of acceptance, Malaysia Productivity Corporation has agreed on the terms and conditions stated in this proposal.

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**Authorised Signature / Date**

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**Company Stamp**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

**Note:**

- Notification of withdrawal/postponement is to be given via email to SNEF **at least 7 working days** before the course commencement date. An administrative fee will be charged for late withdrawal/postponement:
  - Notification received from 4 to 6 working days - 25% of full course fee (subject to prevailing GST)
  - Notification received from 1 to 3 working days - 100% of full course fee (subject to prevailing GST)
  - No-show – 100% of full course fee (subject to prevailing GST)