

**FACTSHEET ON CAREER CONVERSION PROGRAMME
IN THE TRAINING & ADULT EDUCATION (TAE) SECTOR
QUALITY ASSURANCE & TRAINING MANAGEMENT OFFICER**

ABOUT THIS PROGRAMME

1. Given the complexity of operations and compliance requirements imposed onto Training Providers (TP) in the funded training space, many TPs encounter challenges in understanding the requirements and obligations necessary to operate a TP.
2. Without sufficient understanding, TPs may find it difficult to set up and improve its processes that will help them to be more effective and efficient in delivering programmes.
3. To guide TPs in establishing a wholistic quality assurance system and developing roadmaps, SAPTCO Singapore has developed a new Career Conversion Programme (CCP) for Quality Assurance and/or Training Management Officers (QATMO).
4. Funded under the Employment and Employability Institute Pte Ltd (e2i) Training Grant, this CCP for QATMO aims to develop competent professionals with the knowledge and skills to lead and manage a TP within the funded training space through blended learning.

PROGRAMME DETAILS

5. To facilitate the programme under a Place-and-Train mode, participating employers will hire the participants before they commence training.
6. Administered by SAPTCO Singapore, participants will undergo On-the-Job training & the CCP training programme consisting of a total of four (4) modules over a 4-month period.
 - **Module 1: Design a Quality Assurance (QA) System – 3 days (24 hours)**
 - Evaluate the various QA systems in managing TPs in Singapore
 - Interpret the Terms & Conditions to operate as a TP in Singapore
 - Evaluate existing operations and processes within a TP
 - Develop enhanced QA system to manage TP effectively
 - **Module 2: Develop a Quality Assurance (QA) Manual – 3 days (24 hours)**
 - Develop a wholistic QA Manual to align the operations to those requirements identified
 - Develop additional resources to compliment the QA Manual where applicable
 - Develop the necessary tracking mechanisms to ensure operational compliance to the QA Manual
 - **Module 3: Implement the Quality Assurance (QA) System – 3 days (24 hours)**
 - Present and articulate the requirements of the QA system to the stakeholders
 - Develop the company communications plan to ensure effective implementation of the QA system

- Conduct presentations, training and coaching interventions to ensure effective implementation of the QA system
- **Module 4: Explore Trends Impacting the TAE Industry & Identify Strategies to Future-Ready TPs – 3 days (24 hours)**
 - Explore the TAE Industry Transformation Map (ITM) as a critical enabling infrastructure for SkillsFuture
 - Explore the TAE Industry Digital Plan (IDP) as a guide for the TAE industry to assess their digital readiness and opportunities to go digital
 - Explore innovations around the world that compliment strategies to future-ready TPs
 - Develop a transformation roadmap to facilitate such transition to future-ready TPs

SALARY

7. Successful participants for the CCP for QATMO may expect a starting monthly gross salary of \$2,400 to \$3,200 and receive at least \$100 increment at the end of the 4 months training.

ELIGIBILITY CRITERIA

8. Participants must fulfil the following criteria:
 - Singapore Citizen or Permanent Resident
 - Minimum 21 years old
 - Graduated or completed National Service, for at least 2 years
 - Not be shareholders, immediate ex-employees of company or related entities¹, or be related to shareholders of the hiring company
 - Previous job role should be substantially different from the new job role trained for under this CCP for QATMO

¹Related entities include (but not limited to) subsidiaries of parent company, and related group of companies/entities defined in ACRA. Sister companies and parent-child companies are considered related entities.

FUNDING DETAILS

9. The employing company will receive the following funding according to the respective requirements:

Funding to Employers	Standard Rate <i>(Singapore Citizens/Permanent Residents below age of 40)</i>	Enhanced Rate
Salary Support²	Up to 70% of Monthly Salary for CCP training duration (capped at \$2,240/month)	Up to 90% of Monthly Salary for CCP training duration (capped at \$2,880/month) <i>For Long-term Unemployed³ Singapore Citizen (SC) trainees or Mature⁴ SC trainees</i>
Course Fee Subsidy	Up to 70% of Course Fee <ul style="list-style-type: none"> ▪ Full Course Fee: \$4,800 ▪ Nett Fee payable by Employers: <u>\$1,440</u> 	Up to 90% of Course Fee⁵ <ul style="list-style-type: none"> ▪ Full Course Fee: \$4,800 ▪ Nett Fee payable by Employers: <u>\$480</u> <i>For SC/PR trainees sponsored by SMEs or Mature SC trainees</i>

10. As the Jobs Growth Incentive (JGI) will also apply to jobseekers undergoing reskilling through Professional Conversion Programmes (PCPs) and Place and Train (PnT) programmes, temporary funding adjustments have been made during the duration of the JGI.
11. For all new hires hired through the CCP for QATMO for the period between 1 September 2020 to 30 September 2022⁶:
- a. The salary support funding caps stated under paragraph 9. will be halved (i.e. “up to 70% and capped at \$2,240/month” will become “up to 35% and capped at \$1,120/month”), and
 - b. The salary support period will be extended to comprise of the training duration and an additional period of retention which is equivalent to the training duration (i.e. “4 months of training” will become “4 months of training and 4 months of retention”).

²All Salary Support are computed based on fixed monthly salary (i.e. basic monthly salary + fixed monthly allowances), according to Ministry of Manpower’s definition. Fixed monthly allowance does not include variable allowances, overtime payments, bonus, commission or annual wage supplements, in-kind payments, any form of reimbursements, including for expenses incurred by employee in the course of employment, productivity incentive payments, contributions payable by the employer to any pension or provident fund, including any contributions made on the employee’s behalf, gratuity payable on discharge, retrenchment or retirement of employee.

³Long-term Unemployed SCs refers to individuals who are unemployed for 6 months or more as of the employment start date.

⁴Mature SCs refers to individuals aged 40 and above.

⁵This includes a 20% course fee subsidy top-up from SSG’s SkillsFuture Mid-Career Enhanced Subsidy for mature SCs, or a 20% course fee subsidy top-up from SSG’s Enhanced Training Support for SMEs for SME-sponsored SC/PR employees, if applicable.

⁶Funding adjustments apply only for Long-term Unemployed/Mature SC new hires for the JGI period of 1 April 2022 – 30 September 2022. All other new hires will be supported based on the standard rate as indicated under paragraph 9.

HOW TO APPLY

12. Interested employers can download the application form [here](#). Complete and submit the completed application form together with the required documents once ready to ccp_qatmo@saptco.org.sg. Do take note that clearance of eligibility checks by e2i will take at least 2 weeks. To help facilitate and expedite the process, kindly ensure there is full submission of documents.

CONTACT DETAILS

For more information and to apply, please contact:

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Website: [CCP QATMO](#)