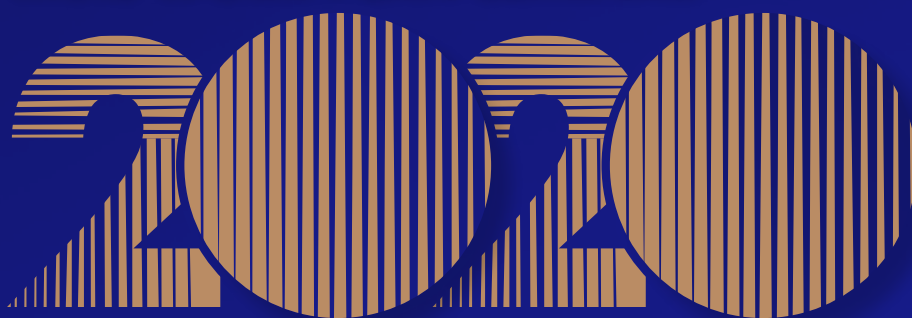


**BUILDING A
RESILIENT
COMMUNITY
OF SUCCESS,
TOGETHER**

MUIS WORK PLAN SEMINAR



2019 Report Card





Muis embarked on its 6th Muis 3-Year Plan for work year 2019-2021. This report lists the milestones and achievements of 2019, the first year of the 3-year plan towards achieving the long-term outcomes of developing Gracious and Contributive Muslims, Excellent and Inspiring Community and Dynamic and Resilient Institutions.

Programmes and initiatives in this report are designed to benefit the various groups within the Muslim community in 2019.



RALLYING SUPPORT TO UNDER-SERVED IN THE COMMUNITY



RALLYING SUPPORT TO UNDER-SERVED IN THE COMMUNITY

SUPPORT FOR LOW INCOME FAMILIES

Uplifting the community



\$17.6M disbursed as zakat financial assistance to over **6,900** households, **\$1M** increase from **2018**.

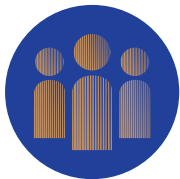
Increase in beneficiaries due to intensified outreach and collaborations with **Social Service Offices (SSOs)** and **M³ network**.

More than **1,500** cases referred from Social Development mosques to the SSOs.

Over **8,000** zakat beneficiaries and families benefitted from support programmes in 2019.

FITRAH

More in care and after care support for the incarcerated



310 FITRAH volunteers.

FITRAH religious counsellors and community befrienders began home visits in **May 2019**.

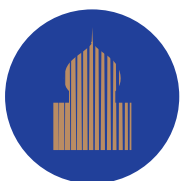
More than **75** ex-offenders and their families benefitted from the services in collaboration with the

Yellow Ribbon Community Project champions.

More than **120** Back to FITRAH packages - vouchers, Ez-link card and info-guides on support network given out.

BERSAMAMU

Additional Mosque Religious Officers appointed



28 mosques provided spaces for **Bersamamu** couples' consultation – collaborative programme with Registry of Muslim Marriages.

17 new **Mosque Religious Officers (MRO)** appointed as **Naib Kadi**, total **23** MRO-Naib Kadi.

Naib Kadi to guide and help **new couples** in the **first two years** of their marriage journey.

Towards **stronger** and **more resilient** marriages, with support by various agencies and mosque programmes.

M³@TOWNS*Partnership with mosques*

10 mosques in 3 Mosque Clusters (North, East and West) partnered and participated in various M³ effort.

The ten mosques at the 8 **M³@Towns** are **An-Nur** (M³@Marsiling-Yew Tee), **Assyafaah** and **Yusof Ishak** (M³@Woodlands) and **Darul Makmur** (M³@Nee Soon); **Al-Istighfar** and **Al-Islah** (M³@Pasir Ris-Punggol), **Darul Ghufuran** (M³@Tampines) and **Al-Ansar** (M³@Bedok); and **Assyakirin** (M³@Jurong) and **Al-Khair** (M³@Choa Chu Kang).

M³@Jurong – Assyakirin, Hasanah and Al-Mukminin:

- Community befriending, home visits to families with incarcerated members
- M³ Youth Festival (6 July 2019)

M³@Nee Soon – Darul Makmur**and M³@Marsiling-Yew Tee – An-Nur:**

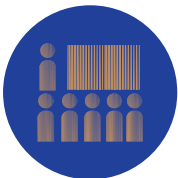
- Marital First Responder.

M³@Pasir Ris-Punggol – Al-Islah and Al-Mawaddah:

- Marital First Responder and Cinta Abadi (Marriage Preparatory Course).

M³@Bedok – Alkaff Kampung Melayu and Al-Ansar:

- Home visits with grassroots volunteers and Mendaki

PROJECT SOAR*Mosques collaboration with M³@Town*

Project Soar mentoring programme was piloted at **M³@Choa Chu Kang** and **M³@Jurong** and extended to **M³@Tampines**.

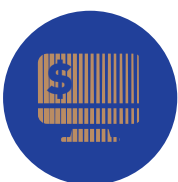
Students engaged and trained to **broaden their community service outreach**.

8

mentors from Masjid Al-Khair, Assyakirin and Al-Mukminin undergone training.

15

students from Madrasah Alsagoff and Madrasah Al-Maarif participated.

SOCIAL DEVELOPMENT - 2020 HIGHLIGHTS*Empowering families on financial assistance*

Implement new **Financial Assistance IT SYSTEM** in 2020 to increase efficiency.

Beta test new

LEAP Initiative

(a revision of former Empowerment Partnership Scheme).



STRENGTHENING OUR RELIGIOUS INSTITUTIONS

STRENGTHENING OUR RELIGIOUS INSTITUTIONS

OUR MOSQUES

Mosque upgrading programme



Masjid Darul Ghufuran, opened in

March 2019

is the largest mosque by capacity, can accommodate 5,500 congregants.



Masjid Angullia underwent upgrading to better serve the elderly and community, completed in

December 2019.

7

Mosque Governance

69

mosques undergone external financial audit. **97%** of mosques received unqualified (compliant) audit reports in FY2018, an increase from **78%** in 2016.

BUDGETING WORKSHOP

conducted for all mosque finance officers.

KORBAN

3,700

livestock safely imported from Australia for Korban ritual.

Independent ESCAS auditors expressed satisfaction of all animal handling processes and slaughtering at all **26 mosques**, meeting ESCAS requirements.

MUIS' PUBLIC SECTOR TRANSFORMATION

Digitalisation of service delivery and increased customer satisfaction

Ask Jamie@Muis

a Virtual Assistant Chatbot

28%

reduction in volume of calls (simple queries).

Chatbot effective in handling surge volume of queries.

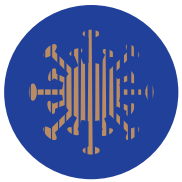
Improve online self-help experience.

Customer Satisfaction Overview (Ask Jamie@Muis)

75% satisfaction among users

70% users find it a useful platform

75% of accurate replies from about **7,900 interactions**



2020 Highlights

RALLYING TOGETHER AGAINST COVID-19

Preserving our Religious Life

To ease the loss of mosques as a spiritual focal point.

New digital formats to dispense religious guidance during circuit-breaker measures.

Muis working with mosques, asatizahs and Islamic Education Centre Providers (IECPs) to roll out **online lessons, lectures** and radio programmes to reach out to all segments.

OurMasjid.SG

– central donation portal in support of mosques.

KuliahSG

– a ground-up initiative and centralised portal for online programmes produced by mosques.

Muis is collaborating with Berita Harian, mosques and asatizah fraternity to launch online internet TV channel during Ramadan –

SalamSG Channel.

Enhance community's Ramadan spiritual experience and strengthen psychological resilience.



Progressive religious leadership



Muis will disburse a

\$1 million

grant to equip all **70 mosques** with enhanced COVID-19 precautionary measures. Purchase equipment to conduct temperature taking, contact tracing and queue management when mosques re-open.

Grant will also be used to offset

50%

of aLIVE school fees for 2 months to 21,000 students.

SGUnited BukaPuasa

to benefit zakat beneficiaries and frontline healthcare professionals & their families.

Raise funds for the disbursement of

20,000

Ramadan meals daily.

Rahmatan Lil Alamin Foundation through the Muslim community collected

\$157,696

for **The Courage Fund**, providing relief to vulnerable individuals and families.

Support asatizah whose livelihood are affected by COVID-19, Muis worked with NTUC and Ministry Social and Family Services to help **asatizah benefit from assistance schemes** under the Resilience and Solidarity Budget; Self-Employed Person Income Relief Scheme; Jobs Support Scheme; Temporary Relief Fund and COVID-19 Support Grant.

Muis **supporting SGTeguhBersatu** Taskforce, strengthening last-mile delivery of national COVID-19 support measures.

Provide **guidance on information** and referral for Temporary Relief Fund and other COVID-19 Support Schemes application.

Muis worked with the Madrasahs to **support Home-Based Learning**, for students from the less-privileged families, have **access to personal computing devices**.

6th Sense is working with the Rahmatan Lil Alamin Foundation (RLAF) to assist children from low-income families keep up with **home-based learning**.

Property tax rebate of **100%** for tenants of Wakaf properties.

Additional **rental waivers** to commercial and community tenants ranging from **0.5 to 4 months**.

Mosque appreciation of our frontline healthcare professionals – tokens of appreciation, well wishes and food donations.



STRENGTHENING SOCIAL COHESION

STRENGTHENING SOCIAL COHESION

KEY FATWAS AND IRSYADS

Guiding the community



Inheritance Seminars organised, educating on legal and religious instruments to safeguard assets.

FATWA

1) Fatwa on Joint tenancy (Landmark Fatwa)

Allows joint tenants during their lifetime to decide the option of selecting joint tenancy contracts or tenancy-in-common contracts.

2) Fatwa on Lasting Power of Attorney (LPA)

LPA is a form of planning permissible under Islamic law to protect welfare and well-being throughout one's life.

LPA allows a Muslim to appoint trustworthy individuals who can execute entrusted responsibilities according to legal and religious requirements.

IRSYAD

3) Religious Guidance on Advanced Care Planning

ACP allow individuals to make a dignified choice on their own care plans, when they no longer have the mental capacity to perform such tasks.

ASATIZAH YOUTH NETWORK

Engaging our community online

The Asatizah Youth Network (AYN) expanded from

18

in 2018

in 2019

26

Over

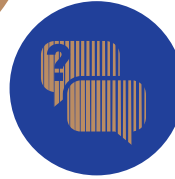
176,700

followers
on various social media platforms.

In **2019**, these asatizah actively produced online content in the forms of vlogs, articles, and engage the online community through Instagram live session.



A total of **7 Instagram LIVE** sessions including a music video and a Ramadan short film in 2019.



3 JUST! ASK sessions – group consultation sessions clarifying doubts encountered online.

Muslim.Sg a one-stop portal for religious FAQ sections, weekly articles and list of asatizah that the community can engage online.

Muslim.Sg engaged the community on issues, such as identity and diversity.

On Facebook, Muslim.Sg achieved **12.7M** in reach. Currently on website, YouTube, Facebook, Instagram, Telegram and on Spotify with regular podcasts for the community.

ISLAM IN CONTEXT (ICON)

Empowered new religious leaders

Muis Academy offered **2 runs** of Islam in Context (ICON) for **168 recent** graduates from overseas Islamic universities.

258 asatizah have successfully completed ICON and endorsed with Asatizah Recognition Scheme (ARS).

90% agreed of the need to contextualise scripture, meet the needs of the Singapore's plural and secular context.



INCREASING ISLAMIC EDUCATION

Islamic education for the young - aLIVE

Islamic Education Workgroup formed in October 2019, to co-create a shared Islamic Education curriculum and competency framework for teachers.

37 mosques offer aLIVE classes for **22,000** students each weekend, a rise of almost 5% from 2018.

Over **1,080** students enrolled in Kids aLIVE Home Edition, this is an increase of **39%** from 2018.

Islamic Education Fund provides financial aid for students from low income families attending aLIVE. **\$1.46M** disbursed to **4,477** students attending aLIVE in 2019.

Over **740** aLIVE staff (teaching and non-teaching) undergone trainings.

ADULT ISLAMIC LEARNING (ADIL)

9,140 students signed up for ADIL – an increase of **48%** from 2018.

62 free basic-level classes were conducted with **4,286** participants.

DIVERSITY & SOCIAL COHESION

INTERNATIONAL CONFERENCE ON COHESIVE SOCIETIES (ICCS)



All mosques, representative bodies of key religious communities and asatizah reaffirm commitment to **safeguard religious harmony** at ICCS.

Document safeguard religious harmony lays down specific ways to interact.

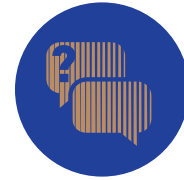
Document signed by **250** organisations from Singapore's 10 major faiths and religions.

HARMONY CENTRE

3,423

new visitors visited Harmony Centre in 2019.

Harmony Centre participated in **MCCY Bridge programmes:**



'Ask Me Anything', National IRCC Convention, South East CDC "Common Senses, Common Spaces" and IRCC Faith Talks.

30 youths attended an online workshop titled **Faith in ACTION 3.0**, addressing social diversity, improving interfaith relationships and advocating Green environment.

RAHMATAN LIL ALAMIN FOUNDATION (BLESSINGS TO ALL)

Approximately

\$1.51M

disbursed for community service projects.

RLAF approved grants of more than **\$81,000** for 7 local and regional humanitarian and community service projects - empowerment of underprivileged children, education of rural communities and environmental conservation.

Over

\$245,000

collected and disbursed for survivors of the Sunda Strait Tsunami in 2019.

The foundation launched 3 new signature programmes in conjunction with its **10th anniversary** to grow the culture of compassion with many more partners.

\$7.14M

in total collection and disbursement for all humanitarian relief efforts since 2009.

RLAF collaborated with **Kebun Baru Community Making Project** a project by 6th Sense. A year-long empowerment programme for mothers living in rental flats in Kebun Baru. Unlocking the strength and potential of 10 mothers and 30 children in the neighbourhood.



STRENGTHENING SUPPORT AND DEVELOPMENT OF ASATIZAH

STRENGTHENING SUPPORT AND DEVELOPMENT OF ASATIZAH

OUR MADRASAH SECTOR

Continued support for asatizah

165

madrasah educators
trained in Skillful Teacher
programme in 2019.

51 teachers completed the Specialist Diploma in Applied Learning and Teaching programme, **18** more will complete in August 2020.

17 teachers attended the Lesson Study workshop organised by National Institute of Education. **12** teachers from **5** madrasahs were sponsored to attend the World Association of Lesson Studies Conference in Amsterdam, Netherlands in 2019.

First batch of

26

students now enrolled in the International Baccalaureate (IB) Diploma Programme at Madrasah Aljunied Al-Islamiah.



Madrasah Al-Arabiah **new campus**

ASSISTANCE TO MADRASAH STUDENTS

Wakaf disbursements from **Wakaf Ilmu** is in its 5th year, madrasah sector has benefitted

\$2.49M

from Wakaf funds from 2014 to 2019.

Madrasah Assistance Scheme (PROMAS)

\$630,000

distributed to **all students** in all **6 madrasahs**.

MADRASAH STUDENT ACHIEVEMENTS

250 students exempted from compulsory education in all madrasahs sat for the 2019 PSLE. All madrasahs achieved Ministry of Education Compulsory Education benchmark in the 2019 PSLE results.

Out of the **250** students, **99.6%** proceeded to secondary school, higher than national results of 98.4%. This is the highest percentage passes (in 2019) since the start of Compulsory Education in 2008.

ASATIZAH DEVELOPMENT

STUDENT ENGAGEMENT BY STUDENT CAREER WELFARE OFFICE



Pre-Departure Camp at Masjid Al-Ansar for 2019/2020 cohort delved into Mental Health Wellness, Study Skills and Safety & Security briefing.

2020/2021 cohort, **126** final year students from 4 madrasahs attended Pre-Departure Programme (Briefing) for students on the various tertiary religious studies in the MENA and SEA regions.

A total of **1,767** students attended programmes and utilised student career welfare services in 2019.

ASATIZAH WORKFORCE DEVELOPMENT PLAN

The Asatizah Workforce Development Plan (AWDP) is a comprehensive plan to enhance the attractiveness of the religious sector as well as increase skills and competencies of the asatizah workforce. The plan is guided by the recommendations by the COFA, feedback from Muis50 conversations, and best practices on workforce development.

Under AWDP, Career and Competency Framework (CCF) is the first to be rolled out, in 2020. Other workstreams under AWDP include **skills upgrading plan**, **scholarship** and **talent management programme** to be rolled out within the next two years.

With CCF, asatizah are guided in developing skills, build competencies towards **raising the overall professionalism** of the sector. This will facilitate movement within and outside of the religious sector.

COMMITTEE ON FUTURE ASATIZAH

Committee on Future Asatizah (COFA) established to engage key community stakeholders on strengthening and development of the asatizah workforce.

COFA engaged more than **1,900** participants via; Focus Group Discussions and Round Table Discussions, Online Engagement, Street Survey, Town Halls and Interviews.

SINGAPORE ISLAMIC COLLEGE

PCICS - Workshop on Islamic Higher Education

Partnership with Centre for Research and Evaluation in Muslim Education (CRÈME), Institute of Education of University College London with local madrasah leaders and academics.



MANDATORY ASATIZAH RECOGNITION SCHEME (ARS)

Over
100
Continuous Professional Education
(CPE) programmes, offering
461
credit hours of training courses for
8,082
participants.

More than
95%
of asatizah who attended the
programmes find CPE relevant
& empowering.

First-ever **seminar conducted in Tamil**
for Indian Imams and asatizah.

Code of Ethics seminars were attended
by **1,252** Islamic and Quranic teachers.

ARS Office approved **51 new** IECs and
over 4,700 Islamic and Quranic teachers
in the ARS online directory in 2019.

2019 CPE programmes –
inter/intra-faith dialogues, fatwa and legal thinking,
counter-radicalism, contemporary Islamic thought.

AWDP - 2020 HIGHLIGHTS

COMMENCE POSTGRADUATE CERTIFICATE IN ISLAM IN CONTEMPORARY SOCIETIES

The one-year Postgraduate Certificate in Islam in Contemporary Societies (PCICS) programme will replace the current four-week Islam in Context (ICON) programme for all returning graduates. PCICS enhances ICON's curriculum and will include additional vocational training in areas such as **andragogy¹, social work, counselling, and digital literacy**.

¹The method and practice of teaching adult learners; adult education.

Upon completion, participants awarded with a **postgraduate certificate, full ARS** recognition and 20 Continuing Professional Education hours.

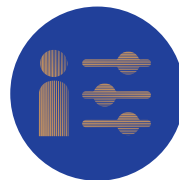
PCICS offers practical learning experience - practicum component, **internship opportunities** and **work placements**. Participants can be mentored by a senior asatizah and career professionals.

LAUNCH CAREER & COMPETENCY FRAMEWORK

For future ready asatizah, the religious sector Career & Competency Framework (CCF) is an important tool to equip asatizah in their roles. This collective effort is one of the first interventions from the recommendations of COFA.

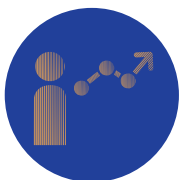


With the CCF, asatizah will be equipped to take responsibility for skills upgrading and career planning.

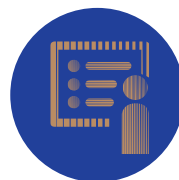


With the CCF, employers will be assured of skilled, proficient and knowledgeable asatizah, to carry out their roles/ functions.

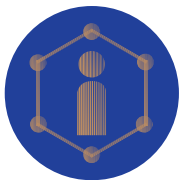
COMPONENTS OF THE RELIGIOUS SECTOR CCF



Career Map
Career progression pathways



List of Jobs
Job description and key activities in Skills Maps



Competency Framework
List of skills and competencies with descriptors



List of Training Programmes
Acquirement of the skills and competencies

THE RELIGIOUS SECTOR CAREER MAP HAS 5 TRACKS:

Religious Policy & Development

Develop religious policies and ensure their smooth implementation across the religious sector.

2

Education

Offer holistic Islamic Education (IE) at the Madrasahs and Mosques to shape the future generation of the Singapore Muslim Community.

Mosque & Community Development

Manage mosques as the centre of religious life for the Muslim Community and provide socio-religious services to meet their needs and work with community partners to strengthen social cohesion.

3

4

Muslim Family Development

Provide religious guidance and support to forge strong Muslim families.

Religious Services (Halal, Zakat, Wakaf)

Policy making and administration of zakat, wakaf (endowment), pilgrimage affairs, halal certification and ensuring religious services are provided to the community in an efficient and organised manner.

5



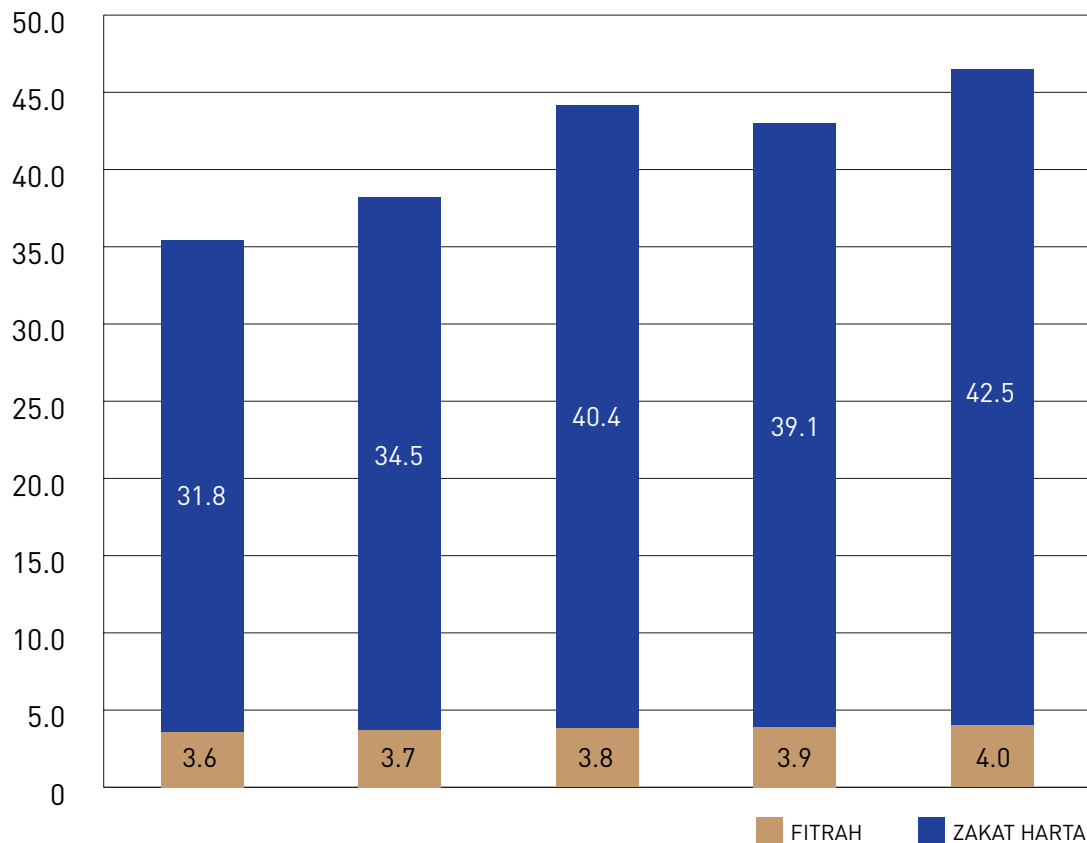
ASSET DEVELOPMENT

ASSET DEVELOPMENT

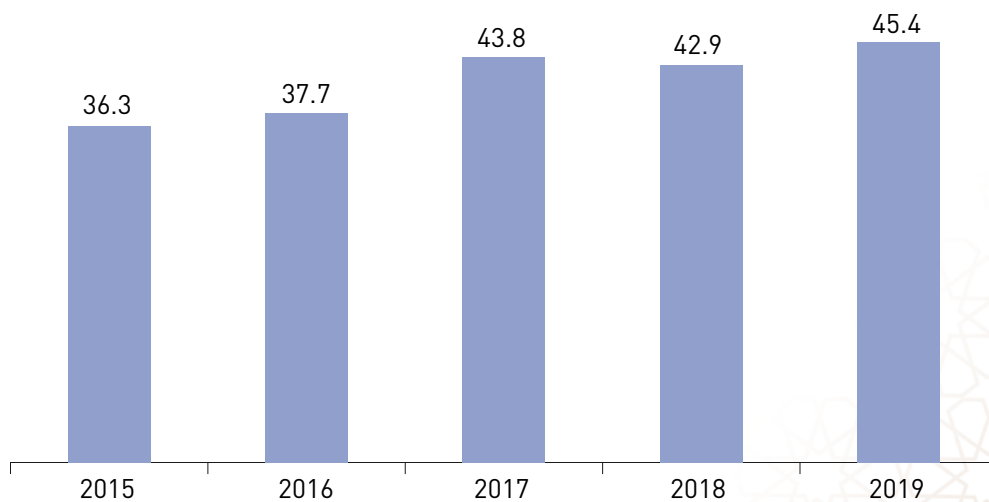
\$46.5M

collected from zakat contribution in
2019, **almost 9% increase** from 2018.

ZAKAT COLLECTION FROM FY15 - FY19



ZAKAT DISBURSEMENT 2015 - 2019





HAJ PILGRIMAGE

Singaporean pilgrims were able to **perform Haj smoothly** and safely in 2019.

Online appeal system launched to streamline application process.

HALAL CERTIFICATION

Annual

**increase
of 15%**

for issuance of Halal certificates in the last 3 years (2017 – 2019).

In 2019, Muis certified

**4,630
premises**

and

**57,690
product**

types made in Singapore.

Muis Halal certification system for Product, Whole Plant and Endorsement Schemes, the **first in ASEAN to be awarded** ISO 17065 by both Singapore Accreditation Council and Emirates Authority for Standardization and Metrology (ESMA) accreditation by the GCC.

ESMA recognition **facilitate expansion** of Singapore companies in the UAE.

Saudi Food and Drug Authority expressed interest to sign a Memorandum of Understanding with Muis to **mutually recognise** each other's Halal certificates.



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