

### For Employer

## **FACTSHEET ON CAREER CONVERSION PROGRAMME IN RETAIL SECTOR RETAIL PROFESSIONAL**

### **Objectives of the Programme**

1. As part of the *Adapt and Grow* initiative to provide greater support for mid-career Professionals, Managers, Executives and Technicians (PMET) jobseekers, the Workforce Singapore (WSG) and SkillsFuture Singapore (SSG) have jointly developed a new Career Conversion Programme (CCP) for Retail Professional (RP).
2. The CCP for RP will help retail companies tap on additional sources of manpower and meet their manpower needs by providing mid-career switchers with an opportunity **to work in retail frontline operations**. Through structured classroom and OJT, companies are also able to align training according to their specific business needs.

### **Programme Details**

3. To facilitate the programme under a Place-and-Train mode, participating employers will hire the participants before they commence training; and be required to provide structured On-the-Job Training (OJT) plans to ensure that participants hired will gain the necessary competencies for their new role.
4. The CCP for RP is administered by the Singapore Institute of Retail Studies (SIRS). Participants will undergo a **CCP conversion programme, consists of CCP training duration (classroom training delivered by SIRS, with structured OJT at the hiring company) and an additional period of retention equivalent to the training duration**.

**The training programme will include the following modules of Workforce Skills Qualifications (WSQ) Diploma in Retail (Operations):**

- **Global Mindset (4 days – 24 hours):**  
Evaluate local & global issues & trends that impact one's employability & job role and to be able to identify competency gaps, determine training and development needs and to establish & evaluate appropriate training & learning opportunities for all including the implementation of a conducive work environment to facilitate transfer of knowledge & skills.
- **Retailing & the Economy (4 days – 24 hours):**  
Understand key considerations and target markets in retailing as well as the application of the following concepts in the context of retailing: scarcity, opportunity costs, demand & supply, elasticity, utility.
- **Sales Target Management (4 days – 24 hours):**  
Set, communicate, drive and motivate staff to achieve sales target and to review social-economic changes in the local context as well as assess impact of external economic and political events on the local retailing environment and to make changes to target set inability to reflect actual situation.
- **Service Leadership (5 days – 30 hours):**  
Recognise the characteristics of a leader and to discharge the roles & responsibilities of a leader

In operationalising the organization's service vision, mission and values - entailing ways to promote a customer centric environment as well as analyzing the performance of individual member and the team with the intent to identify follow-up **actions for improvement**.

- **Workplace Communication (3 days – 18 hours):**

Use appropriate methods / equipment / platform to communicate policies and procedure to staff and monitor their compliance including evaluating the effectiveness of such methods / channels.

The CCP RP trainee should attain a 'Competent' for all modules. Upon completion of the programme, trainees will receive the nationally accredited Statement of Attainment (SOA), under the Singapore Workforce Skills Qualifications (WSQ) framework for Retail.

\* Training hours may be subject to change

### **Salary**

5. Successful participants for the CCP for RP may expect a minimum starting salary of \$2,500 per month.

### **Eligibility Criteria**

6. Candidates must fulfill the following criteria:

- The candidate must be a Singapore Citizen or Permanent Resident;
- **New PMET hires who have no more than three months of employment with the current company;**
- Have graduated from pre-employment training for at least 2 years (excluding National Service where applicable);
- The candidate must have managerial-level or equivalent experience in a non-related role prior to joining the CCP.

7. Companies must fulfill the following criteria:

- Company must be registered or incorporated in Singapore;
- Company's business must be in retail, dealing in tangible products B2C;
- Company must have a proper office and not operate from residence;
- Company must issue a valid employment contract;
- Company must have a brick and mortar store which operates as a proper retail store;
- Company must be able to sponsor candidate for conversion classroom training at SIRS and to provide structured on-the-job training for the candidate; and
- Company must ensure job functions for RP, within the retail frontline operations scope.

## **Funding of the Programme**

8. The employing company will receive the following funding upon the fulfilment of the corresponding Requirements:

<b>Funding to Employers</b>	<b>Standard Rate (SCs/PRs below age of 40)</b>	<b>Enhanced Rate</b>
<b>Salary Support</b>	<b>Up to 70% of Monthly Salary for CCP training duration (capped at \$4,000 per month)</b>	<b>Up to 90% of Monthly Salary for CCP training duration (capped at \$6,000 per month)</b>  <b>For Long-term Unemployed* Singapore Citizen (SC) trainees or Mature^ SC trainees</b>  * Long-term Unemployed (LTU) is defined as being unemployed and actively seeking employment for six months or more.  ^ Mature trainee is defined as being aged 40 and above.
<b>Course Fee Subsidy</b>	<b>Up to 70% Course Fees*</b>	<b>Up to 90% Course Fees*</b>  For SC / Permanent Resident (PR) trainees sponsored by SMEs or Mature SC trainees
	<u>For non-Small and Medium Enterprises (SMEs)</u> <ul style="list-style-type: none"> <li>• Full Course Fee: \$4,200</li> <li>• 70% SSG Funding: \$2,940</li> </ul> <b>Nett Fee payable by employers:</b> <b>\$1,260 (excl. GST)</b> <b>\$1,348.20 (incl. GST)</b>	
	<u>For SMEs or trainees eligible for Mid-Career Enhanced Subsidy (MCES)</u> <ul style="list-style-type: none"> <li>• Full Course Fee: \$4,200</li> <li>• 90% SSG Funding: \$3,780</li> </ul> <b>Nett Fee payable by employers:</b> <b>\$420 (excl. GST)</b> <b>\$508.20 (incl. GST)</b>	

<p><b>OJT Blueprint to be provided by the employing company with the following details:</b></p> <ul style="list-style-type: none"> <li>• OJT Blueprint of 6 months is to be developed and submitted to SIRS for approval;</li> <li>• To seek Nanyang Polytechnic (NYP) – National Centre of Excellence for Workplace Learning (NACE) for assistance, if company does not have the capability to develop, and the development is payable;</li> <li>• Detailed account of main tasks, skills and knowledge;</li> <li>• Actual account of OJT hours for each task, by hours and</li> <li>• Competency acquired during the 6 months training;</li> </ul>	<p>Total OJT of 6 months / 960 hours, inclusive of classroom training.</p> <p>To submit OJT Blueprint logbook, fully completed with details, for disbursement of salary support.</p>
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## **New adjustment**

### **9. Adjustments in funding disbursements for new hires on CCPs from 1 Sep 2020 to 30 September 2021.**

The following enhancements to the Jobs Growth Incentive (“JGI”) were announced by DPM Heng on 16 Feb 2021<sup>1</sup>.

- a. Extension of the qualifying window of JGI by 7 months to 30 Sep 2021
  - b. Higher wage support for eligible companies that hire mature workers, persons with disabilities and ex-offenders
- WSG has made temporary adjustments to salary support (SS) disbursements for all new hires hired on their conversion programmes (i.e. CCPs programme) for the period between 1 Sep 2020 to 30 Sep 2021, which coincides with the qualifying period for the JGI<sup>2</sup>. The intent is to spread out SS disbursements over a longer period to encourage companies to retain local workers hired under this conversion programme.
  - For individuals newly hires and out on Place-and-Train CCPs for the period between 1 September 2020 to 30 September 2021, the Salary Support funding will now be disbursed to participating employers over a longer period, comprising the CCP training duration and an additional period of retention equivalent to the training duration.

<sup>1</sup> For more information on JGI, please visit the IRAS webpage at <https://www.iras.gov.sg/irashome/Schemes/Businesses/Jobs-Growth-Incentive--JGI/>

<sup>2</sup> The adjustment to SS disbursement will apply based on the date of hire of the individuals (i.e. start of employment with employer and not date of commencement of the programme). To illustrate, the adjustment to SS disbursement will not apply to individuals hired before 1 Sep 2020, even if they start the programmes after 1 Sep 2020. On the other hand, individuals hired between 1 Sep 2020 – 30 Sep 2021 will be covered by the changes, even if they start the programme after 30 Sep 2021.

**Contact Details**

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