

**FACTSHEET ON PROFESSIONAL CONVERSION PROGRAMME FOR THE
RETAIL SECTOR:
RETAIL PROFESSIONAL (For Company)**

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 Professional Conversion Programme (PCP) for Retail Professional (RP).
2. The PCP 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 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 PCP for RP is administered by the Singapore Institute of Retail Studies (SIRS). Participants will undergo a 6-month WSQ programme consisting of classroom training (about 150 hours*) delivered by SIRS, paired with structured OJT at the hiring company.

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

(i) Adapt to Change (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.

(ii) Retailing & the Economy (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.

(iii) Sales Target Management (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.

(iv) Service Leadership (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.

(v) Workplace Communication (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 PCP 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 PCP 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 PCP

Participating companies must fulfill the following criteria:

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

Funding of the Programme

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

	Funding Component	Requirement
1	<p>Course Fee Grant:</p> <p><u>For non-Small and Medium Enterprises (SMEs)</u></p> <ul style="list-style-type: none"> • Full Course Fee: \$4,200 • 70% SSG Funding: \$2,940 <p><i>Nett Fee payable by employers: \$1,260 (excl. GST)</i></p> <p><u>For SMEs or trainees eligible for Mid-Career Enhanced Subsidy (MCES)</u></p> <ul style="list-style-type: none"> • Full Course Fee: \$4,200 • 90% SSG Funding: \$3,780 <p><i>Nett Fee payable by employers: \$420 (excl. GST)</i></p>	<p>Trainee passes all the required modules.</p>
2.	<p>Salary Support:</p> <ul style="list-style-type: none"> • Up to 70% of the trainee's monthly salary, capped at \$4,000 (excl. GST) per trainee per month, for the duration of the programme. • Up to 90%* of the trainee's monthly salary, capped at \$6,000 (excl. GST) per trainee per month, for the programme duration. <p><small>*PMETs aged 40 years old and above, and/or participants who have been unemployed for more than six months</small></p> <p>Funding would be based on the duration of the programme (maximum 6 months)</p>	<p>Trainee remains employed at the hiring company for a minimum duration of six months</p> <p>No Absenteeism Payroll (AP) claim is allowed for PCP trainees</p>

3.	<p>OJT Blueprint to be provided by the employing company:</p> <ul style="list-style-type: none"> • OJT Blueprint (720 hours) must be developed with Nanyang Polytechnic (NYP) – National Centre of Excellence for Workplace Learning (NACE) • OJT Blueprint charges are payable by company (subsidy provided) to NYP • Detailed account of main tasks, task elements and key points • Actual account of OJT hours for each task • Evidence of conversion skills acquired during the 6 months training 	<p>Total 840 hours of training, inclusive of classroom and OJT components</p> <p>To submit OJT Blueprint logbook, fully completed with details</p>
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Contact Details

For more information and to apply, please contact:



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<https://tinyurl.com/SIRS-PCP>