

**NEW SKILLSFUTURE WORK-LEARN BOOTCAMP JOB ROLES –
ENGINEER 4.0 AND CUSTOMER SERVICE ASSOCIATE**

About SkillsFuture Work-Learn Bootcamp

The SkillsFuture Work-Learn Bootcamp is a work-study programme for fresh graduates and mid-career individuals that will equip them with the relevant mind-set, and job-role specific behavioural and technical skills for sectors with acute demand. It is a three-year pilot programme, developed in partnership between SkillsFuture Singapore, the five polytechnics, Institute of Technical Education (ITE), and Generation¹.

About SkillsFuture Work-Learn Bootcamp – Engineer 4.0

2 The Engineer 4.0 job role is the second SkillsFuture Work-Learn Bootcamp job role to be launched. Participants in the programme will undergo an 8-week bootcamp delivered by Singapore Polytechnic and Temasek Polytechnic. The programme is designed to integrate real-life industry scenarios into hands-on projects, and will include role play, case-studies and simulations. It will train participants in areas of demand such as Lean Manufacturing, Industrial Internet of Things, and Agile Project Management, and equip participants with the relevant behavioural skills needed for the engineering sector. These skills include adaptability, teamwork and cross-functional communication. Upon completion of the bootcamp, participants will have the opportunity to interview for new engineering jobs such as Industry 4.0

1 Generation is a US-based non-profit social organisation founded by McKinsey & Company. It develops and implements short, focused bootcamps to train and place young people in jobs, resulting in 17,000 job placements across 23 professions in 9 countries to date. Generation's placement methodology has proven to be effective, short and scalable in these countries, yielding 83% job placement within three months and 80% retention at three months. Nearly 88% of participating employers say that Generation graduates outperform their peers along business metrics and 98% of participating employers would hire Generation graduates again. There has also been positive feedback from other key stakeholders such as training providers and alumni. [Source of info from Generation as at 23 July 2018.]

R&D, Digital Transformation Engineer and Performance Improvement Engineer.

3 The programme is open to Singapore Citizens and Singapore Permanent Residents aged 18 years old and above, with an engineering diploma or degree, and who are willing to take a full-time job upon completion of the programme.

About SkillsFuture Work-Learn Bootcamp – Customer Service Associate

4 The third job role to be launched under the SkillsFuture Work-Learn Bootcamp, the Customer Service Associate job role will involve a 6-week full-time bootcamp delivered by ITE. The programme is designed to immerse participants in real-work case studies and simulations. It will train participants in key skills areas such as adaptive communications, brand storytelling, and identifying customer's needs, together with the relevant mind-set and behavioural skills needed for customer service. Upon completion of the bootcamp, participants will have the opportunity to interview for customer service related jobs including Customer Service Associate, Lounge Associate and Beauty Advisor.

5 The programme is open to Singapore Citizens and Singapore Permanent Residents aged 18 years old and above, with *Nitec* or *Higher Nitec* qualifications from ITE, and who are willing to take a full-time job upon completion of the programme.